



**RUNNING A  
Safer food, better business  
WORKSHOP  
FOR RETAIL BUSINESSES**

**GUIDANCE NOTES TO  
ACCOMPANY THE RETAIL  
PRESENTATION**



# Tutor Guidance

These guidance notes are intended to provide support material to assist Local Authorities implement Safer food, better business for retailers. They are primarily intended to deliver training to small groups of businesses within introductory workshops.

The workshops are likely to be run for up to 4 hours. However, the material could be used for shorter workshops or may be modified to assist other types of training. It is recommended that you introduce interactive sessions and group exercises. Some examples are provided within the notes, although you may prefer to develop your own exercises depending on the specific needs of the group. You will find further examples in the Workshop folder on the toolkit CD.

**Not all the slides need to be used**, once again this will depend on the knowledge and experience of those attending. Some retailers may not need the information on the Cooking and Preparation section (Slides 17, 24 and 25 relate to this).

The notes to support the slides are to help provide background information and guidance.

**Please note that slide 43 requires amending to include your Local Authority contact details.**

Should you have any suggestions for modifying or improving the training resource, please contact [HACCPTeam@foodstandards.gsi.gov.uk](mailto:HACCPTeam@foodstandards.gsi.gov.uk)

Disclaimer: The information provided in this training package has been carefully compiled to ensure its relevance and accuracy. However, no liability or legal responsibility is accepted for the content or any errors or omissions.

# **Welcome to Safer Food Better Business (SFBB) for retailers (Slide 1)**

Welcome delegates and introduce yourself. Advise on domestic arrangements, especially emergency evacuation procedures, refreshments, security and toilet facilities.

Provide details of length of workshop and how the session will be structured.

Delegates to introduce themselves and/or write nameplates.

## **Why did we organise this workshop? (Slide 2)**

Notes follow in slides 3 to 5.

## **What does the law require? (Slide 3)**

New legislation: Regulation (EC) No. 853/2004 on the hygiene of foodstuffs  
The Food Hygiene (England) Regulations 2006.

From January 2006 all food businesses except primary producers e.g. fishermen and farmers must implement food safety management procedures based on the principles of Hazard analysis and critical control points (HACCP).

### **Group Discussion**

You may wish to discuss any important differences between old and new legislation that affect the delegates.

Traditional HACCP is a quality system designed mostly for manufacturers and larger businesses to control food hazards.

Food Safety Management System (FSMS) must be appropriate to the size and nature of the business. Many small retail businesses will only need a simple system and this is where SFBB will help.

May wish to emphasise that SFBB for retailers has been designed to not include jargon like HACCP – it only mentions the term once.

The regulation means that a retail business will need to have a food safety management system based on the principles of HACCP. If they sell food that needs to be kept cold, e.g. milk, they must be able to show what they do to sell food safely and have this written down. Where there is no preparation, manufacturing or processing of food and no cold chain, (e.g. shops selling fruit and vegetable only) then SFBB for retailers could be more than they are required to do by law. These businesses may only need to implement good hygiene practices. Working through SFBB will achieve this but they would not have to fill the diary in as a legal requirement.

**Reference for tutor:**

EN document SANCO/1955/2004 HYG-050-05-A1

Guidance document

Annex II regarding flexibility for small businesses

Web reference:

[http://Europe.eu.int/comm/food/food/biosafety/hygienelegislation/guidance\\_doc\\_haccp\\_en.pdf](http://Europe.eu.int/comm/food/food/biosafety/hygienelegislation/guidance_doc_haccp_en.pdf)

## **What is Safer food better business for retailers?** (Slide 4)

SFBB is a practical food safety management system (FSMS) developed with many small caterers and retailers to make sure it is easy to follow and use.

A FSMS is the policies, procedures, practices, controls and documentation that ensure the food sold by a food business is safe to eat and free from contaminants.

To comply with the law the business operator must ensure that the FSMS is relevant to their business. SFBB enables the operator to select those safe methods relevant to their business and they then need to be adapted, if necessary.

Most retailers should find that SFBB covers what they do as most common processes are covered. If the retailer does any cooking or preparation that is not covered in the pack, SFBB for caterers may be more appropriate and they must contact their enforcement officer for advice.

