



Food Safety for Businesses



Environmental Health
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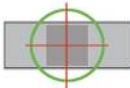
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Introduction

The right to eat food which is free from contamination and harmful bacteria is a right that every consumer should have. Sadly this is not the case and food poisoning is still a big issue for the UK, costing an estimated £350 million each year.



The Council is committed to protecting public health by working with local businesses to help them ensure they are running a safe and hygienic food business.

Good food hygiene doesn't have to be expensive; in fact evidence has shown that it is cost effective to implement good food safety practices. With good practice wastage is reduced and less time is spent dealing with customer complaints, which can lead to increased business efficiency and profits.

The Council has produced this free booklet to help guide business owners and their employees through the requirements of food hygiene legislation. I hope that this booklet will help demonstrate the Council's commitment to work with local businesses by providing practical, plain English interpretations of the law.

We welcome any comments you have on this booklet as it will help us plan future updates and more closely meet your needs. Meanwhile, I wish your business a safe and prosperous future.

Brian Simmonds
Head of Community Safety and Health Services



Environmental Health Officers and Food Hygiene

Within East Hertfordshire the work of enforcing Food Hygiene Legislation and giving appropriate advice is undertaken by District Environmental Health Officers and Technical Officers. Each food premises is registered on a central computer data base and is visited from time to time to achieve the following objectives:

- To ensure compliance with legislation;
- To advise on the prevention of food poisoning;
- To raise the awareness of owners and food handlers on food hygiene matters.

The period between inspections is determined by the risks to food safety associated with the business. The inspections are normally unannounced. The inspection will commence with the officer introducing themselves and asking to speak to the person in charge. The officer will discuss how the business is operated and then a detailed inspection will normally follow. During the inspection the officer will be assessing the risks associated with the operation of that food business. If the officer has any advice about a particular matter or notices a

contravention of the legislation they will point this out to the person at the time and give practical advice on how to overcome the problem. The commitment of the food business to resolving any problems will of course be a necessary requirement at this stage. At the end of the inspection the officer will summarise the findings of the inspection, ask the food business representative to confirm that they understand any items that have been discussed and ask them to sign an "inspection visit report". A copy of the inspection visit report is then left with the food business representative for their information. At all stages the food business proprietor is encouraged to discuss the results of the inspection and possible solutions with the officer concerned in order to achieve high standards of hygiene and compliance with the law. Health and Safety matters may also be discussed. Please refer to our "Health and Safety Guidance Booklet" for information and guidance about health and safety law.





Frequently Asked Questions

- 1. Do I need to have formal food training?** No, but you are expected to have good understanding of food safety and hygiene. Training is dependent on the type of food you are handling/selling.
- 2. What document do I need?** You need to put in place a food safety management system, which documents the activity taking place in your business. i.e. temperature control parameters for the products being prepared in your premises, how products will be stored handled and served etc.
- 3. I am a home caterer; does all equipment have to be stainless steel?** No, but they must be easy to clean and in good condition.
- 4. Once I am registered do I need to wait for an inspection by the EHO before I start trading?** No, but you need to notify the council 28 days before you start trading.
- 5. How many sinks do I need?** This depends on the business activity, presence of dishwasher and if a separate wash hand basin is available.
- 6. Can I use an outside shed for storage?** Yes, as long as it is kept clean, pest proof and the food is adequately protected from contamination.
- 7. Do I need a formal pest control contract?** No, but you need ensure adequate pest proofing and check for visual signs of pest activity, i.e. flying insects, droppings, smear marks, gnaw marks, damaged packaging etc.
- 8. Do I need an insectocutor?** No, it is not a legal requirement. If you do have one installed it mustn't be situated directly above food preparation surfaces.
- 9. Will you let me know the date of inspection?** No, officers have powers of entry to a premise when opened for business. However for home caterers we will give 24 hours notice.
- 10. If I have further questions who should I contact?** You can contact us in the environmental health department via the switchboard on 01279655261 or visit our website: www.eastherts.gov.uk and the food standards agency website: www.food.gov.uk.



Starting a New Food Business

Setting up a food business will require much planning and forethought in order to avoid practical, economic and legal pitfalls.

The following sections of this booklet are designed to assist you in interpreting the requirements of the Food Hygiene Regulations and also to achieve a good standard of food hygiene.

However, you should be aware of the possible need to consult other departments in the Council and also other relevant authorities. Before undertaking a project, check whether planning permission and/ or building regulation approval is required.

Before starting a new food business - please contact your Environmental Health Officer, it could save you time and money.

It is important not to assume that an established business complies fully with the law, and so before taking over any business within East Hertfordshire you are advised to contact our Environmental Health staff.

At the end of this booklet are a number of useful addresses of some of the organisations you may need to contact prior to setting up a food business.

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Registration

Regulation (EC) 852/2004 of the European Parliament requires food businesses to register their premises with the local authority prior to opening.

If you have registered your premises already and have not changed the type of work you do, you don't need to register them again under the new regulations.

The purpose of registration is to provide enforcement authorities with information about the food premises in their area so that they can plan their inspections and target their enforcement resources effectively. The information will help them to inspect premises which represent a high risk to health more frequently than those which only pose a low risk.

Registration is not a form of licensing and does not confer approval to trade.

Registration is a very simple process and the registration form should only take a few minutes to complete. There is no charge to register premises and registration does not need to be renewed periodically. Local authorities cannot refuse to register a food business.

The only changes about registered premises which must be notified to the Local Authority are a change of a proprietor or a change in the nature of the business.

Certain types of businesses need to be approved, rather than registered, these include those producing the following foods:

- meat and meat products
- eggs
- milk and dairy products
- fish and fish products

Food business operators whose establishments require approval should contact their Environmental Health Officer to discuss the requirements.

The necessary application form for registration with East Hertfordshire Council can be found at the centre of this booklet.



