7.0 Food Safety Management System

The Unit Manager is responsible for ensuring the standards of storage, preparation and presentation of all foodstuffs; the standards of cleanliness and safety in the galley and related storage areas.

The Unit Manager shall ensure that Galley staff and all employees who may have occasion to work in the galley are instructed in the requirements of ESS Food Safety Policy, Hazard Analysis and Critical Control Points (HACCP) and their responsibilities. (ESS HACCP approach is summarised in Procedure 7.1, and on the 'Hazard Analysis and Critical Control Points' poster which should be posted up in the galley area, together with the '10 Golden Rules of Food Hygiene'.).

The procedures in this section of the manual describe the specific standards and actions to be taken. The procedures have been written with the intention of ensuring that our operations are conducted within the law and normally to represent 'best practice'.

The Unit Manager shall ensure that the condition of the galley and related storage areas are monitored daily and formally inspected at the end of each trip with the findings recorded on the 'Due Diligence' Inspection Checklist. Deep cleaning records will be maintained to suit the location.

|  |  |  |  |
| --- | --- | --- | --- |
| PROCEDURE | REF | RECORD | FREQUENCY |
| Hazard Analysis & Critical Control Points | 7.1 |  |  |
| Personal Hygiene | 7.2 |  |  |
| Temperature Checks | 7.3 | Thermometer Calibration Record | As required |
| Food Ordering | 7.4 |  |  |
| Receiving Food Supplies | 7.5 | Non-Conformance Credit Request Report | As required |
|  |  | Container Temp Check (Frozen & Chilled) | Each delivery |
| Food Storage | 7.6 | Daily Temp Checks - Storage | Daily |
|  |  | Daily Temp Checks - Service | Daily |
| Food Production | 7.7 | Defrosting Log Sheet | Daily |
|  |  | Cooking/Cooling/Reheating Temp Record | Daily |
| Retention of Food Samples | 7.8 |  |  |
| Glass Policy | 7.9 |  |  |
| Food Service and Presentation | 7.10 | Customer Satisfaction Surveys | Each Trip |
| Wash-up/Waste Disposal | 7.11 |  |  |
| Galley Cleaning - Guidelines | 7.12 |  |  |
| Storage Areas Cleaning - Guidelines | 7.13 |  |  |
| Cleaning Materials - Galley | 7.14 |  |  |
| Hygiene & Safety Inspection - Galley & Mess | 7.15 |  |  |
| Suspected Food Poisoning | 7.16 | Due Diligence Inspection Checklist | Each Trip |
| Foreign Materials in Food | 7.17 | Suspected Food Poisoning | As required |
| Appendix to Galley & Equipment Procedures | 7.18 | Foreign Materials in Food Report | As required |

7.1 Hazard Analysis & Critical Control Points

This summary is to provide quick reference to the food safety hazards that potentially affect our operations; to identify the arrangements to control the risks; and to give reference to the detailed procedures contained in this manual. Full control measures, critical limits, monitoring procedures and records and relevant corrective action are detailed in the procedures referenced in the final column of the table. A full HACCP review will be completed annually in line with the HSE Activities Plan.



7.2 Personal Hygiene

The Unit Manager is responsible for ensuring that the detailed standards are always achieved, and that staff are suitably trained in food hygiene and safety. He/she shall monitor staff adherence to laid down personal hygiene practices.

* The uniforms provided and laundered by ESS must be clean each day.
* Aprons and hats must be worn by food preparation staff.
* All other staff and visitors must wear hats in the galley.
* Stewards transferring from accommodation duties must ensure they wash their hands and arms thoroughly and change their uniform colour i.e. blue to red before commencing galley/ mess room duties
* Jewellery, except for plain wedding bands, must not be worn in in the galley or mess room. (This includes watches).
* Red Butchers Aprons must be worn for all butchery tasks.

Staff must adhere to the 'Ten Golden Rules of Food Hygiene':

7.3 Temperature Checks

The purpose of temperature checks is to monitor the temperatures of food cooking, storage and service for compliance with recommended/legally stipulated standards. Monitoring of the temperatures provides early warning of problems and therefore quick remedial action.

A minimum of three digital thermometers should be kept at each unit:

* One is to be designated for final checks of cooked / hot / cold display foods (high risk)
* One for deliveries and storage temperatures
* One to be kept as a spare so that if one breaks or requires calibration there will still be a serviceable one on board

These thermometers should only be ordered via hseq.aberdeen@compass-group.co.uk. The Unit Manager must ensure that the thermometers are kept within calibration and in a clean and fit state. The Operations Director or HSEQ Manager will normally calibrate these during visits.

Should a thermometer require calibration out with a management visit please send this into the HSEQ Department who will calibrate and send back to the unit.

**Digital Thermometer Care**

* Sterilise probe between temperature checks using either sterilising solution or sterile wipe
* When not in use, store probe in a cool, clean place
* Never immerse body of probe in water
* Treat probe, the probe connection and instrument gently.

The Unit Manager is responsible for ensuring:

* Constant use of thermometers to verify correct cooking, storage and service temperatures.
* Actual temperatures are recorded for each location and columns are initialed. (In the event of temperatures not reaching the required standard, the Unit Manager shall be advised immediately).
* Appropriate remedial action is speedily employed to prevent the deterioration of food likely to be exposed to inadequate storage/holding temperatures, and for recording the action taken.
* Completed forms are signed off prior to filing in unit records.

**Temperature Check Methods**

**Storage Temperatures – Taken AM & PM**

*Readings may be taken from the unit temperature gauges but should be verified as required using the following methods:*

Dry Goods - The air temperature of the storeroom shall be taken.

Refrigeration - A small container of jelly shall be placed in the refrigerator and labelled with the week number or date. The temperature of the jelly (food simulant) can then be probed through the lid. The jelly shall be changed weekly.

Freezer - As refrigerator.

Vegetable Store - The air temperature of the storeroom shall be taken.

The Unit Manager is responsible for ensuring that adequate food stocks are ordered to maintain a minimum of four weeks supply of all main items or to conform to the client scope of service

7.3 Temperature Checks – Cont.

Hot Plate Service Temperature **-** Throughout Service

The Food Service Temperature Record is completed to demonstrate that correct hold / display / service temperatures have been achieved for hot and cold foods.

Food temperatures must be accurately monitored and recorded during every service period e.g. breakfast, lunch, night shift. During service periods foods must be checked at commencement of service and subsequently every 90 minutes.

**To complete the Daily Temp Checks - Service form**:

* Record the date of the check
* Identify the food checked.
* Food not on display for sale but being held hot for service; for example, a hot cupboard, must be checked to ensure it is being held above 63°C. Food in Hot Hold must be checked and the time and temperature recorded.
* A food simulant can be used for checking food temperatures in a cold food chilled display if its position is representative of the temperature of food stored in there.
* Record the time of the check and the temperature of the food or food simulant. Initial the check.
* The person carrying out time and temperature checks for each food item must initial the box in each applicable process.
* Enter any corrective actions in the comments section.
* Managers must check and sign the record before filing.

