

## **Temporary Loss of Hot Water Operational Procedure**

### **Scope**

This procedure does not include the complete loss of water supply, the contamination of a water supply or flooding of Units. Under these circumstances all food areas must close immediately, and remedial measures taken before the Unit can reopen.

### **Temporary loss of hot water definition**

Temporary loss of hot water is defined as a loss of the permanent hot water supply to the premises for a period not exceeding 48 hours. The 48-hour period commences from the point temporary provision of hot water to support hand washing and equipment cleaning is provided.

### **Food offer**

Compass catering Units vary in size and in their respective food offer, ranging from a pre-packaged food offer for direct sale with minimal / no open food preparation and handling, to a large catering operation preparing a range of dishes from scratch and serving in multiple locations across a premises.

### **Hot / cold water systems**

The majority of Compass catering Units operate within a client's premises. In these situations, the client will be responsible for the installation, maintenance, and service of water systems (hot and cold) to the Compass run catering Unit.

### **Action in the event of a temporary 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.

### **Temporary loss of hot water procedure**

In the event of a temporary loss of hot water, if food preparation and service is yet to commence, and there is no hot water available in the kitchen or food preparation area, the kitchen must be closed, until either temporary means of hot water is provided, or a permanent supply of hot water is restored.

### **Postproduction and service**

Where food handling and preparation has commenced, and if the whole premises, kitchen or food preparation area has no hot water, colleagues must always use the Ecolab Epicare 5C or 5AB hand wash soap to support hand washing principles. Epicare 5C and 5AB are proven to be effective when used with cold water when good hand washing techniques are adopted. Where the Unit does not have a mains-fed dishwasher, equipment must be washed with cold water using an approved cleaning chemical with sanitising properties.

### **Food preparation and service**

Where temporary hand wash units and hot water urns are provided to support effective hand washing and equipment cleaning, supported by the use of Compass approved hand wash soap and Compass approved cleaning chemicals, full food service can resume for a period not exceeding 48 hours.

### **Hand washing**

Portable hand wash basins must be provided within 24 hours of the initial loss of hot water. These must be provided with a supply of Compass approved antibacterial hand wash soap and clean, disposable towels must be made available at all temporary wash hand basins.

### **Equipment and utensil washing**

Most preparation areas are provided with dishwashers. These use a cold water, mains-fed supply and will not be affected by a lack of hot water and will continue to clean and disinfect equipment effectively and as required. Where a dishwasher is not available, colleagues must use Compass approved pot-washing detergent with disinfecting properties, at the manufacturers stated dilution, following the stated contact time to ensure efficacy standards are met.

Hot water can temporarily be provided to an equipment wash sink using a hot water urn or sealed flask. Extra safety precautions must be taken when transferring hot water to an equipment washing sink in a hot water urn or flask. Where required Unit Managers should seek approval through their operations manager to acquire a hot water urn.

These must be positioned in a safe area close to equipment wash sinks, to provide temporary hot water until the permanent hot water supply is restored, making sure that hot water is appropriately mixed with cold water to ensure colleague safety when washing equipment. Where there is no mains-fed dishwasher, a temporary source of hot water must be provided within 24 hours of the initial loss of hot water.

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### Food service offer

A full food service offer can remain in place for 48-hours, from the time a temporary provision of hot water is made available to allow for effective hand washing, and effective cleaning of equipment and utensils, ensuring food safety and hygiene requirements are met. This 48-hour period will allow for Compass leadership to initiate client discussions and dialogue, to support the restoration of a permanent hot water supply. Where a permanent supply of hot water has not been restored within a 48-hour period from the point temporary hot water was first provided, the Unit must revert to the following principles, until a permanent supply of hot water has been fully restored:

- Open food production must cease 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, pre-packed 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.

### Temporary equipment hire

Temporary hot water urns and temporary mobile hand washing units can be ordered from suppliers, such as the below:

UK	Ireland
<b>Jongor Hire</b> Website: <a href="https://jongor.co.uk">https://jongor.co.uk</a>	<b>Hire All Party Hire</b> Email: <a href="mailto:info@hireall.ie">info@hireall.ie</a> Telephone: +353 1 295 3821
<b>PKL Hire</b> Website: <a href="https://www.pkl.co.uk">https://www.pkl.co.uk</a>	<b>Cater Hire Limerick</b> Email: <a href="mailto:info@caterhire.ie">info@caterhire.ie</a> Telephone: +353 1 294 3111
<b>Compass Equipment Solutions</b> Email: <a href="mailto:sales@compassequipmentsolutions.co.uk">sales@compassequipmentsolutions.co.uk</a> Telephone: 0870 220 2626	<b>Select Event Hire Ltd.</b> Email: <a href="mailto:info@selecthire.ie">info@selecthire.ie</a> Telephone: +353 1 290 7400

### Supporting food safety and hygiene operational guidance

**Personal hygiene:** Refer to the Compass Good Hygiene Practice Guide No 2: Personal Hygiene, for full details regarding the Compass policy around hand hygiene.

**Control of cross contamination:** Refer to the Compass Good Hygiene Practice Guide No 4: Cross Contamination, for full details regarding the Compass policy prevention of cross contamination.

**Cleaning:** Refer to the Compass Good Hygiene Practice Guide No 12: Cleaning, for full details regarding the Compass cleaning policy.

