



FOOD SAFETY MANAGEMENT MANUAL

PFS & FTG

EUROGARAGES UK

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REFERENCES:

1. [Food traceability - Quick reference guide](#)
2. [Safer food, better business for caterers | Food Standards Agency](#)
3. [Safer food, better business for retailers | Food Standards Agency](#)
4. [Regulation \(EC\) No 1924/2006 of the European parliament and of the council of 20 December 2006 on nutrition and health claims made on foods \(legislation.gov.uk\).](#)
5. [The Food Labelling Regulations 1996 \(legislation.gov.uk\)](#)
6. [The Food Labelling \(Declaration of Allergens\) \(England\) Regulations 2008 \(legislation.gov.uk\)](#)
7. [The Management of Health and Safety at Work Regulations 1999 \(legislation.gov.uk\)](#)
8. [Food Safety Act 1990 \(legislation.gov.uk\)](#)
9. [Regulation \(EC\) No 853/2004 of the European parliament and of the council of 29 April 2004 on the hygiene of foodstuffs \(legislation.gov.uk\)](#)
10. [Guidance template \(food.gov.uk\)](#)

1. Purpose

The purpose of this document is to ensure that all Euro garages sites across the UK are protecting the customers, staff & general public from unsafe food handling practices & all food hazards.

This document will be used in conjunction with our Australian brand partners & will align to UK & EU food safety laws.

EG Group ensures that food safety is the key to all we do. EG also assures that all food suppliers, quality & the safety of its products are maintained in conjunction with Food Standards Agency (FSA), Food safety Act 1990, Food safety temperature controls regulation 1995 & (EU) Regulation 852/2004 HACCP principle & procedures. All suppliers & vendors are audited against internal & external food safety audit procedures. Any food safety accreditations are to be collected.

This food safety document is the framework for all food safety & handling procedure/processes, further details for all aspects of food safety action plan for all EG sites across the country. These HACCP plans apply to both PFS (Petrol filling stations) & FTG (food to go) outlets within the stations. Food safety regulations & guidance will be utilised & referred to within this food safety manual.

The scope of this HACCP manual is based on, & designed to comply with current regulations specified below:

- World Health Organisation (WHO) Codex HACCP guidelines
- Regulation (EU) 852/2004 HACCP
- Food Safety Act 1990
- Food Safety (Temperature Controls) Regulation 1995
- Food standards Act 1999
- Food Safety & Hygiene (England) Regulations 2013
- Food Safety & Hygiene (Wales) Regulations 2013
- Food (Scotland) Act 2015
- Food Safety (Northern Ireland) Order 1991
- Local Government EHO (Environmental Health Officers)
- Franchise partners food safety guidance- Starbucks, Burger King, Greggs
- Global industry best practice

Methods used:

- Alignment with Codex Alimentarius HACCP guidelines for best practice
- Digital recording, auditing & management of records
- Systematic approach to identifying potential hazards
- Risk rating each hazard
- Identifying controls for each hazard
- Identifying means of controlling each hazard identified
- Monitoring of the controls
- Corrective actions & application
- Regular reviews of food safety processes
- Completion of records & data storage for auditing purpose

PFS & FTG - Outlets

2. Scope

The scope of this EG group HACCP plan is:

PFS (Petrol filling stations)

- Supplier deliveries
- Storage
- Food preparation (if any)
- Display for sale

FTG (food to go) outlets

- Supplier deliveries
- Storage
- Food preparation
- Display for sale
- Dine in consumption
- Delivery to consumer (just eat/deliveroo etc.)

3. Objective

Each EG site shall have a documented food safety management plan based around or directly from the safer food better business (SFBB) document provided by the FSA (Food standards agency). The plan will be available on all EG sites & available online.

Each site will have franchise specific SOPs (standard operating procedures) in line with government guidelines & specific operation manuals as provided by the franchisee (Starbucks, BK, KFC etc.) All food to go outlets will have store operating procedure manuals & they will be specifically designed for the individual outlet.

Each EG Site is committed to the continuous improvement of its Food Safety Plan and the continual review and upgrading of its SOPs.

The main objectives is to:

- Protect the health and safety of our customers
- Protect our EG employees and brand
- Ensure the Food Safety Manual and Plan is assessed, monitored, and reviewed on a regular basis to minimise risk to the consumer, EG and the community at large.
- Train all staff involved with food handling and food service, to enable them to understand, participate in, and effectively apply the Food Safety Plan.
- Provide timely consumer support where any products have not met market or consumer expectation; and

- Minimise quality cost to the EG Group.

The implementation of the Food Safety Manual and policy is a management responsibility. The achievement of Food Safety and Quality Compliance is a collective EG Group responsibility and requires the total commitment of all employees to provide safe food to the community.

4. Food safety

EG is committed to the sale of safe food products that meet consumer expectations, whilst complying to all National & Regional Government Legislation. EG uses the following as legislation & regulations for the creation, compliance, and maintenance of its Food Safety Manual:

- Regulation (EU) 853/2004 HACCP
- Food Safety Act 1990
- Food Safety (Temperature Controls) Regulation 1995
- Food standards Act 1999
- Food Labelling Regulations 1996
- Food Safety & Hygiene (England) Regulations 2013
- Food Safety & Hygiene (Wales) Regulations 2013
- Food (Scotland) Act 2015
- Food Safety (Northern Ireland) Order 1991
- Local Government EHO (Environmental Health Officers)

5. Responsibilities for Food safety

It is the responsibility of all staff to provide customers with safe food. It is also everyone's responsibility to ensure that all food practices & procedures are of the highest possible standard in accordance with Food safety standards. Management & supervisors at all EG sites have a responsibility to ensure that they & their teams are fully compliant with all food safety legislation & regulations as laid down in this manual.

6. Internal review and Action plans

Internal food safety audits are conducted by area & regional managers on a per visit basis, they are also checked by the compliance teams- including; internal audit teams, H&S safety audit team & external auditors (QASA in example for Starbucks). These are usually based around risk ratings/levels of the site in question. Most visits are carried out physically in store, however they may be carried out remotely. All audits are to ascertain site compliance with all processes & procedures, and that any non-conformities or corrective actions can be identified if standards are not met.

Action plans will be created to close out by each site, these will be time dependant on the nature or severity of the non-compliance. 30 days will be generally given to achieve this, however any that cannot be achieved in 30 days will require agreement and written approval from the management team. They will be managed outside of the corrective action plan & not reported on in monthly corrective action reports.

7. Food Safety Team

EG Group has a Food safety management team, which is headed up by 3 individual managers world-wide:

- Food safety manager UK & Ireland
- Food safety manager Australia
- Food safety manager North America

Each has their own remit as to how food safety processes, legislation & regulations are issued to all EG sites & that they are fully employed. All team members are fully aware of their roles & responsibilities in full. Adequate training, information & resources are to be made available for all staff, any shortfalls in knowledge & ability are to be indicated & a plan of action raised.

All aspects of food safety will draw on the resources available to them from the wide spectrum of suppliers within the group & share the collective information gathered for the benefit of the business.

All management within each EG site are to ensure that all of their staff are correctly trained in accordance with a food safety legislation in accordance with the internal training matrix.

8. Food Safety Team Role Description

Head of convenience

- Ensure only suppliers who meet the EG suppliers assurance program are utilised in stores.

Category Managers

- Ensure that potential suppliers are fully vetted through the Supplier Approval Program

Brand Managers

- Responsible for providing the link between EG group & the specific brand, inclusive of resources, training, equipment & brand specific food safety training. Aligning this with EG groups own specific food safety training. Maintaining brand compliance with internal & external audits. Site reviews, conditions & maintaining food safety performance across the brand.

Regional/Area Managers

- Responsible for providing adequate resources & guidance to effectively manage the overall food safety program & support programs across multiple sites. Carries out Internal audits of their brand & ensures that all processes are carried out compliantly. Ad-hoc site reviews will be carried out to ensure that all food safety processes are being carried out correctly.

Site Manager

- They are the Food safety supervisor for their specific location. They are responsible for the maintenance of the food safety program at the specific site. Ensuring strong communication with all site staff of all aspects of food safety. Provision of adequate resources. Ensures that all staff are provided with annual food safety training in line with policy. Has oversight of the site based food safety support programs. Controls the site cleaning & maintenance programs. Maintains all monitoring sheets & ensures that all staff members who are allocated tasks carry them out in a timely manner.
- Monitors & controls all deliveries, ensures that they are received, processed & stored correctly. Any defects or deficiencies are registered. Ensures that all storage areas are maintained & are fit for purpose.
- Liaise with the brand & category managers to ensure that the correct items are available to their specific store. Stock management is maintained- FIFO (First in, First out). Stock levels are maintained & is not overstocked.

Team Members

- Are directed by the site manager, all tasks will be carried out in a food safe manner at all times. Carryout & complete all daily paperwork as directed by the site manager.
- Carry out & complete food safety training when directed as part of annual training.
- Ensure that all deliveries are received, checked & stored in accordance with procedures & reporting any defects or deficiencies to the site management.

9. Roles & Responsibilities

Food Safety Manager

- Build a culture of Food safety through management commitment to food safety & quality.
- Focus based on guidelines & controls within risk assessment & food safety plan.
- Ensure that all food safety manuals & plans meet & exceed global best practice are up to date & in an auditable standard.
- Have alignment with all food safety standards & expectations of all brand partners, ensuring that we meet any requirements they require where possible.
- Ensure that all stores are compliant towards food safety & food standards.
- Investigate customer complaints & incident reports.
- Ensure that EG's compliance plan captures all site specific registration requirements.
- Ensure that all internal & external audits are completed in a timely manner.
- Ensure that all product recall & withdrawal procedures are carried out & reported as necessary.
- Identify or respond to any non-compliances, inclusive of root cause analysis.
 1. Use of the 5 whys is encouraged.
- Monitor action plans to completion.
- Ensure that EG is managing food safety according to national legislation & in collaboration with local authority.

National Retail Operations Manager

- Have an oversight of all operational food safety within all retail operations.

FTG Director

- Have an oversight of all operational food safety within all FTG operations.

Head of convenience

- Ensure only suppliers who meet the EG suppliers assurance program are ranged in our stores.

Category Managers

- Ensure potential suppliers are vetted through EG Pre-engagement & acceptance process to ensure that only safe & wholesome food is offered for sale.
- Ensure that product safety & quality guides are provided by suppliers so these guides can be made readily available at all EG sites.

Brand Managers

- Ensure that all sites are fully prepared for service delivery.
- Ensure all relevant legislation is fully employed in each of their specific sites.
- Ensure that all training processes are in place for all levels of staffing & that all are fully aware of their individual roles & responsibilities towards food safety. Collect feedback from site managers for improvements that can be made to the food safety plan & escalate back to the Food safety Manager.
- Ensure all customer complaints are thoroughly dealt with & in a timely manner.

Regional/Area Managers

- Carryout & complete informal audits of site documentation & practices.
- Carryout & complete all food safety training & ensure that all staff are compliant. Ensure that any feedback is collected & fed back to the Brand managers and onwards to L&D team for registration of training.
- Monitor, process and ensure that all customer complaints are handled and actioned in a timely and efficient manner.

Site Manager

- Ensure that Food safety standards are applied, implemented, documented and verified as directed under the plan.
- Ensure that all food safety records are completed, maintained and retained as required as per the requirements of the food safety policies and procedures.
- Ensure that all staff under their remit are carrying all food safety practices towards critical control points are carried out and completed as required by the SOPs.
- To ensure that all corrective actions are managed correctly and preventive actions are implemented, where critical control point monitoring indicates that control has been lost. Root cause analysis must be carried out to determine the cause of deviation and implement improvements. Action plans to improve control are to be implemented and created.
- Ensure that all team members have carried out food safety training in line with EG group requirements.

Team Members

- Ensure that all food safety and quality measures are maintained and that the standards are maintained to the highest standards possible. Ensure that all food safety documentation is completed as directed by the site manager.

10. HACCP Plan

The HACCP plan is developed according to the World Health Organisation guidelines under Codex Alimentarius HACCP (HACCP). HACCP stands for Hazard Analysis Critical Control Points.

Hazard Analysis

Hazard analysis is the risk assessment of points along the supply chain which may if not controlled appropriately cause illness or injury to a customer or consumer of the product. A hazard is described as being either Biological, Chemical, Physical and /or Allergenic. Understanding the risks associated with each can dramatically reduce the potential of a foodborne illness. Each have their own unique characteristics, but all can be avoided through robust food safety management systems. (FSMS).

A hazard is determined by assessing the points along the supply chain where a hazard could be introduced. Once we have assessed the hazard we use a decision tree to determine its severity and potential as a Critical Control Point (CCP). Example of this would be food deliveries to any sites would fall under this legislation:

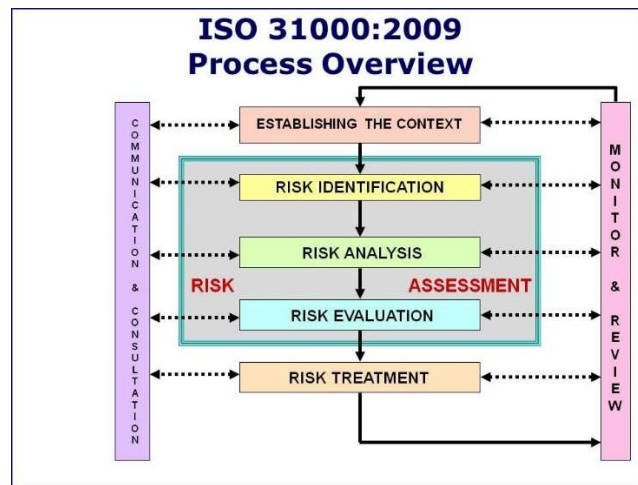
[Regulation \(EC\) No 852/2004 of the European parliament and of the council of 29 April 2004 on the hygiene of foodstuffs \(legislation.gov.uk\)](http://legislation.gov.uk/uk/2004/852/2004/29/4/29)

This is a brief description of a cold chain: (A cold chain is a temperature-controlled supply chain. An unbroken cold chain is an uninterrupted series of refrigerated production, storage and distribution activities, along with associated equipment and logistics, which maintain quality via a desired low-temperature range. It is used to preserve and to extend and ensure the shelf life of products, such as fresh agricultural produce, seafood, frozen food, photographic film, chemicals, and pharmaceutical products. Such products, during transport and when in transient storage, are sometimes called cool cargo. Unlike other goods or merchandise, cold chain goods are perishable and always en-route towards end use or destination, even when held temporarily in cold stores and hence commonly referred to as "cargo" during its entire logistics cycle. Adequate cold storage, in particular, can be crucial to prevent quantitative and qualitative food losses).

An example: Frozen food is delivered to our sites- Sausage rolls in boxes. Each delivery has an invoice and also a temperature monitoring receipt indicating the delivery trucks temperature at the time of delivery -18°C or lower. All "goods in" are checked for quality- (to prevent Physical contamination) damage and temperature is maintained below -18°C, this to maintain bacteria suppression and prevents growth. All of these are recorded for audit purposes. These checks are made past the Critical Control Point of the front door using the critical control of -18°C. The sausage rolls are then stored in a freezer at -18°C or lower to maintain the quality and food safety of the product. They would be then defrosted using a chill room or fridge to bring the temperature to 5°C, once they have reached suitable state of thaw (no frozen parts) they are then placed in an oven to cook to a minimum core temperature of 73°C in England, 75°C in Scotland, this must be tested with a calibrated food probe. Once this product has achieved this core temperature all bacteria are dead. This is HACCP- Controlling hazards at critical points using temperatures and time.

