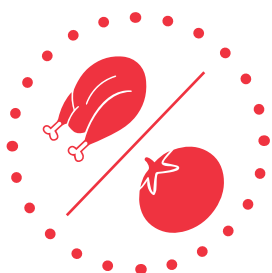


.....

SAFER FOOD BETTER BUSINESS FOR RETAILERS

.....



BUSINESS NAME:

OWNERS NAME:

DATE OF COMPLETION:

HOW TO USE THIS PACK

Welcome to Safer Food Better Business for retailers

IS THIS PACK FOR ME?



This pack is for small retail businesses that sell food, including any food that needs to be kept cold to keep it safe, for example, milk, dairy products, cooked meats, salads, desserts or sandwiches.

Retail businesses that sell any food must comply with food law.

Do you sell food that needs to be kept cold to keep it safe?

Yes No

If yes, is your business one of these? (please tick)

- Small convenience store
- Confectioner, tobacconist and newsagent (CTN)
- Health food shop
- Delicatessen
- Other – give details:

If No, (you do not sell any food that needs to be kept cold) this pack could be more than you are required to do by law. But it is still good to practice to use the sections of the pack that is relevant to your business.

This pack is not suitable for specialist retailers including butchers, fishmongers and bakers. This is because these types of businesses are involved with foods that present additional risks which are not covered in this pack.

If you are not sure if this pack is suitable for your business, contact the Environmental Health Team at your local council.

Other Safer Food Better Business packs are available for:

- Caterers
- Indian cuisine
- Chinese cuisine
- Childminders
- Residential care homes (supplement)

These are available via the [Safer Food Better Business web page](#). Other options as well as designing your own are the FSA's Safe Catering pack or the MyHACCP tool which is better suited to more complex food businesses. .

REGISTRATION

You **must** register your food business with the Environmental Health Team at your local council at least 28 days before you start food operations. Read additional guidance on '[Getting ready to start your food business](#)' (PDF).

If you have bought an existing food business from someone else, you need to register as the new owner. You must also tell your local council about any significant changes to your business on an ongoing basis.

For more information, visit [Guidance on how to register a new and existing food business](#).

HOW DOES THIS PACK HELP ME COMPLY WITH THE LAW?

The law says you must write down what you do to make sure food is safe. It is a legal requirement to put in place, implement and maintain food safety procedures based on hazard analysis, and critical controls points (HACCP). It is an offence not to have food safety procedures in place and could lead to legal action being taken against the operator of the food business. This pack is a food safety management system based on the principles of HACCP but you will not find words such as 'HACCP' or 'hazard' in the pack because we have cut out all the jargon. If applicable this pack must be completed for all of your food operations and must outline the food safety practices in place with daily records kept in the diary. This will help demonstrate compliance with food hygiene laws and it will help you get a better food hygiene rating.



WHAT IF I ALSO DO SOME PREPARATION OR COOKING OF FOOD?

The 'Cooking and Preparation' section in this pack is designed for retail businesses that do certain types of cooking and preparation.

Do you...

- prepare ready-to-eat food, e.g. sandwiches?
- 'bake off' bought-in products e.g. sausage rolls and pasties?
- reheat food, or keep it hot, e.g. reheating bought-in cooked pies?
- cook bacon, sausages or eggs?
- cook rotisserie chicken or ham?

If you do one or more of the above, you should work through the relevant safe methods in the 'Cooking and Preparation' section.

If you do any cooking or preparation of food that is not listed above, the caterers pack may be better suited to your business.

WHO SHOULD TAKE CHARGE OF THE PACK?



The operator of the food business has overall responsibility for ensuring the food served to customers is safe to eat.

All food handlers are responsible for following the safe methods within this pack and reporting any problems to the food business operator immediately.

The person who takes charge of the pack needs to make sure other staff know how to use the pack and the diary is completed when they are not at work. The pack should always be available at the business and must be completed before you start food operations.

They also need to make sure the pack is reviewed regularly and updated where needed. Filling in the table below will help you keep track of when the pack is updated or reviewed.

DATE PACK FIRST COMPLETED:

REVIEW DATE:	REVIEWED BY (NAME):

HOW DOES THE PACK WORK?

The pack contains sheets for you to work through and complete. These are called 'safe methods' and they must be completed before you start food operations. They need to be reviewed regularly and updated if your food operations change.

This pack contains a diary for you to fill in every day and write down anything different that happens, including anything that goes wrong.

HOW TO USE THE SAFE METHODS

Front

The **'Safety point'** column highlights things that are important to make food safely.

The **'Why?'** column tells you why the safety point is important.

The **'How do you do this?'** column is for you to write down what you do.


In some places you only need to tick a box and in other places write a small amount.

Pictures help to illustrate the safety points.

SAFE METHOD:

FROZEN STORAGE AND DISPLAY

It is important to handle, store and display frozen food safely to stop harmful bacteria growing.

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
Follow the manufacturer's instructions on how to position, use and maintain freezing equipment.	It is important to use equipment properly to make sure food is kept cold enough. The positioning of equipment e.g. next to doors, heaters or in direct sunlight may stop it working effectively.	Do you follow the manufacturer's instructions for using your frozen display and storage equipment? Yes <input type="checkbox"/> No <input type="checkbox"/> If not, what do you do?
Put frozen food in a freezer as soon as it is delivered. If you collect food from shops or suppliers yourself, make sure it is kept at the correct temperature when you transport it and put in a freezer as soon as possible.	If frozen food starts to defrost, harmful bacteria could grow.	Is frozen food put in a freezer or frozen display unit as soon as it is delivered or collected? Yes <input type="checkbox"/> No <input type="checkbox"/> If not, what do you do?
		If you collect food from the shops yourself, what do you do to keep food at the correct temperature when you transport it?
Make sure equipment is at the correct temperature before you put frozen food in it. See the 'Check it' section on next page. <i>Products should be displayed in a way that allows air to circulate and not above load lines.</i>	If you overfill equipment and food is above load lines it might not be kept cold enough.	
You must remove food from sale before it passes its 'use by' date and either dispose of it or separate it from other foods. Ideally, food marked with a 'best before' or 'best before end' date should be removed from sale by the end of that day.	It is illegal to sell food after its 'use by' date. It might not be safe to eat. When food has passed its 'best before' date it might not be as good to eat – for example the taste or texture could change.	How do you keep track of when food should be removed from sale?
Make sure you know how long food has been in the freezer, and older stock is used first.	If you do not know how long food has been in the freezer, you might end up using new stock first, before the old.	

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Back

Some safe methods have a **'Check it'** section, which tells you what to look for to make sure your method has worked.

The **'What to do if things go wrong'** column gives practical tips on how to tackle problems.

The **'How to stop this happening again?'** column tells you how you can prevent problems.

If things go wrong, write down what happened and what you did in your diary. Each safe method reminds you to do this.

Sometimes the pictures are marked with one of these symbols:




SAFE METHOD:

FROZEN STORAGE AND DISPLAY

It is important to handle, store and display frozen food safely to stop harmful bacteria growing.

CHECK IT	HOW DO YOU DO THIS?
It is good practice to keep frozen food at -18°C or colder. Refer to the manufacturer's instructions on the packet for further detail. (Food labelled 'Quick frozen' must be stored at -18°C or colder, or displayed at -12°C or colder.) You should check the temperature of your freezing equipment at least once a day starting with your opening checks (see the diary). To make sure equipment is working properly, check temperatures in-between frozen food too.	Some equipment will have a digital display or dial to show what temperature it is set at. You can use this to check the temperature of your equipment. If you do this, you should check regularly that the temperature shown on the display/dial is accurate, using a freezer thermometer. You could also use a probe (see the 'Prove it – chilled and frozen storage' safe method in the Management section). How do you check the temperature of freezing equipment? Digital display <input type="checkbox"/> Dial thermometer <input type="checkbox"/> Freezer thermometer <input type="checkbox"/> Between chilled foods using probe thermometer <input type="checkbox"/> If you do not do this, what do you do?

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
If you find that your freezer or frozen display unit is not working properly, you should do the following things: <ul style="list-style-type: none"> Food that is still frozen (i.e. hard and icy) should be moved to an alternative freezer straight away. Food that has begun to defrost (i.e. starting to get soft and/or with liquid coming out of it) should be thrown away unless it is intended to be sold defrosted, in which case move it to a suitable place to continue defrosting. Always follow the manufacturer's defrosting instructions.  <ul style="list-style-type: none"> Food that has fully defrosted (i.e. soft and warm) should be thrown away, unless it is a product designed to be defrosted by you and then sold to the customer at room temperature (or 'ambient') e.g. 'thaw and serve' products such as muffins. Do not sell food that is intended to be sold frozen if it has defrosted, or started to defrost. Do not refreeze food once it has started to defrost, e.g. ice cream – you will have to throw it away. 	<ul style="list-style-type: none"> See what you can do to store and display frozen food more safely, using the front of this safe method. Have equipment serviced regularly and check that it is working properly as part of your opening checks. Re-organise freezer so there is more space and make sure they are kept closed as much as possible. Improve staff training on this safe method. Improve staff supervision.

Write down what went wrong and what you did about it in your diary.

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HOW TO USE THE DIARY



The diary should be filled in every day by the person responsible for running the business. There is also a 4-weekly review so you can look back at previous weeks and identify any persistent problems.

Fill in the date at the start of the week.

Each day, tick here to say you have completed your Opening checks and your Closing checks – see the Management section for more information on these.

If anything different happens or something goes wrong, make a note of it under the appropriate day.

Each day, write your name and sign to say that all the safe methods have been followed.

If you do any Extra checks, (e.g. something you don't do every day such as maintenance of equipment or cleaning the freezer) make a note in the section at the end of the week – see the Management section for more information on these.

The diagram shows a 4-week diary form. It is divided into two columns. The left column contains days Monday through Thursday, and the right column contains Friday through Sunday. Each day's entry includes a section for 'Any problems or changes – what did you do?', followed by checkboxes for 'Opening checks' and 'Closing checks', and lines for 'Name' and 'Signed'. At the bottom of each day's entry is a statement: 'Our safe methods were followed and effectively supervised today.' At the end of the week (Sunday), there is an 'Extra checks' section with the heading 'We have performed the following extra checks this week' and lines for 'Name' and 'Signed'. Arrows from the instructions on the left point to the date field at the top, the checkboxes, the 'Any problems or changes' section, the 'Name' and 'Signed' lines, and the 'Extra checks' section.

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QUESTIONS

WHAT DO I DO NEXT?