**Cold Display Service Temperature - Throughout Service**

The sterilised probe shall be placed in the thickest/densest part of the detailed sample of foods and the highest temperature reading recorded.

Cooking Temperature **-** All Food Cooked & Reheated

Cooking - The core temperature of the cooking meat must achieve at least 75°C.

Ensure the tip of the probe is inserted to the centre of the densest part of the item.

Reheating - The food being reheated must achieve at least 82°C. Ensure that the entire dish attains the required temperature and stir sauces, stews etc. before checking

7.4 Food Ordering

Each Unit Manager shall maintain the levels of purchasing as per the guidelines provided by the Operations Director. This should prevent stock shortages and major variations in levels from one man- ager to the other.

All orders shall conform to the purchasing specification agreed in the supplier contract in terms of quality, grade or brand name and quantity or size. These are specified on the Approved Product List, in procedure 8.1 or as provided by the Operations Director for specific contract requirement.

Orders shall be placed as required by fax or e-mail to the nominated supplier allowing a minimum lead time of two days (excluding Saturday & Sunday).

Previous consumption, present stock levels, predicted POB and shelf life of the different items shall be used as a basis for order quantities.

Stored quantities of dry and frozen products should be checked in relation to average consumption before placing an order. It should not be possible to identify a number of delivery weeks for the same commodity held in store at any one time.

It is essential that the unit sizes ordered allow consumption of products within their shelf life as de- noted by 'use by' or 'best before' dates. The supplier will be able to assist where there are concerns on unit sizes.

7.5 Receiving Food Supplies

The Unit Manager shall ensure that all goods inwards are inspected and stored in accordance with the following standards:

Containers shall be inspected on opening to ensure adequacy of protection of the type of supplies.

* Frozen foods shall not exceed a temperature of -12° Celsius.
* Chilled food deliveries shall not exceed a temperature of +8° Celsius.
* Packaging and separation of foodstuffs to ensure no damage in transit.
* Cleaning materials segregated from foodstuffs.
* Visual checks for signs of pest infection.
* Where a frozen delivery temperature of -12° Celsius. Is not achieved, section two of the 'Container Temperature Check' form should be completed following consultation with the Medic.

All incoming supplies shall be inspected to verify their compliance with order requirements and to ensure that they are in good condition and fit for consumption. Invoices shall be signed by checker.

* Frozen and chilled containers shall be temperature checked and the readings recorded on the Container Temperature Check Form.
* Goods supplied by weight shall be subject to random weight checking and the results of this check shown on the delivery note.
* Any deficiencies shall be recorded on a Non-Conformance Report/ Credit Request.
* The supplier's Delivery Assessment Form shall be completed and returned to the office for review and on-pass.
* Any non-conforming supplies shall be taped up, labelled 'do not use' and quarantined to prevent inadvertent use until return to supplier or disposal.
* On unloading of containers, all foodstuffs must be inspected and stored in the appropriate store without delay.
* Stores shall be organised to ensure correct stock rotation and Frozen Meat & Fish and Dry Goods cases marked with week/year number (e.g. 09/14), to assist stock management.
* All food shall be stored off the floor to assist air circulation and cleaning.
* Incoming supplies shall be entered in the Company Bookwork as appropriate.

7.6 Food Storage

The Unit Manager shall ensure that all food storage conforms to the following minimum standards. Any problems must be referred to the Operations Director and HSEQ Manager.

STORAGE STANDARDS

* Correct food storage is essential in preventing food contamination and spoilage.
* Opened bags/packets etc. must be decanted into company recommended food quality storage containers (old ice cream tubs are not acceptable).
* Always adhere to the manufacturer's instructions for the storage of products and to any date code information provided.
* It is an offence to sell any food after its 'use by' date. It is also company policy not to store or supply any food beyond its 'best before' date.
* Refrigerated, Freezer and Vegetable stores shall be checked daily for condition of the stored product and any food which has passed the 'use by' date or is otherwise unfit shall be re- moved for disposal.
* Dry goods stores shall be checked during stocktaking to ensure condition of the stored product. This shall include review of 'best before' dates to ensure no out of date stock is held.
* Any food which is deemed to be unfit/not wholesome shall be removed from storage and disposed of safely. This rule takes precedence over manufacturer or ESS 'use by' dates
* All stores shall be cleaned as detailed in Procedure 7.13.

STOCK ROTATION **-** must apply to all types of storage

* The rule must be 'first in, 'first out'. Using older food first helps to avoid spoilage.
* Stock must be stored in an orderly fashion to make rotation easy.

COLD ROOM/REFRIGERATOR **-** target operating temperature 0° **-** 5° Celsius

* Food should be wrapped in food grade wrapping or put in a covered food container (old ice cream tubs are not suitable).
* Strong smelling foods, e.g. fish and cheese, must be kept in airtight containers.
* Ensure that food is not tightly packed - to allow air circulation.
* Do not allow the door to be left open for longer than necessary.
* Cool hot food before storing (see procedure 7.7(E) for standards).
* Keep raw food separate from cooked food. Separate refrigerators are ideal; if not available, separate labelled areas should be employed, ensuring that raw food is kept in covered containers or trays and never stored above cooked food.
* Keep the cold room/refrigerator clean -- following cleaning and defrost schedules.
* Check the temperature twice daily and record on Daily Temperature Check form.
* Report temperature or other problems to the Unit Manager.
* Ensure all exterior packaging is removed before storing.
* To ensure the safe use of refrigerated stock, a 'use by' date shall be attached to opened, and prepared items:
* Opened foodstuffs must be labelled and used in accordance with manufacturer's instructions and in any event within 3 days.
* Unit prepared foods shall be given a 'use by' date no more than 2 days ahead.

7.6 Food Storage – Cont.

FREEZER **-** Operating temperature **-**18° Celsius or below

* All frozen items of food must be well wrapped to prevent freezer burn. Food grade wrap- ping must be used (black waste bags are not acceptable).
* Stack food tightly together to maintain constant temperature.
* Leave a space between cases and the freezer bulkhead to allow air circulation.
* Do not refreeze thawed stock.
* Check the temperatures twice daily and record on Daily Temperature Check form.
* Report temperature or other problems to the Unit Manager.

FREEZING / DEFROSTING OF MILK PERGALS

Where milk pergals are to be frozen at the unit, the following procedure must be followed:

* A food safety label must be stuck on the container showing the date placed in the freezer. This must be done on the day they are received at the unit.
* Defrosting must be done in a sink of running cold water. A trickle of water will be sufficient to ensure movement of cooling water.
* Note: Ensure that the water can drain during defrosting to prevent the sink from
* overflowing. It may be necessary to defrost the pergal inside a container in the sink to ensure that the bag doesn't block the drain.
* The 'defrosted' date must be added to the food safety label, and the following day's date added as the 'use by' date.
* Defrosted pergals must be consumed within 24 hours or disposed of.
* Frozen pergals should be used before starting on the next delivery of fresh milk.

ICE CREAM CONSERVATOR **-** Target operating temperature **-**12°C

* Ice cream shall be stored in the freezer at -18°C
* Ice cream may be held in a conservator in the service area at less than -12°C for no more than 1 week
* If ice cream defrosts, it must be disposed of.

