



**THIS POLICY COVERS ALL ACADEMIES/SCHOOLS WITHIN  
ARDEN MULTI ACADEMY TRUST**

<b>Name of Policy</b>	<b>Food Policy</b>	
<b>Lead</b>	Martin Murphy, CEO	
<b>Governor Committee</b>	Business & Personnel Committee	
<b>Policy Status</b>	Draft	July 2012
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<b>Amendments</b>	26 <sup>th</sup> November 2019	
	December 2022 – minor changes to dress code	



## A Guide to Hygiene Rules

Setting out our general approach and commitment together with the arrangements we have put in place for managing food safety.

### Statement of Intent

Arden MAT Academy Trust (hereinafter referred to as The Trust) firmly believes in providing its students, staff and visitors with a high quality of service and food. It will aim to follow the DfE's School Food in England - Advice to Governing Boards (March 2019, Appendix 1).

The Trust wholly accepts its legal duty to comply with relevant legislation. It recognises that food production areas must be maintained to a high standard of cleanliness and food handled to ensure it does not become contaminated during its delivery, storage, preparation, cooking, cooling, reheating and service. The Trust also applies, where appropriate, best practice standards and guidelines.

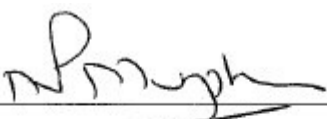
The emphasis of The Trust is on management control of food safety and this policy has been produced from risk assessment to provide a framework for this throughout The Trust's food operation. It intends to operate the business with all due diligence and expects all staff to abide by this Policy and the Hazard Analysis and Critical Control Point (HACCP) plan.

The Trust recognises that a successful food safety culture can be achieved only by following safe working practices developed through effective hazard analysis, training and sharing of good practices.

Amongst other responsibilities, The Trust requires that:

- Food is prepared in sanitary conditions that do not expose it to risk of contamination.
- All employees are provided with the information and training necessary to perform their tasks in a hygienic manner.
- Employees comply with Trust food safety policies and procedures.
- Management and employees consult and communicate on food safety matters in an appropriate manner.

Sign



Print

MARTIN P. MURPHY

Date

9/12/25

## **RESPONSIBILITY**

**The CEO** is responsible for:

- Ensuring adequate resources (human, financial and equipment) are made available to secure high standards of food safety.

**The Trust Area Catering Manager** is responsible for:

- Having an understanding of the HACCP system (including allergens) and ensuring its implementation.
- Ensuring all members of staff detailed in the policy are aware of their responsibilities.
- Displaying a copy of the general statement of food safety policy on the staff notice board.
- Ensuring managers and staff attend food safety training as required.
- Allowing managers and staff to have sufficient time to complete their duties in respect of food safety.
- Ensuring a suitable pest control contract is put into place and action is taken and recorded following recommendations.
- Making suitable arrangements for clean protective clothing for kitchen and front-of-house staff.
- Liaising with the enforcement agencies e.g. Environmental Health when appropriate;
- Facilitating Citation with the investigation of alleged food poisoning cases.
- Investigate foreign object and food allergen complaints.

**The Catering Manager** is responsible for:

- Implementing the HACCP system.
- Ensuring the Critical Control Points (CCPs) as identified in the hazard analysis are being monitored.
- Ensuring food handlers have had specific training in any CCPs that they are responsible for.
- Ensuring food suppliers are approved in respect of food safety.
- Carrying out internal audits as appropriate using Safety Cloud as required and recording the remedial actions taken.
- Ensuring all food handlers have attended food hygiene training as required; and ensuring cleaning schedules are drawn up and implemented.
- Ensuring the food safety standards of front-of-house staff.
- Providing training to front-of-house staff on the handling of enquiries about allergens.

**The food handlers, waiters and kitchen porters** are responsible for:

- Meeting the standards laid down in the food handlers handbook.
- Attending food hygiene training as requested by their line manager
- Following the food safety procedures given and, in particular, carrying out any monitoring or recording of CCPs as instructed;
- Reporting to their immediate Line Manager/Supervisor if they are suffering from diarrhoea and/or vomiting;

- Reporting any concerns regarding food safety; and co-operating with their Line Manager regarding the implementation of HACCP.

## **FOOD SAFETY MANAGEMENT**

UK and European laws require anyone who prepares and sells food to make sure the food they supply is safe to eat.

The Trust have acknowledged their legal responsibilities and have produced this document to detail the safety method and procedures of which are to be followed by the employees of the Trust to meet the requirements of the law.

The purpose of this Policy is to ensure safe practice among food handlers in accordance with trusted policies and current legislation.

The fundamental objective of the Food Safety Policy is to protect human life and health. The Policy also aims to identify procedures for safe practice for all food handlers, to prevent cross-contamination and potential food-related illness for service users, staff and visitors.

## **HACCP & FOOD SAFETY VERIFICATION**

Hazard Analysis Critical Control Points is a management system in which food safety is addressed through the analysis and control of biological, chemical, and physical hazards from raw material production, procurement and handling, to manufacturing, distribution and consumption of the finished product.

As part of this analysis Critical Control Points (CCP's) will be established which are points, steps or procedures that can be applied to prevent, eliminate or reduce a food hazard to an acceptable level.

An assessment has been carried out at each stage of production (covering purchasing, delivery, inspection, storage, preparation, cooking, cooling, packaging, storage and dispatch, to identify hazards and establish critical limits. This is then supported with verification and monitoring of the Trust HACCP and procedures including the sampling of products. This may be a temperature control or time limit to ensure the food safety.

The Trust will be issued the HACCP and the Trust's Food Policy which relates to the control of food.

An assessment has been carried out at each stage of production (covering purchasing, delivery, inspection, storage, preparation, cooking, cooling, packaging, storage and dispatch) to identifiable hazards and establish critical limits. This is then backed with verification and monitoring of the Trust procedures.

Pre-requisites within the business there are number of set procedures and controls that are in place for food hygiene systems to work expanded details of this can be found within the food policy.

## **Review**

The HACCP and Food Policy will be reviewed annually by Citation and the Trust and as required with menu changes.

### **VACCP & TACCP**

HACCP is designed to prevent unintentional food safety issues. This will include Threat Analysis and Vulnerability analysis.

Intentional threats to food safety for ideological reasons is increasing therefore there is a requirement on all food businesses for a Food Defence Plan (TACCP) to prevent the deliberate contamination/poisoning of food in the food they produce.

Food fraud for economic reasons is also increasing requirement for a food fraud mitigation plan (VACCP) e.g. ensuring that the food is as described on the menu and no short cuts are being made, from farm to fork.

The Trust take all practical steps in ensuring the raw ingredients are sourced from reputable suppliers and that these suppliers are audited. All food prepared and served is detailed to be of the nature or substance or quality demanded by the purchaser and is not falsely described or presented.

## **OPERATIONAL STANDARDS**

### **Purchasing**

#### **Hazards**

This is where the food chain begins. The safety and wholesomeness of food supplied to The Trust premises is paramount to providing a great tasting and safe end product.

#### **Policy**

Only authorised and reputable suppliers are to be used to purchase food in our restaurant. The list of suppliers is determined by senior management and over time may be subject to auditing.

It is left to the discretion of the Managers or Head Chef on the frequency of ordering and should be in accordance with business requirements to ensure that the Trust only serves the freshest of products and to ensure that stock levels do not become unmanageable

If there are continuing problems with a supplier, the relevant person in The Trust will be informed and they may consider sourcing an alternative supplier.

### **Deliveries**

#### **Hazards**

Products may be transferred in dirty vehicles which can contaminate both the packaging and the product. Products may be supplied to The Trust when they have past their used-by dates, or when they are of poor quality or not in adequately refrigerated vehicles. It is very important that goods are checked on arrival so that any unsatisfactory products can be rejected.

## Policy

It will be the responsibility of the kitchen team to check deliveries on arrival. There must be adequate storage capacity for the quantities ordered and this should be checked at the time of placing the order.

