



## Compass Food Safety Management System

# Food Safety Conversation Cards

<b>Unit Name</b>	_____
<b>Unit Address</b>	_____
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<b>Unit Number</b>	_____

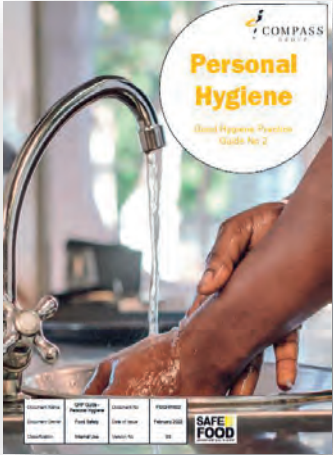

WE LOOK OUT FOR  
EACH OTHER

FS.SC.001.02

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# Food Safety Conversation No2: Personal Hygiene

FS.SC.002.03

Key Learning	What You Need To Know	
<p>Good personal hygiene can help minimise cross contamination and ensure the food you prepare, cook and serve to your customers is safe to eat</p> 	<ul style="list-style-type: none"> <li><input type="checkbox"/> Hands must be washed before handling ready to eat foods.</li> <li><input type="checkbox"/> Hands must also be washed after visiting the toilet, handling rubbish, handling or preparing raw food, cleaning, smoking or eating.</li> <li><input type="checkbox"/> Effective Handwashing Technique:             <ul style="list-style-type: none"> <li>▪ Wet your hands with warm water</li> <li>▪ Apply hand soap (recommended Ecolab Epicare 5c)</li> <li>▪ Lather and scrub hands for at least 30 seconds</li> <li>▪ Rinse for 10 seconds</li> <li>▪ Turn off the tap using a paper towel</li> <li>▪ Use additional paper towel to dry hands.</li> </ul> </li> <li><input type="checkbox"/> Hair must be clean, neat and tied back or kept covered if handling open food.</li> <li><input type="checkbox"/> With the exception of plain wedding rings and plain sleeper earrings, jewellery must not be worn while preparing food.</li> <li><input type="checkbox"/> Uniform (if provided) must be clean and put on until you arrive at work.</li> <li><input type="checkbox"/> Wearing gloves has not been proven to be a safer method of handling, when food compared to the use of effective hand washing techniques as cross contamination from raw to high risk food can still occur and wearing gloves can give a false sense of security.</li> <li><input type="checkbox"/> Hand to mouth contact must be avoided while carrying out food handling activities so eating, drinking and smoking must be avoided while on duty.</li> <li><input type="checkbox"/> All food handlers must report signs of illness immediately to their line manager. All food handlers suffering from symptoms of nausea, stomach cramps, vomiting or diarrhoea must be excluded from work and not return until they have been symptom free for 48 hours.</li> </ul>	
HACCP Stages	Colleague Validation	More Information
<p>All food handling stages</p>	<ol style="list-style-type: none"> <li>1. Give examples of when hands must be washed.</li> <li>2. How long should hands be washed to ensure bacteria are removed effectively?</li> <li>3. What type of jewellery is permitted?</li> <li>4. What time period must food handlers remain symptom free before returning to work?</li> </ol>	<p>More information can be found within the <b>Good Hygiene Practice Guide No: 2 Personal Hygiene</b> and the HSE website</p>



# Food Safety Conversation No3: Pest Control

FS.SC.003.03

Key Learning	What You Need To Know																										
<p>Following this conversation, you will be able to effectively identify signs of pest activity in order to quickly report and remedy any pests present and therefore minimise food safety risks and avoid legal action</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Check food deliveries for signs of pest damage (chewed / split packaging).</li> <li><input type="checkbox"/> Do not leave food deliveries outside or unattended – always put away into designated food storage immediately following delivery.</li> <li><input type="checkbox"/> Check your working area daily for signs of pest activity.</li> <li><input type="checkbox"/> Recognise the signs of pest activity - contaminated food / droppings / gnaw marks on furniture or equipment / chewed packaging.</li> <li><input type="checkbox"/> Report any signs of pest to your supervisor immediately.</li> </ul>		   																								
	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #FFD700;">Area</th> <th style="background-color: #FFD700;">Signs of Activity</th> <th style="background-color: #FFD700;">Good Hygiene Practice</th> <th style="background-color: #FFD700;">Corrective Action</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;"><b>Floor</b></td> <td>Look for pests (live or dead), droppings / urine /gnaw marks Particularly look along skirting boards and under equipment</td> <td>No live / dead pests, droppings/urine/grease marks found on floor</td> <td>Sweep up droppings / clear urine / grease with disposable paper towel before mopping and disinfecting floor</td> </tr> <tr> <td style="text-align: center;"><b>Shelving &amp; Work Surfaces</b></td> <td>Look for pests (live or dead) droppings / urine / gnaw marks Remove items and check behind objects</td> <td>Shelving cleaned and sanitised prior to daily use</td> <td>Remove any debris / contamination. Clean with soapy cloth then sanitise and wipe with disposable paper towel</td> </tr> <tr> <td style="text-align: center;"><b>Crockery &amp; Utensils</b></td> <td>Remove crockery and utensils from their containers. Look inside for evidence of pests / droppings</td> <td>Clean crockery/utensils stored in plastic lidded containers overnight</td> <td>Unprotected crockery/utensils must be washed (cleaned) prior to placing in the dishwasher (disinfection)</td> </tr> <tr> <td style="text-align: center;"><b>Food</b></td> <td>Visually check food for signs of gnaw marks, holes in packaging, spilled product on shelving, droppings</td> <td>No food left out. All ambient food stored in plastic lidded containers overnight</td> <td>Any food found to have evidence of pest damage must be disposed of</td> </tr> <tr> <td style="text-align: center;"><b>Disposable Packaging</b></td> <td>Check that food packaging intact with no droppings / urine / gnaw marks</td> <td>Food packaging stored in plastic lidded containers to reduce risk of contamination</td> <td>Any damaged / contaminated packaging must be disposed of</td> </tr> </tbody> </table>		Area	Signs of Activity	Good Hygiene Practice	Corrective Action	<b>Floor</b>	Look for pests (live or dead), droppings / urine /gnaw marks Particularly look along skirting boards and under equipment	No live / dead pests, droppings/urine/grease marks found on floor	Sweep up droppings / clear urine / grease with disposable paper towel before mopping and disinfecting floor	<b>Shelving &amp; Work Surfaces</b>	Look for pests (live or dead) droppings / urine / gnaw marks Remove items and check behind objects	Shelving cleaned and sanitised prior to daily use	Remove any debris / contamination. Clean with soapy cloth then sanitise and wipe with disposable paper towel	<b>Crockery &amp; Utensils</b>	Remove crockery and utensils from their containers. Look inside for evidence of pests / droppings	Clean crockery/utensils stored in plastic lidded containers overnight	Unprotected crockery/utensils must be washed (cleaned) prior to placing in the dishwasher (disinfection)	<b>Food</b>	Visually check food for signs of gnaw marks, holes in packaging, spilled product on shelving, droppings	No food left out. All ambient food stored in plastic lidded containers overnight	Any food found to have evidence of pest damage must be disposed of	<b>Disposable Packaging</b>	Check that food packaging intact with no droppings / urine / gnaw marks	Food packaging stored in plastic lidded containers to reduce risk of contamination	Any damaged / contaminated packaging must be disposed of	
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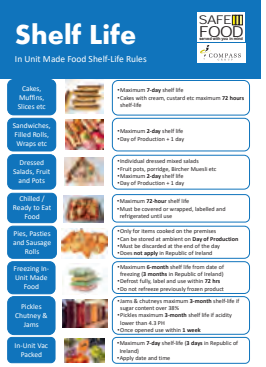