Businesses can develop their own FSMS if they wish and it is the enforcement authority that will need to confirm their acceptability.

## What are the benefits of using SFBB? (Slide 5)

Unacceptable levels of food poisoning

- **Around a million cases each year**
- **19,500 hospitalisations**
- **Around 500 deaths**
- **Significant costs (Approximately £1.484 bn.) to the UK economy**

(The statistics are estimates for the year 2006 and should be kept up to date by the tutor. You may wish to research and include current food poisoning figures for your area.)

SFBB for retailers was developed with representatives from SPAR and Snax 24 and is being used in their stores.

SFBB for caterers has been well received by caterers. As of **September 2008, 364,000 packs** have been distributed to businesses since the launch in September 2005. SFBB for retailers, which was launched in May 2006 has built on this success. As of **September 2008, 61,000 packs** have been distributed to businesses.

**In 2007, as part of the evaluation of the SFBB programme, the FSA commissioned independent market research into the impact of food safety management systems (FSMS) on businesses. The evaluation showed that the SFBB programme is making significant progress and feedback from businesses was particularly positive.**

**Businesses felt that the main benefits of a FSMS was in generating confidence that the food they served was safe and help the smooth running of the business. In particular businesses highlighted how it helped with staff training and was useful to have everything in one place. In terms of profitability, 45% of business agreed that the implementation of a FSMS had improved the profitability of their business due to a reduction in wastage through improved stock control and an enhanced reputation for good hygiene with customers.**

Provided the business follows the safe methods throughout their business they will comply with the law, protect their customers and therefore be less likely to cause food poisoning or receive food complaints.

## **Hazards (Slide 6) & Determining hazards and controls involve (Slide 7)**

Part of developing a FSMS involves identifying the potential hazards in the business. You may wish to illustrate some of the terms used e.g. hazards, controls.

Hazards include:

- Microbiological hazards: usually bacteria and viruses that cause foodborne illness, for example, salmonella
- Physical contamination: may include glass, metal, plastics, wood and pests
- Chemical contamination: may include pesticides, cleaning chemicals and allergens.

## **Group Exercise**

### **Identify the hazards**

Ask the delegates to suggest examples of things that could go wrong

e.g.

- The contamination of food with food poisoning bacteria by pests
- The multiplication of food poisoning bacteria
- Survival of food poisoning bacteria from undercooking

### **Control measures**

Suggest various hazards and ask the delegates to provide appropriate control measures

e.g.

- Preventing contamination by effective pest control
- Preventing multiplication by chilled storage
- Preventing survival by thorough cooking e.g. food to be cooked to at least 75°C in the centre

### **Checking the control measures**

Ask the delegates to suggest examples of how the control measures can be implemented in practice

e.g.

- Check your premises regularly for signs of pests
- Check that the refrigerator is keeping food below 5°C or,
- That food is cooked thoroughly until piping hot

### **Take appropriate action when things go wrong**

The action taken should deal with the affected food AND the process to ensure things don't go wrong again.

e.g.

- Throw away any food that has been touched by pests. Make pest checks more frequent and improve staff training on recognising signs of pests
- If the chilled equipment breaks down, move the food into other equipment to keep it cold (if this is not possible, contact your local EHO for advice). Have the equipment serviced regularly and improve staff training
- Cook the food for longer and then check it again. Review your cooking method – you might need to increase the time or temperature.

### **Group Exercise**

There are two exercises which you may find useful in the file 'Exercises (retailers)' on the CD in the WORKSHOP folder. These exercises are called 'Creating your very own food poisoning outbreak'. The exercises allow the delegates to discuss hazards, types of bacteria and how a food poisoning outbreak could have been prevented.

## **Who is responsible for food safety within a food business?** (Slide 8)

The EU Regulation states that the food business operator has primary responsibility for food safety. It is important that each business ensures that every member of staff in the organisation understands their particular role and responsibility, particularly about food hygiene issues.

## **What does the law require with regard to food safety & training?** (Slide 9)

Food handlers can be trained in many different ways and it is not a legal requirement to attend classroom based accredited courses or obtain a qualification. However, they must be competent to sell safe food in the job that they do.