An adequate number of employees must be scheduled to accept deliveries to help ensure that perishables and produce subject to temperature control must not be left outside in conditions, which may lead to contamination or spoilage. Deliveries will only be accepted when staff are on site or where a suitable arrangement has been made with the Trust for deliveries to be accepted.

On delivery, before acceptance, the vehicle must be checked to determine its suitability for carrying food. The following should be checked:

- Is it refrigerated (if necessary)?
- Is it clean?
- Is the driver properly attired and clean?

Food must be examined and the following checks made before being placed into storage:

- Condition of packaging and containers (look for blown, rusted, leaking cans; visibly damaged and dirty packaging).
- A thorough check for pests, including signs of cockroaches, rats, mice, flies, moths, weevils, mites etc. is made in order that such contaminated products may be eliminated at an early stage.
- Condition of food (sprouting, soft, mouldy produce; other visible defects).
- Labelling (must be complete for pre-packaged foods. Information to include product description, allergen information, storage conditions and "use by/best before" dates).
- Storage (is food properly loaded on to the vehicle e.g. raw and cooked foods kept separate, suitable containers and packaging in use?).
- Temperatures of products should be taken: Chilled should be between 1°C to 5°C and frozen products below -18°C (can be taken using a sanitised probe thermometer between food packs. or from a temperature print out from the vehicle).
- Signs of thawing (soft, wet food; frozen liquid in packaging; products in a solid mass).
- Quantities (have the right numbers have been delivered?).

If the food is delivered in an unsatisfactory condition, it must be rejected. Criteria include:

- Chilled foods above 8°C
- Frozen foods above -15°C
- Cans visibly blown, affected by rust, badly dented, with damaged seams, leaking.
- Unlabelled, pre-packed foods.
- Expired use by or best before dates.
- Inadequate use by or best before date period remaining (depends on food type).
- Badly soiled packaging / container material.
- Badly damaged packaging.
- Food unfit or of poor, unsalable quality.

Product temperatures should be checked at the time of delivery in the presence of the driver. They should not however be taken by entering the delivery vehicle.

### **Frozen Product Acceptance Procedure**

Frozen products can be accepted at a temperature of no warmer than  $-15^{\circ}\text{C}$ . The temperature can be taken from the refrigerated vehicle or by initially placing a sanitised needle probe between two packs of product and leaving it to stabilise before taking a reading. If this is not possible or if the temperature is out of range then a destructive test should be completed by placing the probe inside a frozen product and recording the reading. If the temperature is still warmer than  $-15^{\circ}\text{C}$  then the entire delivery must be rejected, however, if the temperature is now within the guidelines then the entire delivery can be accepted.

### **Chilled Product Acceptance Procedure**

Chilled products can be accepted at a temperature of no more than  $8^{\circ}\text{C}$ . The temperature should be taken as described by the method above. If the temperature is still warmer than  $8^{\circ}\text{C}$  after the destructive test, the entire delivery must be rejected. However, if the temperature is within the guidelines then the entire delivery can be accepted, with the exception of any product that has been physically probed.

Care is needed when manually handling food products. Serious damage, particularly to vegetables and fruit may result, which will provide a start for moulds and yeasts. This may progress quickly resulting in loss of such food stocks shortly after delivery.

Deliveries will be rejected if they have been delivered outside of the kitchen teams hours as the above delivery checks cannot be carried out.

### **Temperature Control**

Temperatures of food throughout the stages of delivery receipt, storage, preparation, cooking/reheating/cooling holding and display need to be regularly monitored and recorded in writing.

Food-borne illness can result from several causes, including bacteria, toxins (naturally present or produced through microbiological action), viruses and physical contamination by harmful chemicals or metals. The bacteria responsible for food poisoning (e.g. Salmonella, Clostridium Perfringens) rarely, if ever, cause symptoms when present in the food in small numbers. Under the right conditions, however, they can multiply to harmful levels and the growth range lies within  $5^{\circ}\text{C}$  and  $63^{\circ}\text{C}$ .

It is essential for controls to be implemented to restrict the amount of time that food is present in this "danger zone" to the minimum period.

## **Refrigerated food storage**

### **Hazards**

Food can be contaminated in a number of ways during storage within the kitchen including;

- Foreign body e.g. if food is stored in open containers.

- Chemical due to poor storage of cleaning chemicals.
- Pest contamination due to an infestation.

While in storage, product quality may be impaired by prolonged or unsatisfactory storage.

The growth of food poisoning bacteria and their toxins in high risk foods may grow to unacceptable levels due to incorrect refrigeration temperatures.

Cross contamination of high risk foods e.g. ready to eat foods with food poisoning bacteria from raw foods due to poor storage systems.

Deterioration in product quality/food being held beyond indicated shelf life.

### **Policy**

Food deliveries must be properly stored as quickly as possible under appropriate conditions. Priorities are (in order):

1. Chilled food
2. Ice cream
3. Other frozen foods
4. Produce
5. Dry and bottled goods

As a general rule, new stock should be stored behind old to encourage use of the oldest stock first (i.e. first in - first out), but it is essential to take note of date coding as food is not always delivered in correct chronological order.

Sufficient shelving or racking should be available to avoid the use of floor pallets or platforms, which tend to create difficulties with cleaning. Space beneath the lowest shelf needs to be enough for effective cleaning and pest inspection.

Outer packaging should, wherever possible, be removed from food deliveries before the food is stored away to avoid foreign body contamination – this is essential where the packaging is soiled. Information from the packaging should always be retained include use by/best before date, supplier information product code and allergen information.

Food must always be stored above floor level and away from contact with walls in storerooms and cupboards, unless kept in a suitable container.

Doors of refrigeration equipment should be opened only when necessary and closed immediately after use (not propped open for convenience).

Fridges must not be overloaded. Adequate air circulation is necessary to maintain chilled temperatures to avoid the growth of food poisoning bacteria and their toxins in high-risk foods.

Chilled foods must be stored below 5°C. This should be checked daily and recorded on the daily due diligence records. Checks can be initially completed using a calibrated probe thermometer to measure the temperature of the food in the warmest area of the unit (usually under the condenser unit).

If the temperature of chilled foods is found to be between 5°C and 8°C then it can be used, however, the unit should be closely monitored and if required an engineer called to repair the unit. The temperature dial should be checked to confirm it is in the right setting. If the unit temperature

continues to rise, foodstuffs should be moved to alternative storage. Chilled foods stored in a unit found to be running at warmer temperatures than 8°C should be discarded.

No food should be used past its use-by or best before date. Daily date checks should be made on perishable products before the start of food service and monthly on frozen products. Products going out of date should be recorded and must be thrown away at the end of the day.

All refrigeration equipment with a temperature display on the casing must be verified at least once daily by use of an electronic probe thermometer.

Raw and cooked/ready-to-eat foods must be stored separately i.e. raw foods below ready to eat/cooked foods. Once opened, food must be subsequently stored fully wrapped or covered with food-grade material. Suitable materials can be washable or disposable, but need to be of an impervious nature in addition to being "food-grade", so aluminium foil, plastic film, blue food bags, Pyrex and stainless steel containers are all suitable; whereas cloths, muslin, kitchen paper, refuse sacks are not. Cling film is not for use in conventional ovens or in direct contact with food being cooked, reheated or thawed in a microwave oven.

"Use by" labels must be used and adhered to for prepared foods once and also when original labels no longer exist. Follow storage instructions on manufacturers/package label.

"Produced by" and "use by" labels must be used for internally prepared/made foods.

Food must not be stored or heated in opened cans as the tin can leak and contaminate the food. Food should be immediately used or the contents decanted into a suitable, food-grade container.

Unnecessary glass should be kept out of food rooms unless protected (as in the case of light fittings).

Non-food items should be kept out of food storage and preparation areas particularly those, which may contaminate through leakage or airborne taint - such as cleaning chemicals.

Clean weekly all internal surface and defrost any freezer compartment regularly.

The condition of the equipment including door and lid seals will be checked daily and if there are any issues, the relevant manager will be told and a job raised to repair the item.