Risk Assessment

Risk assessment: “is defined as the process of assessing risks associated with each of the hazards identified, so the nature of the risk can be understood. This includes the nature of the harm that may result from the hazard, severity of that harm and the likelihood of this occurring.” [The Management of Health and Safety at Work Regulations 1999 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukhr/1999/269/pt1/chapter2/section1)



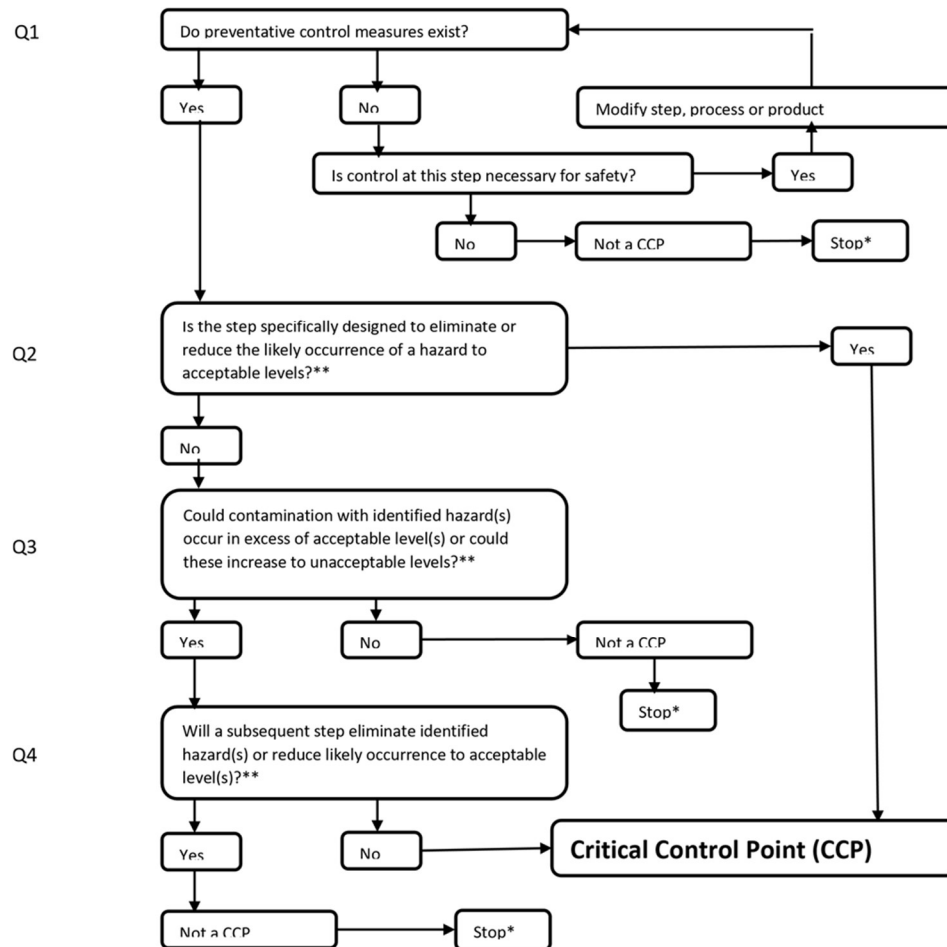
As in the example of the ISO 31000 process review risk assessment is a structure, or framework, which allows our business to assess and manage risks. It gives us steps to follow so we can anticipate most problems and identify measures to mitigate their impact. When properly implemented, the risk management process can help the EG Group as a whole:

- Ensure our customer safety
- Identify threats and opportunities
- Minimize losses
- Improve operational efficiency and effectiveness
- Encourage personnel to identify and treat risks
- Improve risk management controls

Critical Control Points (CCP)

A Critical Control Point decision tree is used to determine where a CCP is applied. A Critical Control Point is a step at which control can be applied and is essential to prevent or eliminate food safety hazard or reduce it to an acceptable level. A control is to manage the conditions of an operation to maintain compliance with established criteria. The state where correct procedures are being followed and criteria are being met. An example of this would be the temperature check of Ice cream entering the site. The recording of a temperature less than -18°C leads to a subsequent quality check. The action coming from the Control point is fast freezing to return it to its correct core temperature or disposal of product if it has gone too far into defrost as the quality would be compromised. A Critical Control Point creates a gate to action.

The Critical Control Decision Tree is:



Once a CCP or QCP is determined a Hazard audit table (HAT) as below is completed.

STEPS	CONTROL MEASURES	CRITICAL LIMITS	FREQUENCY OF CHECK	CORRECTIVE ACTIONS (All corrective actions to be recorded in the Food Safety Records book)
Preliminary checks	Conduct visual inspection for damaged cartons and contaminated product	No broken or torn packaging No sign of insects or rodents	Each delivery	REJECT carton

From this a Food Safety Plan Chart is created. Below is an example:

Critical Control Point (CCP)	Significant Hazard	Critical Limits	Monitoring				Corrective Actions	Records	Verification
			What/Where	How	Frequency	Authorised staff			
CCP #1a Inspection of incoming vehicle & goods	Physical	No evidence of physical damage, foreign matter or infestation	Product integrity at receipt	Visual check	Each delivery	Authorised staff	1. Reject the delivery/affected goods. 2. Notify the supplier.	Goods inward Summary	Signed daily by Authorised manager

Definitions

- **CCP** – A Critical Control Point is a step at which control can be applied and is essential to prevent or eliminate a food safety hazard or reduce it to an acceptable level.
- **CP** – Any step at which biological, chemical or physical factors can be controlled.
- **QCP** – A process step at which control is required to prevent or eliminate a quality defect or reduce it to an acceptable level.

The Control Points identified in EG food safety plan across all sites are:

- CP1- Pre operational checks
- CCP 2 – Delivery of food products
- QCP 1 – Delivery of food products
- CP 2 – Storage of food products
- CCP 3 – Heating and Reheating of food products
- QCP 2 – Heating and Reheating of food products
- CP 3 – Holding of food products
- QCP 3 – Holding of food products
- QCP 4 - Handling of food products
- QCP 5 – Serving of food products
- CP 4 – Controlling the environment

EG FSR Example				
From the Hazard Analysis and Risk assessments and the identified CCP and QCP we create our Hazard Audit tables. We then develop and rollout control charts (as below) for display and use by our team members.	RECEIPT		STORAGE / DISPLAYS / SERVED	
	Surface Scan	Product Probe	Surface Scan	Product Probe
Chilled Consumables (Milk Cream Beverages)	-1 to 5°C	Maximum 5°C	1 to 8°C	No warmer than 8°C
Chilled Foods (Bacon Cheese Cakes Pastries Fruit Breads)	0 to 5°C	Maximum 5°C	1 to 8°C	No warmer than 85°C
Coffee and Chocolate	10 to 25°C	Maximum 25°C	15 to 20°C	No warmer than 20°C

Fresh Eggs	If delivered ambient can be stored ambient or chilled to no warmer than 18°C	Not applicable	No warmer than 18°C	Not applicable
Frozen Foods (Ice Cream, Pastries, Cakes, Muffins, Paninis, Sandwiches)	No warmer than -18°C	Ice creams no warmer than -18°C	-18°C to -21°C	No warmer than -18°C
Hot Foods (Cooked in Merry chef, Rational or Microwave)	N/A	N/A	Minimum 73°C	Minimum 73°C
Espresso coffee shot	Minimum 94°C	Minimum 94°C	Not applicable	Not applicable
Milk Frothing Latte Milk Frothing Cappuccino	Minimum 60°C to 65°C Minimum 60°C to 65°C	Minimum 60°C to 65°C Minimum 60°C to 65°C	Not applicable	Not applicable

These guidelines ensure that the teams are able to quickly define the guiding parameters that are acceptable at any point in time within the outlet.

11. Food Safety Plan

Using the HACCP guidelines, we will implement a food safety plan for our business. This will be a live document/program that will outline how we as a business will be proactive in how we identify and control food safety hazards whilst handling or manufacturing food. It is designed and managed by Food safety specialists within the company on behalf of the business as a whole.

The roll out of the food safety plan across the business and all sites ensures that we have implemented controls and action plans that give confidence the food we sell is of the highest quality and safety standards. A solid understanding of the food safety plan process and procedures by our site managers and team is critical to the successful delivery of good food safety practices.

A Food safety plan should:

- Identify all potential food safety hazards that may be reasonably expected to occur in the food business' operations.
- Identify solutions for controlling these hazards.
- Include daily records that demonstrate regular measurement and observation for each of the controls.
- Provide procedures for corrective actions when a hazard is found to not be under control.
- Provide for the regular review of the program by the food business to ensure its adequacy.
- Include a documented mechanism that outlines basic food safety procedures should the food safety supervisor become absent.

The food safety plan chart should be prominently displayed in store noticeboards, within store rooms & staff rest areas for all staff to read and take the information in for reference to.

Critical- a critical non-conformance is defined as having a direct food safety impact without appropriate action by the organisation when observed and/or when financial/legal and/or certification integrity are at stake.

Major- a major non-conformance is defined by as adversely affecting safety related to products, persons or property.

Minor- a minor non-conformance is defined as any non-systemic, isolated non-conformance that does not adversely affect the usability of a product, performance of a service, or the integrity of the quality system.

Element s and Control Points	Control Measures	Control Limits	Frequency	Non Conformance Rating	Corrective Actions to be recorded in the Food Safety Records book
CCP QCP CP	Critical Control Point Quality Control Point Control Point	Checked as per the table below			CCP - Must be inspected-product may be rejected if out of specification CCP - Must be inspected-product may be rejected if out of specification CP - Report to the manager if out of specification
CCP 1 Visual checks	Check delivery is from approved supplier and has relevant paperwork	Vendor on Approved Supplier Program with Correct paperwork	Each delivery	Critical	REJECT delivery
QCP 1 Delivery of Food Products	Conduct visual inspection for damaged cartons and contaminated product	No broken or torn packaging No sign of insects or rodents	Each delivery	Major	REJECT carton
Business Rule:	Keep it cold:	Chilled $\leq 5^{\circ}\text{C}$ Frozen $\leq -18^{\circ}\text{C}$	NEVER WARMER Chilled Foods - 0°C and $+4^{\circ}\text{C}$ Never warmer than $+5^{\circ}\text{C}$ Frozen Foods and Ice Cream -18°C Never warmer than -15°C		
CCP 1 Delivery Frozen	Check temperatures using the infra-red. If above -18°C , repeat check using calibrated and sanitised probe thermometer between two frozen products	Not above -18°C	Each delivery	Major	If temperature exceeds -15°C REJECT delivery

CCP 1 Delivery Chilled	Check temperatures using the infra-red. If above 5°C, check internal temperature using the sanitised probe	Not above 5°C	Each delivery	Major	If temperature exceeds 5°C, REJECT delivery
QCP 1 Delivery of all prepared food and food components	Check use by dates on products	Refer to the Product Quality & Use by dates Quick Guide	Each delivery	Major	Products that do not meet minimum shelf life or use by/ best before dates REJECT product
CCP 1 Delivery of all chilled and frozen deliveries	Timely transfer of stock to onsite fridge/freezer	Must be completed within 20 minutes	Each Delivery	Major	If transfer cannot be completed within 20 min, check temperature again. If outside acceptable limits, stock must be dumped
Business Rule:	Verify:	20 mins out of cold	When CHILLED FOODS are being un-loaded or dispatched the Maximum out of chiller time limit is 20 minutes. When FROZEN FOODS are being un-loaded or dispatched Maximum out of chiller time limit is 20 minutes.		
CP 2 Storage Frozen	Check temperatures using the infra-red. If above -18°C, repeat check using sanitised probe between two products	Not above: -18°C No signs of defrosting	3 times per day	Major	Re-check temperature every 30 minutes for 2 hours until within range. If limit still exceeds requirement, log a work order for a technician to attend. Dump affected product
CP 2 Storage Chilled	Check temperatures using the infra-red. If above 5°C, check internal temperature using the sanitised probe	Not above 5°C	3 times per day	Major	Re-check temperature every 30 minutes for 2 hours until within range. If limit still exceeds requirement, log a work order for a technician to attend. Dump affected product
CP 2 Stock rotation	First in, First out	Use by date Best before date	Each delivery	Major	Dump product
Business Rule:	Keep it hot:	63°C to 86°C	All product must be heated or held to core temp of 73°C minimum cook core temperature. Hot held food items must remain above 63°C		
CCP 3 Re-heating	Check temperature at end of bake/heating cycle using the infra-red. If under 73°C, repeat check using sanitised probe	Not below 73°C	Every bake / cook cycle	Major	Dump affected product If subsequent temperature failure, log a work order for a technician

QCP 3 Holding Hot	Check temperature after 4 hours in the display using the infra-red. If temp is below 63°C, repeat check using sanitised probe	Not below 63°C	3 times per day	Major	Dump affected product and investigate cause
Business Rule:	Keep it cold:	Chilled ≤8°C Frozen ≤ -18°C	Chilled Foods - Never warmer than +8°C Frozen Foods and Ice Cream Never warmer than -18°C		
QCP 3 Holding Chilled	Check temperatures using the infra-red. If above 8°C, check internal temperature using the sanitised probe	Not above 8°C	3 times per day	Major	Dump affected product and investigate cause
QCP 3 Storage of all chilled and frozen products	Maintain load limits	Not above 8°C Not above -18°C No signs of defrosting	3 times per day	Major	Re-check temperature every 30 minutes for 2 hours until within range. If limit still exceeds requirement, log a work order for a technician to attend. Dump affected product
QCP 3 Holding Ambient	Check shelf life and product packaging	Use by date and Best before date	Daily	Major	Dump product
QCP 3 Holding All	Inspect product before use and before displaying	Visual check	Before use or displaying	Major	Dump affected product and investigate cause
QCP 3 Holding product at end of trade	Wrap exposed food at the end of trading day	Maintain product quality	End of day	Major	Assess product quality and dump as necessary
Business Rule:	Clean as you go	Always	Keep it clean by cleaning as you go.		
QCP 4 Handling product	Use clean and sanitised utensils to handle unwrapped product	Maintain product quality	At every CCP	Major	Dump affected product
QCP 5 Serving product	Use clean and sanitised utensils to handle unwrapped product	Maintain product quality	Each time food is handled	Major	Dump affected product
CP 4 Cleaning	Clean & sanitise surfaces as required	Maintain cleanliness	At every CCP	Minor	Dump affected product
CP 4 Personal hygiene	Maintain personal hygiene	Personal hygiene	At every CCP	Minor	Dump affected product

Business Rule	Document your results				Always record your results accurately in your Food Safety Record Book
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12. Vendor Assurance Program (VAP)/ Supplier Approval Program (SAP)

Purpose

To manage the risk of food safety incident occurring to our customers.

We use a Supplier Approval Program (SAP) and ongoing Vendor Approval Program (VAP) to ensure that products supplied to Euro garages Group are manufactured and then managed ongoing along the supply chain in a food safe manner.

The Supplier Approval Program (SAP) is the initial review of the customers Food safety and Quality Management Systems. These initial reviews ensure the supplier is already meeting legislative requirements and food safety regulations and standards. We review their standards and audit the results, ensure that they are licensed and conforming, carrying the appropriate insurances and guarantees. We then risk rate them for ongoing audit and review.

The Vendor Assurance Program is the ongoing review of the supplier. At a maximum of yearly cycle suppliers are required to undergo the normal Food Safety Certification Audits. The results are then forwarded to EG Group. Analysis takes place of results and non-conformances and new risk rating is created. This then rates the cycle for audit and review for the next 12 months. The supplier will also forward their yearly insurance and registration renewal notices. These are then stored in the Quality Management file on the shared drives.