Work through the pack one section at a time and complete all the safe methods that apply to your business. We suggest you do one section at a time but make sure the pack is completed before you start food operations.

When you have worked through all the sections, make sure you and your staff:

- follow the safe methods all the time
- fill in the diary every day

HOW DO I USE THE 'WORKING WITH FOOD?' FACTSHEET

Use the 'Working with food?' factsheet to train your staff on good personal hygiene on their first day at work. It has been designed to help overcome language difficulties. Food Safety Coaching videos are available on the [FSA YouTube channel](#).

HOW WILL I BENEFIT FROM USING THIS PACK?

Using the pack in your business will help you to:

- comply with food hygiene regulations
- show what you do to make food safely
- train staff
- protect your business's reputation
- improve your business, for example, by wasting less food
- improve your Food Hygiene Rating

DO I NEED TO USE A TEMPERATURE PROBE?

The use of a temperature probe is the best way to make sure what you are doing is safe when cooking, reheating, hot holding or chilling. See the 'Prove it' safe method in the Management section.

DO I NEED TO KEEP LOTS OF DAILY RECORDS?

No, but as a minimum you need to fill in the diary for each day. Depending on the size and nature of your business you may need to keep more records to demonstrate that you are making food safely. It is a legal requirement to keep a record of what food products you have bought who you have bought them from, the quantity, the date and allergen information. Usually, the easiest way to do this is to keep all your invoices and receipts.

WHERE CAN I GET MORE INFORMATION?

For more information on food safety, visit the business guidance section of the [FSA website](#). There are also several FSA videos relevant to food safety on [FSA YouTube channel](#). If you still need additional guidance then contact the Environmental Health Team at your local council.

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FOOD HYGIENE RATINGS

INTRODUCTION TO FOOD HYGIENE RATINGS



Following a food safety inspection from your local council, your business will receive a Food Hygiene Rating.

Food Hygiene Ratings help customers choose where to eat or buy food – high ratings are good for business.

Ratings are a snapshot of the standards of food hygiene & safety found at the time of inspection.

Your Food Hygiene Rating is based on:

- Hygienic handling of food including preparation, cooking, re-heating, cooling and storage
- Cleanliness and condition of facilities and building – including layout, ventilation, hand washing facilities and pest control
- Hygienic management of food safety including the system or checks in place to ensure food sold or served is safe to eat, and that food safety is always well managed and good standards maintained

UNDERSTANDING FOOD HYGIENE RATINGS



Following an inspection your business will be given a rating between 0 and 5:

- 5 – hygiene standards are very good
- 4 – hygiene standards are good
- 3 – hygiene standards are generally satisfactory
- 2 – some improvement is necessary
- 1 – major improvement is necessary
- 0 – urgent improvement is required

Using this pack properly, following the safe methods and completing the diary correctly will help ensure you are complying with the law and maximise your Food Hygiene Rating.

If you run a food business in Wales or Northern Ireland, you must display your Food Hygiene Rating sticker at each entrance where it can clearly be seen by customers. Food businesses in England are encouraged to do the same. Food hygiene ratings can also be seen online.

Following an inspection, businesses can appeal their rating, publish a response to rating and can request a re-visit from their local council.

WHERE CAN I GET MORE INFORMATION?

The Environmental Health Team at your local council will be able to provide more advice on how to make sure you have a good food hygiene rating. Every business should be able to achieve a 5 - Very Good.

More information is available on the [FSA website](https://www.food.gov.uk/sfbb).

WHAT YOU NEED TO KNOW BEFORE YOU START

It is easy for you to spread bacteria and viruses to food without realising. These bacteria and viruses are invisible and could make customers ill. Your personal hygiene is important. This is what you need to do to keep food safe:

BEFORE YOU START WORKING WITH FOOD



Always wash your hands



Wear clean clothes



Wear an apron if handling unwrapped food



Tell your manager if you have vomiting or diarrhoea and do not work with food



Take off your watch and jewellery



It is a good idea to tie hair back and wear a hat or hairnet



WHEN YOU ARE WORKING WITH FOOD



No smoking



No eating or drinking



Avoid touching your face, coughing or sneezing over food



Cover cuts with a brightly coloured waterproof dressing

WASHING HANDS EFFECTIVELY



Step 1: Wet your hands thoroughly under warm running water and squirt liquid soap onto your palm



Step 2: Rub your hands together palm to palm to make a lather



Step 3: Rub the palm of one hand along the back of the other and along the fingers. Repeat with the other hand



Step 4: Put your palms together with fingers interlocked and rub in between each of the fingers thoroughly



Step 5: Rub around your thumbs on each hand and then rub the fingertips of each hand against your palms



Step 6: Rinse off the soap with clean water and dry your hands thoroughly on a disposable towel. Turn off the tap with the towel and then throw the towel away

WHEN TO WASH HANDS



Before touching or handling any food, especially ready-to-eat food



After going to the toilet



After every break



After touching raw meat, poultry, fish, eggs or unwashed vegetables



After touching a cut or changing a dressing



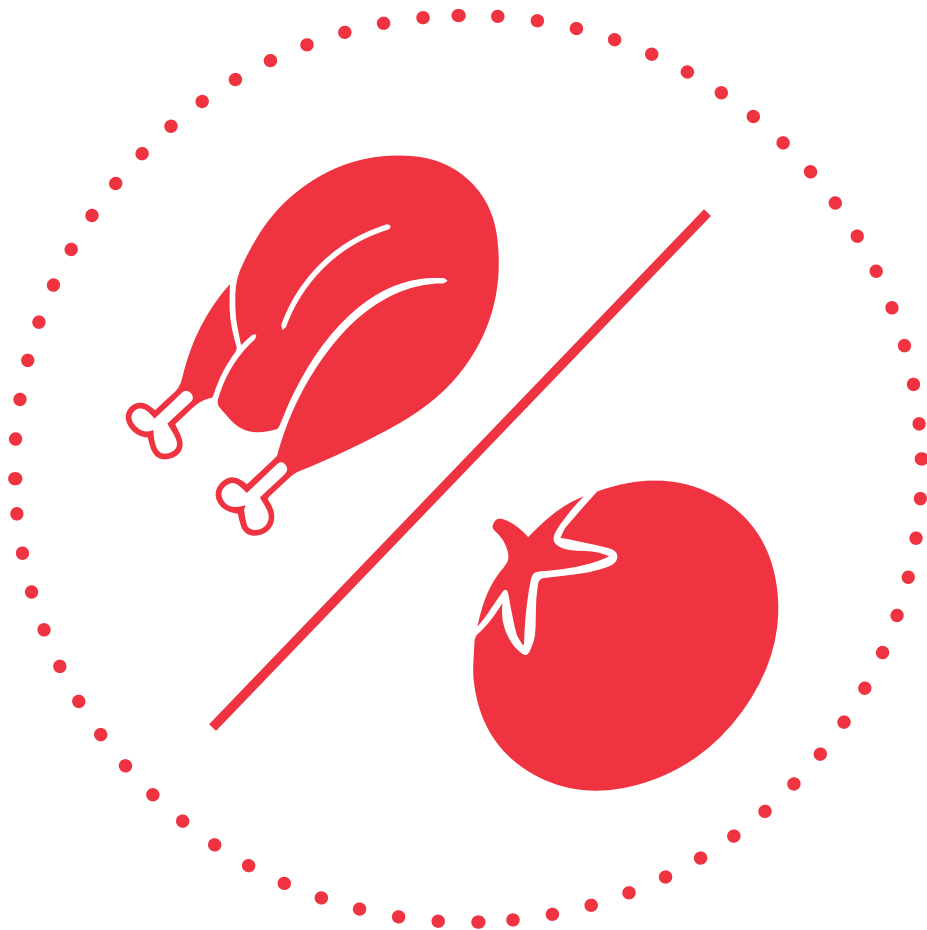
After touching or emptying bins



After any cleaning



After touching phones, light switches, door handles, cash registers and money



CROSS-CONTAMINATION

Cross-contamination is one of the most common causes of food poisoning. It happens when harmful bacteria or viruses are spread onto food from other food, surfaces, hands or equipment.



Cross-contamination is one of the most common causes of food poisoning. It happens when harmful bacteria or viruses are spread onto food from other food, surfaces, hands or equipment.



These harmful bacteria often come from raw meat/poultry, fish, eggs and unwashed vegetables. It is particularly important to ensure that ready-to-eat foods are not contaminated in this way.

Other sources of bacteria can include:

- staff
- pests
- equipment
- cloths
- dirt or soil

When you handle raw and ready-to-eat food in your business you may need to consider extra procedures to help keep the food you produce safe. More information can be found on the **FSA website**.

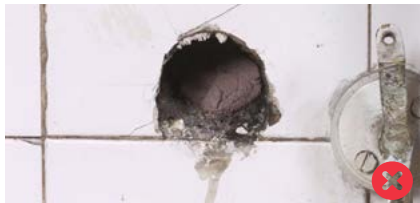




Do not forget that you should also protect food from 'physical contamination' (where objects get into food, e.g. broken glass or pieces of packaging) and 'chemical contamination' (where chemicals get into food, e.g. cleaning products or pest control chemicals).

SAFE METHOD:

GOOD HOUSEKEEPING



Good housekeeping involves maintaining your premises effectively and keeping them clean, tidy and pest-free. It also includes preventing physical and chemical contamination of food.

SAFETY POINT	WHY?
Repair structural damage as soon as it happens e.g. damp/chipped plaster, broken tiles, holes in walls or windows.	Structural damage can make your premises harder to clean. It can attract pests, dirt and allows harmful bacteria to collect there. 
Repair or replace any equipment or utensils that are worn, damaged or have loose parts.	Dirt and harmful bacteria can collect in worn or damaged utensils and equipment. Loose parts may fall into food. 
Make sure your chilled and frozen display and storage equipment is well maintained and working properly. If you cook or reheat food and then keep it hot, you need to make sure your cooking and hot holding equipment is well maintained and working properly.	If it does not work properly, food may not be kept cold enough. If it does not work properly, food may not be cooked or reheated properly and may not be kept hot enough.
Temperature probes should be checked regularly to make sure their readings are accurate.	If your probe is not accurate, then it will not give a reliable measure of whether food is at a safe temperature. (See the 'Prove it – chilled and frozen storage' safe method in the Management section.) 
Physical and chemical contamination Protect unwrapped food by covering it or keeping it in suitable display equipment. It is not necessary to provide covers for unwrapped whole fruit or vegetables. However, you should keep these foods away from ready to eat foods.	This helps to protect the food from: <ul style="list-style-type: none"> • objects falling into the food e.g. hairs • people touching the food or sneezing or coughing over it • pests such as flies • cross-contamination 
Always clear and clean as you go and take care to throw away packaging, string, etc, as soon as you remove it.	Keeping surfaces clear and clean will help prevent objects getting into food, as well as preventing the spread of bacteria. 