The equipment will be effectively maintained and serviced through contracts arranged by The Trust.

## **Frozen food storage**

### **Hazards**

The growth of food poisoning bacteria and their toxins in high risk foods may grow to unacceptable levels due to incorrect refrigeration temperatures.

Cross contamination of high risk foods e.g. ready to eat foods with food poisoning bacteria from raw foods due to poor storage systems and procedures.

Deterioration in product quality due to thawing and refreezing or freezer burn.

Food held beyond indicated shelf life.

## **Policy**

Freezers must not be overloaded. Adequate air circulation is necessary to maintain frozen temperatures to prevent deterioration in product quality due to thawing and refreezing or freezer burn.

Frozen foods must be stored below -18°C. This should be checked daily and recorded on the daily due diligence records. Checks can be initially completed using a calibrated probe thermometer to measure the temperature of the food in the warmest area of the unit (usually under the condenser unit). If the temperature of frozen food is found to be between -18°C and -15°C then it can be used, however, the unit should be closely monitored and if required an engineer called to repair the unit. If the unit temperature continues to drop, foodstuffs should be moved to alternative storage. Frozen foods stored in a unit found to be running at warmer temperatures than -15°C should either be treated as a defrosted (and used within 24 hours) or discarded.

Freezer temperatures to be checked and recorded once daily on the relevant due diligence form.

Freezers should be defrost regularly to help maintain the temperature and prevent the ice attracting dirt and bacteria.

Freezing of cooked food should be avoided where possible. If cooked food is frozen it should be date labelled with its date of production, as well as the frozen on date.

Fresh meat (not vacuum packed) must not be frozen down unless there are exceptional circumstances e.g. fridge breakdown or unforeseen downturn in trade.

Do not overload the unit to allow sufficient air flow.

Only small amounts are to be frozen at a time, in individual portions or shallow containers not more than 2.5 inches deep.

Foods which have been made internally must be used within 4 weeks of freezing. The labels must detail the date of freezing and the best before date in addition to the full name of the product along with any allergenic information.

All foods must be thoroughly packaged (in food grade materials) to avoid freezer burn or other damage.

Date checks should be made on frozen products weekly and any food past its best before date is to be thrown away.

The storage instructions on manufacturers/ package label must always be frozen. Before food is frozen, the manufacturers label must always be checked to ensure it has not previously been frozen e.g. 'Do not refreeze'.

Any food found to be fully or partially thawed must not be re-frozen.

The equipment will be effectively maintained and serviced through contracts arranged by The Trust.

## Date Labelling and Food Storage Guidelines

The following are guidelines for food storage time which should be applied unless your Kitchen manager, or Manufacturers labels or instructions indicate otherwise. Refer to the Head Chef for any products which are not listed.

Refrigerated chilled high risk products such as cooked meats, fish and other seafood products.

Refrigerated/Chilled High Risk Products:	3 days
Frozen Products	3 months
Dry goods, frozen and other manufacturers supplied goods including: Milk, bread, eggs, yoghurts, cheeses etc.	As per manufacturer's guidelines

NB. It is an illegal offence to sell or possess food beyond its Use By date. It is an offence to sell unfit / contaminated food. These offences carry heavy fines and individuals can be prosecuted as well as the Trust

## **Hazards**

The Food Standards Agency has produced guidance on how businesses can control the risk of e. Coli O157 and other food borne bacteria including Salmonella and Campylobacter. The Trust has considered this guidance throughout this policy and specific controls are mentioned in this section.

E. coli can be found on raw meat for example beef, lamb and pork but it can also be found on fruit and vegetables that have not been supplied as ready to eat e.g. unwashed.

It is important that good food hygiene practices are followed to reduce the risk of contamination.

## **Policy**

### **Separate areas**

There will be a separate area to prepare ready to eat foods (known as the 'clean area'). This will be in a separate room with separate equipment and storage facilities.

If a separate area is not available, then the raw meat/fruit or vegetables will be prepared according to time and will be appropriately signed to advise of this. When time separation occurs, the risk of E.coli O157 will be removed through thoroughly cleaning and disinfecting the work surfaces, walls (if necessary) and equipment. Staff will also thoroughly wash their hands and if their uniform has become contaminated, this will be changed.

### **Work surfaces**

When using time separation, work surfaces must not be used as food contact surfaces. A suitable barrier, such as a chopping board or a container, will be used as the surface directly in contact with food.

The areas above and below the work surface will need to be taken into consideration to avoid anything stored in them becoming contaminated or becoming a potential source of contamination.

### **Equipment**

Equipment, utensils, dishes and wrapping materials used for RTE foods are not to be stored in open storage (i.e. a storage area that cannot be closed) underneath a worktop where preparation of raw foods is undertaken as this could lead to cross-contamination.

Equipment such as chopping boards, containers and utensils should be adequately disinfected using heat or a dishwasher cycle that reaches 82°C or above.

If sinks are shared as there are no separate ones available, they should be thoroughly cleaned and disinfected in between uses including taps and other fittings. In any event, the food must not come into contact with the sink.

### **Storage**

If practical, separate storage and display facilities for raw and RTE foods will be used. However if this cannot be facilitated within the kitchen/food preparation areas, the same storage or display unit e.g. fridge can be used for raw and RTE foods as long as the food is stored in such a way so as to avoid

contamination. In practice, this will mean that raw food is to be stored below RTE food.

Hand contact points e.g. door handles can be a potential source of cross-contamination and will be included on the daily cleaning schedules.

### **Materials**

Materials used to wrap and/or pack RTE foods must be stored in a designated area within the kitchen and must be kept free from contamination at all times.

If the food stored is wrapped or packaged, the packaging needs to be kept in a sound condition to avoid the possibility of it becoming a source of contamination (for example damaged or soiled packaging).

Staff handling wrapping and packaging materials must ensure that their clothes and hands are clean to avoid contamination.

Deliveries must be checked to ensure that the products are delivered in a sound condition and do not pose a risk of cross-contamination, and raw and RTE foods have been stored separately during the delivery.

When unpacking / unwrapping packaged foods, packaging etc are removed hygienically and avoid contaminating surfaces etc.

### **Equipment**

Tills and other non-food contact equipment for example pens, phones, ticketing machines and light switches may be shared by staff handling raw and RTE foods. As discussed previously, staff are to wash their hands thoroughly after handling raw foods and these items are to be cleaned and disinfected as detailed in the cleaning schedule.

### **Hygiene**

Staff must not be a source of contamination and are trained internally on the Trust's procedures to ensure movement between raw and RTE areas is done so to minimise the risk of cross-contamination.

If staff believe their clothing has become contaminated during preparation or handling of food, they are to change it immediately before continuing with their duties.

The chemical disinfectants used by the Trust within the food handling areas will comply with BS EN standards 1276 and/or 13697 or equivalent.

### **Corrective action**

If there is a risk that RTE food becomes contaminated with E. coli O157, it is essential that immediate action is taken to ensure food safety. The process must be stopped immediately and the contaminated product thrown away or cooked further if appropriate to temperatures that will destroy E. coli O157, for example 70°C for 2 minutes. Following this, the cause must be established so that corrective action can be put into place such as retraining of staff or alter the procedure/practice.

## Preparation

### Hazards

These will include:

- Microbial contaminants including bacteria, viruses, parasitic infections, moulds and yeast.
- Growth of food poisoning bacteria and their toxins in high-risk foods.
- Cross contamination of high-risk foods with food poisoning bacteria from raw foods.
- Foreign body contamination e.g. from clothing, insects or debris.
- Cross contamination of high-risk foods from raw food (including dirty vegetables).
- Chemical contaminants including cleaning and pest control products.

### Policy

Cross-contamination between food can occur when germs that are naturally found on raw food are transferred onto cooked food. To prevent this, cooked foods and raw foods should be stored separately.

Food handlers must prepare food in a hygienic manner, with due regard for contamination risks. Food handlers must abide to the uniform and jewellery policy to minimise the risk of contamination.