We review rate and manage the risk of the foods being or becoming contaminated during the supplier approval process. High risk food suppliers will be the main focus of the program with lower risk suppliers treated according to risk rating.

The Category management team in co-operation with the Food Safety Manager will determine which suppliers are classed as high risk to the EG supply chain.

What are High Risk Foods?

High-Risk foods, also called potentially hazardous foods, are foods that are more likely to harbour dangerous bacteria and other disease-causing pathogens. High-risk foods must be kept within a certain temperature range to minimise bacterial growth or the formation of toxins that can cause food poisoning.

What makes some foods riskier than others?

Foods that are considered high-risk have certain characteristics that support the growth of pathogenic microorganisms. These characteristics include:

- Neutral acidity (pH over 4.5 or “mild acids”)
- Nutrients (High in starch or protein)
- Moisture

If the combination of these factors creates a favourable environment for dangerous germs and food is not kept under temperature control, they can grow and manifest toxins that can cause food poisoning.

While the formation of toxins is generally associated with pathogens, it can also result from decomposition.

Examples of high-risk foods include:

- Meat And poultry (cooked or raw)
- Eggs (cooked or raw)
- Dairy products
- Seafood
- Prepared fruits and vegetables
- Unpasteurised juices
- Cooked rice, fresh or cooked pasta
- Foods that contain any of the above

Raw salad vegetables and fruit can also harbour disease-causing microorganisms, especially if they won't be cooked before eating (e.g. lettuce, cucumbers). Fruits and vegetables can become contaminated if they come in to contact with contaminated water supplies, surfaces or equipment; contaminated food; pests; or food handlers who are sick or have poor hygiene standards.

Many of our ready to eat (RTE) products contain some number of these high risk items in sealed fresh containers (e.g. prepared salads, sandwiches). We must ensure that we focus on the risk reduction in our Supplier Approval Program.

Mandatory requirements of the program are:

- Products sold by an EG outlet must be supplied by an approved supplier holding a current food safety supplier certification based on the HACCP principles.
- Products sold by EG must have been assessed by EG Commercial as fit for purpose.
- No delivery will be accepted unless the supplier has met the minimum requirements of the VAP/SAP.
- The supplier is responsible to inform EG Group in writing and/or update the program annually. This must occur immediately if a product or specifications change takes place.
- The product specifications are held in the Vendor Assurance Approval program in the EG shared drive.

Minimum details required include but are not limited to:

- The product description.
- The product specifications.
- The supplier accreditation licensing for audit or customer purposes.
- The most recent audit non-conformances report and audit report.
- Copy of most recent audit certification.
- If applicable- licenses for that type of product.
- Supplier's current personal and product liability insurances.
- Specific product packaging and labelling details.
- Ingredients, allergen warnings (if relevant), nutritional information, Health claims, country of origin, date coding, storage conditions, etc.

- Minimum shelf life of date coded product into store.
- Country of origin statements and that they can be verified/substantiated.
- Any food contact packaging is approved for food use.
- If possible, inspection of the premises and vehicles, to ensure they are hygienic and fit for purpose.

In certain circumstances a for high risk products hard copy records will be required to be sighted for the Supplier Register. They may include:

- A full list of all food suppliers to the food business including:
- Full address details of their business premises.
- Contact details of the supplier.
- HACCP or other relevant Food safety accreditation/certification (where applicable).
- Applicable licenses and accreditations for each supplier.
- Public/products liability insurance details showing currency and appropriate liability level.

13. Food/Site Safety Supervisors

Each site serving ready to eat food and preparing beverages will require a current Site supervisor who also doubles up as the food safety supervisor for the outlet. They are also responsible for the training of all staff under their remit. They must ensure that all food safety policies and practices are complied with at all times.

All staff complete the FSA recommended level 2 food safety training via EG online training portal. Which all staff must complete annually.

We are looking to get all food safety supervisors trained to a level 3 supervisory qualification in the near future using Royal Society of Public Health (RSPH) as the awarding body. Training will be delivered in house and certification via RSPH costing approximately £30 for certification.

14. Food Safety Record Book

The Food safety book adopted by EG Group UK is Safer Food Better Business (SFBB). It holds all of the key requirements needed by a business to carry out all food safety compliance.

[Safer food, better business for caterers | Food Standards Agency](#)

We utilise this in conjunction with the partner brands own specific food safety systems and incorporate all aspects. The booklet contains templates for the following areas:

- Opening checklist
- Closing checklist
- Goods received
- Temperature monitoring
- Cleaning schedules
- Staff competency
- Roster
- Hygiene and dress specifications
- Refrigeration, freezer checks
- Cooking, reheating and cooling techniques
- Storage

- Allergens
- RTE foods
- Maintenance
- Daily diary
- Supplier list
- Product recall
- Contact list

All food safety records are to be held for 12 months on site for audit purposes.

15. Pre-start up and Closing food safety checks

All sites will complete a pre-opening walk round and check to ensure that the site is food safe and all practices are in place, prior to any food preparation taking place. Sites should be ready for trade and all critical control points have been and will be monitored and recorded as required. The reverse should be completed on closedown of the store ensuring all documentation for the day is collated and placed with the food safety folder. Below is direct extract from safer food better business (SFBB).

- **OPENING CHECKS you should do these checks at the beginning of the day:**
- You can also add your own checks to the list.
- Your fridges, chilled display equipment and freezers are working properly.
- Your other equipment (e.g. oven) is working properly.
- Staff are fit for work and wearing clean work clothes. Food preparation areas are clean and disinfected (work surfaces, equipment, utensils, etc.).
- All areas are free from evidence of pest activity.
- There are plenty of handwashing and cleaning materials (soap, paper towels, sanitiser, etc.).
- Hot running water is available at all sinks and hand wash basins.
- Probe thermometer is working and probe wipes are available.
- Allergen information is accurate for all items on sale.
- **CLOSING CHECKS you should do these checks at the end of the day:**
- You can also add your own checks to the list.
- All food is covered, labelled and put in the fridge/freezer (where appropriate).
- Food on its Use By date has been thrown away.
- Dirty cleaning equipment has been cleaned or thrown away.
- Waste has been removed and new bags put into the bins.
- Food preparation areas are clean and disinfected (work surfaces, equipment, utensils etc.).
- All washing up has been finished.
- Floors are swept and clean. 'Prove it' checks have been recorded

16. CP1, CCP1 and QCP 1

Pre operational checks, goods in checks and receiving goods assessment.

Example of delivery monitoring:

If a product temperature is taken and the recorded temperature is not within the guidelines for hot or cold products, record the temperature above and follow the procedure below: • Enter the date and product in the first two boxes. Record the product temperature, along with the time and initials in the "First Logged Temperature" area. • Determine the possible corrective action (e.g. place product back into walk-in cooler, turn the food warmer temperature dial up or down, etc.). Record the corrective action taken. • Take and record the temperature of the same product 30 minutes later. If the temperature has recovered, close out the entry with an owner/manager signature. • If the product is still outside of the acceptable temperature guidelines, then continue to take corrective action. Record the corrective action taken. • Take and record the product temperature in another 30 minutes (60 minutes later than the initial temperature recording). • If the product still has not reached its proper temperature, it must not be served to customers. • The corrective action at this time is to properly label it "Do Not Use" and set product aside to be discarded by owner or manager. * The four most recent Temperature Recording & Action Logs must be kept in the restaurant for review																																																																																																																																																						
Delivery Temperature Log Week Commencing: ___/___/___ Frozen Foods: Should be -18°C Reject: If warmer than -15°C Chilled Foods: Should be +1 to +5°C Reject: If warmer than +8°C <table border="1"> <thead> <tr> <th colspan="7">FROZEN</th> <th colspan="6">CHILLED</th> </tr> <tr> <th>Date</th> <th>Product</th> <th>Temp.</th> <th>Time</th> <th>Emp. Initials</th> <th>Drivers Initials</th> <th>COMMENTS/ACTION</th> <th>Date</th> <th>Product</th> <th>Temp.</th> <th>Time</th> <th>Emp. Initials</th> <th>Drivers Initials</th> <th>COMMENTS/ACTION</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table>												FROZEN							CHILLED						Date	Product	Temp.	Time	Emp. Initials	Drivers Initials	COMMENTS/ACTION	Date	Product	Temp.	Time	Emp. Initials	Drivers Initials	COMMENTS/ACTION																																																																																																																
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To ensure that all goods are accepted in to the store conform to quality and food safety standards. As per section 14, we ensure that all staff members are fully aware of the opening and closing procedures for each outlet.

Purpose

To ensure that all goods received in conform to the quality and food safety standards required.

This procedure addresses:

- CP 1 Pre-operational checks

Pre Operational Checks (CP1)

- All cool rooms, freezers and fridges must be inspected to ensure:
 1. Equipment has been cleaned and sanitised to a food safe standard as per cleaning schedules.
 2. No product is sitting on the floor prior to new stock being received.
 3. Product is cycled into site on a first in, first out basis (FIFO).

Delivery Vehicle Checks (CP 1)

- Suppliers will verify during the Supplier Approval process that all deliveries will meet EG Food safety standards.
- It is the suppliers' responsibility to ensure that all delivery vehicles under their control are food safe, have a current operator's license/registration in line with government legislation and is maintained to ensure that they meet all the requirements for safe delivery to EG sites.

Corrective actions

- As per the above table all deliveries are monitored on arrival. All non-conformances are recorded on this table and will be referred back to the supplier for immediate response. All corrective actions will be logged in this document.

Product Quality Checks (QCP 1)

- When the load passes the above checks, the delivery may be unloaded subject to the following quality checks.
 - Date codes must be checked to ensure that goods have an adequate shelf life on delivery.
 - ❖ This is checked off against minimum shelf life at receipt for perishable stock;
 - ❖ For products not on this list, simply checking for evidence of a code is sufficient.
 - ❖ Non-food items are checked for date codes.
 - ❖ Check minimum shelf life is delivered on drinks and crisps.
 - Each case is checked for:
 - ❖ Physical damage i.e. holes, leaking, crushing, unsealed, torn cartons, and broken glass.
 - ❖ Evidence of foreign matter or odour: i.e. dirt, excessive dust, glass, spoilage.
- Deliveries of cracked or dirty eggs must be rejected immediately.

Temperature Checks (CCP 1)

This Procedure addresses:

- CCP 1 and QCP 1 – Inspection of incoming vehicle and goods.

Every delivery of both chilled and frozen goods must be checked off. Frozen and chilled must be stored within 20 minutes of receipt.

- Temperature measurement of foods delivered.
 - Evidence of any perishable dairy lines that are delivered partially frozen, is not a food safety issue. It may result in rare, minor quality issues. The manager should assess to determine whether the stock is acceptable based on quality guidelines.
 - Frozen and refrigerated stock is accepted and placed in freezer or cool room storage within 20 minutes of delivery. No such stock is to be left unsupervised at the delivery area or between breaks.

Corrective Actions

Product review for corrective action should be based on the food safety and quality risk. Any food safety product of risk to the consumer should be rejected immediately.

In the event of a **product quality problem**, the following actions are to be taken:

- **Physical Damage:**
 - Each individual item is inspected from the load. Damaged items are to be quarantined from the delivery and indicated on the delivery invoice as damaged and rejected. The delivery note is then to be signed by person receiving the delivery and the driver, this is then recorded on the delivery monitoring form - indicating what the issue is and the corrective actions taken. All rejected produce will be taken by the supplier back for disposal and credit note or replaced by the supplier. The remainder of the delivery if no further issues found will be accepted and stored correctly.
- **Evidence of foreign matter or odours:**
 - The load should be immediately quarantined until the source of the issue is located.

- Immediate rejection of delivery if any hygiene or infestation risk is apparent.
- Immediate rejection if evidence of damaged or dirty eggs.
- **Insufficient shelf life:**
 - Immediate rejection of delivery or items with the insufficient shelf life.
- **Product temperature:**
 - If temperatures are out of specification, open x2 random boxes/containers and check the temperatures of the goods with a calibrated food probe, placing the probe in-between the food items to get an accurate reading.
 - **Colder core temperatures** than surface temperature readings indicate poor truck storage conditions. These **may be accepted**, but the supplier is to be informed promptly.
- **Higher Core Temperatures** than surface temperature readings indicate storage abuse at the supplier end. These products **MUST** be rejected.
 - **The following “no Go” limits apply:**
 - ❖ If chilled goods are above 5°C using a food probe thermometer then the delivery is rejected.
 - ❖ If frozen goods surface temperatures is above -18°C, or indicates any evidence of thawing then the delivery is assessed for rejection. For frozen ice cream deliveries received with surface temperatures between -15°C to -18°C the relevant manager is immediately informed and a secondary check using a calibrated probe thermometer is performed as soon as possible and within 5 minutes of the initial test.
 - ❖ If the temperatures are near the limits and the delivery is accepted, then it is immediately placed in cold storage for a minimum of 2 hours to stabilise and cool the product down as quickly as possible, prior to any further handling or moving onto refrigerated display. In the event that that products do not conform to acceptable delivery temperatures, store personnel must act as quickly as possible to ensure that a delivery is either rejected or, if accepted, placed in cold storage to re-attain acceptable product temperature.
 - ❖ All rejects must be communicated to the store, area, regional manager who must be aware of what is to be returned and the reasons why the product is being returned and sign the relevant paperwork.
 - ❖ If the rejected stock cannot be returned on the delivery vehicle immediately, place the items in a quarantine area, clearly mark the items as defective. The items may be disposed of when instructed to.

17. CP 2 Cold storage and display – dry storage and display

Temperature checks are one of the most important functions in the care and maintenance of refrigeration equipment and a sure way of regularly monitoring performance of equipment. If the temperatures are maintained at recommended operating levels, then the refrigeration is working well. Temperature checks must be carried out 4 times in a 24hr period or 3 times if not a 24hr operation.

The rule is: 4 in 24 or 3 in all other times

- Product temperature is checked by using a calibrated temperature gun or thermometer probe to ensure temperatures are at or below 5°C for potentially hazardous foods, and are or below -18°C and hard frozen for frozen foods. Certain circumstances allow variations to

these guidelines but it is critical that when assessing out of range freezer stock no evidence of thawing is visible.

This procedure addresses:

- All cool rooms, freezers and fridges must be inspected to ensure:
 - ❖ Temperatures are correct for the equipment.
 - ❖ Cool rooms < 5°C
 - ❖ Chillers < 5°C
 - ❖ Fridges < 5°C
 - ❖ Freezers < -18°C

Temperature Checks													
Refrigerated / Chilled Products –Temp never warmer than 5°C Freezer / Frozen Products – Temp never warmer than -18°C													
Hot Display / Products – Temp never less than 66°C (only if applicable to store equipment)													
2 times daily	TIME	Initial	< 5°C			< -18°C		< 5°C			> 63°C		
			Refrigeration/s			Freezer/s		CHILLED DISPLAY CASE		Drinks Fridge	OTHER	HOT Holding cabinet (If app)	OTHER
			Milk	1	2	1	2	1	2				
1 (AM)													
2 (PM)													
Troubleshoot/ retake temp													
Troubleshoot/ retake temp													
Store Manager notified if temp not met													

18. Infrared & food probe temperature devices

EG Group UK utilise both Infra-red thermometers and food probe thermometers. There are several variants of both in circulation throughout the outlets. Both are used for the specific tasks of deliveries and daily monitoring of equipment and food stuffs.

Infra-red thermometers are utilised for surface testing of equipment and foods on display, in particular display fridges in Petrol filling stations (PFS). This unit also does not require any contact with food stuffs preventing cross contamination and reduces waste. It provides a fast safe and accurate way of temperature measuring.