The owner/manager or the designated person responsible for implementing the FSMS must be competent in the system which they operate so that safe food is always sold. Different training will be appropriate for businesses with SFBB compared to those implementing traditional HACCP.

### **Group Discussion**

Discuss how staff can be trained and the objective of training i.e. competency. The following are websites for finding trainers/courses:

[www.cieh.org](http://www.cieh.org)

[www.riph.org.uk](http://www.riph.org.uk)

[www.rsph.org](http://www.rsph.org)

[www.sofht.co.uk](http://www.sofht.co.uk)

[www.foodsafetytrainers.co.uk](http://www.foodsafetytrainers.co.uk)

For many businesses it will be sufficient to work through the pack and understand the ideas and use it to create their own food safety management system.

Staff will need to be trained in the safe methods that are created by the manager and there are records sheets in SFBB to help them to do this.

## **What can happen if you do not comply with the food law?** (Slide 10 & 11)

### **Group Discussion**

Discuss these examples and how they could have been avoided or dealt with to avoid prosecution. Discuss the impact of other implications including bad publicity and loss of trade that would also affect the business as a result.

## **Safer food better business packs** (Slide 12)

Several SFBB packs and support materials have been developed:

**Catering pack** is designed for small caterers such as restaurants, cafes and takeaways

**Chinese pack in English or Cantonese** is designed for restaurants, cafes and takeaways that serve Chinese food.

**Indian pack in English** is designed for restaurants, cafes and takeaways that serve Indian, Pakistani, Bangladeshi and Sri Lankan food.

**Retail pack** is designed for small retail businesses such as small convenience stores, ('corner shops') and some confectioner, tobacconist and newsagents (CTN's).

**Care homes supplement** is designed for small residential care homes and used in conjunction with the catering pack.

The two combined are not intended for use in nursing homes as there are additional hazards which will need to be considered which are not covered by SFBB e.g. a full infection control policy. However nursing homes may find some of the information in the supplement helpful, such as for training staff.

The DVD, which is interactive, complements SFBB and is not designed to be used as a standalone product.  
The DVD is covered in more detail later in the seminar/workshop.

Diary refills are available free of charge. To request a copy call 0845 606 0667.

### **Group Exercise**

Suggest to delegates that they write this number in their diary a week before the end to remind them to call for a refill.

## **Safer food better business for retailers** (Slide 13)

Copies of the pack should be distributed to each delegate who should familiarise themselves with the structure and content.

## **What are safe methods?** (Slide 14)

The safe methods provided in SFBB reduce the amount of work required by the business operator. They incorporate the principles of HACCP for most relevant processes and activities. Provided the business follows the safe methods throughout their business they will comply with the law, protect their customers and therefore be less likely to cause food poisoning or receive food complaints.

## **Safe methods may include some or all of the following points:** (Slide 15 & 16)

### **Group Discussion**

Discuss safe methods and the included information on why the hazard and it's control is important. If businesses have an understanding of why the controls are necessary they will have a better understanding of how safe methods work and the purpose for completing them.

## **Group Exercise**

Choose a safe method topic e.g. Pest Control and ask the delegates to provide examples of things that could go wrong and the control measures necessary to stop them going wrong. You may wish to split the group into two; one group to identify hazards, the other to suggest controls. If copies of SFBB were distributed earlier in the workshop, delegates should not refer to this during the exercise.

Then go back to the SFBB safe method and review what they have come up with against the safe method to illustrate how it is covering points they have raised.

## **Safe methods may include:** (Slide 17)

### **Group Discussion**

'Check it' sections only occur in the Cooking and Preparation section. Discuss the various methods of monitoring.

SFBB does not require the use of probe thermometers for routine monitoring of cooking processes as it uses visual control measures with key changes shown in photographs.

However, in order to prove that a particular safe method is working effectively (validation and verification) the use of a thermometer could be useful.

Where businesses are already using thermometers and temperature monitoring records they may wish to incorporate their existing system within SFBB.

## **Safe methods may include:** (Slide 18)

Safe methods show what to do for common things that could go wrong.