SAFETY POINT	WHY?
Follow the manufacturer's instructions on how to use and store cleaning chemicals. Store cleaning chemicals separately from food and make sure they are clearly labelled.	This is to prevent these chemicals getting into food.
Make sure you control pests effectively. (See the 'Pest control' safe method.)	This is to prevent bacteria from spreading and stop damage to food e.g. gnawed packets.
Make sure that any chemicals you use to control pests are used and stored in the correct way and clearly labelled.	This is to prevent these chemicals getting into food.

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none">• If you think that equipment might not be working properly, check it straight away. Do not wait until it has broken down. Check that staff are using the equipment properly.• Look at the manufacturer's instructions to see if there is a troubleshooting section.• Contact the equipment manufacturer or your maintenance contractor, if you have one.• If chemicals or objects such as glass or insects get into food then you must throw that food and any food likely to be contaminated, away.• If you find pests or signs of pests, take action immediately. (See the 'Pest control' safe method.)	<ul style="list-style-type: none">• Make your maintenance checks more frequent.• Encourage staff to report any structural damage or problems with equipment, so you know about problems early.• Review how you use and store chemicals in your business.• Review your pest control arrangements.• Train staff again on this safe method.• Improve staff supervision.

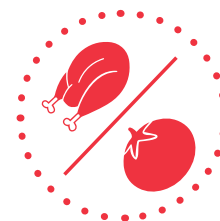
Write down what went wrong and what you did about it in your diary.



MANAGE IT
<ul style="list-style-type: none">• Put problems right as soon as possible, before they get worse or affect food safety. Make a note in your diary of what you do.• Put reminders in your diary of maintenance checks. Make a note of any repairs you make.

SAFE METHOD:

PEST CONTROL







Effective pest control is essential to keep pests out of your premises and prevent them from spreading harmful bacteria.

Watch Food Safety coaching: Pest Control video.

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
<p>Check your premises regularly for signs of pests.</p> <p>Ensure your premises are maintained in good repair and condition to avoid the risk of contamination from pests.</p> <p>You could employ a pest control contractor. See the 'Suppliers and contractors' safe method in the Management section.</p>	<p>Pests carry harmful bacteria.</p>	<p>When do you check for pests?</p> <p>One option is to employ a pest control contractor. See the 'Suppliers and contractors' safe method in the Management section.</p>
<p>Check deliveries thoroughly for signs of pests. Do not accept a delivery if it shows signs of pests such as gnawed packaging or insects, e.g. beetles.</p>	<p>Pests could come into your premises in a delivery.</p>	<p>How do you check deliveries?</p>
<p>Keep external areas tidy and free from weeds. Make sure bins have close-fitting lids and are easy to clean and clean and disinfect regularly.</p>	<p>Weeds and rubbish can attract pests and provide them with food and shelter.</p>	<p>How often do you check external areas?</p>

TYPE OF PEST		SIGNS OF PEST
Rats and mice		Small footprints in dust, droppings, holes in walls and doors, nests, gnawed goods or packaging, grease or smear marks, urine stains on food packaging
Flies and flying insects e.g. moths		Bodies of insects, live insects, webbing, nests, droning or buzzing, maggots



TYPE OF PEST		SIGNS OF PESTS
Cockroaches		Eggs and egg cases, moulted 'skins', the insects themselves, droppings
Ants		Small piles of sand or soil, the insects themselves, flying ants on hot days
Birds		Feathers, droppings, nests, noise, the birds themselves
Beetles and weevils		Moving insects, particularly in dry food, small maggots

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none"> • If you see signs of a pest infestation, call a pest contractor immediately. Write the contact details for your pest contractor on the Contacts list in the diary. • If you think any equipment, surfaces or utensils have been touched by pests, they should be washed, disinfected and dried to stop harmful bacteria from spreading. • If you think food has been touched by pests in any way, throw it away. 	<ul style="list-style-type: none"> • Make your pest checks more frequent. • Improve staff training on recognising signs of pests and encourage them to report problems immediately. • If you have persistent problems with pests, consider employing a pest contractor, if you do not have one already.

Write down what went wrong and what you did about it in your diary.



THINK TWICE!

Never let pest control bait/chemicals, including sprays, come into contact with food, packaging, equipment or surfaces, because they are likely to be poisonous to people.

MANAGE IT

- Make sure no food or dirty plates etc. are left out when the business is closed – these are a source of food for pests.
- Make sure that checks for pests are carried out regularly.
- Put reminders of when to check for pests in your diary.
- If you have a pest contractor, keep a record of their contact details and visits in your diary, as well as any feedback or action points they recommend. Make a note of when you have carried these out.



CLEANING

Effective cleaning is essential to get rid of harmful bacteria, viruses and allergens to stop them spreading to food.



Effective cleaning is essential to get rid of harmful bacteria, viruses and allergens to stop them spreading to food.



This section tells you about handwashing, cleaning effectively, how to ‘clear and clean as you go’ and developing a cleaning schedule.

SAFE METHOD:

HANDWASHING



Effective handwashing is essential to help prevent bacteria, viruses and allergens spreading to food.

Make sure that all staff who work with food wash their hands properly before handling or preparing food, an allergen-free meal, after handling raw food and before handling ready-to-eat food. remember effective hand washing takes time.

For a video demonstration, visit [the FSA YouTube Channel](#).

WASHING HANDS EFFECTIVELY

Step 1:

Wet your hands thoroughly under warm running water and squirt liquid soap onto your palm.



Step 2:

Rub your hands together palm to palm to make a lather.



Step 3:

Rub the palm of one hand along the back of the other and along the fingers. Repeat with the other hand.



Step 4:

Put your palms together with fingers interlocked and rub in between each of the fingers thoroughly.



Step 5:

Rub around your thumbs on each hand and then rub the fingertips of each hand against your palms.



Step 6:

Rinse off the soap with clean water and dry your hands thoroughly on a disposable towel. Turn off the tap with the towel and then throw the towel away.



CHECK IT

For hands to be washed properly, you need warm running water, liquid soap and preferably disposable towels.

Ideally, antibacterial soap should meet standard BS EN 1499 for extra protection against harmful bacteria and contamination.

Do you use liquid soap?

Yes No If no, what do you use?

Do you frequently check and replenish consumables?
Do you check staff frequently wash their hands?

Do you use disposable towels?

Yes No If no, what do you use?

Do you use antibacterial soap which meets standard BS EN 1499? (check the product label)



WHEN TO WASH YOUR HANDS

Before touching or handling any food, especially ready-to-eat food and after touching raw meat, poultry, fish, eggs or unwashed vegetables.



When entering the kitchen e.g. after a break or going to the toilet.



After touching or emptying bins.



After any cleaning.



After touching a cut or changing a dressing.



After touching items such as phones, light switches, door handles, display screens, cash registers, and money.



THINK TWICE!

If you use disposable gloves in your business, they should never be used as an alternative to effective handwashing.

When using disposable gloves make sure you:

- wash your hands thoroughly before putting them on and after taking them off
- always change them regularly, especially between handling raw food and ready-to-eat food
- throw them away after use or if damaged

Hygienic hand rubs and gels can be useful when used as an additional precaution, but should **never** be used as a replacement for effective handwashing.

WHAT TO DO IF THINGS GO WRONG

- If you think a member of staff has not washed their hands, make sure they wash them straight away and emphasise how important it is to wash their hands when working with food.

HOW TO STOP THIS HAPPENING AGAIN




- Make sure that hand basins are convenient with plenty of soap and disposable towels.
- Train staff again on this safe method.
- Improve staff supervision.

SAFE METHOD:

PERSONAL HYGIENE & FITNESS TO WORK



It is vital for staff to follow good personal hygiene practices to help prevent bacteria, viruses and allergens from spreading to food.

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
Make sure that all staff who work with food wash their hands properly before handling and preparing food. See the 'Handwashing' safe method for more information.	Harmful bacteria can spread very easily from people's hands to food, work surfaces, equipment etc. Handwashing is one of the best ways to prevent these harmful bacteria and viruses from spreading.	Do your staff know how to wash their hands properly? Yes No
All staff must wear clean and appropriate clothes when handling food. Ideally, staff handling and preparing unwrapped food should put on a clean apron or tabard over their clothes.	Clothes can bring dirt and bacteria into food handling areas. Wearing clean clothes, aprons etc. helps to prevent this. 	Describe your staff's work clothes here:
Staff should not wear watches or jewellery when preparing food (except a plain wedding band).	Watches and jewellery can collect and spread dirt and harmful bacteria, and fall into the food.	Do your staff take off watches and jewellery before preparing food? Yes No
It is good practice for staff to have clean hair and to keep it tied back and / or wear a suitable head covering, e.g. hat or hairnet, especially when handling unwrapped food. 	If hair is not tied back or covered, it is more likely to fall into food and staff are more likely to touch their hair. This can spread bacteria to food, especially if it is unwrapped. 	Do your staff keep their hair tied back or wear a head covering? Yes No
Staff should not smoke, drink, eat or chew gum while handling food. Staff should also avoid touching their face or nose, or coughing and sneezing over or near food, and wash hands if they do.	All of these lead to staff touching their face or mouth. Harmful bacteria can be spread from someone's face or mouth to their hands and then onto food.	Are staff trained not to do these things? Yes No



MANAGE IT	WHY?	HOW DO YOU DO THIS?
Fill out the cleaning schedule in the diary to show how you manage cleaning in your business. (See the 'Your cleaning schedule' safe method.)	This is to make sure that staff know what to clean, when and how.	Have you completed the cleaning schedule from the diary? Yes No If no, are you using another cleaning schedule? Yes No
Make sure you always have a good supply of cleaning chemicals, materials and equipment. It can be helpful to put a reminder in your diary of when you should buy more.	Staff are more likely to clean properly if the right cleaning chemicals, materials and equipment are available.	Do you make sure you have a good supply of cleaning products? Yes No

FITNESS FOR WORK

SAFETY POINT	WHY?
Staff should be 'fit for work' at all times. This means that they must not be suffering from, or carrying, an illness or disease that could cause a problem with food safety. Anyone not 'fit for work' should not be allowed into areas where unwrapped food is handled.	People who are not 'fit for work' could spread harmful bacteria or viruses to food. For more information see the FSA website .
Any member of staff who has diarrhoea and / or vomiting should report it to their manager immediately and either stay at home or go home straight away.	People suffering from these symptoms often carry harmful bacteria on their hands and can spread them to food or equipment they touch.
Staff who have had diarrhoea and / or vomiting should not return to work until they have had no symptoms for 48 hours.	Even if the diarrhoea and vomiting has stopped, someone can still carry harmful bacteria for 48 hours afterwards.
Staff should tell their manager if they have any cuts or sores and these should be completely covered with a brightly coloured waterproof dressing.	Cuts and sores can carry harmful bacteria. Covering them prevents bacteria spreading to food. Coloured waterproof dressings can be seen more easily if they drop into food.