# Food Safety Conversation No4: Cross Contamination

FS.SC.004.02

Key Learning	What You Need To Know	
<p>Cross contamination is one of the main ways food poisoning can occur. In order to look after the safety of our customers and provide safe food to eat you need to ensure that cross contamination of food is avoided</p> 	<ul style="list-style-type: none"> <li><input type="checkbox"/> Cross contamination is the transfer of harmful bacteria from raw foods to ready to eat foods.</li> <li><input type="checkbox"/> Cross contamination must be avoided at all times as ready to eat food will not be cooked / re-heated further which would kill any harmful bacteria that have transferred to the food.</li> <li><input type="checkbox"/> Cross contamination can occur from:             <ul style="list-style-type: none"> <li>▪ Direct contact with raw foods such as raw meat and poultry, fish and shellfish, raw fruit and vegetables;</li> <li>▪ Indirect contact from the transfer of bacteria via hands, clothing, knives, chopping boards, equipment, work surfaces.</li> </ul> </li> <li><input type="checkbox"/> You can prevent cross contamination by:             <ul style="list-style-type: none"> <li>▪ Checking deliveries to ensure raw &amp; ready to eat foods are separate;</li> <li>▪ Store raw foods separate from ready to eat foods, either in separate refrigerators or raw food at the bottom, below ready to eat foods;</li> <li>▪ Designate a separate raw food preparation area within the kitchen where only raw food is to be handled and prepared;</li> <li>▪ If separate areas are not available, prepare ready to eat foods separately, before raw foods;</li> <li>▪ Ensure all work surfaces are cleaned down and sanitised after the preparation of raw foods;</li> <li>▪ Always wash your hands thoroughly after handling raw foods;</li> <li>▪ Use separate equipment and utensils for the preparation of raw and ready to eat foods, ensuring all items are cleaned and sanitised between use;</li> <li>▪ Separate complex catering equipment such as mincers, slicers, blenders and vacuum pack machines must be provided and labelled for either raw or ready to eat foods;</li> <li>▪ Provide separate labelled probe thermometers for taking cooking / hot hold temperature checks and other tasks such as delivery and storage temp checks;</li> <li>▪ Designate a raw food preparation sink where possible for washing raw vegetables and fruit, or thoroughly clean and sanitise a shared sink between use.</li> </ul> </li> <li><input type="checkbox"/> The use of colour coded equipment can help to minimise cross contamination, e.g. colour coded knives, chopping boards, cleaning cloths etc.</li> <li><input type="checkbox"/> Familiarise yourself with any colour code systems, such as for knives &amp; boards, used in your kitchen.</li> </ul>	
HACCP Stages	Colleague Validation	
<ul style="list-style-type: none"> <li>• Receipt</li> <li>• Storage</li> <li>• Preparation</li> <li>• Cooking</li> <li>• Service</li> </ul>	<ol style="list-style-type: none"> <li>1. Can you describe the different types of cross contamination?</li> <li>2. Give examples of how you would avoid cross contamination during storage?</li> <li>3. Give examples of how you would avoid cross contamination during food preparation?</li> <li>4. Can you identify the uses of the different colour coded chopping boards?</li> </ol>	
		More Information
		<p>More information can be found within the <b>Good Hygiene Practice Guide No: 4 Cross Contamination</b> and the HSE website</p>

# Food Safety Conversation No5: Food Labelling & Shelf Life

FS.SC.005.02

Key Learning	What You Need To Know	
<p>It is a legal requirement to ensure food is properly labelled with certain information to help you and the customer know what is in the food and how long it is safe to use or consume the food before it must be discarded</p> 	<ul style="list-style-type: none"> <li><input type="checkbox"/> 'Use By' dates relate to food safety and food must not be cooked, sold, frozen, consumed or used in any way past this date. It is illegal to sell any food that has passed its 'Use By' date.</li> <li><input type="checkbox"/> 'Best Before' dates relate to food quality and food is safe to eat after this date, depending upon the taste, texture and general quality of foods. Products with a 'Best Before' date may be used beyond this date, unless client site rules require 'Best Before' dates to be stringently observed.</li> <li><input type="checkbox"/> Do not use ANY out of date foodstuffs past their 'Use By' date.</li> <li><input type="checkbox"/> Sandwiches/wraps etc - Apply a shelf life of two days (day of production +1).</li> <li><input type="checkbox"/> Chilled / Ready To Eat food - Wrap or store in sealed containers and date code with a shelf life of 72 hours.</li> <li><input type="checkbox"/> Foods prepared and cooked in the unit then chilled and frozen have a food label with up to 6 months shelf life.</li> <li><input type="checkbox"/> Food Delivery Checks must include a check of product labels to ensure they have sufficient shelf life to fit in with your menu schedule.</li> <li><input type="checkbox"/> All ready to eat foods with 'Use By' dates are checked daily at end of service and logged on the Closing HSE Checklist.</li> <li><input type="checkbox"/> Whenever transferring shelf life dates or other product information from the outer packaging or the food manufacturer's label, only the approved Compass food storage labels must be used</li> </ul>	 
HACCP Stages	Colleague Validation	More Information
<ul style="list-style-type: none"> <li>• Receipt</li> <li>• Storage</li> <li>• Preparation</li> <li>• Cooling &amp; Re-heating</li> <li>• Food Service &amp; Display</li> <li>• Vending</li> </ul>	<ol style="list-style-type: none"> <li>1. Describe what a 'Use By' date is.</li> <li>2. Describe what a Best Before date is.</li> <li>3. What shelf life would you give in unit made sandwiches?</li> <li>4. What shelf life would you give in unit made frozen food?</li> </ol>	<p>More information can be found within the <b>Good Hygiene Practice Guide No: 5 Food Labelling &amp; Shelf Life</b> and the HSE website</p>





# Food Safety Conversation No6: Food Delivery & Storage

FS.SC.006.02

Key Learning	What You Need To Know	
<p>Properly inspecting and checking delivered food products is an essential step to ensure food quality and safety. Storing food under the right environmental conditions will help to prevent food poisoning bacteria from multiplying</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> ALWAYS ensure raw and ready to eat foods are kept separate during delivery, receipt and storage.</li> <li><input type="checkbox"/> Check all food deliveries for shelf life, damaged packaging, and signs of pest damage / infestation. Record all checks on the Food Delivery Record form.</li> <li><input type="checkbox"/> Check the temperatures off all chilled and frozen food deliveries. Ensure the foods are within the acceptable temperature ranges - Frozen foods: between -18°C to - 23°C - Chilled foods: below +5°C.</li> <li><input type="checkbox"/> Check either by taking a copy of the printed vehicle digital temperature display reading or by recording between pack temperature readings.</li> <li><input type="checkbox"/> Store foods at the correct temperatures: Frozen foods -18°C to -23°C / Chilled foods 0°C to +5°C.</li> <li><input type="checkbox"/> Ambient foods - keep in cool, dry and well-ventilated conditions.</li> <li><input type="checkbox"/> Check shelf life of foods in storage and adopt the “first in first out” rule when replenishing stock.</li> <li><input type="checkbox"/> Keep cooked and raw foods in separate refrigerators and freezers where possible or store so that ready to eat foods are above unwashed salads, raw fruit and vegetables, and raw meat.</li> <li><input type="checkbox"/> Dry goods must be stored off the floor on suitable shelving, with access all round for cleaning and inspection. Opened packages must be sealed or decanted into suitable lidded containers.</li> <li><input type="checkbox"/> Monitor the operating temperature of all refrigerators and freezers at least twice per day or three times if operating a 24hr / night shift service.</li> <li><input type="checkbox"/> A food simulant (butter, lard, jelly) is the most accurate way to monitor the operating temperature of refrigerators. Use a probe thermometer to probe the food simulant and record the temperature.</li> <li><input type="checkbox"/> Check the accuracy of all probe thermometers every month.</li> </ul>	
HACCP Stages	Colleague Validation	More Information
<ul style="list-style-type: none"> <li>• Receipt</li> <li>• Storage</li> </ul>	<ol style="list-style-type: none"> <li>1. What should you check during food deliveries?</li> <li>2. What are the correct operating temperatures for refrigerators and freezers?</li> <li>3. How do you avoid cross contamination of ready to eat foods during storage?</li> <li>4. How do you check the operating temperature of refrigerators?</li> </ol>	<p>More information can be found within the <b>Good Hygiene Practice Guide No: 6 Food Delivery &amp; Storage</b> and the HSE website</p>