Infra-red units have a number of benefits:

- **Reduction in production wastage** – Using the infra-red unit means never touching the product, therefore avoiding food contamination that would result in the disposal of the product.
- **Efficient receiving of stock** – Provides temperature readings quickly and efficiency.

- **Cost reductions** – Will assist with the early detection of any issues with refrigeration minimising stock loss and the deterioration of product.

If the infra-red unit is not available then a clean and sanitised probe thermometer must be used.

Using the Infra-red unit

The infra-red temperature unit measures surface temperature, therefore it is essential that the temperature is measured as soon as the product enters the EG outlet. **IMPORTANT:** to ensure accurate temperature measurement of stock, the stock inside must be measured not the outer carton or casing.

1. Aim the infra-red unit at the product to be checked.
2. Hold the unit approximately 15cm (6 Inches) away from the product.
3. Pull the trigger of the infra-red unit. The temperature recording will be taken and displayed.
4. Note the temperature in the Food safety documentation.

Do not allow the infra-red unit to make contact with the stock as this may damage the infra-red unit. Always ensure you temperature check a product, not the air around the product. Temperature checking the air will not accurately reflect the temperature of the food product.

Troubleshooting and Maintenance

If...	Then...
The unit will not power on	Check the battery is properly connected Check if the battery is flat – if so, replace it
If the readings are incorrect	Check the lens of the thermometer is not dirty or damaged Check the unit is set to Celsius not Fahrenheit Replace the battery (if a battery is going flat it may produce false readings)
If there is no reading	Check if the battery is flat – if so, replace it
For further information on troubleshooting and maintenance for your unit refer to the instruction manual received with the unit	
For directions on changing the battery refer to the instruction manual received with the unit	
For replacement infrared units refer to the management manual in store or speak to your manager	

Key Points

- To accurately measure the temperature, ensure that the unit is approximately 15cm (6 inches) away from the product to avoid measuring the air around it.

- When replacing the battery ensure that it is all connected correctly.
- When replacing the battery, ensure that you do not damage any wires.
- Do not point the Infra-red unit at the sun or in to people's faces or reflective surfaces.
- Do not leave the unit in the fridge, freezer or cool room.
- Do not touch the surface of any product with the unit.

19. Using the Food probe thermometer

1. Collect the probe thermometer.
2. Clean and sanitise the probe prior to use turn the probe on.
3. Turn the probe on.
4. Place the probe between 2 products i.e. 2 bags of peas and wait till the temperature stabilises.
5. Note the temperature reading and record this on the delivery invoice and in the temperature monitoring paperwork in the delivery monitoring section.

Note: you can also insert the probe into a product to take a reading but then this product will need to be recorded and disposed of. If a probe is inserted into a product it needs to be inserted to a minimum of 25mm or into the middle of the item. After the temperature is recorded, the probe must be cleaned and sanitised before it has been reused using alcohol wipes.

Troubleshooting and maintenance

If...	Then...
The unit will not power on	Check the battery is properly connected Check if the battery is flat – if so, replace it
The display is dim or blank	Replace the battery
If the readings are incorrect or there is no reading	Check the unit is set to Celsius not Fahrenheit Replace the battery (if a battery is going flat it may produce false readings)
If there is no reading	Check if the battery is flat – if so, replace it
For further information on troubleshooting and maintenance for your probe refer to the instruction manual received with the probe	
For replacement probes refer to the management manual in store or speak to your manager	

20. Calibration of food probe

Iced water checks are to be completed monthly to ensure that the probe is functioning accurately. This is to be logged within the food safety documentation.

Calibration method

1. Fill a disposable cup halfway with ice then top up with water.

2. Mix together to create a “frozen slurry”.
3. Turn the probe on place the probe into the slurry and allow the temperature to stabilise approx. 2-3 mins (the ice slurry will be at a temperature of 0°C).
4. The temperature should display between 0°C and 1°C.
5. Record the results in the calibration log monthly.
6. If the thermometer is +/- 1.0°C the thermometer has failed. You must arrange for a replacement to be requested.

The calibration log must be kept for 12 months after full completion.

IMPORTANT: Ensure a thermometer identified as being faulty is removed from use and replaced.

21. Calibration of the infrared unit

The calibration of the Infrared unit is very similar to the food probe and must also be checked monthly to ensure it is functioning correctly. All information is to be recorded in the food safety documents held on site.

To perform the calibration of the unit:

1. Ensure that your unit is in current calibration. If it is not please carry out an ice slurry calibration test.
2. Point the infrared thermometer at the centre of the ice slurry mix and squeeze the trigger for a reading.
3. Carry this out 3 times to gain a mean average of temperature recording each temperature in the log.
4. Any difference in temperature readings greater than 1°C the probe will need to be replaced and recorded in the log.

Trouble shooting

If...	Then...
The difference in the temperature is greater than 1.0°C or the minimum thermometer tolerance (whichever is greater) between the infrared unit and the probe	Replace first probe with a second probe Repeat check If the EG Site does not have a second probe conduct an ice slurry test (as described above) to confirm the accuracy of the probe
The difference between the ice slurry test and the probe temperature is less than 1.0°C or the minimum thermometer tolerance (whichever is greater)	The probe is correct. Arrange for the infrared unit to be replaced Use the probe until the infrared unit arrives
The difference between the ice slurry test and the probe temperature is greater than 1.0°C or the minimum thermometer tolerance (whichever is greater)	Arrange for the probe to be replaced Use the infrared unit until the probe arrives
The infrared unit and the second probe agree	Both the infrared probe and the second probe are correct Arrange for the first probe to be replaced
The second probe has the same reading as the first probe	Arrange for the infrared unit to be replaced Use the probe until the infrared unit arrives

The second probe differs from the infrared unit and the first probe	Conduct an ice slurry test (As per above) on both probes If the difference between the ice slurry test and the probe temperature is less than 1.0°C the probe is correct If the difference between the ice slurry test and the probe temperature are greater than 1.0°C the probe needs replacing
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22. Cleaning the Food Probe

To ensure cross contamination does not occur the probe must be washed, rinsed and sanitised after each reading and before being put away:

1. Spray probe with approved chemical sanitiser or wiped with an anti-bacterial wipe.
2. Rinse probe.
3. Dry probe.
4. Replace cover.
5. Return to its allocated location.

23. Dry storage and display

Dry products need to be stored and displayed in the correct manner to minimise the risk pest infestation and to maintain stock rotation. All dry storage and displays need to be kept clean and dry and no food items are to be stored on the floor, unless they are placed in food safe containers i.e. flour bins.

Storage areas must be maintained and checked daily for signs of pest activity such as, droppings, eggs, cobwebs, feathers, damage to packaging and unpleasant odours. If any evidence is found this must be reported to the pest control contractor to attend the site and eradicate the pests. Management must be kept informed of what has happened and all pest issues are to be recorded in the corrective actions section of the manual.

No COSHH is to be stored or located in the same place a food items, they must have their own specific storage area.

There is a potential of contamination of dry goods by:

- Rodents
- Birds
- Insects
- Weevils
- Chemicals
- Domestic animals (dogs, cats)
- Physical contaminants (plastic, staples, cardboard)
- Water ingress

24. Cold storage and display

Keeping food stuffs cold reduces the risks of harmful bacteria multiplying and reduces the risk of food poisoning to the customer. Keeping food cold, keeps it fresh and ensures the product will keep until its use by date or best before date.

You must ensure that:

- High risk food has not been out of refrigeration or the freezer for more than 20 minutes.
- Use by or best before dates are clearly identifiable to assist with FIFO –First In, First out.
- All raw products are situated below any cooked foods in the cool room/fridge.
- All cool room and fridge temperatures are always below 5°C and freezers below -18°C. If temperatures are found to be high, re-check the temperature every 30 minutes. If the temperature is still high after an hour, raise a work order to get a refrigeration mechanic to attend and fix the issue. It is extremely important that this is monitored as stock losses may occur due to temperatures outside of tolerances. Where possible relocate the stock to another refrigeration unit until repairs have been made.
- High risk or perishable foods should be placed at the furthest point from the access doors.
- There should be no water condensate dripping onto any products. If found raise a work order for a refrigeration mechanic to fix the issue. Any contaminated products must be disposed of.
- The fridge, cool room and freezer must remain free from ice build-up and mould. Ensure that they remain clean at all times.
- No food products or items are to be stored on the floor in the fridge, freezer or cool rooms.
- Return chilled products to the fridge/cool room/freezer if there are delays to being able to display the products.
- If the thermometer is +/- 1°C the thermometer is outside of tolerance and must be replaced.

All temperature guidance is given in safer food better business (SFBB) booklet in each outlet. This will give clear indication of specific temperature requirements for all chilled and frozen products. If temperature monitoring shows any products outside of the temperature limitations you must take immediate action as per the food safety plan and record all corrective actions taken. Extra precautions must be taken when dealing with high risk food products. Examples of high risk foods are:

Perishable products- All chilled products including milk, cheese and any other dairy products, food to go items, including- sandwiches, pies, sausage rolls, cream cakes, heated food items and salads.

Delicatessen items- Products containing small goods etc.

- **Bakery-** Frozen, chilled or thawed bakery items such as Muffins, donuts, meat pies, sausage rolls or slices containing dairy products (cheese).

25. The threat of bacteria

The UK food standards agency give clear guidance which is aligned with the Food safety Act 1990 and The Food Safety (Temperature controls) Regulations 1995 to the required standards of how hazardous foods must be transported, stored and displayed at safe temperatures. Time can also be used to keep food safe.

Safe temperatures are 5°C or lower or 63°C and above. Potentially hazardous food items must be kept at these temperatures to prevent hazardous bacteria multiplying at a rapid rate towards dangerous levels which may cause harm to customers. The “danger zone” is between 5°C and 63°C which is where harmful bacteria will grow at an exponential rate the fastest growth rate will generally occur at 37°C human body temperature. Bacteria will multiply by binary fission every 20 minutes i.e. 1 bacteria at 12pm will multiply in 7 hours to over 2 million with the right conditions.

Food Hygiene: Temperature Control

WHAT YOU NEED TO KNOW...

Temperature control is important because harmful bacteria are a hazard present in many of the foods we prepare and eat.

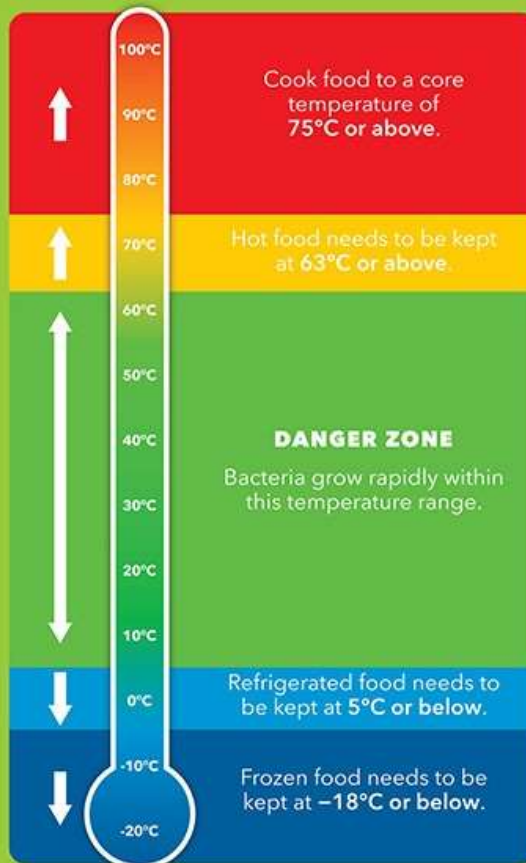
Bacteria also tend to multiply rapidly at room temperature.

Bacteria are invisible to the naked eye and cannot be physically removed from food, so all we can do is control their numbers. Temperature can be used to achieve this. Cooking or reheating food destroys bacteria, and keeping food hot or cold controls their growth.

THE TEMPERATURE DANGER ZONE

Bacteria can grow rapidly in food, especially under the right temperature conditions. Temperatures between 5°C and 63°C are in the temperature danger zone. It is important that food is kept above or below these temperatures.

Outside of this zone, bacteria are destroyed, stop growing or grow very slowly.



STORE FOOD AT THE RIGHT TEMPERATURE

Some types of food must remain chilled to be safe for consumption. It is important to put such food in the fridge immediately.

Refrigerators need to be kept at a maximum of 5°C.

If you need to keep food hot for a period before serving, it should be placed in a suitable container - for example a hot cabinet, warming tray or bain-marie - as soon as possible after cooking.

Hot-hold food must be kept at a minimum of 63°C.

CHILLING

Bacteria that may have survived the cooking process will start to multiply as hot food cools. The longer the food takes to cool, the greater the number of bacteria in the food. Therefore, **cool cooked food as quickly as possible** and then put it in the fridge.

COOK FOOD THOROUGHLY

Cooking food until the **core temperature is 75°C or above** will ensure that any harmful bacteria are destroyed.

Lower cooking temperatures can be acceptable provided that the core temperature is maintained at:

- 60°C for a **minimum** of 45 minutes
- 65°C for a **minimum** of 10 minutes
- 70°C for a **minimum** of 2 minutes

Remember to defrost food that has been frozen thoroughly before cooking. Or refer to the appropriate frozen food cooking guidelines.

REHEATING

It is good practice to **reheat all food rapidly** to at least 75°C (82°C in Scotland- Legal Requirement) and hold it at that temperature for at least 2 minutes. This is not required if the food quality deteriorates by reheating to this level. Only reheat the food once.

THE INFORMATION DISPLAYED ON THIS POSTER IS FOR GUIDANCE ONLY AND IS NO SUBSTITUTE FOR FORMAL TRAINING.

Food Hygiene
Certificate

All food products sold are susceptible to bacterial contamination. This can occur due to incorrect delivery management, storage, refrigeration, stock management and handling, cooking processes, re-heating processes, cleaning or display procedures. We also need to be aware of cross contamination, which is where food ready to eat is contaminated by poor food handling techniques

such as dirty equipment, poor personal hygiene, pests, mixing with raw food items in preparation, general cleanliness of the store. Foods at the highest risk of contamination include those that contain:

- Meat products i.e. sandwiches, wraps, salads
- Dairy products i.e. Yoghurts, milk, cheese
- Any unwrapped food that is 'handled'

26. Control of bacteria

As described above, uncontrolled bacteria in the right conditions will multiply every 20 minutes. It can be controlled by using the correct methods of:

- Receipting
- Storage
- Stock handling and management
- Cleaning
- Personal hygiene
- General hygiene
- Temperature control (keeping items out of the temperature danger zone)

27. Cross contamination

Cross contamination generally occurs when preparation procedures are not followed or incorrect cleaning procedures are carried out, when ill people contaminate the food or when raw food contacts cooked product. To minimise the risk of cross contamination:

- Wash hands regularly, when changing tasks, after breaks, after using the toilet.
- When using gloves, change after completing task- these are single use only.
- Clean and sanitise all work surfaces, before and after use.
- Don't reuse disposable packaging items.
- Keep raw and cooked products separate.
- Handle food as little as possible.

28. Natasha's Law & Allergen controls of Pre-packaged foods

The [UK Food Information Amendment](#), also known as Natasha's Law, came into effect on the 1st of October 2021 and requires food businesses to provide full ingredient lists and allergen labelling on foods pre-packaged for direct sale on the premises. The legislation was introduced to protect allergy sufferers and give them confidence in the food they buy.

This amendment was brought about thanks to the actions of a lobbying group lead by the parents of Natasha Ednan-Laperouse, the teenager who died after suffering an allergic reaction to an undeclared ingredient in a prepacked meal. Due to their efforts, the government confirmed that stronger laws would be implemented to protect those with food allergies and give them greater confidence in the food they buy.