Food Safety Management System

Food business operators are required to put into place, implement and maintain a permanent procedure based on the principles of HACCP. HACCP stands for 'Hazard Analysis of Critical Control Points'. It is an internationally recognised and recommended system of food safety management. It focuses on identifying the 'critical points' in a process where food safety problems (or 'hazards') could arise and putting steps in place to prevent things going wrong. This is sometimes referred to as 'controlling hazards'. Keeping records is also an important part of HACCP systems. The steps involved in a typical food business might include:

- Purchase
- Receipt of food
- Storage
- Preparation
- Cooking
- Cooling
- Hot holding
- Re-heating
- Chilled Storage
- Serving.

Of course each business will be slightly different and there may be different steps involved for different food types. For example, the retail sale of dairy products might involve the following steps:

- Purchase
- Receipt

- Storage
- Display
- Sell/disposal of out of date product.

Establishing a Hazard Analysis system

To set up a system, you will need some understanding of food hygiene and safety, including food microbiology, especially factors affecting bacterial (germs) growth, legal requirements and the need for staff training.

The following practical example should help you to understand this legal requirement.

PRACTICAL EXAMPLE:

The purpose of this example is to help you develop a clear understanding of the food hazard analysis requirements contained in the new Food Hygiene Regulations. "Food Hazard Analysis" sounds complicated but all that it means is taking a look at what could go wrong in your business and thinking of ways to prevent those things going wrong in order to ensure that you supply food which is safe to eat. You will find that this exercise is mostly common sense and you will have probably have been doing something similar for many years, albeit in a less formal way.





THE PROCESS MAY BE SUMMARISED AS FOLLOWS:

- Think of one type of food you handle in your business.
- Identify each step of the passage of that food through your business. Perhaps create a flow chart like the example overleaf.
- Think about what could go wrong at each step. The list provided overleaf gives some examples of hazards and what could go wrong.
- Think about how to stop those things going wrong.
- Put your thoughts and ideas into action.
- Carry out this exercise again from time to time to see if anything has changed.

A SIMPLE EXAMPLE IS GIVEN ON THE FOLLOWING PAGES FOR YOU TO WORK THROUGH.

When doing this for real in your own business you may find it helpful to create a different flow chart for each general food type in each distinct part of your business. You need not necessarily do a separate analysis for each separate food - canned soup, canned baked beans etc., but just one for all canned goods. (You may need to do a separate analysis if your business is diverse, for example if you are retailing cooked meat and using cooked meat in a catering operation.) Some examples of hazards and control measures are given on the following pages to help you.



Examples of Hazards and Control Measures

These are examples only and there may well be many more hazards and control measures than those listed below.

Hazards

- Contamination with Food Poisoning Bacteria or toxins
- Food Poisoning Bacteria present and multiplying
- Out of Date Code
- Contamination with chemicals
- Harmful chemicals stored with food products
- Chemicals in unmarked bottles
- Spillage of chemicals onto work surfaces
- Chemical residues left on surfaces after cleaning
- Survival of food poisoning bacteria in cooking
- Growth of food poisoning bacteria spores after cooking
- Contamination with foreign bodies
- Cross contamination with food poisoning bacteria
- Damage to food packaging
- Display for sale of out of date code stock

Control Measures

- Buy from a reputable supplier
- Specify standards at delivery
- Specify temperature at delivery
- Check that it looks, smells and feels right
- Check the temperature is right
- Store food wrapped or in containers
- Wash hands before handling food
- Label with correct date code
- Rotate stock according to date code
- Discard out of date stock
- Separate raw and cooked food
- Remove unnecessary items from the food preparation area
- Cook food to correct temperature
- Reheat to correct temperature
- Store food at correct temperature
- Ensure equipment and surfaces are clean
- Cook foods quickly before refrigeration
- Serve food as soon as possible after preparation
- Store cleaning chemicals in a separate area
- Train staff
- Ensure cleaning chemicals are used in accordance with instructions
- Store raw and cooked food separately





The following is a simple example:

DAIRY PRODUCTS FOR RETAIL USE

	<i>Hazard</i> <i>What could go wrong?</i>	<i>Control Measure</i> <i>What can I do about it?</i>	<i>Monitoring Procedure</i>
Purchase and receipt	<ol style="list-style-type: none">1. Out of date goods2. Products at wrong temperature	<ol style="list-style-type: none">1. Buy goods from a reputable supplier	<ol style="list-style-type: none">1. Check goods on receipt and if out of date reject2. Check temperature of chilled goods and reject if above 8°C
Storage		High risk chilled dairy foods should be stored below 8°C	Check temperature of chiller twice daily and record in log book
Display	<ol style="list-style-type: none">1. Growth of bacteria2. Out of date food on sale		

Try and fill in the gaps!

Use the blank table on the next page to fill in your hazard analysis details. It is suggested it is photocopied and the copy used as your first draft. It is likely you will need to adapt it for each section of your business.

HAZARD ANALYSIS TABLE

	HAZARD	CONTROL MEASURES	MONITORING PROCEDURES
PURCHASE AND RECEIPT			
STORAGE			
PREPARATION			
COOKING			
COOLING			
FURTHER STORAGE			
REHEATING			
SERVICE/ DISPLAY/SALE			



Safer Food, Better Business

Safer Food, Better Business is a food safety management system developed by the Food Standards Agency to help small catering businesses such as restaurants, cafés and takeaways comply with new food regulations.

Using this pack will help you to:

- comply with the new regulations
- show what you do to make food safely
- train staff
- protect your business's reputation
- improve your business e.g. by wasting less food.

Electronic copies of the folder are available on line at www.food.gov.uk or if you would like to order a hard copy of the folder call 0845 606 0667 or contact your Environmental Health Officer.

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Example Self Audit Checklist



Date:

Carried out by:

Position:

Have there been any changes since the last self audit?

e.g. new staff, menu, equipment, training

Comments/Action Points	
<p>Wash hand basins Are they all clean? Have a supply of hot water? Soap (preferably liquid anti bacterial)? Hygienic means of drying hands (paper towels)?</p>	
<p>Staff Are all staff fit and well? Wearing clean protective clothing? Long hair tied back?</p>	
<p>Cleaning Have all of today's cleaning tasks been completed? Are there any areas which require more attention? e.g. floor/wall junctions, equipment.</p>	
<p>Food storage Are raw and ready to eat products stored separately? Are all products within their date codes? Are all opened products e.g. sauces labelled with the date opened and when to dispose of according to manufacturer's instructions Are all food storage containers in good condition?</p>	
<p>Equipment/Structure Are all surfaces in good condition? Are fridge/freezer temps satisfactory and recorded? Are all items of equipment in good condition and working order? Are all areas free from signs of pest activity and damage? Is there a probe thermometer, in good clean working order? Are food safe probe wipes available for use?</p>	
<p>Documentation Have all documented checks been completed since the last self audit?</p>	





Training vital for you and your staff?