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none"> • Make sure staff understand the importance of being 'fit for work' and making management aware if they are ill. • If staff are not 'fit for work', move them out of food handling areas or send them home. Throw away any unwrapped foods they have handled. 	<ul style="list-style-type: none"> • Improve staff training in personal hygiene practices. • Improve staff supervision.




Write down what went wrong and what you did about it in your diary.



CLEANING EFFECTIVELY




Effective cleaning is essential to get rid of harmful bacteria and viruses and to stop them spreading. Cleaning is also important to discourage pest activity.

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
<p>Cleaning and disinfection needs to be carried out in two stages:</p> <p>1. Clean: Use hot soapy water or a cleaning product to remove visible dirt/debris from surfaces and wipe off or rinse.</p> <p>2. Disinfect: Apply a disinfectant or sanitiser all over the surfaces/equipment and leave on for the required contact time before wiping or rinsing off.</p>	<p>Chemical disinfectants only work if surfaces have been thoroughly cleaned first to remove grease and other dirt.</p> <p>This is important to make sure chemicals work effectively.</p>	<p>Do you clean and disinfect using two stages?</p> <p>Yes No</p> <p>Have your staff been trained in how to complete the two stage clean?</p> <p>Yes No</p>
<p>Manufacturer's instructions/BS EN standards:</p> <p>When using disinfectants or sanitisers, follow the manufacturer's instructions on the label so you dilute the product correctly and leave it on the surface/equipment for the correct length of time to reduce bacteria to safe levels. These products should meet standards BS EN 1276 or BS EN 13697.</p>	<p>The instructions will tell you how to dilute and apply sanitisers / disinfectants correctly.</p> <p>This is important to make sure sanitisers / disinfectants work effectively.</p>	<p>Where do you keep information to confirm your disinfectants or sanitisers meet BS EN 1276 or BS EN 13697 standards?</p>
<p>Try to keep your shop clean and tidy all the time, e.g. mop up spills as soon as they happen and do not allow rubbish to accumulate.</p> <p>Clean and disinfect the floors, counters and storage areas, etc, regularly.</p>	<p>If you do this, it is quicker and easier to keep your shop clean and prevent dirt and bacteria building up. Removing food fallen on the floor helps deter pests, e.g. mice and cockroaches.</p>	
<p>Clean and disinfect fridges regularly. Ideally, transfer food to another fridge or a suitably cold and clean area while you are doing this.</p>	<p>If food is left out at room temperature bacteria could grow.</p>	
<p>If you sell unwrapped food or prepare and wrap foods yourself</p> <p>Regularly clean and disinfect all the items people touch frequently, e.g. counters, taps, door handles, utensils, can openers, cash registers, telephones, scales and switches.</p> <p>Where possible, allow these to dry naturally.</p>	<p>It is important to keep these and other surfaces people touch regularly clean to prevent dirt and bacteria being spread to people's hands, and then from their hands to food or other areas.</p> <p>Drying naturally helps prevent bacteria being spread back to these items.</p>	
<p>Use disposable cloths wherever possible and throw them away after each task.</p> <p>If using re-usable cloths, make sure they are thoroughly washed, disinfected and dried properly between tasks (not just when they look dirty).</p> <p>Ideally, wash cloths in a washing machine on a very hot cycle, e.g. 90°C.</p> <p>If you wash and disinfect cloths by hand, remove all food and dirt by washing in hot soapy water before you disinfect them, using boiling water or a suitable disinfectant, following the manufacturer's instructions (bleach is not a suitable disinfectant).</p>	<p>This will make sure that any bacteria and allergens picked up by the cloth will not be spread to other areas.</p> <p>Using dirty cloths can spread bacteria and allergens very easily.</p> <p>A hot wash cycle will clean cloths thoroughly and kill bacteria (disinfect) If food or dirt is still on the cloths, this will prevent the disinfection process from being effective, so harmful bacteria might not be killed.</p>	<p>Do you use disposable cloths?</p> <p>Yes No</p> <p>If no, how do you clean your cloths?</p>



OTHER CLEANING

SAFETY POINT	WHY?	
<p>Clean, disinfect and dry all equipment thoroughly: Ideally use a dishwasher. Do not overload the dishwasher and make sure it is maintained and serviced regularly.</p> <p>If you do not have a dishwasher, wash plates, equipment, etc, in hot soapy water using bactericidal detergent. Remove grease and any food and dirt, then immerse in very hot, clean water. Leave to air dry, or dry with a clean disposable cloth.</p>	<p>Dishwashers wash items thoroughly at high water temperatures and by strong agitation of water so this is a good way to clean equipment, kill bacteria (disinfect) and remove allergens. If you overload the dishwasher, it may not clean and disinfect effectively.</p> <p>Cleaning and disinfecting is important to prevent bacteria spreading from raw to ready-to-eat food.</p>	

THINK TWICE!

Effective cleaning needs to be carried out in two stages. Disinfectants will only work on clean surfaces. Always use a cleaning product to remove visible dirt and grease before disinfecting. Always check the manufacturer's instructions for the correct dilution and contact time for disinfectants or sanitisers.

When you are cleaning, remember to move unwrapped food out of the way, or cover it, and put on protective clothing. This is to prevent dirt, bacteria or cleaning chemicals from getting onto food.

MANAGE IT	WHY?	HOW DO YOU DO THIS?
Fill out the cleaning schedule in the diary to show how you manage cleaning in your business.	This is to make sure that staff know what to clean, when and how.	Have you completed the cleaning schedule from the diary? Yes No If no, are you using another cleaning schedule? Yes No
Make sure you always have a good supply of cleaning chemicals, materials and equipment. It can be helpful to put a reminder in your diary of when you should buy more.	Staff are less likely to clean properly if the right cleaning chemicals, materials and equipment are not available.	Do you make sure you have a good supply of cleaning products? Yes No

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none">• If you find areas in your shop that are not clean, clean them as soon as possible. <p>If you sell unwrapped foods:</p> <ul style="list-style-type: none">• If you notice a dirty cloth in areas where unwrapped food is handled, remove it for washing immediately or throw it away.• If work surfaces, equipment etc. or other items that may touch unwrapped food are not properly clean, or have been touched by a dirty cloth, wash and disinfect them and allow them to dry naturally.• If unwrapped food has been touched by work surfaces, equipment, cloths etc. that are not properly clean, throw the food away.	<ul style="list-style-type: none">• Review your cleaning procedures, including how you clean and how often.• Make sure your cleaning chemicals, materials and equipment are suitable for the tasks you use them for and are being used correctly.• Consider using disposable cloths if you are not using them already.• Improve staff training in cleaning methods.• Improve staff supervision.

Write down what went wrong and what you did about it in your diary.



YOUR CLEANING SCHEDULE



A cleaning schedule is a useful tool to help you clean effectively in your business.

WHAT TO DO

You can use the cleaning schedule supplied in the diary to write down how and when you clean in your business.

Alternatively, you may already have a cleaning schedule. If so, you can continue to use it, but it is a good idea to look to review this safe method and compare with your schedule to make sure that it covers the right things.

It is important to write down how you do your cleaning, so you can show what you do. It is also useful for staff to be able to check how they should clean things, so you may wish to put your cleaning schedule on the wall.

SAFETY POINT	HOW DO YOU DO THIS?
<p>Walk through your premises and make a list of everything that needs cleaning. This will depend on what you do in your business.</p> <p>Some items should be cleaned more frequently than others and some should also be disinfected. You do not need to disinfect everything – concentrate on those items that will be touched by food (especially if the food is unwrapped) and frequently touched items such as door handles.</p> <p>You will also need to clean and disinfect surfaces or items that have been touched by raw meat, poultry, fish, eggs and unwashed vegetables, or leaks or spills from these or their packaging.</p> <p>Some specialist equipment will have instructions on dismantling and cleaning which should be followed, e.g. meat slicers.</p> <p>See the next page for information on cleaning terms.</p>	<p>You may find it helpful to go through the following examples:</p> <p>Items that come into contact with food</p> <ul style="list-style-type: none"> • Work surfaces and chopping boards • Re-usable cloths and work clothes • Food display trays • Equipment e.g. knives, serving tongs, soft ice-cream machines, probe thermometers <p>Frequently touched items</p> <ul style="list-style-type: none"> • Rubbish bins, broom and mop handles • Door handles, taps, cash registers, scales, switches and controls, appliance handles • Telephones <p>Items that need cleaning</p> <ul style="list-style-type: none"> • Checkouts / cash registers • Counter tops • Shelving • Floors, walls, ceilings • Chilled and frozen storage and display equipment (which may need defrosting) • Storage areas • Waste areas and drains • Staff areas including toilets • Sinks and soap dispensers • Equipment with moving parts e.g. coffee machines
<p>For each item, or group of items, write down what you do on your cleaning schedule.</p>	<p>Include details on:</p> <ul style="list-style-type: none"> • How you clean the item(s) • What chemicals you use and how to use them • What equipment you use • How often you clean the item(s)
<p>Review your schedule regularly and check that all cleaning is being done properly.</p>	<p>Train staff on the cleaning schedule, so they know what they have to do, and when. Supervise cleaning.</p>