According to the new rules, PPDS (Prepacked for Direct Sale) food must clearly display the following information on the packaging:

- Name of the Food.
- Full ingredients list, with allergenic ingredients emphasised on the packaging in Bold, italics or a different colour.

These changes applied to businesses in England, Scotland, Wales and Northern Ireland. It is estimated that almost 1 in 5 people in the UK suffer from an allergy.

Pre-packaged food items:

The determination of pre-packaged food items depends on where & when it is packaged in relation to the point at which it is offered for sale.

Food would be deemed as pre-packed when it is put into packaging before being offered for sale and:

- Is either fully or partly enclosed by the packaging; and
- Cannot be altered without opening or changing the packaging; and
- Is ready for sale to the final consumer.

Any food that is packed on the premises by the same food business in anticipation of an order, before being offered for sale, would be considered to be PPDS (pre-packed for direct sale) food. This can include food the consumer self-selects from a chiller cabinet or has to obtain from a member of staff. An example this:

Some fast food may be prepacked for direct sale if it has been packed by the same business before being offered for sale in anticipation of an order, for example, a wrapped burger or boxed fried chicken placed under a hot lamp and the contents cannot be altered without opening the packaging.

Food placed into packaging after a consumer orders it (i.e. a freshly prepared sandwich or burger that is made & wrapped after taking an order) is not PPDS food. Although these items are packed, they are not packed before being offered for sale & therefore cannot be prepacked for direct sale. The same rules apply to other forms of non-prepacked foods such as meals served in a restaurant.

PPDS food does not cover food which does not have packaging, or it is packaged in a way that the food can be altered without opening or changing the packaging (i.e. a hotdog served on a cardboard tray.)

All PPDS must have on the packaging or on a label attached to the package:

- The name of the food, and
- An ingredients list, including the Allergenic ingredients (as per above)

Distance selling of products.

FBOs selling PPDS food through distance means (e.g. such as food businesses which offer purchase through telephone/ internet) will need to ensure that mandatory allergen information is available to the consumer (for free) before they buy the product and also is available at the moment of delivery.

The requirement for a list of ingredients does not apply to PPDS food sold online, via telephone or provided to the consumer by mail order only. This is because the national rules applicable to the

provision of food information for non-prepacked food including PPDS do not apply to food sold via distance means. However, prepacked for direct sale food sold in this way, must continue to have allergen information available for free to the customer before they buy the product and also available at the moment of delivery. Whatever the chosen method of presentation, the FBO must always ensure that the allergen information is current and accurate.

What is prepacked for direct sale (PPDS) food?

For a food to be PPDS, it must meet all of the following three criteria:

(1) Is the food presented to the consumer in packaging*?

No → this is non-prepacked food

↓ Yes

The food is “packed” ✓

(2) Is it packaged before the consumer selects or orders it?

No → this is non-prepacked food

↓ Yes

The food is “pre-packed” ✓

(3) Is it packaged at the same place it is sold?**

No → this is prepacked food

↓ Yes

The food is “pre-packed for direct sale” ✓

If the answers to all three questions above are “Yes”, the food is PPDS.

Notes:

* A single item (the food and its packaging) presented to the consumer. The food is completely or partially enclosed and cannot be altered without opening or changing the packaging. Foods in such packaging sold to other businesses are Prepacked food and already require allergen labelling.

** Food (a) packaged by the same food business on the same site from which it is sold or (b) sold from temporary or moveable premises (such as a food truck or market stall) by the same food business that packaged it.

29. Stock rotation

Stock rotation must be monitored at all times to ensure that all perishable and non-perishable items are utilised within the recommended times given. It is critical that due to the nature of the business that we sell highly perishable and potentially hazardous products. We must ensure that we use first in first out (FIFO) method ensuring that the older stock is sold first. Ensuring that all products are correctly rotated and sold within their 'use by' or 'best before' date, we ensure freshness of the products we are selling.

It is illegal to sell items beyond their 'use by' date – it could result in legal action being taken.

30. Refrigeration/cool room storage

All refrigeration units and cool rooms must operate in a temperature range of 0°C to 5°C. Draughts around the display cabinets caused by heating vents etc. should be avoided as this disturbs the cold air flow with heat causing the temperature to rise in the unit and the products to deteriorate and fall outside of temperature tolerance. To prevent temperature related incidents:

- Do not place anything over the vents.
- Do not over fill the unit – this will block the flow of air throughout the unit. Airflow determines the effectiveness of the refrigeration and must be unrestricted.
- Always keep the doors closed. This prevents loss of cool air and prevents icy build up.
- Ensure sufficient spacing between products to allow the movement of air between them and maintain the cool air. Ensure the airflow unit remains clear from obstructions.
- Heavy items on the middle shelving.
- Glass items to be as low as possible.
- Ensure that all seals are serviceable and not damaged, replace if they are.
- Ensure that all vents, compressor or other mechanical parts are clear of dust, raise a work service to clean if it is required.
- Do not place opposite heat producing equipment as the radiant heat will raise the temperature of the unit over time.

If the refrigerator or freezer temperature is out of tolerance, ensure that a work service is placed as a matter of urgency to get an engineer to service the equipment. Relocate the products within the faulty equipment until fixed.

Food

The environment that you work in will often be extremely busy, but when we are handling people's food, we cannot afford to take shortcuts of any kind to speed up the preparation process. Removing a product, whether it be in the pie warmer or display cases before they are ready to eat will result in the product being sub-standard and a potential risk to the customer. If you come across a product in this state and you would not be prepared to pay for it, why should you expect a customer to pay and consume? It is not acceptable to serve this. Never serve a customer a product that has been dropped on the floor.

Unwrapped food products

The term 'unwrapped' applies to all foods that are not in a labelled package or container. These foods are generally stock short-dated products, which are of a highly perishable nature i.e. fresh cream cakes. It is imperative they are handled correctly to ensure:

- We offer the customer a superior product.
- The product is fit for human consumption.
- The product is not easily contaminated.
- The product is not handled many times.

These products must:

- Be handled with clean and sanitised equipment.
- Handled by staff wearing gloves (single use only) not bare hands.
- Be handled fast and efficiently to maintain product integrity.
- Not left unattended and must be monitored to prevent foreign object contamination.
- Dispose if the product has been dropped on the floor.

Milk products

As milk and its derivatives are generally fresh products, the quality and safety of these are directly related to the temperature at which it is stored at. Milk products stored outside of the temperatures recommended will deteriorate quickly. This will result in a loss of stock, financial implications and customer complaints. For every hour that milk is left out of refrigeration the shelf life is reduced by 1 day, which is for each 1°C in temperature is equal to a day lost in shelf life. Always ensure that all milk spillages are cleaned up immediately using the correct chemicals and paper towels.

31. QCP 3 and QCP 2 Heating and Reheating of food products for consumer consumption

- **Heated food product quality guides**

Each supplier has specific requirements to maximise the customer experience for their product. It is important that we follow these requirements at all times. This information may be found at site in the site routines or food safety records folders or in the FSR product quality quick guide, located on the shared drive. NOTE: The recommendations in the product quality guide refer to products held under ideal conditions at all times.

- **Hot Food Service storage**

Whilst we do not have hot holding in the majority of our sites, there is the facility for this within Burger king and KFC partners, where they have bespoke systems for hot holding of food items. These run on a time sensitive system which records each batch of specific items i.e. hot wings and gives them a set time for how long they are held before they are disposed of. There are also specific shelves with timers for quality management and control.



- All temperature monitoring is to be maintained to ensure quality of product.
- All timers are set for specific foods (above is a representation of BK holding).
- **Heating food for customer consumption**
Important: Do not reheat products once heated, unless you have gained specific scientific testing to prove that the product being sold will not pose a threat of food poisoning if reheated for a second time.
- **Heating unit operation**
 There are several methods of heating product at in FSR. For Reheating of Foods - Rapid Reheating must occur to reduce bacterial growth and contamination. A microwave may be used to quickly heat a small product. A Merry chef is used in Subway brand for toasting of sub rolls.
 All equipment used within the sites is pre-programmed with cook cycles or times. Refer to the manufacturers' instruction manual or SOP on the shared drive on how to operate the heating/cooking units.
 - Allow the product to heat for its required time before removing from the heating unit.
 - Move into the heated display case immediately where applicable.
 - You can **NEVER RE-HEAT PRODUCTS** unless scientifically proven to be safe to do so.
 - Products can be sold prior to heating at a customer's request.
 - Always discard heated product at the end of trade or once the time code expires.
- **Heating by Microwave**
 If the EG site is required to microwave any food product, ensure that you follow the directions on the product for the heating requirements. Remember heating instructions will only be accurate if you heat one item at a time.

32. Defrosting frozen goods

When defrosting frozen food, you need to plan because thawing a product completely can take some time.

Important:

- Frozen food must be defrosted as per requirements in the product quality guide.
- If not otherwise stated, food is to be thawed in a chilled display or fridge not at room temperature.
- Products are not to be thawed in hot water.
- Once thawed, products cannot be refrozen.

Defrosting frozen food also shortens its shelf life significantly and use by dates will need to be applied to the thawing products. The use by dates after a product has been thawed are determined by the supplier and are located in the product quality guide.

Use best before labels to record the new use by/best before date on each product. Don't place use by date stickers on the underside of product as the sticker may fall off or become illegible.

Process

1. Remove product from the freezer.
2. Remove product from box.
3. Unwrap the foods and ensure the products are marked their use by date on the glass or day date dots with the expiry date (as per instructions above).
4. Place food in a single layer in a display case that is chilled. Stacking products will result in the splitting, cracking and uneven defrosting of the food products.
5. This will allow the product to defrost evenly for cooking or service.
6. See the product quality guide for the conditions required to thaw the product and the thawing timeframes. Failure to follow the supplier's instructions in the product quality guide will result in an inferior product for the customers.

Important: Thawed then refrozen is not allowed. Do not refreeze product once thawed. A serious potential health hazard is created if stock that has been thawed is then refrozen again and offered for sale. If stock has thawed as a result of a freezer breakdown:

1. Remove stock.
2. Follow the claims procedure.
3. Remove the outer packaging or puncture the packaging if it is not removable.
4. Dispose of the stock.

Important: IF IN DOUBT – BIN IT. Never put any customers at risk by selling a product that you have questions about. Keep the product refrigerated while you wait for the waste bin to be collected.

33. CP 4 Controlling the environment

Allergens and food intolerances

Allergens can be a life or death situation dependant of the severity of the reactivity to the stimulus for some customers and with the soon to be introduced Natasha's Law in October 2021 we must ensure that we as a group do all we can to combat this.

All sites must display an allergens poster depicting what allergens are in specific food items being sold or any EG site that sells unwrapped food must be able to provide a customer with all the product ingredient, allergen and nutritional values for that product on request.

Food intolerances can cause severe discomfort to customers who have intolerances to certain food groups they may be allergic o. as such we need to be careful we do not cross contaminate foods during preparation, display or service for the customer. Where possible colour coded equipment should be used to prevent cross contamination. If you incorrectly utilise equipment for the wrong products all of the equipment must be cleaned and sanitised before being used again. To minimise cross contamination we use colour coded boards and knives:

- Purple - gluten free products
- White - bakery products
- Green - vegetarian/vegetable products

Colour coding also applies to Barista equipment and milk jugs in particular as there are several different of varieties of dairy free milks on offer, however we must ensure that we also have a separate jug for anyone with nut allergies specifically for nut based milk products.

Gluten free products must be wrapped in greaseproof paper or specific cooking containers prior to heating to prevent cross contamination in the process.

Date labelling

All products will carry as 'Use-by' date or 'Best Before' date. This is to indicate the maximum recommended shelf life under ideal conditions and is reduced when items are stored out of the recommended conditions. Sale of products beyond its recommended use by date is illegal as the consumption of these items may pose a health and safety risk. It is also illegal to alter or cover use by or expiry dates in any way. Local enforcement officers can impose serious sanctions for carrying out this procedure. Best before products that go past their date may be sold at a reduced rate as this does not pose a threat, however the quality of the product will be reduced and must not be sold beyond its use by date. They must not be confused.

Date coding or day dotting of unwrapped products on display will be maintained by marker cards or on the rear of the display. This is for the personnel serving to see when they need to remove the product. This is used on the guidance given by the manufacturer. All products on display must be monitored by the store/site manager to ensure that no breaches in the procedure are made and it will also reduce wastage of products and money.

You must ensure that:

- All perishable food is date checked daily.
- A markdown is implemented on food items close to use by date.
- All out of date products are removed from sale.
- Never alter, cover or remove use by dates.
- All out of date stock is disposed of correctly.
- Ensure all stock rotation is maintained- First in, First out (FIFO).
- Record any non-conformances in the corrective action of the food safety records book and include action taken.

Refer to the product quality guide to determine if use by/best before dates on stock being delivered meets requirements.

Product disposal

Fresh food has a short shelf life. As such, it is crucial that we ensure prior planning is in place when it comes to ordering food items with a short shelf life, so that we minimise costs in wastage. We must ensure that FIFO (first in, first out) principle is fully utilised and implemented correctly. We must ensure that we sell all products at their optimum quality.

At times we will have problems along the way, where products will be spoiled. This may be due to temperature variances or storage of the product. When this occurs you must log and document the non-conformance and the corrective actions taken in the food safety manual. You will also need to note what was the root cause of the problem and has it been rectified or does it need further actions i.e. engineering support. Management must be informed of the issue.

All food that has been or is contaminated must be quarantined and disposed of in the correct way. All foods beyond 'use by' dates must also be disposed of.

To avoid pilfering from rubbish areas or accidental use, all products should have their labels removed or rendered unusable prior to dumping. All outer packaging should be removed or punctured if you cannot remove the packaging.

Before disposal you must:

- Ensure that management are aware and authorise disposal.
- Remove the outer packaging or puncture the product if you cannot remove packaging.
- Dispose of in the correct waste bins, double bag where possible to prevent insects infesting.

Product information

Product information must always be visible to the customer. Essential label information – ingredients, allergens, nutritional and use by dates must never be covered with another label or date dots or extra labelling.

Customer returns or abandoned products

Any food products that have been returned, abandoned or not consumed by customers must be disposed of due to safety and quality concerns and the possibility of cross contamination. This action is taken as a precaution to prevent any possibility of malicious intent by tampering with the product.

Holding of quarantined products

The procedure off 'holding' is to be used when handling items/products that are non-conforming. This is usually done by placing the product in a quarantine area whether it has been deemed unfit due to temperature issues or damaged items. It can also be used for customer returns or to identify a product during a withdrawal process.

NOTE: The holding procedure is not a replacement for the product recall/withdrawal procedure.

- Remove any product you have doubts about.
- Place the product/s in the labelled quarantine area in the store/fridge/freezer.
- Ensure you have all the information why the item is in quarantine.
- Inform management of the quarantined item.

Accept or reject stock

Management will make a decision regarding quarantined items after investigation with the supplier and the Food Safety Manager. Accept or Reject decision will be made and accepted items removed from quarantine and rejected remain in quarantine.

If you...	Then...
Accept stock	• Remove from quarantine. • Take on to stock. • Store correctly. • Monitor future deliveries.
Reject stock	• The items remain in quarantine. • Hold until collected by supplier. • Dispose of once credit is given. • Dispose of if directed to.

34. Product recall, traceability and withdrawal protocol

The FSA- Food standards agency have created a document giving guidance on food Traceability, Withdrawals and recalls within the UK food industry. Its purpose is to ensure that FBO's (Food Business operator) comply with food law and to provide roles and responsibilities and actions to take during food safety withdrawals and recalls. It is aligned with the legal requirements in (EC) No. 178/2002 and associated food legislation.