VEGETABLE STORE **-** Store dry and cool (ideally 5° **-** 10° Celsius)

* Avoid rough handling and over stacking.
* Ensure good air circulation around stock.
* Check daily and discard deteriorated stock.
* Ensure store is pest proof.

Keep the store clean- follow cleaning schedule

7.6 Food Storage – Cont.

DRY GOODS STORE - Store dry and cool (ideally 10° - 15° Celsius)

* Store should be well ventilated and vermin proof.
* Food should be stored off the floor (ideally 18 inches to allow cleaning access) or in stainless steel or plastic mobile bins with tight fitting lids (e.g. Grundy Bins).
* Clean up any spillages and follow cleaning schedule.
* Remove all excess cardboard and packaging.
* Store only food in dry goods store.
* Do not top up Grundy Bins - clean when empty and dry before refilling.
* Report temperature or other problems to the Unit Manager.

CLEANING STORE **-** Store dry and cool

* Do not over-stack stock.
* Do not decant into unmarked containers.
* Store should be kept locked.
* Clean up any spillages.
* COSHH Assessments and Manufacturer's Safety Data Sheets must be available for all products.
* Do not mix chemicals.
* Ensure an adequate supply of the prescribed items of personal protective equipment

PEST CONTROL

Food must be always protected from the risk of contamination by pests.

Adherence to the standards of storage, cleaning and waste disposal laid down in this manual will assist in the prevention of problems. In addition, management must be alert to the signs of infestation and take immediate and appropriate action. This should include informing the Operations Director.

Further help and information is available from the HSEQ Department.

7.7 Food Production

Unit Manager is responsible for ensuring that menu planning and food production is carried out to conform to client contract specification, legislative requirements and the following procedures. The Unit Manager shall ensure that all food production is carried out in accordance with good industry accepted standards of recipe and method; to meet required quantities; and to conform to safety rules and hygienic practices. Clean 'as you go' principle shall be always followed.

MENU PLANNING:

Menus shall be prepared in accordance with requirements and with consideration to the following:

* + Contract specification.
	+ Costs must be within the limits of the Unit budget.
	+ Staff and equipment resources must be sufficient for the menu planned.
	+ Food type must be balanced to avoid repetition of ingredients, colour and texture.
	+ Menu items must be varied to avoid menu fatigue.
	+ Refrigerated and other perishable stocks must be appraised for shelf life and utilised with- in fit condition.
	+ Customer preference must be forecast to allow for adequate choice.

PREPARATION:

All foodstuffs must be prepared safely, hygienically and in accordance with good industry practice as follows:

* + The time of the steps between removal from freezer to appearing on the menu for frozen meat and fish shall be recorded on the Defrosting Log Sheet.
	+ Food preparation tasks must be segregated to avoid possible cross contamination, separating high risk foods from raw foods at all times. The correct use of colour coded equipment is recommended.
	+ All food handlers shall wear clean protective clothing with apron and hat as issued.
	+ Correct techniques of knife usage must be always followed, making use of chopping boards and the correct size and type of knife for the task.
	+ Stewards shall not prepare cabbage or swede turnip. Chefs/ Managers must wear cut resistant gloves when cutting these vegetables for the robot-coupe or similar vegetable preparation machinery.
	+ Butchers knives must only be used for raw meats and kept segregated. Butcher's knives and steels shall have red handles or be clearly identifiable by other unambiguous marking.
	+ Protective, chain mail gloves must be worn for butchery tasks and knife sharpening.
	+ Utensils, chopping boards, butcher's blocks, chain mail gloves and immediate work surfaces must be cleaned and disinfected after each task.
	+ Chopping boards shall be colour coded and used as follows: Red - Raw Meat, Blue - Raw Fish, Yellow - Cooked Meats, Green - Salad/Fruit, Brown - Vegetables, White Baker/Dairy
	+ Any fallen debris or spillage must be cleaned up immediately.
	+ Preparation machinery must be used in accordance with safe operating procedures.
	+ High risk food shall be returned to chill or cooked with the minimum of delay.
	+ Can openers shall be cleaned and disinfected daily or more frequently if necessary.

7.7 Food Production - Cont.-

RECIPE STANDARDS:

All dishes must be prepared in accordance with good industry and ESS accepted recipe standards as follows:

* Ingredient quantities shall be accurately measured -- proportionate amounts may be gauged by experience, using scoops, jugs etc. to measure.
* Customer preference shall be considered when adjusting seasoning and garnishes.
* Reference shall be made as required to company supplied recipe specifications or industry accepted recipe books where these are not available.

COOKING:

All dishes must be thoroughly cooked using industry accepted, appropriate and hygienic methods and to the following standards.

* + Dishes shall be of good colour and general appearance.
	+ Dishes shall be cooked in quantities relevant to the number to be served.
	+ All food cooked on the premises must be probed to ensure that the target core temperature of 750C is achieved and recorded on the Cooking, Cooling and Reheating Temperature Record.
	+ Finishing of dishes shall be done in appropriate batch quantities.
	+ Soups, sauces and sauced dishes shall be tasted for adequacy of seasoning using a clean single use spoon.
	+ All hot dishes shall be held for service at a minimum of 63° Celsius.
	+ Frozen poultry must be completely defrosted before cooking.
	+ Defrosting shall be carried out in defrost units or in a segregated area of the cold room.
	+ Defrosting food shall be covered and placed in container on racking to allow the juices to drain from the food.
	+ Prepared dishes and raw high-risk foods shall not be held in ambient temperatures.
	+ Food samples shall be taken if required as detailed in Procedure 7.8.

COOLING:

* + All items cooked with the intention of cooling and holding for use on cold buffets etc. must be included on the Cooking, Cooling, and Reheating Temperature Record.
	+ Cooling must be started in a cool part of the galley or hygienic storage. Where possible blast chillers should be used to achieve acceptable storage temperatures.
	+ Batches should be split into smaller quantities where appropriate to assist cooling.
	+ Food must be protected during cooling from possible contamination by people, dirt, pests and cleaning materials.
	+ Food must be covered, labelled and stored in the refrigerator within two hours of removal
	+ from the stove/oven.
	+ Cooling times must be recorded on the temperature record

7.7 Food Production - Cont.-

REHEATING OF FOOD:

* Reheating of food must be avoided where possible - by batch cooking.
* Reheating must only be done once.
* All cooked food, which is reheated must be probed to ensure that the target core temperature of 82°C is achieved.
* All reheated dish temperatures must be recorded on the Cooking, Cooling, Reheating Temperature Record.

COLD DISHES:

All salads and cold buffet items shall be prepared using good industry accepted recipe standards, held for service in refrigerated conditions and in accordance with the following:

* Salad items shall be washed before preparation.
* Segregation of preparation areas and equipment shall be always implemented to prevent cross contamination.
* Mayonnaise shall be bought or made with pasteurised eggs.
* Aspic and other glazes shall be regarded as high risk foods and treated accordingly.