EXAMPLE OF A CLEANING SCHEDULE

Item	Frequency of cleaning					Safety precautions e.g. wear gloves or goggles	Method of cleaning
	After use	Daily	Weekly	Monthly	Other – specify		
Floors		X					<ol style="list-style-type: none"> 1. Sweep the floor, including under equipment, to remove any obvious dirt. 2. Clean the floor thoroughly using a mop and bucket and hot soapy water (detergent diluted according to manufacturer's instructions).
Chilled storage			X			Wear gloves	<ol style="list-style-type: none"> 1. Remove products. 2. Clean surfaces using hot soapy water or suitable cleaning product (e.g. sanitiser) diluted according to the manufacturer's instructions. Remember to include the door, outside surfaces and fridge seals. 3. Wipe off with a clean, dry cloth (ideally a disposable one) or rinse. 4. Apply disinfectant (e.g. sanitiser) diluted according to the manufacturer's instructions and leave on for the required contact time. Remember to include the door, any handles, outside surfaces and fridge seals. 5. Wipe off with a clean, dry cloth (ideally a disposable one) or rinse. 6. Once surfaces are dry put food products back, putting those with the shortest 'use by' dates at the front.
Dry goods shelving				X		Wear gloves	<ol style="list-style-type: none"> 1. Remove products. 2. Clean surfaces using hot soapy water or suitable cleaning product (e.g. sanitiser) diluted according to the manufacturer's instructions. 3. Wipe off with a clean, dry cloth (ideally a disposable one) or rinse. 4. Apply disinfectant (e.g. sanitiser) diluted according to the manufacturer's instructions and leave on for the required contact time. 5. Wipe off with a clean, dry cloth (ideally a disposable one) or rinse. 6. Once shelves are dry put food products back, putting those with the shortest 'use by' dates at the front.
Work surface	X					Wear gloves	<ol style="list-style-type: none"> 1. Remove products. 2. Clean surfaces using hot soapy water or suitable cleaning product (e.g. sanitiser) diluted according to the manufacturer's instructions. 3. Wipe off with a clean, dry cloth (ideally a disposable one) or rinse. 4. Apply disinfectant (e.g. sanitiser) diluted according to the manufacturer's instructions and leave on for the required contact time. 5. Wipe off with a clean, dry cloth (ideally a disposable one) or rinse. Ensure the surface is dry before using again.

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. Always follow the manufacturer's instructions.

BS EN standards

Disinfectants and sanitisers should meet either BS EN 13697 or BS EN 1276 standards.

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.



CHILLING

Chilling food properly helps to stop harmful bacteria from growing.



Chilling food properly helps to stop harmful bacteria from growing.



Some foods need to be kept chilled to keep them safe, such as sandwiches, cooked meat and fish, cooked rice and pasta, cream-based desserts, food with a 'use by' date and food that says 'keep refrigerated' on the label.


This section tells you about storing and displaying both chilled and frozen food.

SAFE METHOD:

CHILLED STORAGE AND DISPLAY



It is important to chill food properly to stop harmful bacteria growing.

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
<p>Certain food needs to be kept chilled to keep it safe e.g.</p> <ul style="list-style-type: none"> • food with a 'use by' date • food that says 'keep refrigerated' on the label • ready-to-eat foods such as salads, cooked meat, sandwiches and desserts 	<p>If these types of food are not kept cold enough harmful bacteria could grow.</p>	
<p>Follow the manufacturer's instructions on how to position, use and maintain chilling equipment.</p>	<p>It is important to use equipment properly to make sure food is kept cold enough.</p> <p>Poor positioning of equipment, e.g. next to doors, heaters or in direct sunlight, may stop it working effectively.</p>	<p>Do you follow the manufacturer's instructions for using your chilled display and storage equipment?</p> <p>Yes No</p> <p>If not, what do you do?</p>
<p>Put chilled food in a fridge or other suitable equipment as soon as it is delivered.</p> <p>If you collect food from shops yourself, make sure it is kept at the correct temperature when you transport it and put it in the fridge as soon as possible.</p>	<p>If chilled food gets too warm, harmful bacteria could grow.</p>	<p>Is chilled food put in a fridge or chilled display unit as soon as it is delivered or collected?</p> <p>Yes No</p> <p>If no, what do you do?</p> <p>If you collect food from the shops yourself, what do you do to keep food at the correct temperature when you transport it?</p>
<p>You must remove food from sale before it passes its 'use by' date and either dispose of it or separate it from other foods.</p> <p>Ideally, food marked with a 'best before' or 'best before end' date should be removed from sale by the end of that day.</p> <p>See the 'Stock control' safe method in the Management section for more information on dates on food.</p>	<p>It is illegal to sell food after its 'use by' date. It might not be safe to eat.</p> <p>When a food has passed its 'best before' date it might not be as good to eat, e.g. the taste or texture could change.</p> 	<p>How do you keep track of when food should be removed from sale?</p>



SAFETY POINT	WHY
Make sure equipment is at the correct temperature before you put chilled food in it. See the 'Check it' section below. Products should be displayed in a way that allows air to circulate and not above load lines.	If you overfill equipment and food is above load lines it might not be kept cold enough.
Store and display wrapped raw meat, poultry, fish and eggs separately from other food.	This helps to prevent harmful bacteria and allergens spreading from raw food to ready-to-eat food.

THINK TWICE!

Remember, if a customer decides not to buy a chilled product, you should put it back into chilled equipment straight away. Check regularly to see if any chilled food has been left in the wrong place by customers. If you are not sure how long food has been out of chilled equipment, throw it away.

CHECK IT	HOW DO YOU DO THIS?
It is recommended that fridges and chilled display equipment should be set at 5°C or below. This is to make sure that chilled food is kept at 8°C or below. This is a legal requirement in England, Wales and Northern Ireland, and recommended in Scotland. You should check the temperature of your fridges and chilled display equipment at least once a day starting with your opening checks (see the 'Management' section). To make sure equipment is working properly, check temperatures in-between packs of chilled food using a clean, disinfected probe thermometer.	Some equipment will have a digital display or dial to show what temperature it is set at. You can use this to check the temperature of your equipment. If you do this, you should check regularly that the temperature shown on the display/dial is accurate using either a fridge thermometer or a probe thermometer. How do you check the temperature of chilling equipment? Fridge: Digital display Dial thermometer Fridge thermometer Between chilled foods using probe thermometer Chilled display unit: Digital display Dial thermometer Fridge thermometer Between chilled foods using probe thermometer If you do not do this, what do you do?

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none">• If your fridge or display equipment breaks down, use other equipment, or move the food to a cold area. If you cannot do this, or you do not know how long the equipment has been broken down, contact the Environmental Health Team at your local council for advice.• If food which requires refrigeration has not been kept chilled for more than four hours, throw it away.• Check the temperature of the food using a clean and disinfected probe thermometer and, if it is not cold, throw it away.	<ul style="list-style-type: none">• See what you can do to store and display chilled food more safely, using the front of this sheet.• Have equipment serviced regularly and check that it is working properly as part of your opening checks.• Improve staff training on this safe method.• Improve staff supervision.

Write down what went wrong and what you did about it in your diary.




SAFE METHOD:

FROZEN STORAGE AND DISPLAY




It is important to handle, store and display frozen food safely to stop harmful bacteria growing.

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
Follow the manufacturer's instructions on how to position, use and maintain freezing equipment.	It is important to use equipment properly to make sure food is kept cold enough. The positioning of equipment e.g. next to doors, heaters or in direct sunlight may stop it working effectively.	Do you follow the manufacturer's instructions for using your frozen display and storage equipment? Yes No If not, what do you do?
Put frozen food in a freezer as soon as it is delivered. If you collect food from shops or suppliers yourself, make sure it is kept at the correct temperature when you transport it and put in a freezer as soon as possible.	If frozen food starts to defrost, harmful bacteria could grow.	Is frozen food put in a freezer or frozen display unit as soon as it is delivered or collected? Yes No If not, what do you do? If you collect food from the shops yourself, what do you do to keep food at the correct temperature when you transport it?
Make sure equipment is at the correct temperature before you put frozen food in it. See the 'Check it' section on next page. Products should be displayed in a way that allows air to circulate and not above load lines.	If you overfill equipment and food is above load lines it might not be kept cold enough.	
You must remove food from sale before it passes its 'use by' date and either dispose of it or separate it from other foods. Ideally, food marked with a 'best before' or 'best before end' date should be removed from sale by the end of that day. Make sure you know how long food has been in the freezer, and older stock is used first.	It is illegal to sell food after its 'use by' date. It might not be safe to eat. When food has passed its 'best before' date it might not be as good to eat – for example the taste or texture could change. If you do not know how long food has been in the freezer, you might end up using new stock first, before the old.	How do you keep track of when food should be removed from sale?



CHECK IT	HOW DO YOU DO THIS?
<p>It is good practice to keep frozen food at -18°C or colder. Refer to the manufacturer's instructions on the packet for further detail. (Food labelled 'Quick frozen' must be stored at -18°C or colder, or displayed at -12°C or colder.)</p> <p>You should check the temperature of your freezing equipment at least once a day starting with your opening checks (see the diary).</p> <p>To make sure equipment is working properly, check temperatures in-between frozen food too.</p>	<p>Some equipment will have a digital display or dial to show what temperature it is set at. You can use this to check the temperature of your equipment.</p> <p>If you do this, you should check regularly that the temperature shown on the display/dial is accurate, using a freezer thermometer. You could also use a probe (see the 'Prove it – chilled and frozen storage' safe method in the Management section).</p> <p>How do you check the temperature of freezing equipment?</p> <p>Digital display Dial thermometer Freezer thermometer</p> <p>Between chilled foods using probe thermometer</p> <p>If you do not do this, what do you do?</p>

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<p>If you find that your freezer or frozen display unit is not working properly, you should do the following things:</p> <ul style="list-style-type: none">• Food that is still frozen (i.e. hard and icy) should be moved to an alternative freezer straight away.• Food that has begun to defrost (i.e. starting to get soft and/or with liquid coming out of it) should be thrown away unless it is intended to be sold defrosted, in which case move it to a suitable place to continue defrosting. Always follow the manufacturer's defrosting instructions.  <ul style="list-style-type: none">• Food that has fully defrosted (i.e. soft and warm) should be thrown away, unless it is a product designed to be defrosted by you and then sold to the customer at room temperature (or 'ambient') e.g. 'thaw and serve' products such as muffins.• Do not sell food that is intended to be sold frozen if it has defrosted, or started to defrost. Do not refreeze food once it has started to defrost, e.g. ice cream – you will have to throw it away.	<ul style="list-style-type: none">• See what you can do to store and display frozen food more safely, using the front of this sheet.• Have equipment serviced regularly and check that it is working properly as part of your opening checks.• Re-organise freezers so there is more space and make sure they are kept closed as much as possible.• Improve staff training on this safe method.• Improve staff supervision.

Write down what went wrong and what you did about it in your diary.





MANAGEMENT

Managing your business effectively
is vital for food safety.



Managing your business effectively is vital for food safety.



This section includes information on different management issues, including checks to do when you open and close, suppliers and contractors, stock control, and training and supervising staff.