[Guidance on Food Traceability, Withdrawals and Recalls within the UK Food Industry](#)

Primary objectives of a food recall are:

- Stop the distribution and sale of any affected products as soon as possible.
- Inform the relevant government department, the food businesses that have received the recalled food and the public (consumer level recall only) of the problem.
- To quickly and efficiently remove unsafe products from the market place.

Traceability

We as a Food Business Operator (FBO) must have the ability in place to trace food all the way back to its source through the supplier.

The legal requirements of Article 18 of Regulation (EC) 178/2002 are:

- The traceability of food, food-producing animals, and any other substance intended to be, or expected to be, incorporated into a food ...shall be established at all stages of production, processing and distribution.
- Food ...business operators shall be able to identify any person from whom they have been supplied with a food, ..., a food-producing animal, or any substance intended to be, or expected to be, incorporated into a food ... To this end, such operators shall have in place systems and procedures which allow for this information to be made available to the competent authorities on demand.
- Food ...business operators shall have in place systems and procedures to identify the other businesses to which their products have been supplied. This information shall be made available to the competent authorities on demand.
- Food ...which is placed on the market or is likely to be placed on the market in the Community shall be adequately labelled or identified to facilitate its traceability, through relevant documentation or information in accordance with the relevant requirements of more specific provisions.

There is a 4 step process we utilise towards this:

1. The system- The FBO's system must be able to trace food purchased from its suppliers and sold to business customers (this does not include food that is sold directly to the consumer).
2. Defining batches of food- defining batches of food is essential for good traceability and may help limit the amount of food being withdrawn or recalled. In the event of a food safety incident, Regulation (EC) No. 178/2002 considers a whole batch, lot or consignment unsafe unless it can be demonstrated otherwise.

3. **Traceability Information**-Traceability information for food one step back and one step forward in the supply chain is required by law. The following information should be available:
 - Name and address of supplier/business customer (food retailers, including caterers, are not
 - Required to keep traceability information relating to sales to the final consumer).
 - Details of product, to enable its identification, and quantity in which supplied the date of the transaction and delivery.
 - FBOs may choose to keep raw materials in their original packaging to enable retrieval of traceability information. In addition to the above, all FBOs that handle products of animal origin (POAO) or sprouted seeds must also comply with more specific food traceability requirements¹.

4. **Record Keeping**- To ensure that an effective withdrawal/recall can be implemented in the event of a food safety incident, FBOs must have systems in place which allows traceability information to be made available.

Traceability information can be found on a variety of documents, including invoices, delivery documents or receipts. FBOs should keep this information in a way that makes it easy to check back to see where a product came from and forward to check who has been supplied. Records are not required where the food is supplied directly to the consumer. Where accurate information can be retrieved quickly it may help minimise the scale of the withdrawal/recall and the impact on public health.

It is for FBOs to determine how long they need to keep traceability information unless specific food regulations state a defined period. The period should be appropriate for the nature and product life span of the food, and the circumstances under which they may be required to produce traceability information.

Best Practice

The system

- It is recommended that FBOs confirm that the suppliers that they trade with also have effective traceability systems and procedures in place

Traceability information

- Additional information, such as internal process traceability enables better visibility of the FBO's whole supply chain. Internal traceability systems can assist FBOs in quickly identifying how raw materials and ingredients are stored, used and handled once on site. Examples of process traceability information include:
 - Identification of a product batch
 - Application of a unique batch code identifier to all packs of that particular batch and internal documentation
 - Recording of batch codes of all ingredients used in the production of that batch of product
 - recording of production and quality information relating to the product batch
 - Examples include:

¹ Commission implementing Regulation (EU) No 931/2011 <https://eur-lex.europa.eu/legal-content/EN/TXT/?qid=1540286809065&uri=CELEX:32011R0931>. Commission Implementing Regulation (EU) No 208/2013 <https://eur-lex.europa.eu/legal-content/EN/TXT/?qid=1540286887876&uri=CELEX:32013R0208>

- product name
- product batch code
- date of production
- time of start and end of production (where appropriate)
- product size
- food contact packaging
- number of packs per case
- number of cases
- linking the product batch code to all raw materials used in its production

Record keeping

- Unless there are legal requirements on the minimum period traceability information must be kept, it is best practice to maintain traceability information on pre-packed foods for the shelf life of the food plus 12 months as a minimum. Traceability requirements for foods pre-packed for direct sale, loose foods and foods served as a meal should be considered on a case by case basis, in consultation with the enforcement authority.

Review of traceability systems

- Periodic review of business practices will help ensure that traceability systems remain effective, and that information can be provided in a timely manner. FBOs may wish to carry out a periodic review of their practices. Traceability systems should be reviewed at least on an annual basis, or sooner if there has been a significant change within a business e.g. change of supplier. It is recommended that checks are carried out on supplier and business customer traceability (customer traceability is not required for FBOs selling directly to consumers).

Withdrawal and Recall

The Legal requirements: Articles 14 and 19 of Regulation (EC) No. 178/2002:

Food shall not be placed on the market if it is unsafe. In determining whether any food is unsafe, regard shall be had:

- a. To the normal conditions of use of the food by the consumer and at each stage of production, processing and distribution, and b
- b. To the information provided to the consumer, including information on the label, or other information generally available to the consumer concerning the avoidance of specific adverse health effects from a particular food or category of foods.

In determining whether any food is injurious to health, regard shall be had:

- a. Not only to the probable immediate and/or short-term and/ or long-term effects of that food on the health of a person consuming it, but also on subsequent generations;
- b. To the probable cumulative toxic effects;
- c. To the particular health sensitivities of a specific category of consumers where the food is intended for that category of consumers.

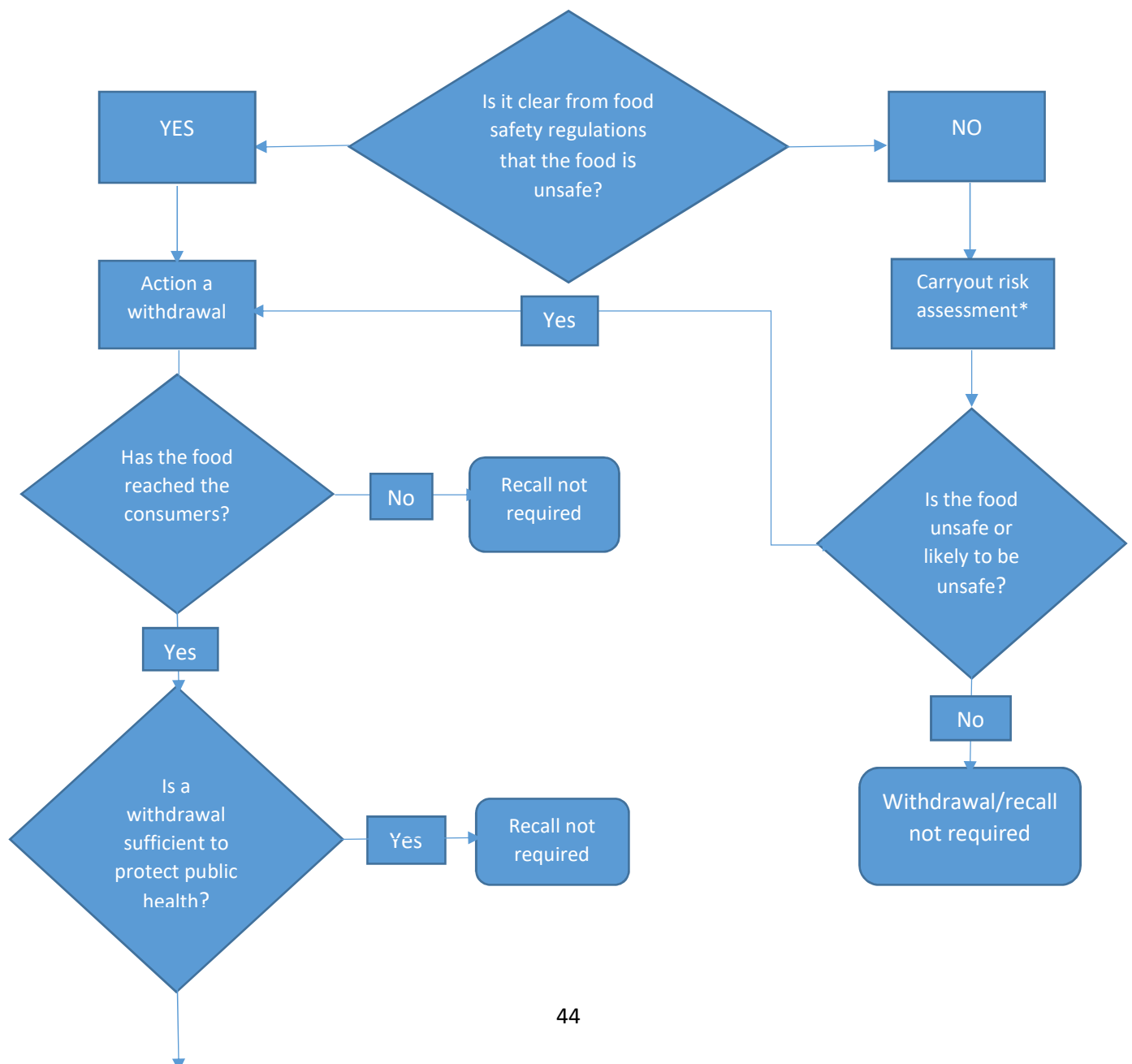
In determining whether any food is unfit for human consumption, regard shall be had to whether the food is unacceptable for human consumption according to its intended use, for reasons of contamination, whether by extraneous matter or otherwise, or through putrefaction, deterioration or decay.

If a food business operator considers or has reason to believe that a food which it has imported, produced, processed, manufactured or distributed is not in compliance with the food safety requirements, it shall immediately initiate procedures to withdraw the food in question from the market where the food has left the immediate control of that initial food business operator and inform the competent authorities thereof. Where the product may have reached the consumer, the operator shall effectively and accurately inform the consumers of the reason for its withdrawal, and if necessary, recall from consumers products already supplied to them when other measures are not sufficient to achieve a high level of health protection.

Compliance with the law:

In the event of a food incident, where the food has left the immediate control of the business, FBOs are required to determine if the food is unsafe and whether a withdrawal and/or recall is necessary.

The decision tree below outlines a process for establishing if food is unsafe and the necessary actions to take. Businesses are required to inform their enforcement authority where they consider or have reason to believe that the food is unsafe, and so they should have open dialogue with their enforcement authority during this process.



No

Action a
recall

* Where food has not been produced, handled, processed or stored in accordance with food safety legislation the risk assessment should take this into consideration when determining if the food is, or likely to be, unsafe.

Site Responsibility

Managers must ensure that staff members on each shift are trained and responsible for the correct and complete management of a recall or withdrawal from the stores under their remit. Team members must ensure that they are accurate regarding:

- Any specified date codes of recalled products
- Any other specialist instructions on each recall note
- Area managers will inform sites of any product withdrawals or recalls.
- All recall processes will be managed by Brand managers and liaised accordingly.

Site records

In the event of a product recall or withdrawal, all records collected are retained by the site manager. EG group will ensure all records of removal, withdrawal and disposal are recorded and retained in a central site of the S-drive. These will be accessible in time of audit by any regulator or certified auditor. 12 months records of recalls, regardless of whether they impact the store or not are kept. This includes corrective actions.

Definition

- A Recall is taken to remove a product from distribution, sale and consumption, which may pose a health risk to consumers. By law, all recall notifications are publicised in the media.
- Withdrawals are product quality related issues only. Actions are taken to remove product from distribution and sale where there is no public health and safety issue
- Traceability means the ability to trace and follow a food and drink, through all stages of production, processing and distribution.
- Quarantine notices are for goods that are identified as suspected of being non-conforming stock items. A product may be quarantined to allow further information in determining the scope of a proposed notification.

There are three distinct categories of Product notifications:

- Manufacturer
- Supplier
- Food Authority

All will be treated with the same urgency by regulators.

Food Recall Contacts list

It is important that an up to date contact list of internal and external contacts is maintained in the food withdrawal/recall plan. FBOs should take into account data protection requirements for obtaining, storing, handling and disposing of personal data.

The following contact details are examples of what should be recorded (main contacts plus deputies):

- Senior management;
- Team members dealing with food incidents;
- Suppliers of all food products;
- Business customers;
- Hauliers/depots/cold stores;
- Sources of technical advice and support;
- Enforcement authorities;
- Consumer organisations.

It is often the case that food incidents occur outside of normal business hours, so it would also be helpful to retain out of hours contact details.

Further information regarding recalls procedure please refer to page 30 of the below document:

[Guidance on Food Traceability, Withdrawals and Recalls within the UK Food Industry](#)

EG site protocol – raised by supplier to Brand Manager

1. Recall or withdrawal notifications are received. The notification shall include specific corrective actions to be taken.
2. Upon notification, an authorised staff member accesses the stock management system to determine if the products are an item held on stock. Specific sites/brand will be notified if it affects them directly. If necessary a global email and contact will be sent out.
3. The site manager shall complete the online notification and sign the document to indicate the item is either –“not in stock” or “not ranged” (where applicable) at the time of notification. This copy is kept on file on the S-drive.
4. If the item is in stock, the site staff need to physically check the relevant display and storage areas to confirm if correct date codes are in stock.
5. If identified, all items should be immediately segregated and placed in the quarantine area prior to disposal.
6. Stock on order is also checked to see if the relevant product is in transit to their location.
7. The stock is adjusted in stock management to identify it as disposed. (NOTE: it is possible that some customers may return some stock to your store as well so it is best to wait up to a week for this).
8. Respond with your final count as per original instruction on the notification.
9. When advised by the merchandising team, dispose of the goods in the appropriate manner. If required you will be informed by management or local enforcement agencies regarding disposal guidelines or as per the advice given on the original recall/withdrawal notice. Products being disposed of at store level will be rendered unsalvageable.

All product recall and withdrawal notices shall be actioned (action recorded on notice) and retained for at least 12 months from the date of recall/withdrawal. If requested evidence of any customer returns, and disposal records relating to recall/withdrawal shall also be retained with the notice.

35. Food labelling

Under the Food Labelling Regulations 1996 we are bound to ensure that all food items we sell under the EG group banner must adhere to the regulations as stated, some key information:

Subject to the following provisions of this Part of these Regulations, all food to which this Part of these Regulations applies shall be marked or labelled with—

- The name of the food.
- A list of ingredients.
- The appropriate durability indication.
- Any special storage conditions or conditions of use.
- The name or business name and an address or registered office of either or both.
- The manufacturer or packer, or a seller established within the European Community.
- Particulars of the place of origin or provenance of the food if failure to give such particulars might mislead a purchaser to a material degree as to the true origin or provenance of the food.
- Instructions for use if it would be difficult to make appropriate use of the food in the absence of such instructions.

Full information regarding the correct labelling of food stuffs can be found at:

[The Food Labelling Regulations 1996 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukreg/1996/1226/contents/make)

We must also look at nutritional information being clear and accurate on all our packaging that we display food items in. most manufacturers will complete this as a matter of course now and it will only be home brand specific items we need to be wary of, which procedures have been implemented to augment the facilitating of nutritional stickers to be added at point of sale. This will also fall into line with [Regulation \(EC\) No 1924/2006 of the European parliament and of the council of 20 December 2006 on nutrition and health claims made on foods \(legislation.gov.uk\)](https://www.legislation.gov.uk/eur/reg/2006/1831/contents/make).