# Food Safety Conversation No7: Food Preparation

FS.SC.007.02

Key Learning	What You Need To Know	
<p>The preparation stage of any food operation is the most important with respect to controlling the risks of contamination. It is essential in our role as a food handler to know these risks and adopt the control measures to minimise food contamination</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> There are principally 4 sources of food contamination:               <ul style="list-style-type: none"> <li>▪ Physical</li> <li>▪ Chemical</li> <li>▪ Bacterial</li> <li>▪ Allergenic</li> </ul> </li> <li><input type="checkbox"/> Always wash hands in warm water with soap and dry them using disposable paper towels before handling any food.</li> <li><input type="checkbox"/> Follow any food safety instructions on food packaging regarding the preparation and handling of food.</li> <li><input type="checkbox"/> Prepare food as close to service time as possible, keeping perishable foods under refrigeration.</li> <li><input type="checkbox"/> Where possible provide separate work areas for raw and ready to eat foods.</li> <li><input type="checkbox"/> Where this is not possible segregate via time and thoroughly clean and sanitise areas between use.</li> <li><input type="checkbox"/> Follow your units colour coded chopping board system if one is implemented.</li> <li><input type="checkbox"/> Do not use complex equipment for both raw and ready-to-eat foods e.g. vacuum packers, food slicers, food mixers and food processors.</li> <li><input type="checkbox"/> Thoroughly wash salad and fruit to be sold as ready to eat with clean water to remove visible dirt.</li> <li><input type="checkbox"/> Ensure food allergens are handled and prepared carefully to avoid cross contamination, use separate boards and utensils.</li> <li><input type="checkbox"/> Make sure you know what ingredients are in a food item prepared and made on site in order that the correct allergen information can be given to the customer if requested.</li> <li><input type="checkbox"/> Sanitisers used to clean work surfaces must meet the standard BSEN1276 and be used in accordance to the manufacture's instructions, including the correct dilution and contact times.</li> <li><input type="checkbox"/> Where possible avoid using glass in food handling areas and always check any glassware used for signs of chipping / cracks / breaks and do not use if any damage is found.</li> </ul>	  
		
HACCP Stages	Colleague Validation	More Information
<ul style="list-style-type: none"> <li>• Preparation</li> <li>• Food Service &amp; Display</li> </ul>	<ol style="list-style-type: none"> <li>1. What are the different types of food contamination and give examples?</li> <li>2. How can you avoid cross contamination?</li> <li>3. Why do you need to wash fruit &amp; vegetables before use?</li> <li>4. Why is it important to know what ingredients go into a dish you are preparing?</li> <li>5. What checks should you do if using glass products within your kitchen?</li> </ol>	<p>More information can be found within the <b>Good Hygiene Practice Guide No: 7 Food Preparation</b> and the HSE website</p>

# Food Safety Conversation No8: Defrosting



FS.SC.008.02

Key Learning	What You Need To Know	
<p>If food is not thoroughly defrosted before cooking, heat will be used to thaw the food rather than cook it. There is a danger that a core temperature of +75°C, which is required to kill any harmful bacteria present, will not be achieved</p> 	<ul style="list-style-type: none"> <li><input type="checkbox"/> Freezing food does not kill harmful bacteria but it will prevent growth. As the food begins to warm during thawing, bacteria begin to multiply slowly</li> <li><input type="checkbox"/> All food must be completely defrosted prior to cooking or reheating, unless the manufacturer's instructions indicate the food is to be cooked from frozen.</li> <li><input type="checkbox"/> Factors affecting defrosting times: <ul style="list-style-type: none"> <li>▪ Defrosting times are faster if food is frozen and then defrosted in smaller portions.</li> <li>▪ Loose wrapping, which traps an insulating layer of air, increases thawing time.</li> <li>▪ Foil wrap can reduce heat radiation and slows thawing time.</li> <li>▪ Tight packaging, such as vacuum packaging or food wrap, has little effect on thawing times.</li> <li>▪ Food will thaw more quickly at ambient temperature. The main disadvantage is that, at higher temperatures, bacteria can multiply more freely and may reach unacceptable levels.</li> </ul> </li> <li><input type="checkbox"/> It is recommended that all foods are defrosted slowly in a refrigerator (between 0°C and +5°C), ensuring all raw foods are placed at the bottom of the refrigerator, separated from ready to eat foods to avoid cross contamination</li> <li><input type="checkbox"/> Place defrosting raw food items in a container or receptacle to ensure meltwater does not cross contaminate other foods</li> <li><input type="checkbox"/> Only defrost foods in a microwave if recommended by the manufacturers instructions using the defrost setting only. Ensure the food is spread evenly on the turntable and stir frequently.</li> <li><input type="checkbox"/> Defrosting food at room temperature is permissible if it is defrosted in a controlled environment which is free from sources of contamination. Do not use running cold water to speed up the process.</li> <li><input type="checkbox"/> Cook and / or serve any defrosted within its remaining shelf life</li> <li><input type="checkbox"/> Do not re-freeze any defrosted foods</li> </ul>	  
HACCP Stages	Colleague Validation	More Information
<ul style="list-style-type: none"> <li>• Preparation</li> <li>• Cooling &amp; Re-heating</li> <li>• Food Service &amp; Display</li> </ul>	<ol style="list-style-type: none"> <li>1. What are the dangers of not thoroughly defrosting food before cooking it?</li> <li>2. What factors can affect the time in which foods are defrosted?</li> <li>3. How would you safely defrost food in a refrigerator?</li> <li>4. How would you ensure food is properly defrosted in a microwave?</li> <li>5. Can you re-freeze defrosted food?</li> </ol>	<p>More information can be found within the <b>Good Hygiene Practice Guide No: 8 Defrosting</b> and the HSE website</p>




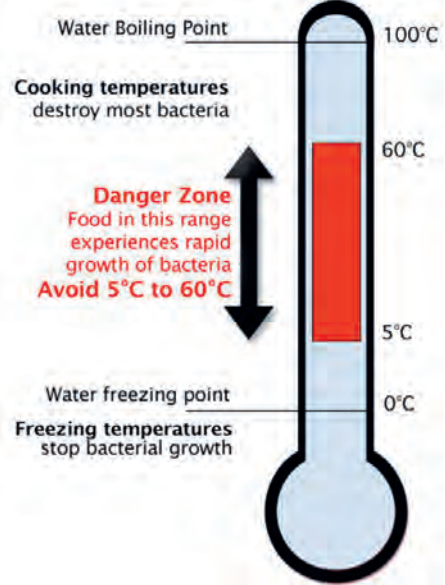
# Food Safety Conversation No9: Cooking

FS.SC.009.03

Key Learning	What You Need To Know	
<p>Cooking is a critical step to ensure that any bacteria that may be present in food are completely killed and the food is safe to eat for your customers</p> 	<ul style="list-style-type: none"> <li><input type="checkbox"/> Food poisoning micro-organisms are killed through the correct Time and Temperature combination.</li> <li><input type="checkbox"/> Food must be cooked thoroughly to achieve a core temperature of +75°C.</li> <li><input type="checkbox"/> Temperature check all protein foods using a sanitised probe thermometer to ensure completion of the cooking process, and record the temperature on the Food Production Temperature record form or the digital HACCP equivalent.</li> <li><input type="checkbox"/> Never undercook rolled joints / minced or diced meat / poultry / pork as these are high risk food items and require thorough cooking to reduce the risk of food poisoning bacteria being present.</li> <li><input type="checkbox"/> Some whole cuts of meat and some fish products may be cooked to a lower temperature.             <ul style="list-style-type: none"> <li>▪ For whole cuts of meats required “pink” or “rare” check to ensure the outer surface of the meat is fully sealed and browned off before serving.</li> <li>▪ Whole pieces of fish (e.g. tuna steaks) can be served ‘rare’ as long as they have been fully seared on the outside.</li> </ul> </li> <li><input type="checkbox"/> Also visually check food to ensure it has been cooked thoroughly:             <ul style="list-style-type: none"> <li>▪ Check the centre of fish or near the bone to make sure that the colour and texture has changed.</li> <li>▪ Shellfish such as prawns and scallops will change in colour and texture when they are cooked.</li> <li>▪ The juices from pork, rolled joints and poultry should be clear and not have any red or pink in them.</li> <li>▪ Ensure poultry and minced meat products are not pink inside</li> <li>▪ Check that pizza bases are cooked and that the toppings are bubbling</li> </ul> </li> <li><input type="checkbox"/> Food temperature probes must be accuracy checked every month using melting ice or boiling water and recorded in the HSE Logbook or on the Probe Thermometer Accuracy Record Form.</li> </ul>	
HACCP Stages	Colleague Validation	More Information
<ul style="list-style-type: none"> <li>• Preparation</li> <li>• Cooking</li> <li>• Food Service &amp; Display</li> </ul>	<ol style="list-style-type: none"> <li>1. What is the standard Compass cook temperature to ensure thorough cooking?</li> <li>2. Give examples of visual checks you can undertake to check food has been cooked properly.</li> <li>3. How do you ensure a food probe thermometer is working correctly?</li> </ol>	<p>More information can be found in the <b>Good Hygiene Practice Guide No: 9 Cooking</b> and the HSE website</p>