It is a statutory requirement to train staff in Food Safety matters.

Proper training benefits both you and your staff. Your staff benefit from personal development, knowing correct and safe procedures, and why they exist. Well trained staff consistently perform better and more effectively. Many managers have reported increased staff motivation from training. The extent of the training must be appropriate to the work being carried out. The more involved the work or greater the risk, then more training needs to be given.

The courses run by Environmental Health in Hertford and Bishop's Stortford by East Herts Council are informal and friendly. Each course culminates in a short examination which leads to the nationally recognised 'Level 2 Award in Food Safety in Catering' awarded by the Chartered Institute of Environmental Health. For course dates and further details go to www.eastherts.gov.uk and add "Food Safety Training" to the search function.

External Training

If your company has 10 or more people who require Food Safety Training then please enquire further about our external training options. (Subject to availability of trainer and appropriate training venue).

Secure your Food Safety place

Use your credit or debit card and secure your place right away by using the Food Safety Payments system. You will receive an email confirmation of the payment and the candidate details are put straight onto the booking sheet at the same time. Cheque payment is also acceptable.

To book your place and for any other Food Safety enquiries please phone the Business Support Team based in Environmental Health on 01279 655261.

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Temperature Control

Temperature control should be seen as a means of preservation, reducing the risk of food poisoning. High risk and perishable foods may be contaminated by harmful bacteria which can multiply to dangerous levels if not stored under refrigeration.

The recent trends to remove additives means that some foods now need to be refrigerated which previously did not need to be, for example, opened bottles of tomato ketchup.

The common food poisoning bacteria have difficulty multiplying and producing toxins at temperatures below 5°C. Also, the spoilage of food by bacteria and mould is reduced when food is kept below 5°C. It can be seen that temperature control is a most important factor in preventing food poisoning. However, it should be remembered that refrigerators inhibit bacterial growth but, do not kill bacteria so you must use your refrigerator sensibly.

RULES FOR REFRIGERATION

- Do not overload or pack tightly
- Food should be covered
- Raw food separate from cooked
- Never place hot food in refrigerators
- Refrigerators should be serviced regularly
- Defrosted strictly in accordance with manufacturer's instructions
- Cleaned regularly
- Check seals for cleanliness and wear and tear
- Check temperature of chilled foods when delivered
- Don't store food in open tins

The Regulations require that food likely to support the growth of pathogenic micro organisms (germs that can cause food poisoning) or the formation of toxins, must be kept below 8°C.

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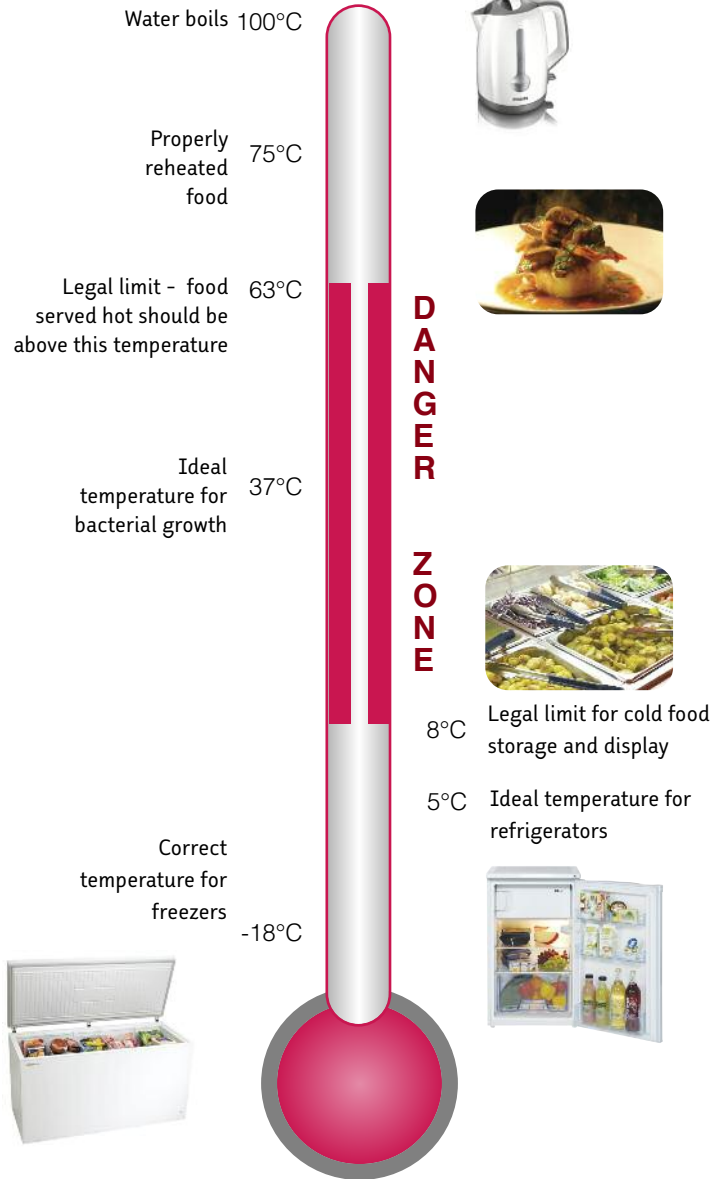
The Regulations also require that any cooked food which is to be sold hot, should be kept at or above 63°C.