36. Staff personal hygiene and housekeeping

Personal Hygiene

Personal hygiene of all staff members plays a crucial role in ensuring a food safe business. All staff are to be made fully aware of the expectations of the business when they enter their place of work:

- All staff are to wash their hands on entering the store/site for work, after using the toilet, after handling money, after handling food, after smoking or eating, after touching body parts and whenever they are dirty.

- They should wear clean and presentable clothing when working with food. They must change into uniform on site before starting work. Do not wear the same clothes outside the work place as this is un-hygienic.
- Work clothing should be fit for purpose.
- Staff should be encouraged to change aprons or wear disposable ones when working with raw foods.
- Hair is to be kept neat and tidy or tied back if it long. Hair nets or hats should be worn. Beard nets may be applicable in some establishments.
- Eating, drinking and smoking is prohibited when working in a food establishment. Staff should cover their mouths if they cough or sneeze and wash their hands immediately.
- All staff should be fit to work at all times and MUST report any illnesses that they may have.
- Any staff members who suffer from vomiting and diarrhoea must report it immediately and either go home or stay away from work.
- Staff with the above symptoms must not return to work unless they are clear of the symptoms for at least 48hrs.
- All cuts, abrasions and sores must be covered with a blue plaster and if necessary wear a glove to prevent contamination.

All staff must be made aware that the highest possible standards of personal appearance is important to a food business and they must understand the need of this to the business.

Housekeeping

Housekeeping is a fundamental part of Health and Safety, it is also a fundamental part of Food safety. Customers will generally make their mind up about a food outlet within the first 5 seconds of walking through the door or outside area and if the outlet is untidy and dirty they will most likely not eat there. We must operate in a clean and inviting environment, allowing the customers to get a good impression as soon as they walk in.

As we operate in the FTG (food to go) business it is generally high speed, high footfall of customers through the doors. We must ensure that we utilise 'Clean as you go' at all times. Maintaining a clean service point, dining area, external area and the kitchen area is key to the maintenance of hygiene and housekeeping.

Points of importance which we should prioritise at any time:

- Spillages- clean them immediately no matter how small.
- Temperatures of stock.
- Stock rotation
- Damaged stock
- Unfit for sale stock
- Removal of rubbish and emptying of bins
- Cleanliness of external areas

37. Cleaning

Cleaning is an important part of housekeeping that needs to be maintained on a regular basis. This ensures that the site is presentable, and it prevents unpleasant odours developing. The cleaning schedule of the food safety records book must be adhered to at all times. Keeping working surfaces

and utensils clean and sanitised means food is less likely to be contaminated with bacteria that can make your customers ill. Before commencing any cleaning, ensure all food is covered and protected.

Other important things to remember are:

- “Clean as you go” to maintain a clean environment in and around your Site at all times. If you see liquid on the floor mop it up immediately and ensure you put out the wet floor sign, if you see paper or products on the floor, pick them up immediately.
- Ensure the cleaning schedule/roster section in the food safety record book is completed fully with relevant details of what was completed entered.
- Ensure cleaning floors, toilet, windows and bins are completed as per your cleaning schedule in the food safety book and the “daily and cleaning routine” checklist.
- Always wash your hands after completing any cleaning task.

Cleaning Schedules

All sites must have a cleaning schedule for all areas and equipment on site. The schedule indicates equipment, frequency, method of cleaning, PPE (personal protective equipment) and chemicals needed for the task. Each specific task must be initialled by the person who completed it. Each cleaning schedule is completed on a daily basis over a period of a week and is then collated and stored for 12 months for audit purposes.

See below of an example:

EXAMPLE OF A CLEANING SCHEDULE

Fill in details of all the items you clean

Item	Frequency of cleaning					Precautions e.g. wear gloves or goggles	Method of cleaning
	After use	Every shift	Daily	Weekly	Other		
Work surface	X					Wear gloves	1. Remove any obvious food and dirt. 2. Wash the surface with hot soapy water (detergent diluted according to manufacturer's instructions) to remove grease and any other food and dirt. 3. Rinse with clean water to remove the detergent and loosened food and dirt. 4. Apply a disinfectant. Make sure you leave it on for the contact time recommended by the manufacturer. 5. Rinse with clean water to remove the disinfectant. 6. Leave to dry naturally or use a clean disposable cloth.
Fridge				X		Wear gloves	1. Remove all food and store it in a cool place, ideally another fridge or cool box. 2. Remove shelves and compartments from the fridge and wash them in hot soapy water and then disinfect. Allow to dry naturally or use a clean or disposable cloth. 3. Wash and then disinfect all surfaces of fridge with hot soapy water and dry with a clean or disposable cloth. 4. Replace shelves and compartments, and put the food back in the fridge. 5. Clean the outside and door seals, and disinfect the handles.

CLEANING TERMS

Detergent

A chemical (e.g. washing-up liquid) used to remove grease, dirt and food. Used for general cleaning.

Disinfectant

A chemical which kills bacteria. Check that surfaces are clean of grease, dirt and food before you use a disinfectant.

Sanitiser

A two-in-one product that acts as a detergent and a disinfectant. If you use a sanitiser, make sure you use it first to clean and remove grease, and then again to disinfect.

Dilution rate

Most cleaning chemicals are concentrated, so you need to add water to dilute them before they can be used. It is important to follow the manufacturer's instructions on how much water to use with the chemical. This is the 'dilution rate'. If you add too much or too little water, then the cleaning chemical might not work effectively.

Contact time

This is how long a cleaning chemical needs to be left on the item you are cleaning. It is important to follow the manufacturer's instructions on contact time for the chemical to work effectively.

PHILIPS

Cleaning Versus Sanitising

Cleaning and sanitising are not the same, but are used in conjunction with each other. You must ensure that you clean the surfaces with a detergent and then sanitise afterwards before any food items come in to contact with them.

Cleaning is the physical action on the surface. The process of using a detergent and water to remove visible dust, debris, grease, stains and odours from all surfaces, fixtures (worktops, sinks), utensils and equipment. Many detergents do not kill bacteria.

Sanitising is the process of killing bacteria after you have cleaned the worktops, equipment, utensils etc. with a specific detergent sanitiser. Bacteria are too small to see with the naked eye and the use of chemicals is the most common method for killing bacteria, but heat can be used to kill bacteria also. Sanitisers are used after the detergents. They kill and reduce the number of bacteria and spores. It is recommended that food contact surfaces and equipment are cleaned and sanitised after

use or every 4 hours. Any surface, utensil or piece of equipment that comes into contact with food must be cleaned and sanitised, this also includes chopping boards, work tops, table tops, crockery, food storage containers, utensils and knives.

NOTE: A surface must be thoroughly cleaned before it is sanitised, as sanitisers are unable to effectively kill food poisoning bacteria if the surface is still visibly dirty.

Disinfectants and bleaches are not sanitisers. They must not be used as sanitisers. These are generally used for cleaning floors and toilet areas, not food preparation surfaces or areas.

Cleaning Processes

The steps towards effective cleaning and sanitising of surfaces, utensils and equipment are:

1. Remove all visible dirt and debris by wiping down.
2. Rinse off with water.
3. Wash with detergent.
4. Rinse off detergent and debris. Rinsing before sanitising will ensure that the sanitiser is effective.
5. Apply the sanitiser.
6. Allow to air dry or wipe down with disposable paper towel. Never use cleaning cloths as these harbour bacterial and can spread it.

Colour coded cleaning equipment

Colour coded cleaning equipment such as mops and buckets are an effective way to reduce the risk of cross contamination between specific areas of the food business. If it is not controlled in the correct manner it will spread from area to area. Maintaining the correct procedures will prevent this and good maintenance of equipment is key. We employ colour coding of cleaning equipment so that it can be utilised for specific areas and stay in the specific areas. Examples:

- Red- Toilets and ablutions
- Blue- Dining areas/FOH (Front of House)
- Green- kitchen areas only

If the equipment is being used in the wrong areas, ensure that they are thoroughly disinfected and rinsed before being used again.

Chemicals

COSHH- Control of substances hazardous to health is the control measure employed when using any kind of chemicals within the EG group. The following guidelines are to be utilised across the estate in food outlets:

- Only chemicals that have been approved for use are permitted in EG sites.
- Food grade chemicals are only allowed to be used in and around food sites.
- SDS (safety data sheets) are available for all chemicals used on the S-drive.
- All staff are to be trained in the correct use and handling of the chemicals.
- All cleaning product guides are to be followed- how to mix the chemical and how to use the chemical effectively to ensure maximum effectiveness.
- All COSHH is to be stored safely and away from food.
- No chemicals are to be stored if they not labelled correctly.

All staff are to be annually refresher trained on chemicals and COSHH to ensure that they still maintain a good understanding of the knowledge requirements at all times, this will also cover any new chemicals that have been brought in to use.

Cleaning instructions

Refer to equipment manuals or standard operating procedures for the correct cleaning process for all equipment. Do not vary from these requirements or use substitute chemicals as this could place the customer's products at risk.

Equipment – Blenders, oven, grill

Refer to equipment manuals or standard operating procedures for the correct cleaning process.

Coffee Machine

Refer to the Barista Operations Manual for requirements.

Display cases

Remove food from the display case before using chemicals to clean in the display case. Wash, rinse and sanitise inside the case including windows with the approved cleaner followed by the approved sanitiser. Clean the outside of the case in the same manner. Use paper towel, not cleaning clothes for this task.

Power to the display case must be isolated before cleaning. Don't forget when you are cleaning the display case to ensure any equipment such as tongs and spatulas are also cleaned and sanitised.

Fridges

Any display fridges must be cleaned regularly.

Shelving and racking: Spray approved cleaner onto shelves or racking. Wipe shelves and racking with a clean cloth or paper towel. If you have any heavily soiled shelves or racks leave the cleaner on the surface for a few minutes. Scrub using a non-abrasive pad and then rinse with a clean damp cleaning cloth or paper towel.

Fridge doors: Spray approved cleaner onto doors. Wipe with a clean cloth or paper towel.

Notify the Management if you think the compressors need cleaning. Staff are not permitted to clean compressors.

Floors

Any spills that occur need to be cleaned immediately to prevent any further accidents. Wet floor signs must be put in place to alert customers to the risk.

Dry mop the floor throughout the day as required. At the end of the day, sweep the floor, including under tables, chairs, benches and shelving. Fill the mop bucket with hot tap water (not boiled water) and add the approved cleaner. Apply the cleaner solution to the floor with a dripping wet mop and let the solution sit for a few minutes. (Ensure you have out your wet floor signs and customers are not moving around the area while you have the solution sitting on the floor) Mop up the solution. For any

stained areas, repeat the above process and then lightly scrub the floor with a brush before mopping up the solution.

Ensure you change the water and the solution when it is cold or visibly dirty.

For any spills involving blood or bodily fluids, ensure PPE is worn. Cover the spill with paper towel and dispose of the paper towel in a garbage bag. Disinfect the area and then mop thoroughly. Seal the garbage bag and dispose of the waste, and disinfect the mop. Wash your hands thoroughly.

Food preparation areas

Do not use any non-approved chemicals when food is in the food preparation areas. Always wash, rinse and sanitise benches, equipment and utensils daily with the approved cleaner followed by sanitiser. Do not rinse off sanitiser after application. Dry paper towels may be used to dry surfaces.

Utensils

Tongs must be made from food grade material. They must be treated as allergen carrying implements and separated at all times during use. They must be cleaned and sanitised separately and washed daily. Store in stainless steel containers containing sanitiser. Change sanitiser every 2 hours or as required. This will ensure the transfer of bacteria is minimised.

Knives must be fit for their intended use and made of materials so that they are easily cleaned and there is no likelihood that they will cause food contamination. No wooden handled knives are permitted. All knives must be made of stainless steel and in good condition with no chips or broken blades. Knives must also be kept sharp as blunt knives often do more damage.

Never leave knives soaking in the sink when cleaning them. You are to clean your own knife to prevent others from potentially injuring themselves. If a knife falls, let it fall – never try to catch it.

Utensils must also be cleaned and sanitised after touching a product that may cause a customer a reaction i.e. touching a standard product with the gluten free utensils, or if they have been dropped or fallen onto the floor. At the end of trade, cleaned and sanitised utensils should be stored in a clean, dust proof area protected from pests.

Cutting Boards

Cutting boards must be made of materials so that they are easily cleaned and there is no likelihood that they will cause food contamination. No wooden boards are permitted. Cutting boards must also be cleaned and sanitised after any possible contamination i.e. placing a standard product on the gluten free cutting board.

Crockery

Crockery and cutlery must be visibly clean when removed from the dishwasher. Any item that still has food residue, must be rewashed.

Table and chairs

Tables and chairs should be cleared and cleaned after each use. At the end of the day, sweep and mop under all tables and chairs.

No Glass Policy

No glass is permitted in food areas, storage, fridges or merchandise areas where unwrapped food products are sold, unless it has been authorised by management. Authorised glass includes fixed lighting, products for sale and eye-glasses (these must be in good order with no damage apparent).

Broken Glass

Any glass and window breakages must be cleaned up immediately using the correct PPE. Stock must be checked for any glass contamination. Any stock that is contaminated or suspected of being must be itemised and disposed of correctly.

38. Pest Control

EG Group UK has a pest control contract with Terminix UK. Please ensure that all pest sightings and reports of pests are inputted on to the system and actions are followed up. This is also to be logged in the food safety documentation held on site.

Pests are a major source of food contamination and damage. Pests carry disease and if left uncontrolled can contaminate food and damage food stocks. Throughout all food outlets and PFS we have robust rodent and pest control systems in place. It is important that these are monitored and maintained at all times to maintain the integrity of the solution. These are in place to prevent infestations and reduce the risk of further infestations if they have previously occurred. It is a manager's responsibility to report any pest issues with the pest control agency. All pest issues must be raised to the area/regional managers and the Health and Safety team. Pests include, but are not limited to:

- Rats
- Mice
- Insects
- Birds
- Feral cats
- Moths
- Spiders

Every site has a responsibility to ensure:

- The site remains pest free.
- The site remains clean and in hygienic condition so as to not attract pests.
- The store and equipment is in good condition and is regularly cleaned to prevent harbouring pests.
- Regularly carry out checks for pest activity.
- Report signs of any pest activity.
- Report any damage to the building- cracks or holes in walls, floors, ceilings that may allow access to pests.
- Remove and dispose of any products contaminated by pests.
- Deep clean any areas contaminated by pests.
- Ensure that the pest bait map is up to date.

All pest bait stations must be indicated on a site map. They must also be never touched by non-professionals. They must never come in to contact with any food stuffs. Any product that does must be disposed of immediately.

Insectecutors

Any location where Insectecutors are used or installed must ensure that the catchment tray at the base of the unit is emptied and cleaned on a regular basis. Please ensure that you turn the Insectecutor off before carrying out this task to prevent electrocution.

Ensure that all bulbs in the unit are working and if not report to the site manager to liaise with the pest control agency to replace safely.