This section also includes information on food allergies. Good cleaning and handling practices can help manage the risk of cross-contamination from allergens.

The Management section should be used alongside the diary, which should be signed every day by the person responsible for running the business.

CUSTOMERS – FOOD ALLERGIES



It is important to know what to do if you serve a customer who says they have a food allergy, because these allergies can be life-threatening. You also need to refer to and complete the 'Managing Food Allergen Information' pack. In 2021, allergen information rules changed for foods pre-packed for direct sale (PPDS)

PRE-PACKED FOOD (e.g. a ready meal packaged somewhere else)

SAFETY POINT	WHY?
Pre-packed foods will already have been packaged and labelled somewhere else, for example in a factory. If someone asks if a pre-packed food contains a certain ingredient, show them the ingredients list and any warnings on the label. Never guess.	Some foods can contain ingredients that you might not expect them to contain. It is very important for people with a severe food allergy to check the label on all pre-packed foods. You can find out more on the FSA website .

PRE-PACKED FOR DIRECT SALE FOOD (e.g. a sandwich you have made and packaged on the same day and put out for sale)

You will need to create a label with the full ingredients on the packaging and the allergens emphasised.	Customers with allergies need to know this information so they can make safe food choices to avoid an allergic reaction.
Allergen information must be accurate, consistent and up-to-date.	There should be a way to check that the information provided is correct and complete.
When preparing and wrapping foods on site yourself, make sure counter tops and equipment have been thoroughly cleaned first. Make sure staff wash their hands thoroughly before starting the task.	This is to prevent small amounts of the food that a person is allergic to from getting onto another food accidentally.

NON-PREPACKED FOOD (e.g. food served from a deli counter)

If you sell non-prepacked food you need to take extra care to be aware of what allergenic ingredients they contain.	If someone has a severe allergy, they can react to even a tiny amount of the food they are sensitive to. So it is very important for them to know exactly what is in a food.
Keep a copy of the allergenic ingredient information for any food that you sell non-prepacked. If food contains one of the ingredients listed in the next page, it's a good idea to mention it in the description of the food, e.g. milk chocolate and almond croissant.	This is so you and your staff can check the allergenic ingredients if asked by a customer. Clear descriptions help people with food allergies to spot foods that are not suitable for them to eat.
When handling non-prepacked food or preparing food, make sure counter tops and equipment have been thoroughly cleaned first. Make sure staff wash their hands thoroughly before starting the task. If you have a self-service area, make sure separate containers and utensils are used for different food and they are never mixed up. If non-prepacked foods contain one of the ingredients listed below, keep it separate from other food, e.g. keep bread rolls with sesame seeds away from plain rolls.	This is to prevent small amounts of the food that a person is allergic to from getting onto another food accidentally.

HOW DO YOU DO THIS

How do you check if food contains a particular allergen / ingredient?

How do you let your customers know about the allergens in non-prepacked foods?



THINK TWICE!

Which ingredients can cause a problem?

You must provide information about allergens to your customers if they are used as ingredients in the food and drink that you provide. You can find further information on the [FSA website](#).

These are some of the foods people may be allergic to and where they may be found:

Nuts (Namely almonds, hazelnuts, walnuts, pecan nuts, Brazil nuts, pistachio, cashew, Macadamia or Queensland nut).	In sauces, desserts, crackers, bread, ice cream, marzipan, ground almonds, nut oils.
Peanuts	In sauces, cakes, desserts. Don't forget groundnut oil and peanut flour.
Eggs	In cakes, mousses, sauces, pasta, quiche, some meat products. Don't forget foods containing mayonnaise or brushed with egg.
Milk	In yoghurt, cream, cheese, butter, milk powders. Also check for foods glazed with milk.
Fish	In some salad dressings, pizzas, relishes, fish sauce. You might also find fish in some soy and Worcestershire sauces.
Crustaceans	Such as prawns, lobster, scampi, crab, shrimp paste.
Molluscs	These include mussels, whelks, squid, land snails, oyster sauce.
Cereals containing gluten (namely wheat (such as spelt and Khorasan wheat), barley, rye and oats)	Also check foods containing flour, such as bread, pasta, cakes, pastry, meat products, sauces, soups, batter, stock cubes, breadcrumbs, foods dusted with flour.
Celery	This includes celery stalks, leaves and seeds and celeriac. Also look out for celery in salads, soups, celery salt, some meat products.
Lupin	Lupin seeds and flour in some types of bread and pastries.
Mustard	Including liquid mustard, mustard cress, mustard powder and mustard seeds, in salad dressings, marinades, soups, sauces, curries, meat products.
Sesame seeds	In bread, breadsticks, tahini, houmous, sesame oil.
Soya	As tofu or beancurd, edamame, tempeh, soya flour and textured soya protein, in some ice cream, sauces, desserts, meat products, vegetarian products.
Sulphur dioxide (when added and above 10mg/ kg in the finished food and drink)	In meat products, fruit juice drinks, dried fruit and vegetables, wine, beer.

WHAT TO DO IF THINGS GO WRONG

If you think a customer is having a severe allergic reaction:

- do not move them
- ring 999 and ask for an ambulance with a paramedic straight away
- explain that your customer could have anaphylaxis (pronounced 'anna-fill-axis')
- send someone outside to wait for the ambulance
- if the customer has an adrenalin or Epi pen, help them to get it.

HOW TO STOP THIS HAPPENING AGAIN

- Make sure all your staff understand how important it is to check all the contents of a product if asked by someone who has a food allergy.
- Review the way staff handle non-prepacked food for a customer who has a food allergy.
- Make sure you keep accurate and updated ingredient information for all food, and staff know where to find this information and how to check it.
- Train staff again on this safe method.
- Improve supervision.

Write down what went wrong and what you did about it in your diary.





MANAGING FOOD ALLERGEN INFORMATION

How you handle allergens is important for food safety and to keep your customers safe.

It is a legal requirement for food businesses to provide accurate information about the allergenic ingredients used in the food and drink they serve. You also need to refer to and complete the 'Customers - Food Allergies' pages in this section of the pack. In 2021, rules changed for food that is pre-packed for direct sale (PPDS) - these foods must carry full ingredients labelling on the packaging, with the allergens clearly emphasised.

WHAT TO DO	WHY?
<p>Customer information</p> <p>PPDS food must carry full ingredients labelling on the packaging, with allergens emphasised clearly.</p> <p>For loose foods, such as food sold from a deli counter, you can provide allergen information via a variety of means for example:</p> <ul style="list-style-type: none"> • in writing e.g. allergen matrix, on a menu or chalkboard • Providing the information orally to the customer (there must be clear signposting to direct the customer to where this information can be found for example, by asking a member of staff) <p>Staff must know where allergen information can be found (e.g. recipe sheets, food labels) and be able to handle allergen information requests.</p> <p>If someone asks if a dish contains a certain food, this must include all the allergenic ingredients in the dish (and what they contain). Allergen information must be accurate, consistent and up-to date.</p>	<p>Customers with allergies and intolerances need to know this information so they can make safe food choices to avoid an allergic reaction.</p> <p>There should be a way to check that the information provided is correct and complete.</p>
<p>For non-prepacked foods, such as loose foods or foods sold unwrapped (for example, pies, samosas, pastries, etc), there must be clear signposting letting customers know where to obtain allergen information if they need it. You can do this by having notices in your business to tell customers to ask for allergen information if they need it.</p>	<p>So customers can ask for allergen information which will help them make safe food choices.</p> <div> <p>FOOD ALLERGIES and INTOLERANCES</p> <p>Please speak to our staff about the ingredients in your meal, when making your order. Thank you.</p> </div>
<p>It's a good idea to give information in the name or description of non-prepacked foods you sell, especially if they include one of the 14 regulated allergens for example, milk chocolate and almond croissant. This helps people with food allergies and intolerances to spot that foods contain certain ingredients.</p>	<p>This helps people with food allergies to spot that foods contain certain ingredients. However, you must still be able to provide customers with information for all allergenic ingredients in these foods and not just those included in the description.</p>
<p>If your menu/non-prepacked food options change, make sure you change the list of ingredients with allergens for that food or drink.</p>	<p>If you do not have the correct ingredients listed, customers could get the wrong information and become ill from eating the food.</p> <div> <p>Ingredients</p> <p>Water, Carrots, Onions, Red Lentils (4.5%) Potatoes, Cauliflower, Leeks, Peas, Cornflour, Wheatflour, Salt, Cream, Yeast Extract, Concentrated Tomato Pasta, Garlic, Sugar, Celery Seed, Vegetable Oil (Sunflower), Herbs and Spice, White Pepper, Parsley.</p> </div>
<p>Labelling and storage</p> <p>Ingredient containers need to be labelled clearly so you know what allergens are in them. Careful storage will help you do this. Check pre-packed food labels so you know what allergens are in them.</p>	<p>If food is not labelled clearly, you could use ingredients that might be harmful to a customer who has an allergy or intolerance to them.</p>
<p>Deliveries</p> <p>Check deliveries to make sure you have the correct order and labelling information is always provided.</p>	<p>If you receive the wrong order or a different product, there may be different allergens in the food.</p>



CHECK IT

Where do you keep allergen information for non-prepacked/loose foods you sell which are unwrapped?

Do your staff know where to find accurate and up-to-date allergen information for non-prepacked/loose foods you sell ?

Yes No

Have you trained all your staff in how to handle allergen information requests?

Yes No

Where do you display your signposting so customers know where to find allergen information?

If you prepare and wrap foods for sale on site yourself, you need to label these PPDS foods with full ingredient labelling and with allergens clearly emphasised. What do you do to check the allergen information on these product labels is correct?

If you are delivered with a different product or order a new product, what do you do to ensure your allergen information is up-to-date?

THINK TWICE!

You need to know what allergens are in the food you prepare and have accurate information to give customers, if they ask. All staff should know how to handle requests for allergen information. Allergies can be life threatening.

There are some helpful tools and templates to help you record allergenic ingredients in your dishes.

You can find this and other tools on the [FSA website](https://www.food.gov.uk/allergies).



You can use this Think Allergy poster to help with staff training. This poster is also available in Simplified Chinese, Punjabi, Bengali and Urdu.



Use this allergen recipe chart to help you keep a record of the allergens in the food you prepare. Staff can also use this to give information to customers.



These individual allergen menu sheets can be used for one-off dishes, such as 'specials', when ingredients run out or to share information between shifts.

SAFE METHOD:

OPENING AND CLOSING CHECKS



It is essential that you and your staff do certain checks every time you open and close. This helps you maintain the basic standards you need to make sure that your business makes food safely.