# Food Safety Conversation No10: Cooling & Reheating

FS.SC.010.02

Key Learning	What You Need To Know	
<p>Effective and swift cooling techniques allows the safe storage of in unit made foods. Re-heating foods to the correct temperatures ensures any remaining bacteria present in food will be killed through heat</p> 	<ul style="list-style-type: none"> <li><input type="checkbox"/> Micro-organisms that cause illness and food spoilage can grow between 5°C and 63°C. This range is known as the Danger Zone, and keeping foods out of this zone reduces the risks of food poisoning.</li> <li><input type="checkbox"/> Cool food as quickly as possible after cooking and place into refrigerated storage.</li> <li><input type="checkbox"/> Cooling times can be reduced by:             <ul style="list-style-type: none"> <li>▪ Portioning the food into smaller containers</li> <li>▪ Cutting or slicing larger joints before cooling</li> <li>▪ Using shallow / pre cooled containers (5cm depth)</li> <li>▪ Using ice baths to rapidly cool the food</li> <li>▪ Rinsing under cold potable water (e.g. for rice or pasta)</li> </ul> </li> <li><input type="checkbox"/> When cooling food in a blast chiller ensure the chilling process starts within 30 mins of the food being cooked, and that if is cooled to a temperature of 5°C or less before placing into refrigerated storage.</li> <li><input type="checkbox"/> When cooling food at room temperature choose a cooler area of the kitchen. Cover the food and leave at ambient room temp for a maximum of 90 mins before placing into refrigerated storage.</li> <li><input type="checkbox"/> Record the following information on the Food Production Temperature Record form:             <ul style="list-style-type: none"> <li>▪ Type of food</li> <li>▪ Time &amp; Temperature of the food when cooling began</li> <li>▪ Time &amp; Temperature of the food when transferred to refrigeration</li> </ul> </li> <li><input type="checkbox"/> If food is cooling slower than expected, break the food down into smaller quantities, transfer food to newly cooled containers or place food container in cold water and ice several times.</li> <li><input type="checkbox"/> It is important to re-heat food thoroughly to ensure any remaining harmful bacteria are killed off.</li> <li><input type="checkbox"/> Reheat foods to the correct temperature (75°C – England / Wales / N.I. - 82°C – Scotland).</li> <li><input type="checkbox"/> Record reheat temperatures on the Food Production Temperature Record form.</li> </ul>	 <p style="text-align: center;"><b>Reheating Food</b></p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <p>UK &amp; Ireland</p> <p><b>+75°C</b></p> </div> <div style="text-align: center;"> <p>Scotland</p> <p><b>+82°C</b></p> </div> </div>
HACCP Stages	Colleague Validation	More Information
<ul style="list-style-type: none"> <li>• Preparation</li> <li>• Cooling &amp; Re-heating</li> <li>• Food Service &amp; Display</li> </ul>	<ol style="list-style-type: none"> <li>1. What is temperature range is known as the “Danger Zone” which you must avoid keeping food at?</li> <li>2. What practical steps could you take to help cool food quickly?</li> <li>3. What is the maximum time period allowed to cool food at ambient room temperature?</li> <li>4. What are the required reheating temperatures?</li> </ol>	<p>More information can be found within the <b>Good Hygiene Practice Guide No: 10 Cooling &amp; Reheating</b> and the HSE website</p>

# Food Safety Conversation No11: Food Service & Display

FS.SC.011.02

Key Learning	What You Need To Know	
<p>Displaying food in a safe environment free from potential sources of contamination will ensure we look after our customers and serve good quality, safe food.</p>	<p><b>Cold Food Display</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Ready to eat foods must be kept cold at 8°C or below (5°C in Ireland). Fridges and chilled display cabinets should operate at 5°C or below.</li> <li><input type="checkbox"/> Exception: The law allows cold food to be displayed out of chilled storage (above 8°C, 5°C in Ireland) for a single period of up to 4 hours only. After this period it must be disposed of.</li> <li><input type="checkbox"/> Ensure cold display units are operating to temperature before loading, and do not raise food above the 'load' line of the chilled food well as this will affect cold air circulation.</li> </ul> <p><b>Deli Bars</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure suitable precautions are taken to minimise the risk of allergen cross contamination on salad bars / deli counters by using separate service utensils and equipment for different food types.</li> <li><input type="checkbox"/> Adopt good personal hygiene measures. Always wash your hands after handling money.</li> </ul> <p><b>Hot Food Display and Hot Holding</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Food must be cooked and/or reheated thoroughly before hot holding begins.</li> <li><input type="checkbox"/> Food in hot holding must be kept above 63°C.</li> <li><input type="checkbox"/> Exception: The law permits hot food to be displayed out of temperature control for a single period only of up to 2 hours post cooking. After this period it must be disposed of.</li> <li><input type="checkbox"/> Preheat hot holding equipment e.g. bain-marie/hot cabinet before you put any food in it.</li> </ul> <p><b>Monitoring</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Monitor the temperature of one protein food item on each cold / hot display counter and record on the Food Service Temperature Record from.</li> <li><input type="checkbox"/> Take temperature readings at the beginning of each service period and every 90 minutes thereafter.</li> </ul>	<div style="display: flex; flex-direction: column; align-items: center;"> <div style="display: flex; align-items: center; margin-bottom: 10px;"> <div style="background-color: red; color: white; border-radius: 50%; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin-right: 10px;">Hot Food</div> <div style="background-color: #f4a460; padding: 10px; border-radius: 5px; text-align: center;"> <p>Hold above <b>+63°C</b></p> </div> </div> <div style="display: flex; align-items: center; margin-bottom: 10px;"> <div style="background-color: #f4a460; padding: 10px; border-radius: 5px; text-align: center; width: 100%;"> <p>Limit to <b>2 hrs</b> if displayed at ambient</p> </div> </div> <div style="display: flex; align-items: center; margin-bottom: 10px;"> <div style="background-color: #4682b4; color: white; border-radius: 50%; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin-right: 10px;">Cold Buffet</div> <div style="background-color: #add8e6; padding: 10px; border-radius: 5px; text-align: center;"> <p>Hold below <b>+8°C (5°C in Ireland)</b></p> </div> </div> <div style="display: flex; align-items: center;"> <div style="background-color: #add8e6; padding: 10px; border-radius: 5px; text-align: center; width: 100%;"> <p>Limit to <b>4 hrs</b> if displayed at ambient</p> </div> </div> <div style="display: flex; align-items: center; margin-top: 10px;"> <div style="background-color: #32cd32; color: white; border-radius: 50%; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin-right: 10px;">Mixed Buffet</div> <div style="background-color: #c8e6c9; padding: 10px; border-radius: 5px; text-align: center;"> <p>Limit to <b>2 hrs</b> if displayed at ambient</p> </div> </div> </div>
<p><b>HACCP Stages</b></p>	<p><b>Colleague Validation</b></p>	<p><b>More Information</b></p>
<ul style="list-style-type: none"> <li>• Hot Hold</li> <li>• Food Service &amp; Display</li> </ul>	<ol style="list-style-type: none"> <li>1. What temperature should hot food on display be held at?</li> <li>2. How frequently should you monitor and record the temperature of hot and cold food on display?</li> <li>3. What are the exemption times for holding hot and cold food out of temperature control?</li> <li>4. How long should a mixed buffet (hot &amp; cold foods) be left out for clients?</li> </ol>	<p>More information can be found within the <b>Good Hygiene Practice Guide No: 11 Food Service &amp; Display</b> and the HSE website</p>