BAKING AND CONFECTIONERY:

All bakery and sweet confections shall be prepared using good industry accepted recipe standards as follows:

* Ingredient quantities shall be accurately measured -- proportionate amounts may be gauged by experience using scoops, jugs etc. to measure.
* Bakery goods and sweets shall be of good taste, texture and appearance.
* Cold sweets shall be held for service under refrigeration on completion of preparation for a maximum of two days shelf life. Use by dates should also be applied.
* High risk ingredients e.g. cream, shall not be held in ambient temperatures while awaiting preparation.
* The use of gelatin should be avoided.

KITCHEN TEMPERATURE:

* Extractors shall be used, maintained and cleaned according to schedule to ensure achievement of best working temperature.
* Ovens etc. should be turned off when not in use to minimise temperature build up and to conserve energy.

7.7.1 Food Production – Allergens & Natasha’s Law

Certain foods can trigger a severe allergic reaction termed anaphylaxis. For some people, tiny traces of a particular food can cause this reaction.

The whole body can be affected within minutes of exposure to the allergen. Causes of anaphylaxis can be insect stings or drugs, as well as foods.

Common symptoms that allergy sufferers experience include general flushing or inflammation of the skin, abdominal cramps, nausea and vomiting. In some cases, symptoms may be more severe where symptoms may include:

* swelling of the throat and mouth
* difficulty in swallowing or speaking
* difficulty in breathing or a racing heart
* nausea and vomiting
* skin eruption or rash
* loss of consciousness

FOODS CAUSING ALLERGIC REACTION

Many types of food can cause an allergic reaction. The following foods are most commonly associated with severe reactions and are, therefore, high risk. Under EU law, these must be labelled on pre- packaged goods:

* peanuts
* nuts, including almond, hazelnut, walnut, cashew, pecan, Brazil, pistachio, macadamia and Queensland
* eggs
* milk
* crustaceans including prawns, shrimps, crayfish, crabs and lobsters
* molluscs including squid, mussels, cockles, whelks and snails
* fish
* sesame seeds
* cereals containing gluten, including wheat, barley, rye, oats, spelt
* soya
* lupin
* celery
* mustard and mustard seeds
* Sulphur dioxide/sulphites (which are preservatives used in some foods and drinks) at levels above 10 mg per kg or per litre

COELIAC DISEASE - WHAT IS IT?

Customers with coeliac disease need to avoid foods containing gluten. Gluten is a type of protein found in wheat, barley and rye. Some people also need to avoid oats.

7.7.1 Food Production – Allergens & Natasha’s Law – Cont

WHAT FOODS ARE INVOLVED?

Customers with coeliac disease need to avoid all foods containing cereals. Lots of foods contain wheat such as bread, pasta, semolina, pizza, pastries and biscuits.

Wheat flour is used in most processed foods, such as soups, sauces, batter, and breadcrumbs. None of these foods are suitable for those with coeliac disease.

Cereal products can also be used in foods such as stock cubes, spice mix, gravy granules, burgers, and sausages.

WHAT TO DO

Daily, all dishes should be analysed using the Manual Allergen Log, providing up to date allergen information should the customer require a breakdown of the dishes served on board. The Manual Allergen Log is available within the forms section of the Offshore Operating Manual.

You must always check the ingredients. If you are asked to prepare a gluten free meal, your team must follow strict procedures to avoid cross contamination.

Rice, potatoes, polenta, corn and corn flour do not contain gluten. You can use these as alternatives. Gluten free bread and pasta are also available and suitable for customers with coeliac disease.

LEGAL COMPLIANCE

It is an offence to 'sell to the prejudice of the purchaser any food which is not of the nature or sub- stance or quality demanded by the purchaser'.

This means that if a customer is given an assurance that a food does not contain a specific ingredient and it is later found to do so, we may face prosecution.

It is also an offence to improperly label food.

Take care because what is safe food for one person may not be for a customer suffering from an allergy or intolerance. Therefore, information supplied to the customer by the service team, on labels and menu descriptions must be clear, concise, and accurate.

KNOW THE INGREDIENTS

Customers suffering from food allergies can protect themselves by carrying medication to be taken if they inadvertently eat the food that affects them. However, first and foremost, they must seek to avoid the foods that affect them and accurate information on ingredients of food is key to this.

By using only authorised Compass suppliers, you can be assured that accurate information will be supplied on product ingredients. You will be able to advise your customers accordingly.

Care: You must advise customers that we cannot completely guarantee the absence of certain food traces in any products served in the unit.

QUERIES ON INGREDIENTS

Never guess the answer or make a presumption on whether a dish or product contains a certain food. Find out the information and allow the customer to make an informed choice on whether to eat the food.

7.7.1 Food Production – Allergens & Natasha’s Law – Cont

TRAINING AND KNOWLEDGE

Rule: Unit Managers must ensure that at least one member of the catering team on duty can access accurate ingredient information and employees with any queries can go to that person for assistance. This should normally be the Unit Manager or his/her deputy.

Catering employees must be trained and encouraged to listen carefully and sympathetically to any customer who asks about ingredients within a dish or other food. Remind your team that the request may not be from a discerning customer but from someone suffering from a food allergy. We must take the enquiry seriously, tell the truth and seek assistance if necessary. We must never guess.

The catering team must be aware of the importance of the subject. They must be well trained on signage, communication methods and who to contact for further advice on dish ingredients.

Training should also focus on:

* what to do in the event of an enquiry
* food hygiene
* cross contamination

The information poster 'Think Allergy' is contained in section 7 forms and can be used for employee training, a copy of the poster should also be displayed in the unit.

PLANNING

Remember to thoroughly research whether a dish contains certain foods. If you cannot find out, say you don't know.

COOKING FROM SCRATCH

If you make a dish from scratch, you will know what ingredients go into it. Remember to think about the ingredients you use and what they contain. You must consider what you use:

* to cook the dish
* to thicken a sauce
* as a topping or garnish
* in a salad dressing

BOUGHT-IN FOOD

It's very important to check the ingredients of anything you buy ready-made, such as desserts, pies or breads.

Don't rely on your knowledge of product ingredients. Foods that can cause severe allergic reaction can turn up in products where you may not expect them. Examples include:

* peanuts or nuts can be used in pesto
* nuts can be used in bread toppings
* soya is used in some vegetarian products

7.7.1 Food Production – Allergens & Natasha’s Law – Cont

MENUS

Follow the six guidelines listed below when you are creating menus.

If a dish contains a food that may cause an allergic reaction, make sure it is properly labelled in the name of the dish or on the menu. Example: strawberry mousse with almond shortbread.

Inadequate or confusing labelling has been the source of customer’s inadvertently eating food that contains allergens. Ensure menu labelling is clear and concise.

Remember to update the menu when recipes change.

If your menu is in a language other than English, provide a full translation.

If you use unrefined nut or seed oils, declare it on the menu.

Never declare a dish to be free from a particular food unless you have taken stringent steps to verify this.

Remember, there may be hidden ingredients which are not included in the product description. Example: nuts used in the base of a cheesecake.

It is not a good idea to use logos on your menu to show whether dishes contain certain foods. Ingredients may change and you may forget to modify the menu.