There are certain exemptions to these requirements for example, where the manufacturer of the food is able to supply proven scientific information that a particular food will remain safe to eat

even if it is kept outside these temperatures. Therefore you will need the guidance of manufacturers and/or suppliers who have followed a well founded scientific assessment if you intend to keep any food likely to support the growth of pathogenic micro organisms outside these limits.



Temperature Checklist





Food Handling

Food Handling, be it preparation, processing, manufacturing, packaging, storage, transportation, distribution or offering for sale should be carried out in a hygienic way. This is essential in preventing food poisoning. One slip in an established catering premises could lead to disaster.

Key Points:

- Surfaces should be cleaned before being used to prepare food. Ideally wiped with a non tainting bactericide.
- Separate raw and cooked foods.
- Use separate utensils for raw and cooked foods, eg. knives, coloured cutting boards.
- Regular hand washing, including palms and backs of hands, should be carried out:
Before starting food preparation;
Between handling raw and cooked food;
After using the toilet;
After breaks of eating, drinking or smoking;
After handling refuse and waste materials.
- Wounds should be covered with waterproof dressings (brightly coloured dressings are best eg. blue).
- Tie back long hair and wear head coverings.
- Suitable protective clothing should be worn to prevent contamination of food.
- Food should be thoroughly defrosted before cooking.
- Joints of meat should be thoroughly cooked. It is better to cook two or three smaller joints rather than one large one.
- A minimum quantity of food should be reheated. Where this is necessary it should be ensured that the food is heated above 75°C for at least two minutes.
- After cooking food, cool it as quickly as possible . Please see the example cooling log on page 27.
- Keep food piping hot at above 63°C or cold below 8°C and ideally around 5°C. This reduces the risk of growth of food poisoning bacteria.
- Do not keep leftover stock. It is an ideal breeding ground for bacteria.
- Cover food to prevent contamination.
- Store raw foods below cooked foods to prevent blood etc. dripping onto cooked food.
- Check refrigerator and freezer temperatures with a thermometer. Record these in a log book.
- Further information on temperature monitoring and recording is available on request from Environmental Health Staff.

NOTES ON REGISTRATION OF FOOD PREMISES

WHAT IS REGISTRATION?

1. Registration of premises used for a food business (including market stalls, delivery vehicles and other moveable structures) is required by law. Registration will allow East Herts Council to keep an up-to-date list of all those premises in our area so we can visit them when we need to. The frequency of the visits will depend on the type of business.

WHO NEEDS TO REGISTER?

2. If you run a food business you must tell (or arrange for someone else to tell) the local authority about any premises you use for storing, selling, distributing or preparing food. Food premises includes restaurants, hotels, cafes, shops, supermarkets, staff canteens, kitchens in offices, warehouses, guest houses, delivery vehicles, buffet cars on trains, market and other stalls, hot dog and ice cream vans etc.
3. If you use vehicles for your food business in connection with permanent premises such as a shop, or warehouse you only need to tell the local authority how many vehicles you have. You do not need to register each vehicle separately. If you have one or more vehicles but no permanent premises, you must tell the authority where they are normally kept.
4. Anyone starting a new food business must register with the local authority at least 28 days before doing so.
5. The majority of premises will have to be registered. However, certain premises are exempt from registration eg some which are already registered for food law purposes, certain agricultural premises, and some domestic premises. You should contact us if you think you might be exempt.

APPLICATION FOR THE REGISTRATION OF A FOOD BUSINESS ESTABLISHMENT

This form should be completed by food business operators in respect of new food business establishments and submitted to the relevant food authority 28 days before commencing food operations. On the basis of the activities carried out, certain food business establishments are required to be approved rather than registered. If you are unsure whether any aspect of your food operations would require your establishment to be approved, please contact Environmental Health at East Herts Council, Wallfields, Pegg Lane, Hertford, SG13 8EQ for guidance.

1. **Address of establishment** _____ **Post Code** _____
(or address at which moveable establishment is kept)

2. **Name of food business** _____ **Telephone No.** _____
(Trading Name)

3. **Full name of food business operator** _____

4. **Address of food business operator** _____ **Post Code** _____

Telephone No. _____ **E Mail** _____

5. **Type of food business** (Please tick ALL the boxes that apply)
- | | |
|--|--|
| <input type="checkbox"/> Farm Shop | <input type="checkbox"/> Staff restaurant / canteen / kitchen |
| <input type="checkbox"/> Food Manufacturing/processing | <input type="checkbox"/> Catering |
| <input type="checkbox"/> Packer | <input type="checkbox"/> Hospital / residential home / school |
| <input type="checkbox"/> Importer | <input type="checkbox"/> Hotel / pub / guest house |
| <input type="checkbox"/> Wholesale / cash and carry | <input type="checkbox"/> Private house used for a food business |
| <input type="checkbox"/> Distribution / warehouse | <input type="checkbox"/> Moveable establishment eg ice cream van |
| <input type="checkbox"/> Retailer | <input type="checkbox"/> Market Stall |
| <input type="checkbox"/> Restaurant / cafe / snack bar | <input type="checkbox"/> Food Broker |
| <input type="checkbox"/> Market | <input type="checkbox"/> Takeaway |
| <input type="checkbox"/> Seasonal slaughterer | <input type="checkbox"/> Other (please give details) |

6. **Type of Business**
- | |
|--|
| <input type="checkbox"/> Sole Trader |
| <input type="checkbox"/> Partnership |
| <input type="checkbox"/> Limited Company |
| <input type="checkbox"/> Other |
- (please give details)
- _____

(If Limited Company please complete 7 below.)

7. Limited Company Name _____ Company No. _____

Registered Office Address _____

Post Code _____

8. Number of vehicles or stalls kept at, or used from, the food business establishment and used for the purpose of preparing, selling or transporting food.