# Food Safety Conversation No12: Cleaning




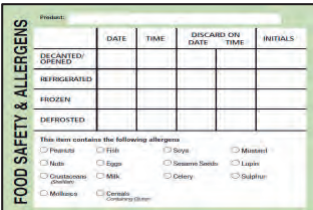


FS.SC.012.02

Key Learning	What You Need To Know	
<p>Cleaning food premises and equipment ensures that harmful food poisoning bacteria cannot multiply and cause harm, as well as helping to ensure the premises are kept clean, tidy and pest free</p>	<div data-bbox="536 460 674 486"> <p><b>Definitions</b></p> </div> <ul style="list-style-type: none"> <li><input type="checkbox"/> Cleaning – The act of removing dirt using water and a cleaning agent</li> <li><input type="checkbox"/> Disinfection – To clean using a substance that kills food poisoning micro-organisms</li> <li><input type="checkbox"/> Sanitising – A cleaning process of reducing microbiological contamination to a level that is acceptable</li> <li><input type="checkbox"/> 2 stage clean – A cleaning program that involves both general cleaning and disinfection / sanitising</li> <li><input type="checkbox"/> Clean as you go – Removal of general debris / cleaning up spillages, throughout the task</li> <li><input type="checkbox"/> Deep Clean – The periodic cleaning of walls / floors / ceilings / equipment / ventilation etc which does not form part of the daily cleaning schedule</li> </ul> <div data-bbox="536 763 662 789"> <p><b>Guidance</b></p> </div> <ul style="list-style-type: none"> <li><input type="checkbox"/> Use disposable cloths or paper towels where possible for cleaning food surfaces.</li> <li><input type="checkbox"/> Where separate areas for raw and ready to eat foods have been provided, avoid cross contamination by using colour coded cleaning equipment such as cloths and designating cleaning spray bottles specifically for use in that area.</li> <li><input type="checkbox"/> A two stage cleaning process will be needed where food contact surfaces, sinks or equipment have come into contact with raw meat or unwashed fruit and veg and always at the end of the day.</li> <li><input type="checkbox"/> Store cleaning equipment and chemicals away from food in a suitable cleaning store to avoid contamination of food</li> <li><input type="checkbox"/> Re-usable cloths and towels should be effectively segregated (e.g. colour-coded) and suitably washed at high temperatures at the end of each day in order to destroy bacteria especially E.coli O157</li> </ul> <div data-bbox="1439 769 1663 829"> <p><b>Stage 1</b></p> <ul style="list-style-type: none"> <li>• Make up sanitiser solution using correct concentration as recommended by manufacturer</li> <li>• Remove food debris with paper towel or suitable tool</li> <li>• Surface clean with a colour coded / disposable cloth or blue paper towel</li> <li>• Spray sanitiser and wipe clean</li> </ul> </div> <div data-bbox="1439 1083 1663 1144"> <p><b>Stage 2</b></p> <ul style="list-style-type: none"> <li>• Re-spray sanitiser</li> <li>• Wipe with disposable cloth or blue paper towel and leave in contact with work surface for <b>1 minute</b></li> <li>• Rinse with clean water and air dry or dry with paper towel</li> </ul> </div> <div data-bbox="1777 479 2258 817"> </div> <div data-bbox="1873 861 2224 1055"> </div> <div data-bbox="1808 1107 2224 1355"> </div>	
<p><b>HACCP Stages</b></p>	<p><b>Colleague Validation</b></p>	
<ul style="list-style-type: none"> <li>• All Stages</li> </ul>	<ol style="list-style-type: none"> <li>1. What is the difference between disinfection and sanitising</li> <li>2. Describe a 2 stage cleaning process</li> <li>3. How would you avoid cross contamination when cleaning</li> <li>4. What would you do to demonstrate “clean as you go” within your work area</li> </ol>	
<p><b>More Information</b></p>		
<p>More information can be found within the <b>Good Hygiene Practice Guide No: 12 Cleaning</b> and the HSE website</p>		






# Food Safety Conversation No13: Allergens

FS.SC.013.03

Key Learning	What You Need To Know	
<p>Understanding and following the allergen procedures will ensure the safety of your customers and potentially avoid serious injury or death due to allergic reactions</p> 	<p><b>There are 14 major food allergens which must be declared. However, people can be allergic to any food or ingredient, such as pea protein, stone fruit or coconut.</b></p>  <ul style="list-style-type: none"> <li><input type="checkbox"/> A food allergy happens when the immune system triggers a reaction to a food or ingredient (allergen), causing symptoms such as rashes, swelling, breathing difficulty and anaphylaxis. Symptoms usually develop very quickly and can be fatal.</li> <li><input type="checkbox"/> A food intolerance is an adverse reaction to food or ingredient which doesn't involve the immune system. Symptoms include stomach upsets, bloating and headaches and usually develop more slowly.</li> </ul> <p><b>Avoiding Allergen Cross-Contact</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Use separate chopping boards and utensils for each dish.</li> <li><input type="checkbox"/> Clean down work surfaces, equipment and your hands between handling known allergen containing foods and before preparing an allergen free meal.</li> <li><input type="checkbox"/> Keep opening dry goods in sealed containers or tightly covered.</li> <li><input type="checkbox"/> Use separate fryers for known allergen foods (e.g. scampi / battered fish) and non allergen foods (e.g. chips)</li> <li><input type="checkbox"/> Use separate cooking equipment / utensils when cooking an known allergen free item</li> </ul> <p><b>Kitchen Process</b></p> 	  
HACCP Stages	Colleague Validation	
<ul style="list-style-type: none"> <li>• Food Storage</li> <li>• Cross Contamination</li> <li>• Preparation</li> <li>• Cooking</li> <li>• Service</li> <li>• Hospitality</li> </ul>	<ol style="list-style-type: none"> <li>1. Explain the differences between an allergic reaction and an intolerance?</li> <li>2. What are the 14 major food allergens?</li> <li>3. Why is it important to follow a recipe without making any changes?</li> <li>4. Give examples of how can you avoid allergen cross-contact?</li> <li>5. How do we inform customers of what allergen ingredients are in a menu item?</li> </ol>	
More Information		
<p>More information can be found within the <b>Good Hygiene Practice Guide No: 13 Allergens</b> and the HSE website</p>		

# Food Safety Conversation No14: Catering Premises & Equipment




FS.SC.014.02

Key Learning	What You Need To Know	
<p>kitchens should be designed, constructed and used to minimise the risk of cross contamination of foods and assist in cleaning and disinfection.</p>	<p><b>Structural Requirements</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Kitchen design should flow from raw to cooked to avoid the risk of cross contamination</li> <li><input type="checkbox"/> Separate storage should be provided for raw and ready to eat foods</li> <li><input type="checkbox"/> Walls, floors and work surfaces should be constructed of materials suitable to allow effective cleaning</li> <li><input type="checkbox"/> Food premises should be proofed to prevent pest access and harbourage</li> <li><input type="checkbox"/> Ventilation must be provided (natural or mechanical)</li> <li><input type="checkbox"/> Removable insect proof screens are fitted to any open windows which can then be removed and cleaned</li> </ul> <p><b>Food Equipment</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Separate equipment is used for raw &amp; ready to eat foods to avoid cross contamination</li> <li><input type="checkbox"/> Wood or wooden products are not recommended unless they are well maintained and can be effectively cleaned and disinfected</li> <li><input type="checkbox"/> Food equipment should be checked before use for signs of damage and removed from use if defective</li> <li><input type="checkbox"/> Food service plates, dishes and crockery should be checked before use for damage, particularly looking for chips and cracks within ceramic items, as this could easily lead to foreign body contamination</li> </ul> <p><b>Maintenance</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Food contact surfaces, equipment and utensils must be maintained in good condition and checked before use. If damaged they should be removed from service and clearly labelled "Do Not Use"</li> <li><input type="checkbox"/> Any defective structure, equipment or utensils should be recorded on the Compass Repair &amp; Maintenance Record form, or client based system, and reported to the correct maintenance provider to fix.</li> </ul>	
		