If you mislead a customer with a food label, you may be committing a criminal offence.

SERVING CUSTOMERS

Customers with allergies have a responsibility to ensure that they avoid foods that are high risk. But you should encourage customers, with allergies or intolerances to certain foods, to seek our assistance.

Encourage them to ask whether foods they are allergic to are used in the dishes they wish to order. Follow the five guidelines listed below when you are serving customers.

1. You must display the 'Customer Information - Food Allergies' signage found in section 7 forms. In self-service areas you should place signage in a prominent position, advising customers what is in each food.
2. Members of the service team must never attempt to remove an allergen from a food (e.g. nuts from the top of a cake) as enough 'contamination' may remain to trigger an allergic reaction.
3. The kitchen must advise the service team of recipe changes before service begins.
4. When asked to prepare a meal that does not contain a certain type of food, the service team must always use separate serving utensils.
5. Allow adequate separation between foods to minimise the risk of traces of certain foods being transferred to other types, such as in a buffet display.

7.7.1 Food Production – Allergens & Natasha’s Law – Cont

ORDERING AND STORING

Follow the five guidelines listed below when you are ordering and storing food:

Keep ingredients in original containers whenever possible. If food is decanted, you must accurately and legibly re-label it.

Check deliveries to ensure that the product delivered is the product you ordered. Members of the catering team may not realise that food delivered is different to that which they normally use.

Check that the food delivered is the same brand that you normally use. Members of the catering team may not realise that ingredients of a food product have changed, as different brands have different ingredients.

Check whether your supplier has given information about any changes in the ingredients of foods delivered.

Always store foods separately in closed containers. Small amounts of food which cause allergic reaction could enter other food products through improperly sealed containers, or during transit from the store to the food preparation area.

PREPARING, COOKING AND CLEANING

Follow the guidelines listed below when you are preparing and cooking food and when you are cleaning.

Preparing a meal that does not contain a certain type of food:

You must clean and sanitise surfaces. This avoids the risk of cross contamination by a trace of an allergen contaminating a surface used in food preparation. You must make sure that employees wash their hands with hot water and a bactericidal soap before they begin preparation. They must also avoid touching other types of food until they have finished the preparation.

When you are preparing a meal that does not contain a certain food ensure that you change the cooking oil. Example: if food is cooked in oil that has been used to cook prawns, this could cause a reaction in someone who is allergic to shellfish. Employees must never use alternative ingredients in preparation, unless approved by the person who consulted the customer.

Serving food

Never place foods that can cause allergic reactions next to other foods. Example: a pastry with nut topping placed on the same baking trays as pastries without toppings.

Nuts and nut dressings may be displayed in self-service salad bars.

Provide separate serving utensils to prevent cross contamination. However, there is no guarantee that customers will not interchange utensils.

You may wish to display signage, requesting customers to use the utensils provided for each individual product.

7.7.1 Food Production – Allergens & Natasha’s Law – Cont

CLEANING

You must clean, using hot water and an approved sanitiser, all the following surfaces:

* worktops
* chopping boards
* knives
* food mixers
* bowls and pans
* utensils used for stirring and serving

IN AN EMERGENCY

If an allergic customer becomes ill or you suspect a customer may be suffering from an allergic reaction:

immediately contact the unit Medic

Do not move the customer. Make sure that a member of the catering team remains with them until help arrives

7.7.2 Food Production – Allergens & Natasha’s Law

Compass UK’s Approach to PPDS Labelling

Background

Food safety and allergens has always been at the forefront of our approach within Compass however Natasha’s Law (or the Food Information (Amendment) Regulations 2019 come into force on the 1st October 2021 making it a legal requirement for all food businesses to display full ingredient and allergen labelling on every food item they sell which is pre-packaged for direct sale.

The legislation implemented throughout the UK (England, Wales, Scotland & Northern Ireland) follows the tragic death of a young woman (Natasha Ednan-Laperouse) from a sesame allergy after the consumption of an in-unit made sandwich. Following campaigning and media coverage the eponymous law passed in her memory aims to protect allergy sufferers and give them confidence in the food they buy by allowing them to make an informed choice.

The rationale is that within a typical food hospitality setting it is easy for our colleagues to check for allergen requirements when serving customers, however it is much harder to do this within a high foot fall grab & go style environment where customer churn is greater and interaction between them and our colleagues is significantly lower. This is where the benefit of a food information label applies.

The Legal Requirements:

The new law will require all food businesses who prepare and package food on the same premises from which they are sold (Pre-Packaged for Direct Sale) to apply a food information label including:

The name of the food.

Shelf life information.

A list of all ingredients (in descending weight order).

Any allergen ingredient suitably emphasized.

Pre-packaged food for direct sale (PPDS) is the terminology used to describe the type of food requiring labelling. This typically includes anything made or prepared within our kitchens and which is packed before sale to the customer. The legislation is aimed at giving customers an ‘informed choice’ by helping them to understand what ingredients and allergens are within any pre-packaged food before they select and pay for it.

PPDS Examples

Compass provide a wide range of food offers across its portfolio of businesses and sectors and therefore due to the service style some foods will require labelling while others will not.

Typically, PPDS food will include:

Sandwiches or bakery products which are packed on site before being selected / ordered by the customer.

Products which are pre-packaged on site ready for the lunchtime sale, such as pizzas, pasties, salads and pasta.

Foods packaged and then sold elsewhere on the premises at a mobile / temporary site by the same food business

Pre-made drinks placed into lidded containers before being ordered by a customer

Equally it is important to understand that certain types of food will not require labelling under the new legislation whereby the food is not pre-packaged before the sale or where the ‘informed choice’ has already been made. Examples include:

Traditional counter service whereby the customer selects what they wish to eat from an open counter selection

Deli bar whereby the customer can select or requests a bespoke order which is then packaged after the sale has been made.

7.7.2 Food Production – Allergens & Natasha’s Law

Compass UK’s Approach to PPDS Labelling - Cont

Pre-ordered school meals which are pre-selected and purchased by parents before collection or consumption within the school by the pupil.

Hospitality including any form of food which is pre-ordered by the client for an event or meeting whereby an informed choice is made at the point of ordering before it is consumed

Packed lunches / picnics / hampers which are pre-ordered in advance of the food being made, packaged and delivered to the final consumer.

Distant selling including any food purchased and pre-ordered via a website or mobile app, in which the customer is making an informed choice at point of ordering before collection

The Compass Approach

Working with our Food Safety Primary Authority Compass has fully reviewed the impact of the new legislation upon the organization to ensure we are compliant around what part of our food offer will require labelling under the new legislation.

Working closely with our food vendors and manufacturers Compass has a fully synchronized supply chain system which captures real time food specification data (ingredients and allergens) which are checked and verified every 30 days. Our in-unit menu planning tool automatically extracts and compiles the food ingredient information (in weight order) and allergen information for each recipe within our menu database. Menus are set and agreed with client’s and the correct food ingredients ordered through our approved supply chain. Our unit teams would then follow the recipe exactly to ensure this matches the information held against the recipe in their menu plan. The same data can then be exported to a food label and printed in unit on the day of production.