It must be recognised that the food itself may be highly contaminated with food poisoning bacteria or viruses – e.g. raw meat (E. Coli) and raw poultry (Salmonella).

Where space permits, areas should be designated for particular types of food preparation e.g raw meat or desserts. Where practical plastic, colour coded cutting boards and knives must be used in order to prevent cross-contamination between food production sections.

Raw shell eggs must not be used as ingredients in uncooked or lightly-cooked dishes. Where not to be thoroughly cooked, dishes should be made with pasteurised liquid egg.

When preparing food:

- Ensure that work benches are clean.
- Rinse raw fruit and vegetables well in plain water and remove visible dirt particles.
- Ensure equipment or utensils that will come into contact with food are clean.

Temperature-sensitive food should not be left at ambient temperatures during transfer or defrost for any length of time.

As much original packaging of food (excluding the original labelling) should be removed as far as practicable before the food is taken into the kitchen or other food rooms.

Thorough cleaning of work surfaces, equipment and utensils with the wash and rinse/sanitise system must be undertaken between raw and cooked processes.

Personal Hygiene controls to be implemented within the site to prevent and reduce the likelihood of contamination are as follows:

- Sufficient wash hand basins to be accessible and labelled “For Hand Wash Only”.

- Hot water, liquid bactericidal soap, disposable paper towels and bin to be provided at each basin.
- Staff to wash hands on the following occasions:
  - start of work.
  - after using the toilet.
  - after smoking/ eating/ wiping nose.
  - handling raw foods (including eggs).
  - handling refuse.
  - touching hair.
  - taking a break.
- Smoking, eating and drinking are not permitted in any food room or food store.
- Suitable protective over clothing as provided by the Trust is to be worn by food handlers. This may include chef's whites, including hats and/or hairnets, where necessary. These must be clean, regularly laundered and not worn outside.
- All staff are to have received food hygiene induction training on recruitment. As a minimum, the Head Chef is to have been trained in Chartered Institute of Environmental Health Level 2 and receive refresher training every 3 – 5 years as a minimum or if there is a food safety event which demonstrates a knowledge gap.
- All food handlers to notify management of any food poisoning symptoms, septic lesions or infectious diseases immediately and before handling food.
- First Aid kits must be provided in the main kitchen area. All cuts, wounds and septic conditions are to be covered with blue waterproof plasters. Where the condition presents a risk of contamination a waterproof finger and/or a latex free glove must be worn.
- Staff rooms and toilets to be kept clean and tidy at all times.
- All personal belongings and outdoor clothing should be stored separately, away from food areas.
- All food handlers complete and sign a Food Handlers Declaration form, before commencing work. This declaration confirms that they will notify management of any food poisoning symptoms, illness or infectious disease and that they are not currently suffering from any such illness, including typhoid/paratyphoid etc.

## **Cross Contamination**

### **Hazards**

Cross contamination can occur in many different ways as previously described in the policy for example if high risk foods e.g. ready to eat products come into contact with raw food (including dirty vegetables).

### **Policy**

The follow measures are implemented

- Have separate preparation areas and equipment or separate activities by time.
- Use colour coded chopping boards.
- Keep all raw food separate (including eggs).
- Clean and sanitise work surfaces and equipment after use.
- Thoroughly wash all vegetables and salad before preparation.
- Meat slicers should be cleaned and sanitised after each use and only used for cooked or raw foods.

## Advanced Preparation of Food

- Advanced preparation of food to be avoided where possible and should not exceed 24 hours between preparation and consumption.
- Rapid cooling procedures must be followed for all advance prepared foods.
- Recipes which use raw eggs as ingredients are to be avoided – liquid pasteurised egg should be used instead. Glazes must not comprise raw eggs.
- Hands must be washed after handling eggs.
- Dishes containing pasteurised egg must be kept below 5°C or above 63°C.
- Raw eggs must be stored at below 5°C in cartons separate from other foods. Cracked eggs must not be used.
- Cooked rice must be either served hot without delay or cooled rapidly.
- Where refrigerated, it must be labelled with date of production and used within 48 hours. Leftovers must be discarded after this time.
- All salad and fruit consumed without cooking are to be washed before use.

## Defrosting

It is important that frozen foods such as poultry, meat products and large bulk items be defrosted before cooking. If these products are cooked from a frozen state then there is a major risk that the heat will not penetrate into the centre of the product and therefore food poisoning would be likely to occur.

## Hazards

The hazards associated with defrosting include:

- Growth of food poisoning bacteria.
- Cross contamination by pathogenic bacteria, foreign bodies and chemicals.
- Deterioration in product quality.

## Policy

Defrosted food should be labelled with a maximum of a 24 hour shelf life. The exclusion to this is raw products that have been frozen which must be used immediately.

THAWED ITEMS ARE NEVER TO BE REFROZEN.

High risk foods should never be thawed outside of refrigeration.

All frozen food, except bread is to be defrosted in a chiller overnight that is running below 5°C or in cold running water for a maximum of two hours.

All foods especially meat, poultry or fish must not be defrosted in water.

Ensure raw defrosting foods are stored separately from other foods.

Allow sufficient time and plan to defrost in advance of usage.

Ensure that the cooking of food takes place within 24 hours after defrost is complete.

## Cooking and Reheating

### Hazards

Hazards associated with cooking and reheating include:

- Survival and multiplication of food poisoning bacteria due to inadequate centre temperatures.
- Food may deteriorate with prolonged heating.
- Food may still be cold or frozen at centre.
- Post process contamination by food poisoning bacteria or foreign bodies.
- Food is not adequately reheated to kill any bacteria which may have grown.

### Policy

An electronic probe thermometer should be used to determine procedures and to check their effectiveness at the end of the cooking time.

Hot food temperatures must be monitored and recorded during each food service period. This check will be done using a sanitised probe thermometer inserted into the thickest part of the food. Food must be thoroughly cooked throughout to a time and temperature combination effective in destroying pathogens. Cooking must be accomplished as quickly as possible. A minimum 75°C internal temperature for a period of 30 seconds (or equivalent) is required for all products.

Reheating can be carried out once only and all foods must reach a minimum 75°C internal temperature for a period of 30 seconds (or equivalent). Any left over food after reheating must be discarded.

Food must be hot held at a minimum temperature of 63°C. If the food falls below 63°C, it must be used within a maximum time of two hours and then thrown away. If the time that the food dropped below 63°C is not known, the last recorded time and temperature should be used as a guide and the two hour rule applied.

When using a food thermometer to take internal temperatures the following guidelines should be applied:

- Sanitise the probe thermometer
- Remove food from the heat and insert the thermometer through the thickest part of the product, all the way to the middle.
- Wait until the temperature reaches 75°C and then check that the temperature is maintained for 30 seconds (or time/temperature equivalent).
- Record the temperature on the daily due diligence sheet.

Products containing processed meats must be thoroughly cooked – checks should be made to ensure the centre of the product is not pink and that the juices are clear.

Only recognised cooking equipment is suitable - holding equipment such as Bains-marie and hot cupboards are not to be used for cooking or reheating.

Preheat all ovens before placing food in them to ensure temperatures are achieved rapidly.

Ensure all defrosted items are completely thawed before cooking (where applicable).

## Cooling

### Hazards

Hazards associated with cooling include:

- Growth of any surviving food poisoning bacteria or their spores due to food being stored within the 'danger zone'.
- Production of toxins by bacteria.
- Contamination by food poisoning bacteria.
- Physical contamination by foreign bodies/fly/chemicals.

### Policy

Ideally, food will be cooked to order and served hot immediately. When this is not the case and there is a need for safe methods of food cooling, the following shall be applied.

After cooking, food must be cooled as rapidly as possible to 8°C before being refrigerated. This period should not exceed 90 minutes, which may be achieved by any of the following:

- Breaking down food into smaller quantities after cooking.
- Placing pans into sinks of cold, iced water.
- Pouring food into shallow trays.
- Loosely covering food and placing in a cool, well-ventilated area is adequate.
- Using a blast chiller

Food must not be put into a fridge until it has cooled to near ambient temperature <20°C. A log of food cooling activities should be maintained to ensure the achievement of the above standards.