<p><b>HACCP Stages</b></p>	<p><b>Colleague Validation</b></p>	
<ul style="list-style-type: none"> <li>• All Stages</li> </ul>	<ol style="list-style-type: none"> <li>1. What should wash hand basins be provided with?</li> <li>2. Where a single wash sink is provided what should you do between uses?</li> <li>3. What should you check for before using food equipment?</li> <li>4. Give examples of separate raw and ready to eat food equipment?</li> <li>5. How would you report defective food equipment?</li> </ol>	
		<p><b>More Information</b></p>
		<p>More information can be found within the <b>Good Hygiene Practice Guide No: 14 Catering Premises &amp; Equipment</b> and the HSE website</p>



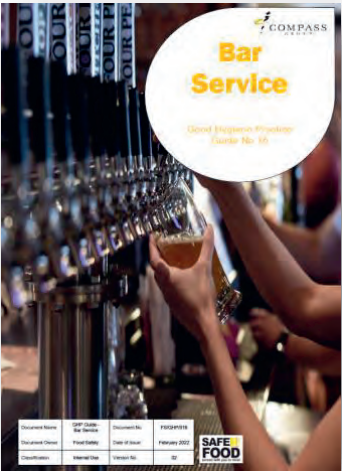


# Food Safety Conversation No15: Vac Packing

FS.SC.015.04

Key Learning	What You Need To Know	
<p>Vac Packing machines are a complex piece of equipment and must be kept clean and clearly labelled as either for “raw” or “ready to eat” foods</p> 	<ul style="list-style-type: none"> <li><input type="checkbox"/> Separate vacuum packing machines MUST be used and clearly labelled for “raw” or “ready-to-eat” foods only</li> <li><input type="checkbox"/> Vacuum packing bags used for raw or ready-to eat foods must be stored separately and ideally within reach of the designated vacuum packer and be clearly labelled.</li> <li><input type="checkbox"/> Only those listed on the Authorised User List (after completing training) are permitted to use and clean the vacuum packing machines.</li> <li><input type="checkbox"/> Close attention should be paid to the hidden areas and removable plates, and the minimum contact time on the sanitiser observed.</li> <li><input type="checkbox"/> Good personal hygiene is important at all times, and food handlers MUST wash their hands thoroughly before and after using the vacuum packing machines.</li> <li><input type="checkbox"/> Where possible, direct handling of the food should be kept to a minimum.</li> <li><input type="checkbox"/> Ensure every packet is suitably and sufficiently sealed with a tight fit round the food and the seal intact. Check packets for excess air and/or leaks to minimise the risk of contamination and subsequent growth of bacteria.</li> <li><input type="checkbox"/> Vacuum packed ready-to-eat high-risk food must be stored at a maximum of 5°C or below.</li> <li><input type="checkbox"/> Date labelling (shelf-life) for in-unit made chilled foods must not exceed 7 days from the date and time of production (3 days in Republic of Ireland) and 6 months (3 in Republic of Ireland) for frozen in unit made foods..</li> <li><input type="checkbox"/> Clear ‘production’ and ‘use-by’ dates should be put on all packets using the Compass date labels.</li> <li><input type="checkbox"/> Any out of date chilled and frozen vacuum-packed products must be discarded, even if the food appears acceptable to the senses.</li> <li><input type="checkbox"/> Vacuum packers must be serviced annually by a competent engineer, and records retained on file.</li> </ul>	 
HACCP Stages	Colleague Validation	
<ul style="list-style-type: none"> <li>• All Stages</li> </ul>	<ol style="list-style-type: none"> <li>1. Why is there a need to have separate raw and ready-to-eat vacuum packers?</li> <li>2. Should raw and ready-to-eat vacuum packers and packaging materials be clearly labelled?</li> <li>3. All food handlers who may use the vacuum packers appropriately trained, and understand the cross-contamination risks and hazards associated with vacuum packers?</li> <li>4. Are the vacuum packers being adequately cleaned before and after use?</li> </ol>	
		More Information
		<p>More information can be found within the <b>Good Hygiene Practice Guide No: 15 Vac Packing</b> and the HSE website</p>

# Food Safety Conversation No16: Bar Service




FS.SC.016.02

Key Learning	What You Need To Know	
<p>The quality and shelf life of beer can be affected by wild yeasts, mould and spores, therefore it is important to have a regular cleaning regime in place for structures, equipment and plant.</p> 	<p><b>Beer Line Cleaning:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure that full PPE is worn when carrying out the beer line cleaning.</li> <li><input type="checkbox"/> Use only the authorised beer line cleaning detergent available from Ecolab.</li> <li><input type="checkbox"/> Dilute the detergent with water following the manufacturer guidelines.</li> <li><input type="checkbox"/> Draw the detergent solution through at least 3 times during the line cleaning</li> <li><input type="checkbox"/> Aim to leave the detergent solution in place on each pull for about 10 minutes. Do not leave for longer than 2 hours as this can taint the pipes.</li> <li><input type="checkbox"/> Flush through with a minimum of 8 pints of clean water at the end of line cleaning to remove all traces of detergent.</li> <li><input type="checkbox"/> Check with litmus paper that there are no detergent traces.</li> <li><input type="checkbox"/> Put signage in place to warn all colleagues that line cleaning is in operation.</li> <li><input type="checkbox"/> Leave unused lines charged with water, BUT the lines must be put through the line cleaning process weekly.</li> </ul> <p><b>Ice Machines</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Ice machines can be a source of Legionella bacteria and E-coli due to unhygienic use and poor cleanliness</li> <li><input type="checkbox"/> Ensure that before you proceed to use an ice machine or decant ice that you thoroughly wash your hands first</li> <li><input type="checkbox"/> Ice scoops must never be left in the ice machines or ice wells. Ice scoops should be stored in a separate sanitised container and washed in a dishwasher daily</li> <li><input type="checkbox"/> A twice daily clean of the external and hand contact surfaces of the ice machine should be conducted using the sanitiser spray and ensuring a minimum 1 minute contact time.</li> <li><input type="checkbox"/> Every two weeks the ice machines should be emptied and cleaned internally and sanitised</li> </ul>	 
HACCP Stages	Colleague Validation	
<ul style="list-style-type: none"> <li>• Bar Service</li> <li>• Hospitality</li> </ul>	<ol style="list-style-type: none"> <li>1. How many times should you draw the detergent through a beer line before flushing with water?</li> <li>2. How many pints of clean water should you pull through a beer line after cleaning?</li> <li>3. What do you do with Ice scoops after use?</li> <li>4. How frequently do you clean an ice machine?</li> </ol>	
		More Information
		<p>More information can be found within the <b>Good Hygiene Practice Guide No: 16 Bar Service</b> and the HSE website</p>







# Food Safety Conversation No17: Steamplicity / Esteem

FS.SC.017.02

Key Learning	What You Need To Know	
<p>To understand the specific requirements for the delivery, storage, cooking and service of Steamplicity plated meals, Steamplicity bulk meals, and Esteem meals</p>	<p>Steamplicity and Esteem are brand names for a unique product produced by Compass to produce fresh nutritious meals in healthcare, schools and business environments. The method of cooking allows for different products to be cooked together – such as fish and vegetables at the same time. Cooking takes between 3-5 minutes for plated meals 6-10 minutes for bulk meals.</p> <p><b>Delivery controls :</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Check vehicle temperature via print out prior to offloading the products</li> <li><input type="checkbox"/> Remove to chilled storage within 30 minutes of delivery</li> <li><input type="checkbox"/> ALL Steamplicity products should be between 0°C and +5°C</li> <li><input type="checkbox"/> If temperature above 5°C destructive product test needs to be taken – refer to cuisine centre for guidance</li> <li><input type="checkbox"/> If between +8°C - +10°C delivery can be accepted if used within 12 hours if not delivery MUST be rejected.</li> <li><input type="checkbox"/> Chill unit must be able to chill below 5°C rapidly and record on the Steamplicity/Esteem delivery record.</li> </ul> <p><b>Storage:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Must be controlled between 0°C- +5°C</li> <li><input type="checkbox"/> Plated meals should not be stacked more than two high</li> <li><input type="checkbox"/> Check stock rotation and shelf life</li> </ul> <p><b>Pick and Pack:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Must be controlled between 0°C- +5°C (can be picked up to +8°C but only for a limited time)</li> <li><input type="checkbox"/> Place in pre chilled transport containers</li> <li><input type="checkbox"/> Late or individual meals to be transported in insulated chilled bags</li> <li><input type="checkbox"/> Record temperature on dispatch pick and pack record – on leaving chilled storage</li> </ul> <p><b>Satellite/ward Storage:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Must be stored between 0°C- 5°C and stored separate or above other food items</li> <li><input type="checkbox"/> Remove from chilled storage as close to cooking time as possible Max. 15 minutes</li> </ul> <p><b>Cooking:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Check seal is intact and meal in date</li> <li><input type="checkbox"/> Check number on bar coded label and cook on correct programme in microwave with valve facing up.</li> <li><input type="checkbox"/> After cooking leave for 30 seconds for pressure to equalize.</li> <li><input type="checkbox"/> Using cleaned probe check temperature of protein item. Temperature to achieve: Steamplicity plated 82°C / Esteem 82°C / Steamplicity Bulk 75°C</li> <li><input type="checkbox"/> If temperature not achieved return to microwave and boost on 0 for 30 seconds( plated and Esteem / 1 min for bulk– if temperature still not achieved dispose of the meal. Report fault to manager.</li> <li><input type="checkbox"/> Record each meal temperature on the Steamplicity/esteem cooking record.</li> </ul>	
	 	