When things go wrong you should do 2 things -

- a) Deal with the affected food and/or the problem e.g. refer to earlier examples on Slides 9 and 10.
- b) Think if things need changing – modifying the process to prevent things going wrong again

In SFBB you will notice that it always says that you should write down what went wrong and what you did about it in your diary. The emphasis should be on telling the story of what went wrong and how it was put right. You can also use the diary to hand over problems to the manager or staff working the next day or shift.

## **Safe methods – 4 C's and management** (Slide 19)

The food safety hazards are:

- Contamination (microbiological, physical or chemical)
- Multiplication of harmful bacteria
- Survival of harmful bacteria
- 

SFBB is intended to control these hazards and so prevent food poisoning or the consumption of toxic or harmful food.

SFBB uses the following 4C's as the framework for thinking about these hazards -

Cross-contamination  
Cleaning  
Chilling  
Cooking & Preparation

There is also a section on Management to help businesses think about how food safety issues can be managed.

## **Cross-contamination** (Slide 20)

### **Group Exercise**

The tutor should work through the pest control safe method and let the business complete some/or all of the 'How do you do this' section for their business. Allow questions so that delegates start to understand how to fill in a safe method.

e.g. What kind of things would you look for when checking a delivery for pests?

## **Cleaning** (Slide 21)

### **Group Exercise**

Ask the group to design a safe method system for cleaning a work surface. While an example is already provided on the cleaning schedule the exercise can explore alternate 'safe' ways of doing this. (Use the blank cleaning schedule).

### **Group Exercise**

The tutor should work through the personal hygiene safe method and let the business complete some or all of it for their own business and allow questions so that delegates start to understand how to fill in a safe method.

## **Chilling** (Slide 22)

### **Group Exercise**

The tutor should work through one of the safe methods and let the business complete some/or all of it for their own business and allow questions so that delegates start to understand how to fill in a safe method.

The tutor may wish to use this part of the workshop to reinforce essential basic hygiene messages and good practice, for example:

e.g. If chilled storage and displaying chilled food is chosen ask the group to provide examples of how they keep track of when food has past it's 'use by' date and should be thrown away.

## **Management** (Slide 23)

### **Group Discussion**

Discuss with the delegates the responsibility of management in the business.

In SFBB this is shown by filling in the safe methods, completing the opening and closing checks and writing down what went wrong and what they did about it.

Additional opening and closing checks can be added to the ones that are included in the pack.

Also, emphasise how they supervise their staff and make sure the pack is followed.

### **Group Discussion**

Tutor should discuss each of the management sections in turn highlighting those parts that are particularly relevant or important for the group.

The following points can also be discussed:

- Practical ways in which small businesses can ensure suppliers are reputable
- Effective methods of stock control
- It may be appropriate to demonstrate the use of digital thermometers including accuracy of measurement, risk of cross-contamination, and calibration. Ask how and when they clean the probe. Discuss the limitations of some types of thermometers.
- Ask the groups to suggest other hygiene checks that could be undertaken at the beginning or the end of the day.
- Discuss what should happen in businesses that operate shifts and 24-hour operations.

## **Cooking and preparation** (Slide 24 and 25)

If a retailer does any cooking or preparation that is not covered in the pack they must contact their enforcement officer for advice. Highlight that some retail businesses will not need this section at all because unlike SFBB for caterers it does not cover every eventuality.

### **Group Exercise**

Ask the delegates what cooking and preparation they carry out – from this, select one of the safe methods e.g. 'Bake off' and have the delegates work through the safe method including the 'check it' section.

## **What happens if I have processes of my own?** (Slide 26)

It is usually recommended that the HACCP principles are applied once a business has implemented good hygiene practices. SFBB can be built onto

existing hygiene practices in the same way. If the business has an effective cleaning routine and effective systems for controlling cross-contamination then it will only need to implement the chilling, management and, if applicable, the cooking and preparation sections.

Even then it is probably worth going through SFBB as a checklist to see if what is in place could be improved or if there are any new ideas to think about.

However, in the event that a food business has no real existing policies or systems, SFBB can be implemented immediately as it incorporates all the essential good hygiene practices.

### **Group Exercise**

There are two photograph exercises which you may find useful in the file 'Exercises (retailers)' on the CD in the WORKSHOP folder. The delegates are asked to look at a photograph of poor practice and say which safe method from SFBB they would use to explain to their staff that it is poor practice.