**Supplier**

**food specification data**

**Compass**

**food catalogue database**

**Unit menu**

**planning**

**In-unit label**

**printing**

The Customer

Full ingredient and allergen labelling will confidently be applied to all PPDS foods served via direct sale from 1st October 2021 within our catering sites. We will also continue to provide printed or digital allergen reports for the full menu offer and remain committed to training our frontline catering teams to be knowledgeable around allergens, promote dialog with customers who have concerns or questions over the safety of the food they are about to eat.

Further Information & Training

Compass has developed a range of internal communication and e-learning training for our catering teams to ensure they are fully briefed and trained in delivering our solution.

For more information regarding Natasha’s Law or allergen management please contact the Compass HSE team at HSE@compass-group.co.uk or HSEQ Manager at HSEQ.Aberdeen@compass-group.co.uk

7.7.2 Food Production – Allergens & Natasha’s Law

Compass UK’s Approach to PPDS Labelling - Cont

CALORIE LABELLING LEGISLATION **(Only Applicable in England at this point)**

Calorie Labelling legislation is due to come into effect from the beginning of April in England which means that there is a requirement for compliance with the new requirements.

The key points are:

 As part of the government’s obesity strategy, the following information must be displayed for food and drink at every point of customer choice from April 6th 2022:

* The energy content in kilocalories, followed by the letters “kcal” of a single portion of the food and the size of the portion to which the information relates of the whole item if the item purchased by the consumer has been prepared by the business for consumption by more than one person and the number of people for whom the item has been prepared
* The statement that “adults need around 2000 kcal a day”

Do I need to provide calorie labelling?

The Regulations apply to food which:

* is offered for sale in a form which is suitable for immediate consumption
* is not prepacked food and requires further preparation or cooking/reheating by the customer (these items are aligned with The Food Information Regulations 2011)
* is not exempt food or served in certain situations.

Calorie labelling is not required in the following situations:

* Food, which is on the menu temporarily, i.e. a chefs special or special events menu.
* Food which is not included on the menu or otherwise offered for sale and which is expressly requested by the consumer to be made available or prepared differently to the way it is usually prepared.
* Condiments which are provided to be added by the consumer to their food (this exemption does not include condiments which are part of the food served).

Calorie labelling will be via the Source.

7.8 Retention of Food Samples

It is not the policy of ESS to take food samples. However, if this is a client requirement, the Unit Manager shall ensure that the following procedures are strictly adhered to:

The foods to be sampled are those meat, protein and other high-risk foods prepared and cooked in the unit, including the following:

* Cooked meats and poultry
* Core of roast meat joints
* Gravy, soups and stews
* Pasta dishes, pate & mousses
* Egg based dishes including quiches, egg custard
* Fish & shellfish including tinned fish
* Cooked fish

PROCEDURE

* Self-seal one-use plastic bags should be used (available from authorised supplier) on which the date, service time and menu item are to be clearly noted.
* A sample of approximately 100 grams (4ozs) shall be taken of each item.
* Care must be taken to protect samples from cross contamination using clean utensils and adherence to personal hygiene rules.
* Samples shall be retained for a period of 7 days under frozen conditions at a temperature of
* -18°C or below.

Should the need arise for a sample to be analysed, it shall be sent to the Company's nominated food analyst in a container capable of keeping the sample cool and preventing spoilage until it arrives at its destination. This should be coordinated through the Operations Director

7.9 Glass Policy

The following glass management policy shall be followed to reduce the risks associated with the use of glass:

* Glass dishes should not be used for service purposes, e.g. salads & cold desserts.
* Drinking glasses should not be used for such purposes as holding desserts.
* Glass items should not be used where suitable metal or plastic alternatives are available,
	+ E.g. coffee pourers and water jugs.
* Food should be purchased in non-glass containers wherever possible, e.g. pickles, sauces, condiments.
* All instances of glass breakage in food rooms shall be recorded, investigated and followed by staff awareness training, e.g. careful handling of glass items.

7.10 Food Service Presentation

The Unit Manager is responsible for ensuring the standards of service and presentation of food to achieve customer satisfaction.

* Food shall be presented on the hot and cold service areas at the latest possible time before service, and temperatures shall be checked before placing in hot servery.
* Counters shall be decorated, and dishes garnished appropriately to enhance the appearance of the food.
* Customers shall be greeted politely and informed of dishes available, ingredients etc. as re- quested by the customer. Service staff should be briefed in menu contents to assist customers. Any allergens should be highlighted in line with the Food Production procedure - Allergies & Food Intolerances, procedure 7.7.
* Where service is assisted, food shall be served by tongs, serving spoons etc. and presented attractively on the plate to meet customer preference for portion size.
* Counters shall be serviced throughout mealtimes to ensure cleanliness and attractiveness of presentation.
* Customer menu suggestions shall be passed to the Unit Manager for future consideration.
* Customer complaints shall be dealt with politely as follows:
	+ Apologise to customer.
	+ Question to find out more about the problem.
	+ Take remedial action if possible or tell the customer you will refer the complaint to the Manager.
	+ Thank the customer for bringing the problem to your attention.
	+ Pass all complaints/comments to Unit Manager.

Unit Manager shall review all customer comments or complaints and investigate as required to ensure future satisfactory performance. Comments/complaints and subsequent action shall be reported on the Trip Debrief & Unit Report.

7.11 Wash Up & Waste Disposal

Effective wash-up (dish and pot washing) is an essential part of hygienic food operations.

The Unit Manager shall ensure that all staff involved in wash-up have received adequate training in methods, machine operation, and safe and hygienic practices as detailed below:

GENERAL POINTS

* The flow of wash-up shall be from dirty to clean with a system that prevents contamination of clean crockery, cutlery and utensils etc. by staff or waste.
* Wash-up staff shall adhere to personal hygiene rules.
* The wash-up area, including machine, sinks, tops, and surfaces shall be always maintained in a clean condition and routinely disinfected.
* Dishes and pans shall be scraped to remove food debris before washing. This preserves the washing water and reduces the blockage of washing machine jets.
* The food waste shall be deposited in the waste disposal unit or swill bin. Bins should be lined and serviced frequently to discourage pests.
* Disposable cutlery and plates shall be used when it is not possible to maintain the required standards of disinfection through equipment malfunction etc.

MACHINE WASHING

* Pack articles in a neat fashion that ensures full exposure to jets. Do not overlap items. Plates should be placed in racks in an upright position and cups/beakers should be inverted to aid washing and air drying. Cutlery should be placed handles down in cutlery baskets for best results. To prevent light beakers etc. turning over during washing, place another rack on top.
* Allow the machine to complete its full programme according to manufacturer's instructions. Ensure that the detergent is available in the correct dosing. Faulty operation should be reported to the Unit Manager for rectification.
* Operating temperatures should be as follows:
	+ Wash cycle 49°C - 60°C
	+ Rinse cycle 82°C - 88°C
* Temperatures should be checked daily against the machine gauges and verified by probe weekly. Confirmation of correct operation is confirmed on the Due Diligence checklist.
* Remove racks from machine at end of programme, allow cleaned items to drain and air dry (drying cloths / tea towels should not be used). If items do not air dry quickly, check that rinse aid is available. Alternatively, the rinse cycle temperature may be too low. This should be rectified at the earliest opportunity by a competent technician. Racks shall be maintained in good condition.
* Inspect and stack clean items ready for re-use.
* Clean machine after each service and maintain according to manufacturer's instructions.