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/ hot holding) 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.)

Running hot water is available at all sinks and hand wash basins.

Probe thermometer is working properly and probe wipes are available.

Allergen information is accurate for all items on sale.

The shop is 'fit to trade', i.e. clean and tidy, shelves stocked up, etc.

Has cleaning been carried out according to the cleaning schedule

CLOSING CHECKS

You should do these checks at the end of the day. You can also add your own checks to the list.

Food on it's 'use by' date, or any damaged or unfit (e.g. mouldy) food has been removed from sale.

Food removed from sale has been disposed of correctly or labelled as 'not for sale' and kept in a separate area (if being returned to a supplier).

All food is covered, labelled and put in the fridge/freezer (if needed).

Dirty cleaning equipment has been cleaned and disinfected 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.)

Floors are swept and clean.

'Prove it' checks have been recorded.

Has cleaning been carried out according to the cleaning schedule



The opening and closing checks are also listed in the diary.



SAFE METHOD:

EXTRA CHECKS

Carrying out extra checks regularly helps you make sure your methods are being followed.

Some of the safe methods in the rest of the pack advise you to check certain things regularly. These are less frequent than the daily opening and closing checks but still require regular completion.

In the table below, there are examples of some recommended extra checks. Write down the details of any extra checks you do and how often you do them. When you carry out an extra check, make a note of it in the diary on the day you completed it along with details of what you did.

WHAT TO DO		DETAILS OF CHECK	HOW OFTEN?
Deep clean	e.g. clean behind equipment, vents, walls, ceilings, outside waste areas etc.	Deep clean of whole kitchen area and outside waste area including walls, ceilings, ventilation fan, vents.	
Maintenance	e.g. clear drains, clean extractor fans/filters and fridge/freezer condensers.	Check kitchen for damage to equipment or surfaces. Follow up on any outstanding repairs.	
Temperature probe	Check it is working accurately.	Placing in boiling water and melting ice (should be within 1°C of 100°C and 0°C).	
Date checks and stock rotation for 'best before' coded products	e.g. check tins, jars, boxes, freezer products, etc. Remember, eggs must be sold seven days before the 'best before' date.		
Pest control check	e.g. look for signs of damage to walls, doors etc. that could let in pests, and signs of pests.	Check all areas inside and outside the building for signs of pest activity. Make sure food is covered properly in in storage areas. Check equipment and structure for signs of pest activity and holes where pests could get in.	

SAFE METHOD:



PROVE IT – CHILLED AND FROZEN STORAGE



Use of a disinfected temperature probe to measure temperatures will help to prove that your methods are safe. You can record details of these checks in the Prove It: Records section.

SAFE METHOD	WHAT TO DO	HOW TO DO IT
Chilled and frozen storage and display	<p>The 'Chilled storage and display' and 'Frozen storage and display' safe methods in the Chilling section tell you how to keep chilled and frozen food safely.</p> <p>It is recommended that fridges and chilled display equipment should be set at 5°C or below.</p> <p>This is to make sure that chilled food is kept at 8°C or below. This is a legal requirement in England, Wales and Northern Ireland, and recommended in Scotland.</p> <p>It is good practice to keep frozen food at -18°C or colder.</p>	<p>To check food is at 8°C or below, use a clean and disinfected probe thermometer. Insert the probe so the tip is in the centre of the food (or the thickest part).</p> <p>See also 'How to use the probe' in the Probes section below. When you use a probe to test packaged products in this way, they will have to be removed from sale and thrown away because the packaging will be damaged.</p> <p>To check the air temperature in your fridge, freezer or display unit, place your probe thermometer inside the equipment and wait for the display to stabilise before taking a reading.</p>

USING TEMPERATURE PROBES

PROBE TYPE	WHERE TO USE THE PROBE	HOW TO USE THE PROBE
Digital thermometer 	These are generally easy to use and accurate. They can be used with lots of foods and between packs of food, but they are not suitable to go in the oven.	Clean and disinfect the probe, then insert the probe. Wait for the display to stabilise before taking a reading. Clean the probe thoroughly and disinfect it before you use it again. This helps to prevent cross-contamination.
Infa-red thermometer 	These types of probe are used for testing cold surface temperatures of food when delivered or in fridges and freezers. They cannot be used for checking the temperature in the centre of cooked, reheated or cooling food.	Direct the probe at the surface of the food avoiding any reflective packaging or sticky labels (as this gives a false reading). If the temperature seems high, use a clean, disinfected digital thermometer to confirm the reading.



CHECKING YOUR PROBE

It is essential to know that your probe is working properly, so you can rely on its readings. You should check it regularly. The manufacturer's instructions should include details of how often a probe needs to be checked and how to tell if it is accurate. If instructions aren't available still ensure the probe is checked regularly, for example once a month. A simple way to check a digital probe is to put it in iced water:

- The readings in iced water should be between -1°C and 1°C .
- The readings in boiling water should be between 99°C and 101°C .

If the reading is outside this range, you should replace your probe or return it to the manufacturer to be calibrated.

LOOKING AFTER YOUR PROBE

It is very important to keep your probe clean, otherwise it could spread dirt and harmful bacteria to the food you are testing. Before the probe is inserted into food, clean and disinfect it, and again after use.

Probe wipes are a good way to clean and disinfect probe thermometers, however make sure the wipes don't dry out as then they won't disinfect properly.

You need to look after your probe to prevent it from getting damaged and help keep it working properly. Avoid leaving a digital probe inside a fridge, freezer or on hot surfaces for a long period of time. When you are not using it, store it safely, away from extreme temperatures and liquids. Keep the probe in its case, if it has one. Avoid banging or dropping your probe. If the battery is low, replace it immediately.

PROVE IT – RECORDS

If you decide to use a probe to prove that your chilled or frozen storage method is safe, you can write the details below. You only need to do this as a one-off check.

EQUIPMENT e.g. DAIRY CABINET	TEMPERATURE READING	DATE

SAFE METHOD:

PRODUCT WITHDRAWAL AND RECALL



Responding quickly to any problems with food products you use or sell is an important part of managing food safety in your business.

Sometimes there will be a problem with a food product that means it should not be sold. Then it might be 'withdrawn' (taken off the shelves) or 'recalled' (when customers are asked to return/destroy a product).

You may find out about a problem with a product from:

- the manufacturer of the product
- a supplier or wholesaler
- a notice in newspapers
- your local authority
- a trade association

If you hear about a problem with a product, you should stop selling the product straight away. You might also need to tell your customers.

There are a number of reasons that a product might be withdrawn or recalled. For example, it could have been found to:

- contain harmful bacteria
- be physically contaminated, e.g. with pieces of glass or metal
- be wrongly labelled, which could be a problem for people with food allergies

You or your staff may also notice a problem with a food product that means it may not be safe to eat. If this happens you should stop selling it straight away. You may need to tell your local authority and [the Food Standards Agency](#) about the product.

If you are not sure whether to do this, talk to your local authority and the manufacturer of the product.

WHAT TO DO	HOW?
Make sure you know the details of the problem.	If a manufacturer or supplier has issued a product withdrawal or recall, make sure you know which product and which batches are affected.
Take the product off the shelves as soon as you find out about a problem.	Make sure you remove all the affected products and label them clearly to show they should not be sold.
Make sure your staff know about the problem.	This is so your staff know what to do and do not put the products on sale again, by accident.
Decide if you need to inform your customers.	<p>Some product recalls may require you to put up a notice in your shop to let customers know that the product has been recalled and why. This information will sometimes be supplied by the manufacturer or supplier. Sometimes you may need to put up your own notice to tell customers about a problem. If you are not sure what to do, ask your local authority.</p> <p>Sometimes a manufacturer or supplier may ask customers to return affected products to them, or customers may return them to your shop. In this case, you should give the customer a refund and get in touch with the manufacturer or supplier of the product.</p>

THINK TWICE!

Remember that it is important to write the details of your suppliers (names, addresses etc.) in the diary.

It is a legal requirement to keep a record of what food products you have bought, who you bought them from, the quantity and the date. Usually the easiest way to do this is to keep all your invoices and receipts.

You should keep this information in a way that makes it easy for you or an enforcement officer to check back to see where a product came from.

SUPPLIERS AND CONTRACTORS



How you handle suppliers and contractors is important to food safety.

You are required by food law to take reasonable precautions and do all that is needed to protect your customers. If you do not do this, your business and reputation could suffer.

WHAT TO DO	WHY?	HOW DO YOU DO THIS?
Choose suppliers very carefully.	It is important that you have reputable suppliers that you can trust to supply and handle food safely, as well as deliver on time etc.	<ul style="list-style-type: none"> • Make sure you choose reputable suppliers you can trust. • Ask the following questions: <ul style="list-style-type: none"> – Is the supplier registered with the local authority? – Does the supplier store, transport and pack their goods in a hygienic way? – Does the supplier provide allergen information? – Do they have any certification or quality assurance? – Does the supplier/contractor supply fully referenced invoices? • Ask other businesses for trusted recommendations.
Make sure that your raw ingredients have been handled safely.	The starting point for making food safely is to be confident about the safety of your raw ingredients and any ready-made products you buy in.	<ul style="list-style-type: none"> • Check that the supplier has a food safety management system. • Carry out regular delivery time, temperature and quality spot checks. • If you buy goods from a cash and carry, make sure that the vehicle you use to transport them is clean and that you bring chilled and frozen food back as soon as possible and put it straight into a fridge or freezer.
Keep a record of what food products you have bought, who you bought them from, the quantity and the date.	<p>This is a legal requirement and is so that you or an enforcement officer can check back to see where a food came from.</p> <p>Ideally, you should keep these records until you are sure that the food they refer to has been consumed without any problems.</p>	<ul style="list-style-type: none"> • Usually the easiest way to do this is to keep all your invoices and receipts. Or you might want to record the information in a different way, for example keeping a record of the batch number and other details. • Keep these records in a way that makes it easy for you or an enforcement officer to check them.
Choose contractors carefully.	Services such as pest control can be valuable in helping you to make food safely. It is important to have contractors you can trust to deliver these services effectively.	<ul style="list-style-type: none"> • Use the same checks you would use to choose suppliers (see top box).

WHAT TO DO IF THINGS GO WRONG

If you are contacted by an unknown food supplier, check with your local authority to see if they are a registered and reputable business; they could be fraudulent.

If you do not think that the food a supplier delivers has been handled safely (for example, if you think it has not been kept cold enough) reject the delivery, contact your supplier immediately and write the details in the diary.