## **Diary** (Slide 27 to 36)

### **Group Exercise**

Ask the group to complete a diary for a week. Provide them with examples of things that may have changed, e.g. suppliers and examples of things that went wrong, for example, a mouldy food complaint, delivery of milk past its 'use by date', or a refrigerator found at 15°C on the opening check.

The groups should complete the diary explaining what they did for each specific case.

### **Diary also includes:**

- Staff list and training records
- Supplier list
- Cleaning schedule
- Contacts list

### **Using the diary**

The person signing the daily diary is accepting responsibility for the safety of the food produced on that day. This will usually be the owner/manager. In their absence another member of staff should be designated to take responsibility.

It is important that participants understand the need to delegate responsibility and that those who have been delegated responsibility understand their role.

### **4-weekly review:**

Purpose is to check that the food safety management system and control measures are effective (part of verification and review).

Every 4 weeks the manager should examine the diary to identify serious things that went wrong or went wrong repeatedly (3 or more times) and what was done about it.

The review should also consider important changes in the business since the last check e.g.

New staff employed?

Training carried out?

New supplier?

It should also be made clear that any issues that arise should be dealt with at the time. e.g. if on completing the opening check, signs of pests were detected, this should be dealt with as soon as possible and not put aside until the next 4 weekly review.

**It is important to stress that when environmental health officers are revisiting premises that have implemented SFBB, the most common problem is a failure to keep the diary up to date and complete the 4 weekly review. If a business does not complete these then they will not be implementing the SFBB system correctly and will not be complying with the law!**

## **DVD training tool (Slide 37)**

**The DVD complements the SFBB packs and provides guidance for managers on implementing SFBB. It is also designed to be used for staff training.**

**The DVD has voiceovers in 16 languages and English subtitles are available so a manager can follow the DVD content whilst a voiceover is being played in other languages.**

**An A4 leaflet accompanies the DVD which is aimed at new staff working in food businesses and covers key personal hygiene messages.**

**Slides 38 to 40 show images from the DVD.**

**Slide 38: Shows the 16 languages**

**Slide 39: Shows part of the section on how to complete the cleaning schedule.**

**Slide 40: Uses UV light to highlight cross contamination, similar to the national TV adverts and Bacteria Bites Business**

### **Group Exercise**

**Illustrate how the DVD works:**

- **Click through to the management section via the retail or catering route and watch the introduction**
- **Select a safe method from the staff section and watch a scene relating to this**
- **Illustrate the use of subtitles (access via the 'How to use the DVD' section in the quick menu)**

## **SFBB - Summary** (Slide 41)

In practice, when the business has successfully completed SFBB and put it into practice they will have:-

- Worked systematically through the food hygiene risks in their business by filling in the safe methods
- Worked out how these risks can be controlled and managed
- Tailored the safe methods to their business
- Made sure the staff in the business understand what they should be doing
- Made sure that the procedures are followed, key processes are checked and staff are supervised
- Used the diary to record opening and closing checks, written down anything that went wrong and signed it every day to say the procedures were followed
- Every 4 weeks, and when major changes occurred, reviewed the procedures and diary to see if the procedures needed changing

**Businesses who complete and implement all aspects of the pack relevant to their business will be compliant with the law.**

### **Group Exercise**

There is quiz which you may find useful in the file 'Exercises (retailers)' on the CD in the WORKSHOP folder. The delegates are asked to find the answers by referring to their copy of SFBB for retailers.

## **What do retailers think of SFBB?** (Slide 42)

These quotes are from retailers who were involved in the research of the pack. The pack has been very well received.

## **What should I do next?** (Slide 43)

The tutor should provide details of what the businesses should be doing next – that is, completing the pack.

**The tutor should provide details of the way in which they are providing support within their area.**

**Provide details of where businesses can obtain further details from websites, the FSA, local authorities, industry guides etc.**

## **What happens next?** (Slide 44)

Explain how your Authority undertakes enforcement. What officers will expect businesses to do and a timetable for compliance.

## **Safer food, better business** (Slide 45)

Thanks for listening – any questions?