39. Personal presentation

Personal Hygiene

Part of the overall standard of hygiene and housekeeping which must be maintained, is the standard of personal hygiene of each EG team member. Personal hygiene is most important in the food industry

Personal hygiene means:

- regular and appropriate hand washing
- having clean hands and nails
- wearing disposable gloves as required
- having clean and tidy hair (long hair must be tied back)
- dress and appearance standards – correct, clean and ironed uniform
- minimal jewellery to be worn
- minimal facial hair (neat beards and moustaches are allowed)
- not working when you are ill

Staff must take all reasonable precautions when handling food or food contact surfaces to ensure the safety and quality of the food is not compromised. If you believe food or food surfaces have been contaminated, you need to take immediate action to rectify the breach. Staff issued with personal protective equipment - PPE and/or accessories must be informed that wearing the PPE is company policy. PPE is designed to protect you from injury. This may include gloves etc. Continuous failure to wear these when issued will result in disciplinary action

Hand hygiene

Clean hands is the best help to minimise the spread of bacteria. Hand washing is an important measure in maintaining good food safety and minimising the risk of food contamination. Cleaning and sanitising will be a waste of time if all staff do not keep their hands clean when handling products. You must wash your hands whenever they become soiled or any time there is a risk of cross contamination. You must wash your hands before you start work, after any meal breaks, after smoking, after touching anything that has been on the floor, after cleaning up spillages, after completing any cleaning, after touching rubbish or rubbish bins, after visiting the toilet, after touching your face or hair, after coughing or sneezing into your hands and after blowing your nose. After washing your hands ensure you dry your hands thoroughly on paper towel or with an air dryer

Hand washing

Each site must have hand washing facilities that are easily accessible. These facilities have a supply of warm running water, approved hand soap and paper towel.

When handwashing you must ensure:

- You use the EG SITES approved hand wash (see chemical register)
- Wet your hands with warm water
- Dispense hand wash into the palm of your hand
- Wash hands for 20 seconds using a brisk scrubbing motion. Pay special attention around and under fingernails, your wrists, and your forearms, and between your fingers
- Rinse hands, wrists, and forearms thoroughly with warm running water. You must not use a bowl of water. Water must be running
- Dry your hands using clean paper towel or a hand air dryer. Never use your uniform or cleaning cloth to dry your hands as this may contaminate your hands

Cleanliness of fingernails

Fingernails must be clean, clipped and well-groomed. Fingernails should be kept trimmed as damaged nails can contaminate food. Be aware long nails may pierce products when handling and merchandising products

Blue waterproof dressings

Only approved EG issued blue waterproof dressings are permitted in EG Sites that handle prepared food. All existing band aids must be removed and replaced with a blue band aid upon entering the site. You must also wear a disposable glove over a blue waterproof dressing when handling food.

Disposable Gloves

Disposable gloves need to be worn when presenting any unwrapped ready to eat products or when preparing fresh food products in EG Site. You also need to wear a glove when you have a blue waterproof dressing on your hand, and you are handling unwrapped food. You will need to change gloves each time it is necessary to handle food from different product groups and between cooked and raw foods. Even if you are wearing gloves, you still need to wash your hands before wearing gloves. Before you leave the food handling area, you must place disposable gloves in the bin.

Preferred dress standards

Each specific brand has its own dress regulations as specified. Each individual brand is also to monitor and maintain their own brand specific dress regulations and ensure that they are adhered to at all times.

Personal Grooming

All staff must have clean and neatly groomed hair. It must be tied back so it is not falling over your face and eyes. Any facial hair must be kept neat. Hair and beard nets may be required if necessary.

Jewellery

Jewellery should be kept to a minimum. We use the following examples from Industry best practice guidelines for allowed jewellery at sites. Jewellery Permitted	REQUIREMENT	EXAMPLE
Plain wedding bands	Must be made of a non-oxidising metal or amalgam such as gold, platinum, silver or surgical grade stainless steel	
Medical Alert Necklace and/or Alarm	Must be enclosed and protected e.g. must be worn inside of clothing and not exposed	
Medical Alert Bracelet and/or Alarm	Must be enclosed or covered	
Sleeper Earrings	1 ONLY small (up to 12mm diameter) continuous sleeper in each ear is permitted. This must be of a hygienic design <i>Multiple earrings in each ear are not permitted.</i>	
Jewellery not permitted ITEM	REQUIREMENT	EXAMPLE

Facial jewellery piercings	Not permitted unless for religious or cultural reasons such as eye, nose, lip barbells, rings, studs etc. If facial jewellery is worn for these reasons, it must be of a hygienic design	
Tongue or oral piercings	Not permitted such as piercing and non-piercing rings, pins, barbells, studs etc.	
Ear jewellery	Not permitted such as studs (including cartilage), ear cuffs, non-continuous sleepers, ear lobe stretching rings and plugs, continuous sleepers greater than 12mm diameter, drop earrings, costume jewellery etc.	
Exposed necklaces or fob chains	Not permitted such as costume jewellery, hanging pendants etc.	
Bracelets	Not permitted such as charm bracelets, costume jewellery etc.	
Wedding/ Engagement bands with stones	Not permitted.	
Rings	Not permitted with or without precious/semi-precious stones including costume jewellery etc.	

Watches	Not permitted.	

40. Health and Hygiene (illness)

All personnel who are known to be suffering from, or to be a carrier of a disease or illness that could be transmitted through food, cannot handle unwrapped food items, food utensils or food containers as there is a likelihood of transmission from the carrier and contaminate the products directly or indirectly.

Staff who prepare and handle food may need to make themselves available for medical examination if symptoms suggest that their illness may be transmissible to other persons through food (foodborne illness).

Others at the site are not generally in a position to know if any team member is suffering from a foodborne illness hence the onus rests on the individual themselves if they know or suspect to be the case.

Definitions used:

- **Food handler:** a person who has cause to handle unwrapped food, food containers and utensils.
- **Condition:** means state of the person's well-being or effect of an illness.
- **Symptom:** means any showing of an illness e.g. vomiting, stomach cramps etc.
- **Disease:** an illness that may be transmitted to other people through food, that may contaminate food either directly or indirectly, including but not limited to viral or bacterial gastroenteritis, campylobacter, cholera, hepatitis A, salmonella, typhoid or paratyphoid.
- **Ailment:** refers to a condition, symptom or disease or being a carrier of a disease.

Any team member who has or is suffering or suspects they are suffering from an ailment shall:

- Report this to management.
- Not engage in any food handling of any type.
- Remove themselves from the food handling environment.
- Only return to work when fit to do so.

Any team member shall notify management if they suspect that they may have contaminated food and that the food is to be disposed of. A team member, when barred from food handling shall:

- Take all reasonable measures to ensure that they do not contaminate food, utensils or surfaces likely to come in to contact with foods.
- Take all reasonable measures to prevent contact with unwrapped foodstuffs.

A food handler who has been disqualified from food handling by a doctor, must get clearance from the doctor prior to returning to work. Ensuring that they are no longer transmitting or carrying the illness. All personnel returning to work will complete a return to work form as directed by management.

If a food handler is ill

Any management, who has been provided with information regarding a member of staff who is suffering an illness, shall not disclose that information to any other person without the individuals consent. The only people who may be notified are the Regional manager and the EHO (environmental health officer) on request. Personnel shall be informed of these notification requirements before they commence working with food. All reasonable measures shall be taken to ensure that visitors to food preparation and storage areas also comply with these requirements. This includes managers visiting EG sites.

The manager should endeavour to find alternative duties for the individual where safe to do so and as long as there is no further risk to food safety. If the individual refuse to comply with the instructions given, their refusal will be treated as a breach of food safety policy and health and safety policy and disciplinary procedures will follow.

41. Regulatory authority inspections

Regulatory inspectors or Environmental health officers (EHO) will visit sites from time to time to carry out routine inspection, advisory guidance or follow up to a complaint by a member of the public. Inspections will ensure that we are complying with legislative requirements.

Inspectors have the authority to:

- Enter your EG site and inspect all areas of the site.
- Ask for records- food safety records, training records.
- Take or seize samples.
- Issue non-compliance or warning notices for corrective actions; or may issue an improvement notice; or a penalty notice.
- They can in the worst cases serve a prohibition notice.

Inspection officers also have the authority to close a premises and stop the use of equipment.

When an officer visits your site for a visit or an investigation, where possible a team member should remain with the officer at all times. On requesting entry the officer should:

- Show photo ID.
- Introduce themselves, state their position and advise on the purpose of the visit.
- Sign in the visitor book.

The team should:

- Fully co-operate with the officer at all times whilst they conduct their inspection.

- Be honest when asked questions or requested information.
- Take notes of any important points or issues which are raised during the visit.
- If samples are taken or seized, take duplicate samples.
- If you can fix a problem while the inspector is on site, then do so. This will demonstrate commitment to resolving problems as quick as possible.

After the visit, once the officer has left the team must:

- Call and advise management immediately.
- Send a copy of the document provided by the officer to management and advise them on any comments made.
- Rectify any non-conformances that have been identified. If formal interviews have been requested or is likely to prosecute or issue a fine to the EG site, the manager and staff are not authorised to talk on behalf of the company, immediately contact the food safety manager.

42. Equipment failure

In the event of equipment failure the time, duration and nature of the failure must be recorded in the corrective actions in the food safety records book (SFBB). If the failure is a fridge unit the items inside must be transferred to a fully functioning unit where possible. The product can remain at a temperature between 5°C and 20°C for up to 2 hours beyond that time period the products must be disposed of. Any product transferred in this period must have the temperature reduced to 5°C in 1 hour otherwise the product must also be disposed of. Any products that are transferred and are in the packaging a hold sticker must be placed, indicating the reason why it is being held and to prevent the items from being used until deemed safe to do so. Re-check the product after 30 minutes to ensure that the temperature is stabilising as required or dispose of the product if it is not. If the temperature reaches 5°C adjust the hold sticker and allow it to be used. Hold stickers must only be used out of the customer's sight.

If the breakdown has happened overnight and the temperatures are out of tolerance then the products must be disposed of.

Any product that exceeds 20°C must be disposed of.

43. Power Failure/outages

If the power fails at a site, please ensure that the following procedures are followed:

- Record the time of the outage in the food safety records (SFBB).
- Use the infra-red monitor (where available) to check and monitor temperatures in display cases and fridges etc. every 30 minutes.

Remember, a product can only remain outside of temperature tolerance for a maximum of 2 hours. Therefore it is essential that temperature monitoring of all products takes place, to indicate when products start to rise outside of tolerances of 5°C or -18°C respectively. This will allow for accurate compliance to the 2 hour rule.

If the disruption runs for 1 hour to 2 hours, you need to remove stock from display cases and place it in cool rooms or freezer if possible. Continue to monitor and document temperatures of all chilled and frozen products accordingly.

If the disruption is going to run for 2 hours to 4 hours, please contact suppliers of refrigerated products and delay any deliveries that you are due to receive until you are in a position to receive them. Continue to monitor all chilled and frozen products on site.

44. Power restoration

When the power has been restored, ensure that the time is recorded in the food safety records (SFBB). Ensure that all temperatures are recorded and an explanation given for the anomaly's. All products that are outside of tolerance or time range must be disposed of. Temperatures must be monitored to ensure that temperatures are returning to the correct levels every 30 minutes.

Frozen products are to be checked for defrosting, any items that have shown to be in a state of defrost must be identified as hold products and monitored. If stock items have to be disposed of due to the outage ensure that you fully clean and sanitise refrigeration/freezer before restocking.

Ensure that any items disposed of are fully logged and management is made aware of any losses.

45. Food safety audits

Food safety audits are carried out periodically and are utilised in conjunction with brand partners own specific audits which are carried out more frequently (see annex A) and are specifically more in depth for the brand in particular.

The below table highlights food safety terms and content:

Terms	Food safety content								
2hr / 4hr guide	Although potentially hazardous food should be kept at 5°C or colder or 63°C or hotter, this food can be safely stored between 5°C and 63°C provided it is between these temperatures for less than four hours. This is because it takes more than four hours for food-poisoning bacteria to grow to dangerous levels. The 2 hour/4 hour guide applies to ready-to-eat potentially hazardous food. It provides guidance on how long this type of food can be held safely at temperatures between 5°C and 63°C and what should happen to it after certain times. The times refer to the life of the food, including preparation and cooling, not just to display times, so you must add up the total time that the food has been between 5°C and 63°C. <table border="1"> <thead> <tr> <th>Total time limit between 5°C and 60°C</th><th>What you should do</th></tr> </thead> <tbody> <tr> <td>Less than 2 hours</td><td>Refrigerate or use immediately</td></tr> <tr> <td>Between 2 hours and 4 hours</td><td>Use immediately</td></tr> <tr> <td>More than 4 hours</td><td>Throw out</td></tr> </tbody> </table>	Total time limit between 5°C and 60°C	What you should do	Less than 2 hours	Refrigerate or use immediately	Between 2 hours and 4 hours	Use immediately	More than 4 hours	Throw out
Total time limit between 5°C and 60°C	What you should do								
Less than 2 hours	Refrigerate or use immediately								
Between 2 hours and 4 hours	Use immediately								
More than 4 hours	Throw out								
Critical Control Point (CCP)	An essential point, step, or procedure at which control can be applied to prevent, eliminate or reduce a food safety hazard to an acceptable level.								
Deliveries	Frozen products must be solidly frozen (below -18°C) and not exhibit ice crystals Refrigerated product temperatures must be received between 1°C to 4°C.								
Team members health and hygiene	Team members who are suffering from diarrhoea, fever, vomiting, jaundice or fever and sore throat, should not be working with food unless these symptoms								

	are a result of a medical condition that a medical-service provider has confirmed will not cause a food-borne illness. All team members must practice good personal hygiene. All cuts and sores must be covered with a blue band aid and must be covered with a glove, when handling food. Staff must be presentable, wearing a clean uniform, having clean hands and nails, clean hair and wearing minimal jewellery. Long hair is to be tied back. Facial hair should also be neat
Food preparation	Utensils must be used appropriately during food preparation Disposable gloves worn for food preparation.
Food storage	Refrigerated products inside all refrigerated units are at 1°C to 5°C Opened packages of food in storage are covered/wrapped and stored according to proper procedures.
Food safety checks	The Food Safety Records book must be completed every day and retained for 4 year after the book has been filled. Temperature probe and infrared gun must be calibrated and working correctly.
Food supply	All suppliers are to meet EGs food safety requirements.
Hand washing	You must wash your hands before you start work and after any meal breaks, whenever they become soiled or any time there is a risk of cross contamination. After touching anything that has been on the floor, after cleaning up spillages, after completing any cleaning, after touching rubbish or rubbish bins, after visiting the bathroom. After touching your face or hair, after coughing or sneezing into your hands and after blowing your nose. After eating or drinking, or smoking.
High risk foods	See Potentially hazardous foods.
Potentially hazardous foods	Potentially hazardous foods are foods that might contain food poisoning bacteria and are capable of supporting growth of these bacteria or formation of toxins to levels that are unsafe for consumers. You must ensure that the temperature of potentially hazardous food is at 5°C or colder or at 63°C or hotter.
Product quality guide	Supplier (vendor) guide on requirements for maximising product quality (temperatures, thawing, cooking, and holding) times.
Ready to eat food	Food that is ordinarily consumed in the same state as that in which it is sold.
Sanitisation	All food equipment must be cleaned and sanitised at required frequencies For thorough, detailed cleaning throughout the food area, paper towels should be used once and then disposed of. All food handling/preparation utensils must be cleaned and sanitised at least every 2 hours. If any evidence of pest activity is witnessed, a work order must be logged immediately for a technician to attend and documented in the work order log and the corrective actions section of the food safety records book.

Standard Operating Procedure (SOP)	An SOP is a procedure specific to your operation that describes the activities necessary to complete tasks in accordance with industry regulations, country laws, local and state legislations or internal company standards.
Training	All team members must complete the food safety refresher training annually. Food Safety Supervisor (FSS) Some EG Sites will require at least one person to be trained as a FSS.
Water	An approved water filtration system must be in place for all beverage machines.
Work Instructions (WI)	A work instruction will take a task and provide a step-by-step format of exactly how a team member should perform their duties in specific order and process to execute that task.
Temperatures	Freezer products must be -18°C or below. Refrigerated product must be at 5°C or cooler.