When sufficiently cool, label the product with a 3 day shelf life and store in the refrigerator.

Areas used for cooling should be clean, insect proof and in good repair.

## Hot and Cold Holding of Foods

### Hazards

Growth of any surviving food poisoning bacteria or their spores.

Contamination by foreign bodies.

Deterioration of product quality by prolonged hot holding.

Contamination by food poisoning bacteria.

### Policy

Heat food thoroughly to above 75°C in oven (or other appropriate piece of equipment) before placing in hot holding cabinet.

Ensure bain-maries are switched on well before use. If they use water, ensure they have enough water

in for the size of container and quantity held to prevent cold spots.

When being held prior to service either on display, or as “back up,” food must be maintained at the following temperatures:

- Hot food at 63°C or above.
- Cold food at 0°C to 5°C.

If display equipment is not effective, the following exemptions are permitted:

- Hot food can be held 63°C for up to 2 hours.
- Cold food can be held 8°C for up to 4 hours.

These periods should be monitored and where necessary, the times recorded on the daily checks form. After the above periods, chilled food must be brought back within temperature control and only served from these temperatures, or reheated food discarded.

Due to the adherence to holding times, ongoing checks on temperature are not required to ensure the achievement of the above standards, however, the site may wish to monitor temperature for quality purposes.

Hot held leftover foods must be thrown away after the time has expired and can **only be reheated once**. Cold food is not allowed to exceed 8°C and should be served chilled. A note must be made on the label if the food has been displayed outside of temperature control.

### **Thermometer Checks**

The probe thermometers should be checked monthly. This should be recorded in the relevant section of the daily due diligence sheet. The manager and/or the Head Chef will check this has been carried out. If there are multiple probes used, they are to be numbered to ensure that all probes have been calibrated.

Checks are to be completed by either holding the needle probes in a cup filled with ice and topped with cool water or in a pan of boiling water, taking care not to touch the surfaces of the container. The probes should stabilise for 2 minutes and read -1°C to 1°C or 99°C - 101°C retrospectively.

Probes not meeting the specified standard should be sent for re-calibration or replaced.

A spare supply of batteries and probes should be held on site.

Antibacterial probe wipes should be used to maintain the cleanliness of probes in-between uses. The expiry date is to be checked regularly to ensure they are within date

### **Training**

All new starting food handlers will receive basic food handling training before commencing their duties. All staff must have a health check prior to appointment.

All food handlers must receive food handling training and updates of an appropriate content, length and frequency to reflect their role and food handling responsibilities. Training will be completed within 3 months of the starting date by the current authorised training provider.

Refresher training will be provided every 3 years or as necessary as previously described.

## **Fitness to Work**

All staff suffering from diarrhoea, vomiting, throat infections, skin rash, boils or other skin lesions should report the condition to their manager, prior to coming to work so that recognised procedures may be followed. A fitness to work questionnaire will be completed and reviewed by the manager before the staff member can return to food handling duties.

Any staff member suffering from diarrhoea and/ or vomiting should not come to work until asymptomatic for 48 hours, or longer depending on the infecting organisms and the risk group category.

### **Hazards**

Contamination during preparation and subsequent growth of food poisoning bacteria in food caused by the affected food handler.

Post production contamination by food poisoning bacteria in food caused by the affected food handler.

### **Policy**

Diarrhoea, vomiting and suspected food poisoning.

1. Anyone who has diarrhoea and vomiting should report to their line manager and leave the food handling area immediately. They would then leave the premises and visit their Doctor for any necessary tests to be carried out.
2. If vomiting has occurred, the area and all contaminated surfaces, equipment and utensils should be cleaned and disinfected thoroughly. The use of a steam cleaner may help with the disinfection process. Dispose of any food which may have been contaminated. Toilet handles, taps and surfaces must be cleaned and sanitised after contact with anyone reporting diarrhoea and vomiting.
3. The employee will be allowed to return to work when there has been no symptoms for 48 hours once any treatment has ceased or when the bowel habit has returned to normal either spontaneously or following cessation of treatment with anti-diarrhoeal medication.
4. Good hygiene practice, particularly hand washing, is observed in all circumstances.
5. Fellow staff members will be monitored for symptoms.
6. A return to work questionnaire must be completed before the food handler returns to work.

### **Typhoid and paratyphoid fevers (Enteric Fever)**

1. The Trust will give special consideration because of the severity of the illness and because, following recovery, individuals can continue to carry and excrete the organism over a long period with a consequent risk of food contamination.
2. Anyone suffering from typhoid or paratyphoid or is known to be a carrier will be excluded from food Handling until stool tests indicate that the infecting organism is no longer being excreted. This will generally take at least three months and will be done in conjunction with the Local Authority Environmental Health Department.
3. A food handler who has been in close domestic contact with a known case, or who has been exposed to an outbreak in the UK or abroad, will be excluded from food handling duties. Advice will be sought from the Local Authority Environmental Health Department.

## **Verocytotoxin producing E. coli (VTEC)**

1. Food handlers with this infection, or if they are a household contact of a case, will be excluded until two consecutive negative faecal specimens, taken after recovery and at least 48 hours apart, have been obtained.
2. At this stage, on return to work the Trust will ensure that extra care is exercised by the employee when handling unwrapped foods to be eaten raw or without further cooking.
3. If the manager is not confident in their staff members personal hygiene practices, or if they are unable to protect themselves from the infected person, e.g. if they are a parent, they should also be excluded from all food handling duties and areas

## **Hepatitis A**

1. Food handlers will remain off work until seven days after symptoms have appeared, usually jaundice.
2. Symptom-less contacts of a case of Hepatitis A can continue food handling provided the personal hygiene requirements are maintained.
3. Any food handler who develops jaundice for an unknown reason should be excluded immediately and seek medical advice.
4. If someone is found to be infected, destroying any food that may have been become unsafe and cleaning up and disinfecting thoroughly over a wide area is important.

## **Skin conditions**

1. Food handlers with skin conditions such as lesions on exposed skin (hands, face, neck or scalp) that are actively weeping or discharging will be excluded from work until the lesions have healed.
2. Food handlers with infection of the finger nail-bed (whitlow) or a boil on the face or other exposed skin will usually be excluded.
3. The importance of meticulous hand hygiene will be emphasised. Clean wounds will be totally covered with a distinctively coloured blue waterproof dressing obtained from a first aider.
4. Food handlers whose eyes, ears, mouth or gums are weeping or discharging: will be excluded from food handling until they are better.
5. Covering any dressings on hands with a latex free (or a similar material) glove can be considered as an additional layer of protection.

## **Personal Hygiene**

It is vital that all food handlers maintain a high standard of personal and general hygiene, to avoid the possibility of spreading infections, or causing food poisoning. Food handlers must wash their hands regularly (in a nominated wash hand basin) during their shift and in particular:

- On entering the kitchen.
- Before handling any food or equipment.
- After handling any wrapped or unwrapped food, especially raw items.
- Before and after any cleaning.
- Between different tasks.
- After touching ears, nose, mouth or hair.
- After visiting the toilet facilities.
- After handling waste food or refuse.
- After eating or smoking (smoking is only allowed in designated areas).

Food handlers must wear appropriate clean clothing. Employees will be issued with uniforms and protective clothing on starting their employment. Outdoor and work wear clothing are to be kept separate. Protective clothing should not be worn travelling to and from work.

Catering staff are required to wear protective headgear to ensure that hair does not contaminate food or surfaces where appropriate. All food handlers should ensure that hair is clean and that long hair is tied back when handling food. Beards or facial hair must be covered.

Footwear must be of a sensible, sturdy, non-slip, low heeled and enclosed type and must be kept clean. Outdoor footwear must not be worn inside. Staff should change into safety footwear (outlined above) before entering the cooking and food preparation premises. To prevent bacteria and dirt from entering the premises, safety footwear should not be worn outside.

Nail varnish and false nails and/or other accessories such as fake eyelashes must not be worn.