HACCP Stages	Colleague Validation	
<p>Steamplicity / Esteem sites only</p>	<ol style="list-style-type: none"> <li>1. What temperature should Steamplicity/ Esteem products be delivered?</li> <li>2. How would you transfer a late meal and where would you record the temperature.</li> <li>3. Give the process you would follow to cook a Steamplicity/Esteem meal</li> </ol>	
		More Information
		<p>More information can be found within the <b>Good Hygiene Practice Guide No: 17 Steamplicity</b> and the HSE website</p>

# Food Safety Conversation No18: Food Waste

FS.SC.021.02

Key Learning	What You Need To Know		
<p>Food waste not only generates dangerous greenhouse gases when it decomposes but it costs the food industry £2.5b pounds per year. Help protect the environment and your units profitability by reducing food waste from your catering operation.</p>	<p><b>Typical of food waste include:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Spoilage – food that is damaged or exceeded its shelf life</li> <li><input type="checkbox"/> Trimmings – Off cuts or trimmings following food preparation before cooking</li> <li><input type="checkbox"/> Cooking Errors – over cooking or damaged / contaminated food</li> <li><input type="checkbox"/> Over Production – cooked and prepared food not sold after service</li> <li><input type="checkbox"/> Plate Waste – food that is served but not eaten</li> </ul> <p>Compass have identified a 3-pronged approach to minimise food waste:</p> <ol style="list-style-type: none"> <li>1. Recovery - To donate surplus food to people in need.</li> <li>2. Recycling - To divert food waste from sewer and landfill.</li> </ol> <p><b>The main ways to prevent food waste are:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Good Menu Planning taking into consideration seasonal trends, predicted participation volumes and the weather</li> <li><input type="checkbox"/> Ensuring fridges and freezers are operating at the correct temperatures and food shelf life dates are well managed</li> <li><input type="checkbox"/> Ensure food is cooked to order where possible or in small batches, avoiding excess wastage</li> <li><input type="checkbox"/> Displaying and holding food at the correct temperatures during service to minimise food spoilage</li> <li><input type="checkbox"/> Sensible portion control based upon the type of clients you are serving</li> <li><input type="checkbox"/> Not over producing too much food for the needs of the customers</li> <li><input type="checkbox"/> Minimising plate waste by looking at what food is un-eaten and adjusting the menu accordingly</li> </ul>		  
			
HACCP Stages	Colleague Validation		More Information
<ul style="list-style-type: none"> <li>• Food receipt &amp; storage</li> <li>• Food preparation</li> <li>• Cooking</li> </ul>	<ol style="list-style-type: none"> <li>1. Describe the main types of food waste and where these are generated from within the kitchen?</li> <li>2. What are the 3 main ways to prevent food waste?</li> <li>3. What types of food would be suitable to donate to charity organisations?</li> <li>4. Why could food waste disposal units cause a problem to catering premises?</li> </ol>		<p>More information can be found within the <b>Good Hygiene Practice Guide No: 18 Food Waste</b> and the HSE website</p>




# Food Safety Conversation No19: Food Incidents & Enforcement

FS.SC.022.02

Key Learning	What You Need To Know	
<p>Dealing with customer food safety complaints is important in order to provide good customer service and investigate and prevent further incidents. Confidently dealing with a food safety enforcement visit will directly affect the Food Hygiene Rating awarded at the end of the visit</p>	<p><b>Typical causes of food safety complaints include:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Allegations of Food Poisoning - Where a customer suspects illness from eating unfit or contaminated food</li> <li><input type="checkbox"/> Foreign Body Contamination - The physical contamination of food by a foreign body object</li> <li><input type="checkbox"/> Food Allergen / Intolerance - An allergic reaction or intolerance to a particular type of food consumed</li> <li><input type="checkbox"/> Product Miss-labelling - Where a food item is incorrectly advertised / labelled as something else</li> <li><input type="checkbox"/> Viruses - Where customers have reported food poisoning type symptoms but may be infected with a food bourn illness, e.g. Norovirus</li> </ul> <p><b>Dealing with food safety incidents:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Always take the details of any customer complaint, noting their name, contact information, date, time, accurate details of the food eaten and details of any illness or physical injuries sustained.</li> <li><input type="checkbox"/> Report any customer complaint immediately to the Unit Manager or Head Chef and record all customer complaints on the HSE reporting system (AIR2) to ensure appropriate escalation to the Operational Management team and HSE Manager.</li> <li><input type="checkbox"/> Undertake a full investigation of all food safety complaints using the appropriate checklist to ensure the route cause can be determined and prevented in future</li> </ul> <p><b>Managing Enforcement Officer visits:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Environmental Health Officers will visit food businesses either routinely to undertake spot checks and issue a Food Hygiene Rating (FHR) or may also visit following a complaint made by a customer regarding an incident.</li> <li><input type="checkbox"/> EHO's will look at 3 main areas to determine the Food Hygiene Rating – Food Safety Procedures / Structure &amp; Cleanliness / Confidence in Management</li> </ul>	
HACCP Stages	Colleague Validation	
<ul style="list-style-type: none"> <li>• Date code &amp; labelling</li> <li>• Temperature records</li> <li>• Training records</li> </ul>	<ol style="list-style-type: none"> <li>1. Describe the typical causes of food safety complaints made within food premises?</li> <li>2. List the main things you would need to note down when being informed of a food complaint?</li> <li>3. How would you report food safety incidents?</li> <li>4. Who would visit your premises to undertake routine food safety inspections?</li> <li>5. What are the 3 areas of food safety compliance an EHO would look at to determine your Food Hygiene Rating?</li> </ol>	
		More Information
		<p>More information can be found within the <b>Good Hygiene Practice Guide No: 19 Food Incidents &amp; Enforcement</b> and the HSE website</p>





# Food Safety Conversation No20: Sous Vide

FS.SC.026.01

Key Learning	What You Need To Know	
<p>In sous vide cooking the temperatures used are often much lower than those used for general cooking, and the cooking times much longer, which means that food is in the temperature danger zone for extended periods. As a result, there is an increased risk that food poisoning bacteria can <b>survive</b> and <b>multiply</b>. Therefore, it is essential that the guidance is followed, and cooking is carried out properly when using sous vide.</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Sous vide is considered a high-risk activity by the EHO. They will pay particular attention to your process if you use sous vide in your sites.</li> <li><input type="checkbox"/> The sous vide GHP 20 must be followed carefully and all associated records to be in place.</li> <li><input type="checkbox"/> Senior Kitchen Staff must hold a Level 3 Food Safety certificate or above before embarking on using sous vide in their kitchens.</li> <li><input type="checkbox"/> Kitchens must not deviate from the cooking matrix unless specifically given authorisation from the HSE team in writing.</li> <li><input type="checkbox"/> Water baths need to be calibrated at least once a year to an accuracy of 0.1°c</li> <li><input type="checkbox"/> Water bath front panel LCD temperature display must be calibrated against daily and a correction figure noted if necessary.</li> <li><input type="checkbox"/> All items to be cooked must be at room temperature before cooking starts.</li> <li><input type="checkbox"/> Cooking time only starts when the bath temperature settles to the correct temperature.</li> <li><input type="checkbox"/> No fish to be cooked sous vide.</li> <li><input type="checkbox"/> No food items being sous vide cooked to be thicker than 5cm or larger than 2kg in weight per bag.</li> </ul>	 
		