5 or less 6 - 10 11 - 50 51 plus

9. Water supplied to the food business establishment Public (mains) supply Private supply

10. Full name of manager (if different from Operator) _____

11. If this a new business (date you intend to open) _____

12. If this is a seasonal business (Period during which you intend to open each year) _____

13. Number of people engaged in food business 0 - 10 11 - 50 51 plus (please tick one box)

Count part-time worker(s) (25 hrs per week or less) as one-half

Signature of food business operator _____

Date _____

Name _____

(BLOCK CAPITALS)

AFTER THIS FORM HAS BEEN SUBMITTED, FOOD BUSINESS OPERATORS MUST NOTIFY ANY CHANGES TO THE ACTIVITIES STATED ABOVE TO EAST HERTS COUNCIL AND SHOULD DO SO WITHIN 28 DAYS OF THE CHANGE(S) HAPPENING

HOW DO I REGISTER?

6. By filling in this form, Registration cannot be refused and there is no charge. The registration form must be sent to East Herts Council at the address shown. If the form is sent to the wrong address your application will not take effect until it is received at the proper place. If you use premises in more than one local authority area, you must register with each authority separately.
7. You must tick all the boxes which apply to your business, answer all the questions and give all the information requested. Seasonal businesses operating for a certain period each year should give the dates between which they will be open in answer to question 12. If you have any questions your local authority will help you. It is an offence to give information which you know is false.

WHAT HAPPENS TO THE INFORMATION GIVEN ON THE FORM?

8. East Herts Council will enter the details on its Register. A register of addresses and the type of business carried on at each address will be open to inspection by the public. Records of the other information provided will not be publicly available.

CHANGES

9. Once you have registered, you only need notify us of a change of business operator, if the nature of the business changes, or if there is a change of the address at which moveable premises are kept. The new business operator will have to complete an application form. If East Herts Council wishes to change the entry in the Register because of information which it receives from someone else you will be given 28 days notice and an opportunity to comment on the proposed change.

These notes are provided for information only and should not be regarded as a complete statement of the law.



General Provisions for Food stuffs

No raw materials or ingredients should be accepted by a food business if they are known to be so contaminated that even after normal hygiene procedures they would still be unfit for human consumption.

Raw materials and ingredients shall be kept in appropriate conditions so as to prevent contamination or harmful deterioration.

Food should be protected against any contamination that is likely to render it unfit for human consumption or be injurious to health.

Hazardous and/or inedible substances should be adequately labelled and stored in separate and secure containers (eg. cleaning chemicals).





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Cooling Log

N.B. All foods must be cooled to less than 8°C in less than 90 minutes. The food should then be stored in either the chiller or freezer until reheated. When reheating, all foods must reach a minimum of 75°C

Date	Dish	Core temp >75°C	Time cooling started	Time when cooled to <8°C	Chef's Signature



Personal Hygiene

Obviously anyone involved in the running of a food business should have a high standard of personal hygiene. This will be reflected in appearance, dress, behaviour and personal cleanliness. Poor cleanliness and bad habits present a risk of contaminating food. High standards of personal hygiene will reduce the risk of contamination and help to prevent food poisoning.

The following key points should be followed by all food handlers.

- They should wash their hands regularly, and especially;
 - i) On starting work
 - ii) After using the toilet
 - iii) Between handling raw and cooked foods
 - iv) After breaks for eating, drinking or smoking
 - v) After coughing, sneezing or blowing their nose
 - vi) After touching hair
 - vii) After handling refuse or waste materials
 - viii) After handling cleaning chemicals
- They should cover cuts, sores and burns with clean waterproof dressings (those of a distinctive colour are best eg. blue).

- They should wear clean, and where appropriate, protective clothing.
- They should keep finger nails short and clean and remove all nail polish.
- They should not wear jewellery other than a plain wedding ring.
- They should not wear strong smelling perfumes or aftershaves.

Persons suffering from certain medical conditions

Any person working in a food area who knows/suspects that he/she is suffering from or is a carrier of any illness or condition likely to result in food contamination by pathogenic micro-organisms (bad germs!) **MUST** advise the proprietor.

No person, known or suspected to be suffering from or to be a carrier of a disease likely to be transmitted through food (eg. by infected wounds, skin infection, sores or diarrhoea) should be allowed to work in any food handling area if there is any possibility of contaminating the food.



General Requirements for Food Premises

The following requirements are those specified by the Regulations.

Cleanliness

All parts of the premises must be kept clean and maintained in good repair and condition.

Design and Conditions

The layout, design, construction and size of the premises must

- permit adequate cleaning and/or disinfection
- protect against the accumulation of dirt, contact with toxic materials, the shedding of particles into the food and the formation of condensation or mould
- allow good food hygiene practices, including protection against cross contamination at all stages. There must be no danger of contamination by any external sources such as pests.

Provision of Lavatories, Washbasins and Sinks

An adequate number of designated wash-hand basins must be readily available.

An adequate number of lavatories must be readily available.

Lavatories must not lead directly into any room where food is handled.

Adequate natural or mechanical ventilation shall be provided to rooms containing lavatories.

Where necessary separate facilities must be provided for washing food or equipment.

Hand Washing Equipment

Washbasins must be provided with

- adequate supplies of hot and cold running water
- materials for cleaning the hands
- facilities for properly drying the hands

Ventilation

Adequate ventilation must be provided.

All parts of the ventilation system, including filters, must be accessible for cleaning and maintenance.

Provision of Lighting

Adequate natural and/or artificial lighting shall be provided to all parts of the premises.

Drainage

Adequate drainage facilities must be provided - designed and constructed to avoid any risk of contamination.

Changing Facilities for Staff

Adequate facilities must be provided where necessary.





Specific Requirements for Food Premises

Specific Requirements for rooms where foodstuffs are prepared etc. (This does not apply to dining rooms etc.)

Floor surface

Floor surfaces must

- be in good condition and easy to clean/disinfect
- be impervious, non absorbent, washable and made of a non toxic material
- be provided, where necessary, with adequate drainage

Wall Surfaces

Wall surfaces must

- be in good condition and easy to clean/disinfect
- be of impervious, non absorbent, smooth, washable and non toxic material, to such a height as is appropriate to the operation.

Ceilings and Overhead Fixtures

These must be designed, constructed and finished to prevent

- the accumulation of dirt and to minimise condensation
- the growth of undesirable mould and the shedding of particles

Windows and Other Openings

These must be constructed

- to prevent any accumulation of dirt
- where necessary, to prevent access by

insects and other pests by the presence of screens etc.