**Operational checks:** Refer to the Compass Food Safety Logbook or relevant due diligence records for evidence of the daily checks colleagues and managers are required to undertake throughout the working day to support food safety and hygiene operational requirements.

**Opening checks:** It is the responsibility of the Unit Manager or most senior colleague present at the Unit to undertake a series of operational checks when opening up the Unit at the start of a new operational day or shift. The HSE opening checklist or digital HACCP equivalent must be completed within one hour of opening and prior to the commencement of any food handling or food preparation operations.

**Closing checks:** It is the responsibility of the Unit Manager or most senior colleague present to undertake a series of operational HSE checks when closing down the Unit at the end of the operational day or shift.

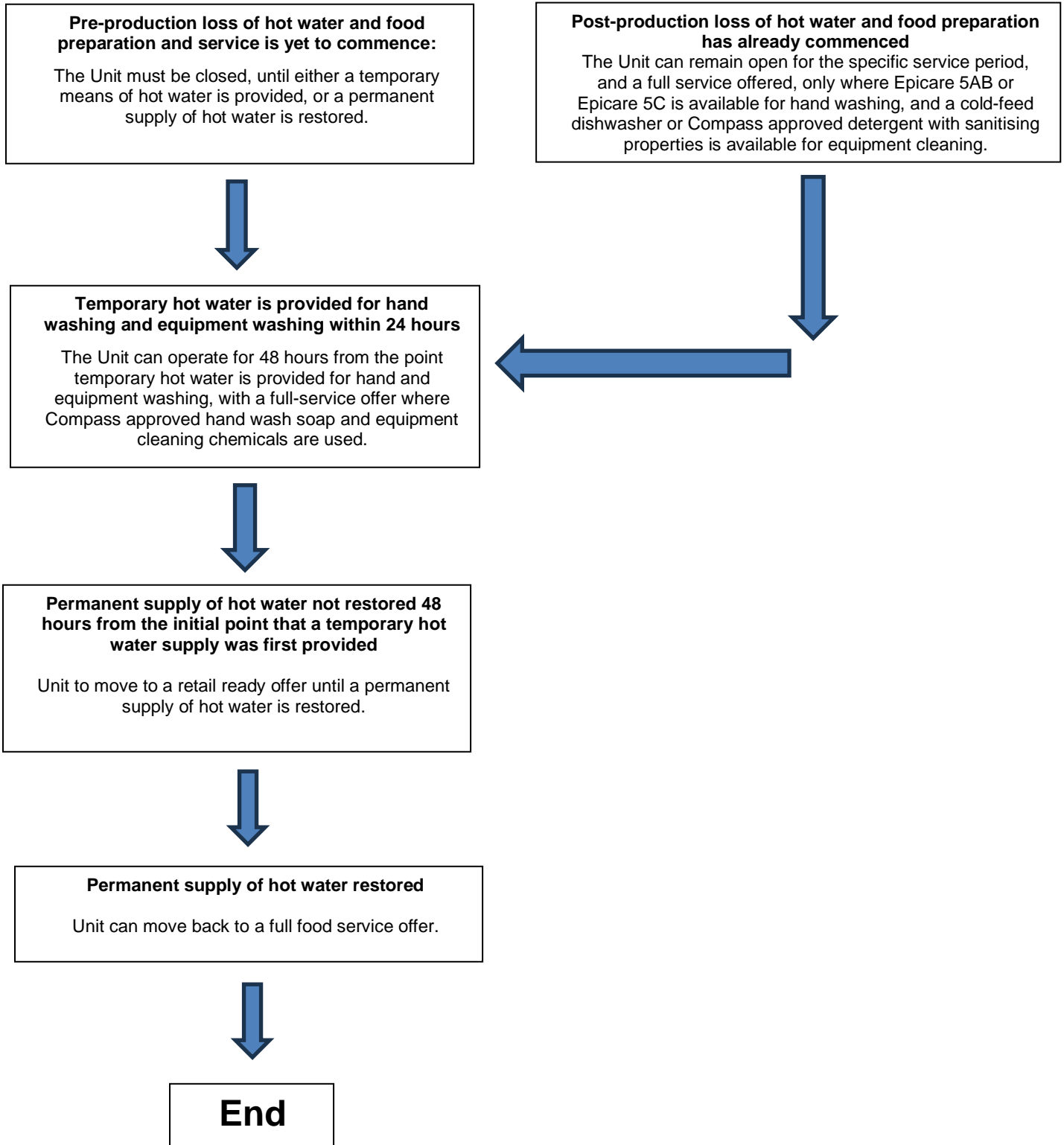
**Repair and maintenance:** It is the responsibility of the Unit Manager or most senior colleague present to log and record any equipment found to be damaged or inoperable in the Food Safety Logbook, the digital HACCP equivalent or the Unit's Repairs and Maintenance Record. This will also need to be logged on any client maintenance reporting system, with the logged job reference retained and also recorded in the Food Safety Logbook, digital HACCP or on the Repairs and Maintenance Record.

**Training:** Refer to the Compass FSMS and Good Hygiene Practice No: 1: Food Safety Training, for details regarding the content of the colleague and manager e-learning training programme.

**Further support or information:** For further support or information, please contact your HSE Sector lead for guidance and advice.

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**Appendix I: Temporary Loss of Hot Water Process Flow**



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