HACCP Stages	Colleague Validation	
<ul style="list-style-type: none"> <li>• Food preparation</li> <li>• Cooking</li> </ul>	<ol style="list-style-type: none"> <li>1. What are the dangers of not following the cooking matrix?</li> <li>2. What factors can affect the length of time in which food cooking takes place?</li> <li>3. How would you best chill sous vide cooked food?</li> <li>4. How would you ensure the water bath is at the correct temperature?</li> <li>5. How long can you store sealed foods once cooled?</li> </ol>	
		More Information
		<p>More information can be found within the <b>Good Hygiene Practice Guide No: 20 Souse Vide</b> and the HSE website</p>

# Food Safety Conversation No21: Natasha's Law

FS.SC.024.02

Key Learning	What You Need To Know																				
<p>The Food Information Regulations (Amendments) 2019, also known as Natasha's Law, has been introduced to ensure customers have access to the full ingredient and allergen information for pre-packed foods to allow them to make an <b>informed choice</b> before purchase.</p>	<p><input type="checkbox"/> Pre-Packed Foods for Direct Sale (PPDS) includes foods which are made or prepared in the unit from which it is sold, and it is packaged before being offered for sale. It can be either foods the customer select themselves (e.g. from a display unit), as well as products behind the counter or sold at mobile or temporary outlets.</p> <table border="1" data-bbox="597 586 1834 1225"> <thead> <tr> <th data-bbox="597 586 1146 614">Foods That Require Labelling</th> <th data-bbox="1146 586 1834 614">Foods That Do Not Require Labelling</th> </tr> </thead> <tbody> <tr> <td data-bbox="597 614 1146 670">Sandwiches and bakery products which are packed in unit before a consumer selects or orders them</td> <td data-bbox="1146 614 1834 642">Traditional Counter Service – e.g. over the counter meal service</td> </tr> <tr> <td data-bbox="597 670 1146 748">Fast food packed before it is ordered, such as a burger under a hot lamp</td> <td data-bbox="1146 642 1834 720">Deli Bar / Salad Bar – Any food to go where customer selects from an open food display and it is packaged after section</td> </tr> <tr> <td data-bbox="597 748 1146 843">Products that are pre-packaged on site ready for the lunchtime sale, such as pizzas, pasties, salads and pasta</td> <td data-bbox="1146 720 1834 781">Pre-ordered Packaged Primary School Meals where parents have selected the meal</td> </tr> <tr> <td data-bbox="597 843 1146 939">Foods packaged and then sold elsewhere on the premises at a mobile / temporary site or vending machine by the same food business</td> <td data-bbox="1146 781 1834 876">Patient / Resident Meal Service – Any form of hospital or care home patient feeding service whereby the food is ordered ahead of consumption</td> </tr> <tr> <td data-bbox="597 939 1146 1017">Pre-made drinks placed into lidded containers before being ordered by a customer</td> <td data-bbox="1146 876 1834 954">Hospitality – Any form of food ordered by the client for an event or meeting whereby an informed choice is made</td> </tr> <tr> <td></td> <td data-bbox="1146 954 1834 1032">Packed Lunches / Picnics / Hampers – Any pre-ordered food whereby an informed choice is made before the food is packaged</td> </tr> <tr> <td></td> <td data-bbox="1146 1032 1834 1093">Distance Selling – Any foods purchased or pre-ordered via a website or mobile app</td> </tr> <tr> <td></td> <td data-bbox="1146 1093 1834 1171">Bought In Food – Any packaged foods bought in from a supplier or CPU will already be labelled</td> </tr> </tbody> </table> <p><b>Note:</b> Products which are packaged but sold through a pre-order service (schools / patient feeding / hospitality etc) are excluded from legislation as the 'informed choice' has already been made.</p> <p><input type="checkbox"/> There is a wide range of size and type of labels available depending on the product and complexity of the items. Should be labelled, but aren't must be removed from sale until the items can be labelled.</p>		Foods That Require Labelling	Foods That Do Not Require Labelling	Sandwiches and bakery products which are packed in unit before a consumer selects or orders them	Traditional Counter Service – e.g. over the counter meal service	Fast food packed before it is ordered, such as a burger under a hot lamp	Deli Bar / Salad Bar – Any food to go where customer selects from an open food display and it is packaged after section	Products that are pre-packaged on site ready for the lunchtime sale, such as pizzas, pasties, salads and pasta	Pre-ordered Packaged Primary School Meals where parents have selected the meal	Foods packaged and then sold elsewhere on the premises at a mobile / temporary site or vending machine by the same food business	Patient / Resident Meal Service – Any form of hospital or care home patient feeding service whereby the food is ordered ahead of consumption	Pre-made drinks placed into lidded containers before being ordered by a customer	Hospitality – Any form of food ordered by the client for an event or meeting whereby an informed choice is made		Packed Lunches / Picnics / Hampers – Any pre-ordered food whereby an informed choice is made before the food is packaged		Distance Selling – Any foods purchased or pre-ordered via a website or mobile app		Bought In Food – Any packaged foods bought in from a supplier or CPU will already be labelled	   
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<ul style="list-style-type: none"> <li>Food preparation</li> <li>Cooking</li> </ul>	<ol style="list-style-type: none"> <li>Should a pre-made sandwich that has been wrapped in clingfilm be labelled?</li> <li>Does a pie that is in an open take-away tray need to be labelled?</li> <li>Does a pre-made juice in a lidded container require labelling?</li> <li>What should you do if you notice that a pre-packed item, such as a packaged salad, doesn't have a label?</li> </ol>		<p>More information can be found within the <b>Good Hygiene Practice Guide No: 21 Natasha's Law</b> and the HSE website</p>																		

# Food Safety Conversation No22: Food Transportation

FS.SC.027.01

Key Learning	What You Need To Know	
<p>Poor transportation can put our customers at risk, this will help you reduce the risks around microbiological, chemical and physical contamination, and demonstrate proper temperature controls</p>	<p><b>Typical controls of food transportation include:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Transport cold food at +8°C or lower (5°C in Ireland)</li> <li><input type="checkbox"/> Transport hot food at +63°C or hotter</li> <li><input type="checkbox"/> High risk foods served cold which are transported above +8°C (5°C in Ireland) must be used / served within 2 hours</li> <li><input type="checkbox"/> High risk foods to be served at ambient temperature which is transported above +8°C (5°C in Ireland) should be held at ambient for a maximum of 2 hours including transit, display and service time</li> <li><input type="checkbox"/> Separate food safe containers must be provided for the transport of raw and ready to eat foods</li> <li><input type="checkbox"/> Transport all food in suitable containers, covering or wrapping the food and transporting in a clean vehicle.</li> <li><input type="checkbox"/> Ensure allergen records are provided for all transported foods</li> <li><input type="checkbox"/> Food above +8°C (5°C in Ireland) (for a maximum of 4 hours to be discarded)</li> <li><input type="checkbox"/> Food below +63°C can be reheated to +75°C (+82°C in Scotland) if not previously reheated</li> <li><input type="checkbox"/> At end of service discard any leftover food</li> <li><input type="checkbox"/> Select one hot food item &amp; one cold item per box/container and record the temperature of the food on dispatch ensuring you capture the temperature and time of dispatch</li> <li><input type="checkbox"/> On arrival record the time and the temperature of food as appropriate</li> <li><input type="checkbox"/> Unit manager to check and sign prior to filing</li> <li><input type="checkbox"/> Ensure the daily vehicle safety checks are completed before departure</li> </ul>	
	<h3>Colleague Validation</h3>	<h3>More Information</h3>
<p><b>HACCP Stages</b></p> <ul style="list-style-type: none"> <li>• Food preparation</li> <li>• Cooking</li> <li>• Food Service</li> </ul>	<ol style="list-style-type: none"> <li>1. What Temperature are colds food transported</li> <li>2. What Temperature must hot food be transported at</li> <li>3. At end of service what happens to left over foods that have been transported</li> <li>4. How many items must be checked prior to despatch?</li> </ol>	<p>More information can be found within the <b>Good Hygiene Practice Guide No: 22 Food Transportation</b> and the HSE website</p>