Doors

These must be

- easy to clean
- surfaced with smooth, non absorbent materials.

Surfaces Generally - including work surfaces

These must be

- maintained in good condition
- be easy to clean/disinfect
- be constructed of smooth, washable and non toxic materials.

Cleaning of Equipment

Adequate facilities must be provided for cleaning/disinfecting all equipment. The facilities must be of non corrosive materials that are easy to clean.

Adequate supplies of hot and cold water must be provided.

Washing of Food

Where necessary, adequate provisions must be provided for washing food. Every sink or other facility must

- be kept clean
- be provided with an adequate supply of hot and/or cold wholesome water (mains water is wholesome).

Equipment Requirements

All items that come into contact with food, including packaging must



- be kept clean
- be of such material and in such condition so as to minimise the risk of contamination
- be such that they can be thoroughly cleaned and where necessary disinfected. (This does not apply to non-returnable containers)
- be installed so that the surrounding area can be adequately cleaned.

Food waste and refuse generally

Food waste and refuse generally

- must NOT be allowed to accumulate in food rooms
- must be stored in suitable containers that are fitted with suitable lids
- appropriately constructed to ensure ease of cleaning/disinfection
- in sound condition

Refuse stores must be designed and managed to ensure that they

- are kept clean
- prevent access by pests
- do not contaminate food, drinking water, equipment etc.

Water Supply

Food premises must be provided with an adequate supply of wholesome water to ensure that foodstuffs are not contaminated. This will normally be by the provision of a mains water supply.

Ice must be

- made from wholesome water (mains

water is wholesome).

- stored and handled under conditions which protect it from contamination

When ice is used, it must not contaminate foodstuffs. Steam used in contact with food must be wholesome and not contain any substance that presents a hazard to health.

Wholesomeness of Food - including pest control

No food should be accepted if it is - or might be - contaminated with parasites, harmful bacteria etc. or foreign substances UNLESS after sorting, preparation, and processing it can be made fit for human consumption. Raw materials and ingredients shall be stored so as to prevent

- deterioration
- contamination

All food must be

- protected against contamination that can render it injurious to health/contaminated to the extent that it cannot be reasonably consumed.
- placed/protected to minimise the risk of contamination.
- Adequate pest control procedures must be in place - see Pest Control on the following pages.

Hazardous/inedible substances - including animal feedstuffs - must be stored in separate and secure containers that are properly labelled.





Refuse Disposal

A contract must be in place with a Registered Waste Carrier for the regular removal of refuse. The collection frequencies will depend upon the volume and type of waste, but should be sufficient to prevent bins being overfilled. A copy of the Waste Transfer Note should be obtained from the contractor and Waste Collection Receipts should also be obtained for any other waste collections, for example, waste oil.

Waste Oil

Waste cooking oil must not be disposed of down the sink or drain or in your waste bin. This practice can create blockages, and can lead to pest infestations. Such action could result in potential prosecution.

If you produce waste cooking oil as part of your catering business, then you must ensure that it is stored properly, that none is permitted to spill and that it is collected by an authorised collector (details can be obtained from the Environment Agency by calling 08708 506 506) who will take your waste to an authorised site for recovery or disposal.

Animal By-Products from Catering Premises

All waste containing or consisting of uncooked foods of animal origin should be kept separate from other waste and disposed of through an approved disposal route and clearly labelled 'NOT FIT FOR HUMAN CONSUMPTION'.

Where ordinary waste is put together with animal by-products, then the whole consignment must be treated as animal by-products and disposed of as such.

Examples of food that cannot go to landfill and must go for incineration, includes, raw sausages, bacon and gammon, raw burger, rare cooked meat (pink meat), beef jerky, Parma and Serrano ham, raw poultry, raw fish, smoked salmon, sushi, frozen raw meat, honey (in bulk and not as an ingredient) and raw eggs.

Records of such collections (e.g. transfer notes or receipts) must be maintained for 2 years to identify what animal by-product the collector has taken, where it is sent, the quantity, the date of collection and the collector.

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Pest Control

Pests carry disease and can contaminate foods. You should therefore;

- Examine on a regular basis, all food handling and storage areas to establish if an infestation exists. Common pests include rats, mice, cockroaches and other insect pests.
- On discovering an infestation you should take the appropriate action to eradicate it. (advice is always available on pest control from your Environmental Health Department).

Pests can be controlled by taking the following measures;

- Cleaning up spillages immediately.
- Storing open packs of dry goods in containers with lids.

- Investigating the cause of all damage to packaging materials.
- Maintaining your refuse storage area to avoid attracting rodents. This includes ensuring that all bins and containers have securely fitted and fastened lids.
- Ensuring that all external doors are close fitting to their frames and thresholds, preferably having metal kick plates.
- Installing fly screens over external windows and doors where necessary.
- Installing an electrically operated fly killer.
- Rotating stock regularly.



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Cleaning and Disinfection

During inspections of food premises, the cleanliness of the structure of food rooms, equipment and utensils is taken into account in assessing the business. To help ensure the safety of your food, it is essential that surfaces and equipment are:

- visually clean
- free from high levels of harmful bacteria

The following definitions must be understood, if your premises are to meet these requirements:

Cleaning: the removal of visible food debris and grease. This requires the use of physical energy, heat and/or chemicals.

Disinfection: the reduction of bacteria to a safe level. This is usually done by the use of special chemicals intended for food use, or by heat (hot water at around 82°C or steam).

Detergent: a chemical used to remove food debris and grease.

Disinfectant: a chemical used for disinfection (kills germs)

Sanitiser: a chemical which both cleans and disinfects.

Cleaning and disinfection generally consists of six steps:

- Pre-clean - remove excess food waste by sweeping, wiping or pre-rinsing.
- Main clean - loosen surface waste and grease using a DETERGENT.
- Rinse - remove loose food waste, grease and detergent.
- Disinfection - kill the bacteria.
- Final rinse - remove the disinfectant.
- Drying - remove all moisture.