7.11 Wash Up & Waste Disposal (Cont.)

MANUAL WASHING

* The double sink method shall be used for hand washing of dishes and pots. The washing sink is filled with detergent solution at 53°C - 60°C (never exceed 60°C to avoid fixing proteins). Washing water needs regular changing to maintain effective cleaning.
* Wash items using a nylon brush or pad (metal pot scourers, 'goldies' and Brillo pads are not to be used due to potential food contamination).
* Gloves/gauntlets should be worn to protect the hands and forearms. Pads and gloves should be washed after use and allowed to dry; replacing these items as dictated by wear.
* Sanitise the items in a 'sterilising sink' at 82°C. If water temperature cannot be maintained, then a chemical sanitiser should be added to achieve disinfection. Racks should be used for holding plates and cutlery in an upright position and separate to aid air drying.
* Remove racks from sterilising sink and allow items to air dry. If items do not air dry rapidly water temperature may be too low or length of immersion too short. This should be rectified to ensure disinfection.
* Inspect and stack clean items ready for re-use. Pans should be stored openings down on clean shelving.

WASTE DISPOSAL

Waste disposal must be planned and organised to prevent cross contamination and pest problems. All waste from the galley and mess room shall be disposed of in accordance with the following rules:

* All wet waste shall be disposed of by waste disposal unit or in polythene bags in bins or sack stands. Waste disposal units and bins/sack stands shall be maintained in a clean condition. (The master on sea-going vessels may advise of acceptable alternatives)
* Bin bags shall be removed frequently and at the end of each shift.
* Staff shall be trained to 'clean as they go' and to wash their hands after handling waste and bins to avoid cross contamination.
* Cardboard boxes shall be flattened and tied for easy disposal and must be removed from the galley/stores to the designated disposal point as soon as possible.
* ESS' environmental policy and client environmental policies should be adopted at all times regarding segregation and recycling.

SAFETY POINTS

* Keep area clear of clutter and clean as you go.
* Wipe up spillage immediately and ensure floor is kept as dry as possible through frequent mopping.
* Wear your safety shoes to reduce slipping hazard.
* Wear rubber gloves when working in or near hot water.
* Adhere to cleaning materials instructions for dilution rates and precautions. (Refer COSHH Assessment).
* Dispose of broken crockery safely - not in a bin sack.
* Do not tamper with equipment and report any malfunctions.

7.12 Galley Cleaning- Frequency Guidelines

The Unit Manager shall ensure that the Galley and wash up area are maintained in a clean, safe and hygienic condition through adherence to cleaning routines. Reference should be made to Cleaning Materials, Procedure 7.14.

NB: All electrical equipment must be isolated prior to any cleaning.

AFTER EACH USE

* Work surfaces and chopping boards thoroughly cleaned and sterilised.
* Slicer, shredder, mincer, thoroughly cleaned, sterilised, dried and reassembled.
* Potato peeler cleaned inside and out, peel trap emptied, washed and reassembled.
* Bulkheads adjacent to potato peeler, sinks etc. should also be cleaned and sterilized.

AFTER EACH SERVICE

* Dishwasher emptied, filters removed and cleaned, machine cleaned inside and out.
* Bratt pan washed, rinsed and dried (if used).
* Cooking plates and griddle thoroughly cleaned.
* Hot cupboard emptied and thoroughly cleaned inside and out.
* Plate wash area tidied, washed down including walls and all surfaces, dried and sterilised.
* Bins emptied and relined.
* Waste disposal unit thoroughly cleaned with detergent solution, dried and sterilised.
* Floor swept and mopped as required.

DAILY

* Hand basin, including taps should be thoroughly washed, dried and sterilised.
* Steamer drained, debris cleared and washed down.
* Fryer emptied and oil strained to preserve life of oil (Ensure oil is cool before commencing task). A Written Think Plan should be completed.
* Floors swept, cleaned and scrubbed down with detergent solution.
* N.B: Avoid splashing of electrical equipment. Display safety signs.

WEEKLY

* Fryer emptied, oil strained or replaced and fryer thoroughly cleaned.
* Steamer drained, shelves removed and cleaned, debris cleared, thoroughly washed inside and out, and reassembled.
* Ovens and grills cleared of shelves, racks and trays, cleaned with detergent, rinsed and wiped dry.
* Equipment rack emptied and scrubbed down.
* Extraction filters removed and washed in detergent solution, grease drip trays and fixtures washed down with detergent solution and dried with a clean cloth. Filters replaced when dry.

NB: Allow stoves to cool before commencing task and follow 'safe working at height' rules.

Prescribed personal protective equipment must be worn.

Ensure that platform maintenance carry out periodic ducting inspection/cleaning.

7.13 Storage Areas Cleaning – Frequency Guidelines

The Unit Manager shall ensure that the storage areas related to the food operation are maintained in a clean, safe, and hygienic condition through adherence to the following cleaning routines:

COLD ROOM

Daily Condensation traps emptied, cleaned, and replaced.

Any spillages cleared up immediately.

Shelves tidied and cleared of any foodstuffs that have exceeded their safe shelf life.

Floors mopped and dried.

Weekly Shelves cleared, washed with detergent solution, dried and stock replaced tidily.

Walls, fan, and floors washed with detergent solution and dried.

FREEZERS

Daily Any packaging etc. removed.

Monthly Floors cleaned.

Defrosting To be carried out as specified in manufacturer’s instructions.

VEGETABLE STORE

Daily Stock tidied; empty bags, nets, etc. removed; area swept.

Weekly Stock moved; area scrubbed and dried; stock replaced.

DRY GOODS STORE

Daily - Stores tidied and spillages swept up, empty boxes etc. removed.

|  |  |  |
| --- | --- | --- |
| Weekly | 1. | Floor swept, mopped and dried. |
|  | 2. | Shelving wiped clean with a damp cloth. |
|  | 3. | Air vents cleaned. |
| Monthly | 1. | Doors and bulkheads washed with detergent solution. |
|  | 2. | Deck heads washed. |
|  | 3. | Light fittings cleaned. |

* 1. LAY-DOWN AREA

Daily Area tidy, no food debris or loose packaging etc. left on deck

Weekly Ensure area is hosed down (deck crew responsibility?).

7.14 Cleaning Materials – Galley

The Unit Manager shall ensure the safe use of cleaning materials as follows:

* + - Cleaning materials purchased only as detailed on the APL list.
		- Full implementation of the procedure for Control of Substances Hazardous to Health (COSHH) with COSHH Assessments and Product Data Sheets readily available at the worksite.
		- The instruction and training of all persons required to use cleaning materials as described in 'Core Training'. See Section 4, Training.
		- All necessary items of personal protective equipment available at the worksite and utilised by the crew as specified.
		- Storage and use of cleaning materials in accordance with the manufacturer’s instructions and dispensed only in properly labelled containers/dispensers.