Jewellery: Staff preparing food are permitted only a plain wedding band ring or non-stone engagement ring. Rings are not permitted to be worn.

Earrings are not permitted in food and beverage areas.

Piercings: One small eyebrow, nose and one small lip piercing are permitted but must be covered with blue plaster provided by the staff member or removed during working hours.

ALL authorised visitors must comply with the above points.

## **Pest Control**

All sites are to be covered by a pest control contract. This is to be arranged by the Manager of the restaurant. Contractors should visit all sites on a minimum of a 12 weekly basis to ensure that no infestation has taken place. The contract should cover the following; the control of rodents (rats and mice) and cockroaches. If there is any evidence of infestation from these or other pests the Pest Control Contractor should be contacted immediately.

With all forms of pest control prevention is better than cure. Good housekeeping is essential. All spillages should be removed as soon as possible. Waste receptacles should be provided with food pedals, tight fitting lids and not overfilled.

In the event of a pest infestation immediate advice should be sought from a senior member of the management team, the pest contractor and Citation.

## **Hazards**

Pests destroy and contaminate food with bacteria and droppings and spread disease.

Rodents gnaw and damage equipment and can cause structural damage.

Heavy infestations may result in enforcement action, prosecution or closure by the Local Authority.

## **Policy**

The premises shall be free from pests.

Doors and windows to food storage areas are to be kept closed or fly proofed with mesh.

Buildings are to be pest proofed to prevent access points for pests.

All pipes and cable runs and holes through walls are to be proofed or foam filled and gaps under doors should be sealed.

A pest control contractor with an emergency call out facility is employed for routine checks.

Pest control records to be available on site at all times.

Rodent bait boxes should not be tampered with or moved.

All sightings and evidence of pests to be reported to the manager immediately and contractor informed.

Dispose of any food showing signs of infestation after the contractor has inspected it.

Electric fly killing units to be switched on at all times, and maintained in good working order. Tubes to be replaced at least annually, or when showing dark patches at ends.

Catch trays to be emptied regularly, at least weekly.

Adhere to refuse policy and procedures.

Citation are to be contacted if there is an infestation and the 'Emergency Action Procedure' implemented.

### **Refuse Disposal**

Refuse is attractive as a source of food and harbourage to all pests. External compounds and stores are often breeding sites for flies, which, readily enter buildings through any unscreened and open doors and windows.

There should be a sufficient number of covered bins or other waste receptacles in all kitchens. Bins must be emptied when  $\frac{3}{4}$  full or every 2 hours. Yards and other refuse storage areas should be washed down weekly, or as necessary. Refuse containers must be pest proofed, covered bin or skips with sufficient capacity to contain all the refuse produced. Lids or covers of refuse containers must always be in place. All refuse must be collected by a licensed carrier for that type of waste and the waste transfer notes retained.

### **Physical Contamination**

This is a vital area, as not only can physical contamination cause ill health it is also a frequent source of complaints in our restaurant.

Food should be kept covered wherever possible to reduce the risk of contamination.

Wooden equipment is not to be used in our kitchen.

No drawing pins/staples are to be used on signs in food preparation areas.

All containers should be stored, covered or inverted when not in use.

All knives and can openers should be well maintained and all can contents inspected for swarf after opening. Swarf must be cleared from the work surface after using a table top can opener to prevent

swarf from contaminating other food and equipment.

Follow the cleaning schedules to ensure no build-up of foreign matter on equipment.

All light bulbs and fluorescent tubes should be fitted with diffusers.

Staff inspect plastic and glass containers before use. Any cracked, chipped or damaged equipment is discarded.

If a glass or hard plastic container chips, all pieces must be located. If this is not achieved any suspect food must be disposed of.

In the case of glass/crockery shattering or being broken, all contaminated food must be disposed of. If you are unsure, then this food must also be discarded. Staff should then change potentially contaminated over clothing.

### **General**

The structure of the site should be sound, with no evidence of progressive movement or surface defects. There should be no signs of rising or penetrating dampness and no excessive condensation.

All surfaces and equipment in the food rooms must be made from materials which are smooth, impervious, non-toxic, non-tainting, easily cleaned, durable and non-reactive to food ingredients; designed and constructed with rounded corners and coving wherever possible, to facilitate cleaning. The highest standards are required within areas where unwrapped, high-risk food is to be handled.

Wood should be restricted to areas of structure, such as doors, door-frames and window frames, since it is unsuitable for uses as a work surface. All wood surfaces must be properly finished with no rough surfaces, joint gaps, nail holes etc. and painted or varnished to provide a smooth, impervious, cleanable surface.

Equipment, fixtures, etc. need to be mobile or moveable to permit access for effective cleaning.

All surfaces, equipment, facilities and services should be serviced and maintained as necessary.

### **Floors, Walls and Ceilings**

Floors laid in the kitchen and seating areas must be durable and resistant to hot liquids, impact damage, abrasion etc. Floors must also be slip-resistant, so far as is practicable. Coving to walls is preferred. Floors should fall towards floor drainage points, where provided.

Walls should be either constructed of washable painted plaster ceramic tiles with waterproof grouting or sheet cladding of stainless steel or polypropylene. Up to at least 2 metres.

Ceilings should be constructed of either washable painted plaster or suspended ceiling panels.

### **Work Surfaces**

All surfaces coming into direct contact with food, food utensils, crockery, etc. must be made from suitable materials and easy to clean and disinfect and be in sound condition.

### **Cooking Facilities**

Cooking facilities must be in a satisfactory state of repair to allow effective use and proper cleaning.

Microwave ovens must be in a good state of repair, with a working door interlock and undamaged door seals.

All control knobs, handles, door seals, etc. must be in place and in working order.

### **Hot and Cold Holding Equipment**

Bains-marie, hot cupboards, displays, etc. must be capable of holding food at a minimum of 63°C.

Cold food display wells must be capable of holding food at a maximum of 8°C.

Food display equipment should be suitably screened on the customer side.

### **Water and Drainage**

Separate sinks are needed for the washing of food and equipment. These must be of a sufficient number and individual capacity. Hot water tap temperatures should be between 50°C – 60°C.

An adequate number of wash hand basins is needed for staff use. These should be located so that staff can have convenient access to them. Liquid soap and paper towel dispensers (or other appropriate hand drying facilities) should be provided at each basin.

Dishwashers are essential for all but the smallest catering operations and should be in good working order and of adequate capacity. The final rinse cycle water should exceed 82°C.

All drainage should be via the mains, laid with sufficient fall, with the provision of water traps at all connections and grease traps where necessary.

## **PHYSICAL SITE STANDARDS**

### **Lighting**

Lighting must be adequate and glare-free in all areas. Fittings must be suitably covered or provided with diffusers.

### **Ventilation**

Kitchens and dishwasher rooms must have adequate mechanical ventilation, with cooking equipment enclosed by a ventilation hood fitted with outlet grease filters. The latter must be capable of being removed for cleaning or replacement, and there must be access to the ducting, etc. for cleaning and maintenance.

### **Cleanliness Standards**

All cleaning is to be carried out by suitably trained staff, using the cleaning chemicals supplied by the cleaning contract Trust. Any problems with the chemicals or the supply Trust will be reported to the manager for investigation as necessary.

The kitchen-cleaning schedule should be available and prominently displayed.

Monthly, weekly, and daily tasks must be clearly identified and signed off on the cleaning schedules.

Only approved chemicals should be used at correct dilutions.

Bleach must not be used / stored in food areas, so as to avoid contamination risks.

All COSHH requirements should be made available to staff on Safety Cloud and adhered to.

A 'clean as you go' policy should be adopted and food and hand contact surfaces sanitised after use.

Chemicals and cleaning equipment should be stored in a separate cabinet and away from food areas.

All cleaning equipment itself should be kept clean and in good condition.

Disposable cloths should be used for cleaning in preference to washable cloths.

Ensure any dishwashers are operating to correct temperatures (as per the manufacturer's instructions) and each day check their supply of detergent and rinse aid is available.