Points to Remember

- With light contamination the pre-clean and main clean can be combined.
- Some surfaces do not need to be disinfected after every wash.
- Disinfect any items which come either into direct contact with food (eg. meat slicers, work surfaces, chopping boards) or with the hands of food



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handlers (eg. refrigerator door handles).

- When drying, try and let the item air-dry, but if this is not possible, then use paper towels or a clean dry cloth.
- After use, clean and dry the cleaning equipment.
- Store cleaning materials and equipment in separate cupboards or rooms, away from food. Never put cleaning materials into unmarked containers or food containers.
- Ensure staff are trained to 'clean as they go' and to clean up any spillages immediately.
- A cleaning schedule is probably the simplest way of organising routine cleaning.

Cleaning Schedules

- What is to be cleaned?
list of all items which need to be cleaned
- When is it to be cleaned?
how often each item should be cleaned
- How is it to be cleaned?
including the material and equipment to be used
- Who is responsible for cleaning?
- The precautions to be taken

How to Use a Cleaning Schedule

- Having written your cleaning schedule, prepare charts of the schedules so that they can be displayed in each room or area.
- If possible, make the charts waterproof.
- Ensure staff know their duties under the schedule and that they understand it.
- Ensure that there is supervision by management so that standards can be monitored.



Cleaning Schedule (Example)

Item to be Cleaned	Product	Method of use	Protective Clothing	Frequency	To be cleaned by
Floors	Heavy Duty	Using Degreaser:-Prepare a hot solution (half cup full per bucket of water – 2 oz/gal) using a clean mop, cover approx 10 - 12 sq. ft. Allow a few moments for solution to act before mopping over the clean fresh water	Wear rubber gloves. Suitable Footwear	Daily	Alan
Deep Fat Fryers	Heavy Duty Degreaser	Drain off fat when cold. Fill with water then add Degreaser (1 cup full per bucket of water – 4oz/gal). Boil for up to 20 minutes Brush surrounds with solution. Empty, rinse with clean fresh water. Allow to air dry	Wear rubber gloves. Plastic apron	Every 7 days	Mary
Slicers Mixers Mincers Peelers	Cleansing and Sanitising Powder	Use powder:- Prepare a hot solution (half cup full per bucket of water – 2 oz/gal). Place moveable parts in solution and soak for 2 mins. Brush or sponge all parts. Rinse with clean fresh water. Allow to air dry	Wear rubber gloves. Plastic apron	After each use	Mary
Food Preparation & Chopping Blocks	Cleansing and Sanitising Powder	Use powder:- Fill shaker with powder, then sprinkle on to a moistened surface and scrub Leave for a few moments for the powder to act. Wipe the surface with a clean moist cloth and allow to air dry	Wear rubber gloves. Plastic apron	After each use	Alan





Traceability

As a food businesses operator you should be able to identify the person or business that supplied you with food that is to be sold to others or used as an ingredient in foods that you then sell.

The aim of the Regulations is to establish a system of traceability within food and feed businesses which allows targeted and accurate withdrawals can be undertaken or information given to consumers or control officials, thereby avoiding the potential for unnecessary wider disruption in the event of food safety problems.

Food business operators should have in place systems and procedures to identify the other businesses to which their products have been supplied.

The requirement for traceability applies to all food business operators at all stages of the food chain, from primary production, food processing to distribution.

The information required must include the name and address of the supplier, the nature of the product and the date of the transaction. It is also recommended that more detailed information as to the quantity and batch/identification numbers be also kept.

If a food business operator considers or has reason to believe that a food is not in compliance with the food safety requirements they shall immediately

initiate procedures to withdraw the food from the market where the food has left the immediate control of that operator and inform the competent authorities.

Where the product may have reached the consumer, the operator shall effectively and accurately inform the consumers for the reason for its withdrawal and, if necessary, recall from customers products already supplied to them.

A food business operator shall immediately inform the local authority if they consider or have reason to believe that a food which they have placed on the market may be injurious to health.

Operators shall inform the authorities of the action taken to prevent risks to the final consumer.





Food Safety Tips for Home and Social Event Catering

Every year thousands of people suffer from food poisoning contracted from food prepared in the home or at social events at sports clubs, church halls etc where family, friends or member volunteers produce food for large numbers. At best, food poisoning is unpleasant; at its worst it can be fatal.

When producing food you must always think carefully about food hygiene and plan ahead.

Follow the golden rules for Food Safety

- Wash your hands before you start and after: going to the toilet; touching raw meat; touching the bin or touching your face or hair and touching pets.
- Stop any bacteria from raw food spreading to food that is ready to eat and remember that raw meat and poultry contain bacteria that spread easily on hands, knives and chopping boards. Wash hands and equipment after contact.
- Keep cooked and ready to eat foods above raw food in the refrigerator.
- Don't use raw eggs in uncooked products like mayonnaise, mousse, sorbets or cake icing. Buy these items ready made or use pasteurized eggs for this.
- Check that food is properly cooked, for example cut open the meat to make sure it is piping hot in the middle and the juices are running clear. Large joints and birds take longer to cook so allow enough time.
- Take extra care when cooking meat you've defrosted - if any parts are still even a little frozen it will take longer to cook.
- Try to prepare food as near to the time of intended service as possible. **Try to avoid having to cook large quantities of food the day before.**
- **It is always safest to cook food and serve straight away** but if you have to cook food in advance, cool it immediately after cooking and refrigerate. Never allow it to be at room temperature for more than 90 minutes. You can quicken the cooling process by either reducing the portion sizes, increasing the surface area, or for rice and pasta refreshing under cold running water.
- Make sure you have enough refrigerator space for ready to eat food like cold meat, cold rice dishes and sandwiches. Don't put them out until it is time to eat.
- Use a fridge thermometer to check that the fridge is running at below 5°C
- If you are catering at a large event, transport cold food in cool boxes with ice packs and try to get refrigerated display space.
- Be extra careful when catering for the very young, elderly, sick and pregnant women as food poisoning may affect them far more severely.





- If you are providing a buffet do not display the food at ambient temperatures for more than 4 hours.
- If you are in doubt about any aspect of home catering for family and friends or for larger functions, seek advice.