COLOUR CODED CLOTHS

Colour coded cloths are used to prevent the transfer of pathogenic bacteria.

The Unit Manager shall ensure that there is always an adequate supply of the correctly coloured cloths available.

Cloths must not be allowed to cross from department to department.

Green - Galley Yellow - Mess room Red - Toilet Areas

Blue - Accommodation

Cloths should be used once and then discarded for laundering (laundered at 82° Celsius) It is essential to segregate clean and dirty cloths.

7.15 Hygiene & Safety Inspection

The purpose of the Hygiene and Safety Inspection is to ensure the formal inspection of all areas once per trip for conformance to standard.

The Unit Manager is responsible for ensuring that the inspection is carried out by himself/herself or responsible nominee, and for the accurate completion of the 'Due Diligence' Inspection Checklist.

Completion of the checklist shall be following inspection of the individual items for conformance to the standards of presentation laid down in the relevant sections of the manual, and satisfactory standards of safety.

Equipment malfunctions should be recorded on the relevant equipment sheets and only items of safety or hygiene entered on the inspection checklists.

e.g. Dishwasher breakdown on Equipment Malfunction Summary form.

Sharp edge exposed on dishwasher on Due Diligence Inspection Checklist.

Only when the required standards are observed should a tick be entered against that item. Other- wise, details of the non-compliance and action taken should be completed.

The reason for repeated non-compliances should be investigated and appropriate preventive action identified and recorded on the checklist.

The person conducting the inspection shall sign the completed checklist.

Completed checklists shall be countersigned by the client representative and kept on file in the unit for inspection by the Operations Director and/or HSEQ. Unit Managers may be asked to send a copy onshore under certain circumstances. Checklists will be audited as part of the Offshore Compliance Audit.

7.16 Suspected Food Poisoning

By adhering to HACCP procedures, we plan to prevent food poisoning. In the event of alleged/ suspected food poisoning, the following procedure shall be followed.

Suspected food poisoning will be brought to our attention in two main ways:

1. Complaints received during service.
2. Complaints received after the suspected item has been consumed (hours, days).

Both instances should be treated seriously, and prompt action taken.

1. From complaints received during service, it is unlikely that sufficient time has passed for anyone to become ill with food poisoning but this is an early warning sign - possibly alerted by an "off" taste or smell - and the following actions should be taken by the Unit Manager.

Stage One:

* Immediately remove the identified product from service and prevent the use of any 'back up' of the same product.
* Find out how many portions have already been served and, if possible, to whom.
* Once identified, try to inform the individuals concerned and notify the OIM and Medic.
* Get samples - from the plate of the complainant and service dish. Bag a sample of no less than 100 grams, date, label and store frozen, away from other foodstuffs. This may be required for analysis.
* Inform your Operations Director and the HSEQ Manager by the quickest means.

Stage Two:

* + Get product details -
	+ Production dates / batch code numbers
	+ Brand name, if applicable
	+ Delivery date and invoice number
	+ Retain packaging from suspected batch, if appropriate
	+ Check stock to identify any more from same production batch.
	+ If so, also treat as contaminated, quarantine and prevent use.
	+ List all staff on duty who were involved with food production or service at any point, and detail other tasks they were involved in (production may span 2 or 3 days)
	+ Interview staff regarding their health and any recent problems.

7.16 Suspected Food Poisoning (Cont.)

* + Investigate production methods and look for possible bad practice, e.g. Insufficient cooking, inadequate reheating, poor temperature control, foods prepared too far in advance etc.
	+ Interview staff and conduct full investigation.
	+ Clearly document all the facts and produce your report attach copies of relevant temperature check and other records.
	+ Instigate remedial actions as required.
	+ Liaise with Operations Director, HSEQ Manager, OIM and Medic.
	+ In some cases, staff may be required to provide stool samples.
1. Complaints received after meal service will generally be from those who have suffered or are suffering ill effects and may already have sought medical advice and/or contacted the relevant authority. The first action stage requires a different approach - the following should be done:

by Unit Manager

* + Alert your Operations Director and HSEQ Manager immediately
	+ Record names, addresses and suspected products regarding all complaints received
	+ Identify a common link
	+ Ensure that a copy of the menu is available for that day/service
	+ Collect samples of any remaining food stuffs from that day/service, place in sample bag, label, identify and date.
	+ Ensure that any remaining suspect food stuffs are quarantined and labelled to prevent inadvertent use.

Then follow Part A. of this procedure from Stage Two.

7.17 Foreign Materials in Food

Instances of foreign materials in food can cause distress and may present a hazard to any person consuming it.

Whilst every precaution must be taken to prevent such an occurrence, this procedure must be followed should the need arise.

RESPONSIBILITY

In all cases, it is the responsibility of the person making the discovery or being advised of it by a customer to initiate action.

The Unit Manager shall ensure that all staff are aware of and comply with this procedure.

PROCEDURE

If possible, the Unit Manager should be informed of the discovery immediately to help assess the hazard and agree the action to be taken.

Foreign material can be found in food when it is being prepared, served, or consumed and the action to be taken will depend on the level of hazard presented by the material. Because of this, the action taken in each case will be at the discretion of the person making the discovery or the Unit Manager if available, but the following points should always be considered.

Is the foreign material likely to be unique (e.g. a ring) or could there be other pieces (e.g. broken glass)?

Would the item present a hazard if eaten (e.g. small stone) or not (e.g. piece of cardboard wrapper)?

Would the item have contaminated other batches of food during preparation?

In all cases however, if the foreign material is even slightly hazardous, the product in which it was found must be withdrawn from service. If any person is already consuming some of the product, they must be asked to stop.

It is quite normal to remove foreign materials in preparation of some foods (e.g. washing salads, leeks) and unless the foreign materials are excessive or unusually hazardous this will not be regarded as an incident requiring any further action.

In all other cases, the foreign material should be retained, and a Foreign Materials in Food Report should be completed by the Unit Manager so that further investigation and action can be taken if required. The Operations Director and HSEQ Manager must be informed of the incident and the report should be emailed for their attention.

7.18 Galley Appendix

Instructions for use and completion of the forms are shown in the relevant procedures in this manual.

Form Title

* Suspected Food Poisoning
* Foreign Materials in Food Report
* Thermometer Calibration Record

EQUIPMENT

The Unit Manager shall ensure the safe operation and cleaning of equipment by adhering to the procedure 3.6 and the following rules. No member of crew shall use or clean any piece of equipment without full training and adherence to the SWPs. See Core Training Section 4 for training and re- cording procedures.

In the event of equipment malfunction, the faulty piece of equipment must be isolated, and marked 'out of use'. The Unit Manager shall be responsible for raising an Equipment Malfunction/Hazard Re- port (See procedure 3.7) for repair of faulty equipment.

Unit Managers shall check that SWPs are available and current for all equipment in use. The SWPs in conjunction with the Manufacturer’s instructions, should be used to train galley staff and food handlers.