### **Staff Facilities**

Staff must have facilities separate from food rooms where they can change and store their street clothes and personal effects. Provision of lockers is recommended for staff clothing and other belongings, located in a changing room.

Toilet facilities should be separately provided for staff, but shared use with customers is acceptable for small operations. Toilets should have a wash hand basin, with liquid soap and paper towels and a sign stating "Now Wash Your Hands" needs to be on display. Warm air hand dryers are acceptable as an alternative to paper towels. There must be a lobby area between the toilet and the kitchen/food storage areas.

Areas containing a WC or urinal facility must only communicate with a food room or work room via an intervening ventilated space.

All facilities should be in a good state of repair and cleaned daily.

### **Equipment Maintenance**

All gas and electrically powered equipment must be serviced, repaired, etc. when necessary and at least once per annum.

#### **Equipment Maintenance - Repairs in Food Preparation Areas**

- All personnel that are to carry out maintenance, cleaning, repair and installation work in food areas must report to the Manager before commencing work.
- The Manager must check that no food is left out or open in the vicinity of the work that could cause possible contamination.
- Should work have to be carried out with food being prepared in the same room, adequate screening arrangements must be made.
- Contractors must wear clean and suitable protective clothing whilst in the food preparation area.
- On completion of the work, contractors must check that no nuts, bolts, etc. are loose on equipment and that the area is clear of swarf or any other debris.
- All tools and spare parts must be removed.
- A record of the work and the clearance on completion of the work will be recorded by the maintenance team.

## **Contractors & Visitors**

Access and movement in food storage and production areas by contractors is controlled by the following measures:

- If visitors are entering any food storage or production areas they must wear suitable, clean protective over clothing to the same standard as staff.
- Visitors will be asked to remove jewellery as necessary in compliance with personal hygiene rules. Gloves will be provided if visitors are wearing false nails.
- Visitors will be asked to complete a health questionnaire or sign an onsite declaration to confirm there is no risk to the food.
- Visitors must be supervised at all times, unless they have been provided with relevant training, or issued with a 'permit to work'. For example, a maintenance engineer can work without supervision as he is a competent person and will be issued with a 'permit to work', which will ensure product safety.

## **Complaint Handling**

On receipt of a complaint the person taking the complaint will endeavour to be courteous to the complainant, listen politely and then bring the matter to the attention of the general manager as soon as possible.

The general manager will speak directly to the person making the complaint and take all relevant details. They will then determine the actions appropriate, based on the seriousness of the problems identified.

In the case of general complaints the details and results of the subsequent investigation and any actions taken will be recorded.

In the case of complaints relating to foreign bodies allegedly found in food the details and results of the subsequent investigation will be recorded via Safety Cloud. Retain the suspect food in a refrigerator, together with foreign bodies. Citation will be contacted for further advice where required.

In the case of alleged food poisonings the relevant information should be completed on the alleged food poisoning form. The details will be recorded via Safety Cloud.

Citation will be informed via Safety Cloud and, where necessary will assist with the investigation.

On completion of the investigation, the customer will be informed of the outcome of their complaint.

Any actions arising from the investigation will be appropriate to the seriousness and nature of the complaint and will be carried out promptly by the appropriate staff.

Customer complaints are reviewed every 6 months.

# School Kitchen Allergen Policy & Procedures

## Purpose

This policy ensures that all food prepared and served in the school kitchens in the Trust is safe for pupils, staff, and visitors with food allergies or intolerances. It outlines how allergens are identified, controlled, communicated, and monitored.

## Scope

This policy applies to:

- All kitchen staff and food service assistants
- Any staff involved in ordering, receiving, storing, preparing, or serving food
- External caterers working on any of the school premises

## Allergen Awareness

The Trust recognises the 14 major allergens defined in UK food law:

- Celery
- Cereals containing gluten
- Crustaceans
- Eggs
- Fish
- Lupin
- Milk
- Molluscs
- Mustard
- Peanuts
- Sesame
- Soybeans
- Sulphur dioxide/sulphites
- Tree nuts

All staff must understand these allergens and how cross-contamination can occur.

## Staff Training

- All kitchen staff receive allergen awareness training during induction.
- Refresher training is provided annually or when procedures change.
- Training records are maintained by the kitchen manager.

## Ingredient Control

Ordering:

- Only approved suppliers are used.
- Allergen information must be available for every product ordered.

Receiving Deliveries:

- Labels are checked for allergen information before products are accepted.
- Any product with unclear or missing allergen information is rejected.

Storage:

- Allergen-containing ingredients are stored in sealed, clearly labelled containers.
- Separate storage areas are used where possible (e.g., nuts, gluten-containing flours).
- Opened products are re-labelled with allergen warnings

### **Food Preparation Procedures**

- Allergen-free meals are prepared first, using clean equipment and surfaces.
- Colour-coded or dedicated equipment is used where possible.
- Hands are washed thoroughly before and after handling allergen-containing foods.
- Staff avoid using the same utensils for allergen and non-allergen dishes.
- Recipes must not be altered without approval from the kitchen manager.

### **Cross Contamination Prevention**

- Work surfaces are cleaned and sanitised before preparing allergen-free meals.
- Separate chopping boards, knives, and utensils are used for allergen-free preparation.
- Allergen-containing foods are kept away from allergen-free areas.
- Oil used for frying allergen-containing foods is not used for allergen-free items.

### **Menu & Allergen Information**

- Up-to-date allergen charts are displayed in the kitchen and serving area.
- Allergen information is available to parents, pupils, and staff on request.
- Any menu changes must be communicated immediately and allergen charts updated.

### **Managing Pupils with Allergies**

- The kitchens receive a list of pupils with diagnosed allergies from the school office.
- Individual pupil requirements are clearly communicated to all kitchen staff.
- Allergen-free meals are labelled with the pupil's name and checked before service.
- Staff must never guess ingredients — if unsure, they must check or not serve the item.

### **Service Procedures**

- Allergen-free meals are served separately from the main service line.
- Staff confirm the pupil's identity before handing over an allergen-free meal.
- Serving utensils are not shared between dishes.

### **Incident Management**

If an allergen exposure is suspected:

1. Stop service immediately.
2. Follow the school's medical emergency plan (e.g., call first aider, administer prescribed medication such as an auto-injector if trained and authorised).
3. Call emergency services if required.
4. Report the incident to the Headteacher/Head of School and complete an incident form.
5. Review procedures to prevent recurrence.

## Record Keeping

- Allergen training records
- Allergen charts and menu information
- Incident reports
- Supplier allergen documentation

## Review

This policy is reviewed annually or sooner if:

- Legislation changes
- Menu changes significantly
- An allergen-related incident occurs

## Acrylamide

### Hazards

Acrylamide is a naturally occurring by-product formed when starchy foods are cooked at temperatures over 120°C. Acrylamide can be formed during the roasting, baking, toasting and frying processes. The chemical has been linked to cancer in animals during laboratory tests and is considered to be a probable cancer causing substance in humans. Acrylamide is associated with the following foodstuffs:

- French fries and other sliced, deep fried potato products made from fresh potato. Roasted potato products and roasted root vegetables.
- Potato crisps, snacks, crackers and other potato products made from potato dough Bread and bread products e.g. toast or bread crumb coated deep fried /baked products.
- Breakfast cereals (excluding porridge)
- Bakery products e.g. biscuits, scones and cookies.
- Coffee, roasted and instant and coffee substitutes

### Policy

It is important that acrylamide levels in foods are as low as reasonably achievable through applying appropriate mitigation measures in order to comply with current European and national legislation.

To mitigate the possible occurrence of Acrylamide in the products listed above the following control measure will be employed:

- Potato products will be stored at a temperature over 6°C and where possible / appropriate potatoes with a lower sugar content will be selected for use e.g. russet.
- Raw potatoes which are sprouting will not be used. Potatoes will be stored in dark, cool and dry places before use
- If raw potato products are to be deep fried during preparation one of the following controls will be employed prior to frying
- Washing / soaking the product in cold water for 30min and up to 2 hours.
- Soaking in warm water for a few minutes then rinsing with cold water before frying.