Further Information

More information on catering safety is available from the Food Standards Agency's at:
www.eatwell.gov.uk/keepingfoodsaf/

To seek advice from us to help you cater safely telephone please contact East Herts Environmental Health Team on 01279 655261.





Trading Standards

As a business producing, selling or distributing food you need to abide by laws governing the labelling and quality standards of the food you sell. Hertfordshire County Council Trading Standards monitors and advises business with regard to these areas of law.

Which laws apply?

Most requirements are covered by the Food Safety Act 1990. Under the Act food has a wider definition than in everyday use and covers:

- anything used as a food ingredient
- drink
- products like slimming aids and dietary supplements
- water used by a food business

Other types of 'food' such as pet, animal and plant food are covered by separate controls which are also enforced by Trading Standards.

Labelling

Practically all food displayed for sale must be accurately labelled. However, controls will vary depending on whether the food you supply is to be eaten on the premises, is prepacked or is unwrapped or loose.

Broadly, food labelling laws require you to provide information on:

The composition of food. Pre-packed food needs to show a list of ingredients in weight order. Any additives used in food sold pre-packed or loose must be declared.

Pricing. Food sold loose must have a unit price (eg. price per kilogram). In addition packages of food must be priced either on the item or by means of a price list. For food to be eaten on the premises prices must be displayed before the customer enters the supply area and also at the point where the food is ordered, although not all items need be priced.

Weight or volume. Pre-packed food has to be marked with a net weight, exclusive of the packaging. This weight must be determined by proper commercial, rather than domestic, weighing instruments.

Loaves of bread can only be sold in multiples of 400g unless they are 300g or less and therefore exempt from controls. Cakes do not need a weight.

Sometimes items such as fruit and vegetables can be sold by number (ie. so much each) if it is sensible to count them.

Datemarking: Highly perishable foods such as meat and dairy products which may cause health problems if they are too old must carry a "use by" date. It is an offence to sell food after this date. Otherwise most foodstuffs require a "best before" date to indicate the life of the product.

Fresh fruit and vegetables do not need a datemark, although sometimes this is used as the lot number which all such items must carry to identify the batch.

Class variety and origin: Fresh fruit and vegetables require a class mark. Apples,



grapes, peaches, plums, potatoes and melons must have a variety marking. You should also show the country of origin, although locally grown can be seen to indicate English.

Other labelling requirements may apply to pre-packed food. These include details of special storage conditions such as “keep refrigerated” or special conditions of use such as “heat before serving”.

Genetically Modified Foods

Since September 1999 all suppliers of non-pre-packed food (including meals and snacks sold in restaurants, pubs, canteens, takeaway food premises etc) intended for the eventual consumer must ensure that it is accurately described as to the presence of genetically modified organisms (GMO's).

Food labelling regulations require that all foods containing ingredients produced from GM Soya and Maize should indicate this fact, except where neither protein nor DNA of the genetically modified food is present.

Every food that contains GM Soya or GM Maize should be labelled;

“produced from genetically modified Soya” or “produced from genetically modified Maize”

Alternatively for premises where there is an established procedure for keeping staff informed with information about the presence of GMO's in the food supplied, a

statement to the effect that:

“some of the food sold at these premises contains ingredients produced from genetically modified Soya beans or maize”

and

“further information is available from staff”

Staff must be aware which foods contain GMO's and which do not.

If you are preparing food from ingredients/foodstuffs which arrive pre-packed, then they may already be labelled as to the presence of GMO's. However, the law only applies to food supplied to the final consumer and therefore foods supplied direct to caterers may not have the information and further enquiries will need to be made.

Quality standards

Food or drink sold or offered for sale must meet certain standards covering:

Quality. Food must be correctly described. For example cod steaks should be cut from fish - not shaped from minced cod.

Composition. Certain products must meet detailed specifications. For example a sausage must contain 50% meat, but a pork sausage must contain 65% meat.

The composition of some products is determined by local custom and practice. For example, minced beef is expected to contain less than 25% fat and this





percentage for fat levels is slowly dropping as tastes change.

Adulteration: Food must be free from adulteration or contamination. For example, pure orange juice should be made with 100% oranges.

Claims

Special claims you want to make about your product, eg. "organically grown" or "no artificial ingredients", must be true. Any nutritional claims you make, eg. "low fat" trigger a requirement to provide detailed nutritional information in a prescribed form.

The costs of getting it wrong

By breaking the law you risk:

- Prosecution under the Food Safety Act that may result in unlimited fines or up to two years imprisonment
- Recall and re-labelling of products
- Loss of reputation and business

The cost of putting things right could be financially disastrous so the need to supply correctly described food is obvious.

For further information

This information provides a brief outline of the law. For more detailed advice about how the law applies in your particular circumstances contact Hertfordshire Trading Standards at the address at the end of this booklet.



Useful Addresses

TRADING STANDARDS

Mundells
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Herts AL7 1FT
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Cambridge
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ST JOHN AMBULANCE

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Stevenage, Herts, SG1 2AD
Telephone: 01438 740044

EMPLOYMENT MEDICAL ADVISORY SERVICE

Health and Safety Executive
Woodlands, Manton Lane
Bedford MK41 7LW
Tel: 01234 220550

HARLOW OCCUPATIONAL

HEALTH SERVICE LTD
Stephen Taylor House
Edinburgh Place, Templefields,
Harlow, Essex CM20 2DJ

DEVELOPMENT CONTROL

East Herts District Council
Wallfields, Pegs Lane
Hertford SG13 8EQ

HMSO

Telephone: 0171 873 9090
Fax: 0171 873 8200
PO Box 276, London, SW8 5DT
(For Mail, Fax and telephone orders only)
General enquiries: 0171 873 0011

FOOD STANDARDS AGENCY

www.food.gov.uk

Environmental Health Unit, Community and Health Services

East Herts Council, Wallfields,
Pegs Lane, Hertford, SG13 8EQ.
Telephone: 01279 655261

Email environmental.health@eastherts.gov.uk Website: www.eastherts.gov.uk

Information can be provided in other languages,
in large print or Braille if required.





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