Blanching where possible.

- When frying potato products or products that are bread crumbed or wrapped in pastry a frying oil will be used that allows the products to be fried at a lower temperature or within a quicker time frame - fryer oil should be kept between 160°C low 175°C and must be cleaned regularly keeping oil in good condition.
  - Foods should be cooked according to the manufacturer's instructions e.g. the correct time and temperature.
  - Where breaded / pastry products are grilled / baked or potatoes / starchy vegetables are roasted this will be done following appropriate colour guides and observing to golden rule (see below).
  - Where breaded / pastry / potato products are bought in to be finished in house then manufactures cooking / storage instructions will be followed at all times.
- 
- Colour guide for french fries: to be used as a guide.



Colour guide for toast: to be used as a guide.



## **GLOSSARY**

### **AMBIENT TEMPERATURE**

The temperature of the surrounding environment. Commonly used to mean room temperature.

### **BACTERIA**

A group of single cell living organisms. Some may spoil food and some may actually cause illness.

### **BACTERICIDAL DETERGENT**

Detergents used either for hand-wash or equipment cleaning that not only removes dirt but also micro-organisms. Their effectiveness is often reduced by heavy soiling and it is preferable to clean then disinfect as a two stage process.

### **BEST BEFORE DATE**

Foods with relatively long shelf lives or which do not cause risk of illness may carry a “Best Before” or “Best Before End of ...” date code. This is advisory not mandatory, therefore it is not an automatic offence to possess such food beyond their expiry date. It is not good practice to do so however, since if there is a complaint about the food, the fact that it is out of date can be used to establish negligence.

### **COMPLIANCE**

The process of ensuring that the organisation is satisfying the legal requirements.

### **COOK CHILL**

System of food preparation in which food is prepared in advance to be reheated several days later. Strict control of chilled storage temperature is needed if the food is to remain safe.

### **COOK FREEZE**

System of food preparation in which food is prepared in advance and then deep frozen. If properly package the food may be kept for several months with no loss of quality.

### **CRITICAL CONTROL POINTS**

Points at which hazards have to be controlled to ensure food safety.

### **CROSS CONTAMINATION**

The transfer of bacteria from contaminated (usually raw) foods to other foods. This may be by:

- By direct contact: they are stored next to each other.
- By drip: One is stored above the other.
- By food handlers who handle one then the other.
- By equipment, used first for contaminated food.

**DISINFECTANT**

Reduction in levels of microbiological contamination of food equipment or in food premises, normally by the use of chemicals to kill micro-organisms. Disinfectants used must be suitable for use in foods premises.

**DUE DILIGENCE**

The legal defence, available in Section 21 of the 1990 Food Safety Act, that a person took all reasonable precautions and exercised all due diligence to avoid the commission of the offence.

**ELECTRONIC FLY KILLERS**

Equipment to kill flies and other flying insects. Insects are attracted by UV lamps and destroyed on a high voltage grid.

**FOOD BORNE INFECTION**

Invasion of the body by pathogenic micro-organisms (transmitted by food).

**FOOD HANDLER**

Anyone who handles food AND anyone involved in a food business who may directly influence its hygienic preparation.

**FOOD POISONING**

Illness transmitted by food. Caused either by infection or intoxication. Symptoms include diarrhoea and / or vomiting.

**GASTRO-ENTERITIS**

Illness of the digestive system. Typically, symptoms include diarrhoea and vomiting.

**GENERIC**

The identification of those hazards likely to be relevant to the establishment. The controls necessary to remove or reduce these risks have been identified.

**HACCP**

Hazard Analysis Critical Control Point. A management tool that gives a structured approach to identification and control of hazards. 'Classical HACCP' involves a multi-disciplinary expert team.

**HAZARD**

Identifying hazards, the point at which they could occur and the introduction of measures to control them.

## **HIGH RISK FOODS**

If food poisoning bacteria are to grow and multiply to potentially dangerous levels they need moisture, warmth and a food source. The ideal medium for their growth is a moist protein food such as meat, fish, milk, or egg products. Such foods are classified as high risk foods if they can be consumed without further cooking e.g. Sandwiches, pies, pastries, ice cream, cream cakes, etc. It is vital to ensure that they are protected from contamination and maintained at a temperature of 5°C or below, at which bacteria do not grow.

## **INTOXICATION**

Effects of poisonous substances. Some toxins may be formed on food by the growth bacteria.

## **LOW RISK FOODS**

Ready prepared foods with no inherent bacterial content which with sufficient heat treatment provide little chance of subsequent contamination. Raw plant produce, e.g. fruit, vegetables and salads that are still to be cleaned may transfer contamination to ready to eat foods, and they should be kept apart. Low risk foods also include many ambient stable foods such as bread, biscuits, cakes (but not cream cakes which are 'high risk'), cereals, and so on.

## **MICRO-ORGANISMS**

Any small living organisms especially bacteria yeasts, moulds and viruses.

## **PASTEURISATION**

Heat treatment to kill bacteria cells but not spores. Most types of food poisoning bacteria do not form spores so pasteurisation will make food safer by killing the heat sensitive pathogens.

## **PATHOGEN**

A micro-organism that may cause illness.

## **PEST**

Animal life unwelcome in food premises. Especially insects, birds, rats, mice and other rodents capable of contaminating food directly or indirectly.

## **pH**

A measure of acidity. The scale runs from 1 (acid) to 14 pH, with 7 being neutral. Levels of pH below about 4.5 will normally prevent the growth of pathogenic bacteria.

## **PROOFING (AGAINST PESTS)**

Structure of premises, especially doors, windows and the entry point of service pipes, to prevent the entry of pests.

## **REPUTABLE SUPPLIER**

All foods sold should be obtained from a reputable supplier, we run the risk of being held responsible if those foods are later found to be defective, since you have not taken reasonable precautions to ensure their safety. Many suppliers are not taking advantage of 'accreditation schemes' which go a

long way towards giving confidence in their products.

### **SANITISE**

Ordinary detergent such as soaps, washing-up liquids, etc. may be effective at removing dirt but will not kill bacteria. To ensure that food contact and hand contact surfaces are really safe they should be cleaned with a disinfectant which kills bacteria or a sanitiser which combines cleaning power with the ability to kill bacteria. Look for the words “sanitiser”, “disinfectant” or “bactericidal” on the label and use the compound strictly according to the manufacturers instructions.

### **SHELF STABLE**

Foods which do not normally suffer microbiological spoilage at room temperature.

### **SNEEZE SCREEN**

Screen, usually glass or another transparent material, fitted to some food display units. This may play a small part in reducing airborne contamination of the food.

### **SOUS-VIDE**

Prepared recipe dishes that have been sealed in a vacuum pack and then heat treated and cooked for chilled storage and distribution.

### **SPORES**

Cells formed by some bacteria and many moulds which are able to withstand adverse conditions including drying and heat. Some spores can withstand very severe heat treatment.

### **STERILISE**

Treatment with heat or chemicals to kill all micro-organisms and viruses. Sterilisation will kill spores.

### **TOXIC/TOXIN**

Poisonous substance. May be contaminated from external sources for example, chemical spillage, or produces during or as a result of growth or micro-organisms.

### **UHT**

Ultra-heat Treatments. A high temperature / short time pasteurisation process. Used commonly for dairy products.

### **USE-BY DATE**

Foods with short shelf lives or “high risk foods” capable of causing illness if they deteriorate will carry “Use-by” date. This date is mandatory i.e. it is an automatic offence to possess for sale foods beyond their use-by date, unless in a container clearly marked for disposal. It is also illegal to cover, change or obliterate a use-by date. Foods become out of date at midnight on the use by date.

### **VIRUSES**

Microscopic particles. Some are transmitted by food and may cause illness. Viruses cannot multiply or grow in food.

## **YEASTS AND MOULDS**

Microscopic organisms. Some are desirable in food and are important to its characteristics, for example, bread fermentation and the ripening of cheese. Others may spoil food and a few may cause illness.