If you have repeated problems, you can do the following things:

1. Contact the supplier/contractor by phone.
2. Write a formal letter of complaint.
3. Change supplier/contractor.
4. Contact your local authority.



STOCK CONTROL

Effective stock control is an important part of managing food safety.

SAFETY POINTS	WHY?	HOW DO YOU DO THIS?
Review your sales and estimate how much of each product you need to keep in stock.	Working through this allows you to plan for your specific needs.	<ul style="list-style-type: none"> Review your sales regularly and how it affects your need for stock.
Plan ahead to make sure you have the right amount of stock and order carefully.	Not having too much stock is best for food safety – and your profits.	<ul style="list-style-type: none"> Plan the stock you need to last until the next delivery. Do a stock check before placing an order.
Check all stock when it is delivered to make sure that: <ul style="list-style-type: none"> it is within its 'use by' date and there is enough time to enable it to be sold by this date it has been kept cold enough it has not gone off the stock is clean and not damaged, e.g. throw away any punctured vacuum packs, swollen packs or badly dented cans and check that tops are secure on bottles and jars and seals are unbroken 	These checks are all to make sure that food is safe to sell. Damaged packaging could mean that food will not be safe to eat. Swollen or 'blown' packs can be a sign that bacteria have grown in food or drinks. If bottles or jars have been opened, or if seals have been broken, the food or drink might not be safe to eat.	<ul style="list-style-type: none"> Train your staff in what to look for when checking deliveries. <p>How do you check deliveries?</p> <ul style="list-style-type: none"> Have a written agreement with your supplier about your delivery requirements. Carry out spot checks on the deliveries yourself. Use the diary to record any issues or problems with deliveries e.g. packs of the same product are delivered together but have different 'use by' or 'best before' dates.

DATE CODES	WHAT THEY MEAN
'Use by'	<p>'Use by' means exactly that. You must not sell any food or drink after the end of the 'use by' date shown on the label. Even if it looks and smells fine, food after this date could put your customers' health at risk and cause food poisoning. It is illegal to sell food after its 'use by' date.</p> <p>You will usually find a 'use by' date on food that goes off quickly, such as milk, soft cheese, ready-prepared salads, cooked meats and smoked fish. It is also important to follow any storage instructions given on food labels, otherwise the food might not last until the 'use by' date. Usually food with a 'use by' date needs to be kept in the fridge.</p>



STOCK CONTROL

Continued

DATE CODES	WHAT THEY MEAN
'Best before'	<p>'Best before' dates are usually used on food that lasts longer, such as frozen, dried or canned food. It should be safe to eat food after the 'best before' date, but the food will no longer be at its best.</p> <p>After this date, the food might begin to lose its flavour and texture and ideally should be removed from sale.</p> <p>Some products, such as bread, carry a different style of 'best before' date, e.g. best before 20 December (2). The number in brackets is how many days before the 'best before' date the manufacturer recommends it should be sold. So, in this example, that would be by the end of 18 December.</p> <p>Eggs are an exception – they must be sold at least seven days before the 'best before' date. It is illegal to sell eggs after this.</p>

MANAGE IT
<p>Regularly rotate stock and throw away any food that has passed its 'use by' date or is clearly unfit to eat e.g. mouldy. Check 'use by' dates every day as part of your closing checks.</p> <ul style="list-style-type: none"> • Put products with the earlier dates at the front of displays, so that older stock is sold first. This helps to avoid waste. • Train your staff in stock control and make sure they know in what order to display foods and where to put food if it is removed from sale. • Check regularly that stock control is being carried out effectively. • Record stock checks in the diary. • If you have lots of products in stock that are close to their 'use by' date, consider reducing the price to sell more before the date. This means you will have to throw away fewer products. • Throw away eggs seven days before the 'best before' date.

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<p>If you find that food that has passed its 'use by' date has not been thrown away, throw it away immediately or place in a special area if being returned to a supplier. If you do not think that a food delivery has been handled safely, reject the delivery if possible. Do not put the food on sale. Contact your supplier immediately. If you have to use a substitution for an ingredient, check the allergen information is correct.</p>	<ul style="list-style-type: none"> • Review your ordering process. • Review your stock rotation system. • Review your agreement with your supplier. • Train staff again on this safe method. • Improve staff supervision.

Write down what went wrong and what you did about it in your diary



SAFE METHOD:

TRAINING AND SUPERVISION



It is essential to train and supervise your staff effectively to make sure they handle food safely.

You should train your staff in all the safe methods contained within this toolkit that are relevant to the job they do. You should also supervise them to check they are following the safe methods properly.

WHAT TO DO	HOW?
Once you have worked through them, use the safe methods in this pack to train staff. You need to be sure that each member of staff knows the safe methods for all the tasks they do.	Show the member of staff what to do, question them carefully on their knowledge and then ask them to show you to confirm they understand fully.
Make sure you know what training each member of staff has received.	Make a note on the Staff training record in the diary every time you train a member of staff.
Watch the member of staff when they are carrying out a task as part of their work. When a member of staff has completed a task, ask them about how they followed the method, to help you find out if they did it correctly.	Make comments and observations to help the member of staff improve the way they work. Reward good performance by giving positive feedback when the member of staff has followed the safe method successfully. If the safe method is not being followed by the member of staff, tell them how they are going wrong and why it is important to follow the safe method.

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
If staff are not following a safe method properly, train them again and make sure they understand why it is important to follow the method.	Use the 4-weekly review in the diary to identify any problems with how staff are following safe methods and plan your training to address these. Remember to include new staff.

MANAGE IT

It is important that the diary is completed and signed every day. When you sign the diary you are confirming that you have supervised all the staff involved in making food that day. You may need to record additional checks such as more frequent temperature checks dependent on your business operations. This means making sure that your staff follow your safe methods and that any problems are being solved and recorded in the diary.

If you are away from the business, you can give responsibility for the diary to a member of staff. Sometimes there may be more than one person responsible during the day, for example, when there is more than one shift, and in these cases the diary may need more than one signature.

Make a note in the diary of those members of staff who have been given this responsibility and train them on all the relevant safe methods, including any in the Management section. Staff must understand how the diary works. If something different happens, or something goes wrong, they will need to take action and make a note of what they have done in the diary.

You should still complete the 4-weekly review yourself.

In addition to the safe methods in this pack, it is a good idea to provide your staff with other food safety training. More information on food hygiene training can be on the [FSA website: Online food safety training](#).

Allergy and Intolerance training, which can also be completed on the FSA website, can be found on: [FSA Food Allergy Intolerance Training](#).



CUSTOMERS – FEEDBACK

Customer feedback is a good indication of how well you are managing your business.

Keeping your customers happy and protecting their health with good food hygiene is essential to the success of your business. So it is very important to pay attention to any complaints.

WHAT TO DO	HOW?
Listen to complaints.	Listen to any complaints carefully and write down the details. These could point out a problem in your business.
Find the source of the problem.	Work out how the problem arose. This is especially important if it is a problem affecting food safety. If a customer complains of being made ill by your food you should investigate carefully. If appropriate, you should inform your Environmental Health Team. Read more guidance in the Root Cause Analysis training .
Solve the problem.	Review the relevant safe methods. You may need to change how you do things. Note any changes in the diary. If it is a complaint about a food product, you may need to inform other people – see the ‘Product withdrawal and recall’ safe method.
Train staff on how to deal with customers.	It is important that staff know how to respond to customer feedback and what action to take.

Write down what went wrong and what you did about it in your diary



SAFE METHOD:

SAFE METHOD COMPLETION RECORD



To complete the pack, work through each section and complete all the safe methods that are relevant to your business. Most small retailers will need to fill in all the methods in the Cross-contamination, Cleaning, Chilling and Management sections. Businesses that do some food preparation or cooking will also need to work through the Cooking and preparation section.

It does not matter in what order you complete the safe methods. Fill out this record to show that you have worked through and completed the pack. Make sure you train your staff on all the safe methods that are relevant to the work they do and make a note on the Staff training record in the diary.

SAFE METHOD	DATE	SIGNATURE	TICK HERE IF SAFE METHOD NOT RELEVANT
Cross-contamination			
Good housekeeping			
Pest control			
Cleaning			
Handwashing			
Personal hygiene			
Cleaning effectively			
Your cleaning schedule			
Chilling			
Chilled storage and display			
Frozen storage and display			
Management			
Opening and closing checks			
Extra checks			
Prove it – chilled and frozen storage			
Suppliers and contractors			
Product withdrawal and recall			

SAFE METHOD:



SAFE METHOD	DATE	SIGNATURE	TICK HERE IF SAFE METHOD NOT RELEVANT
Management (continued)			
Stock control			
Training and supervision			
Customers – feedback			
Customers – food allergies			
Managing food allergen information			
Cooking and preparation			
Preparation – ready-to-eat food			
‘Bake off’ products, reheating and hot holding			
Acrylamide			
Raw meat, poultry and eggs			
Cooking safely – bacon, sausages and eggs			
Cooking safely – rotisserie chicken and ham			
Prove it – cooking			



COOKING AND PREPARATION

It is essential to take care
when cooking and preparing food,
to make sure it is safe to eat.



It is essential to take care when cooking and preparing food, to make sure it is safe to eat.



If you prepare ready-to-eat food, such as sandwiches or salads, it is very important to handle it safely and protect it from harmful bacteria. This is because it will not be cooked or reheated before selling.

If you cook food, remember that food needs to be cooked properly to kill any harmful bacteria. If it is not cooked properly, it might not be safe for your customers to eat.

Remember that cooking does not remove allergens from food, so you need to handle food that contains allergens carefully.

This section includes information on different types of cooking and preparation.

Who is this section for?

This section is for small retailers that do one or more of the following things:

- preparing ready-to-eat food, such as sandwiches
- baking of bought-in products such as sausage rolls and pasties
- reheating and hot holding food, e.g. reheating bought-in pies and keeping them hot
- cooking bacon, sausages or eggs
- cooking rotisserie chicken and/or ham

If you are not sure if this section is suitable for your business, contact the Environmental Health Team at your local authority.

If you do any food preparation or cooking that is not covered in this section, contact the Environmental Health Team at your local authority for advice.


SAFE METHOD:

PREPARATION – READY-TO-EAT FOOD




It is important to handle unwrapped ready-to-eat food safely to protect it from harmful bacteria and allergens.

Ready-to-eat food is food that will not be cooked or reheated before it is eaten. This includes sandwiches and salads that you make, cooked meats (such as ham), cheese, smoked fish, cream cakes and desserts.

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
<p>It is particularly important to prepare and handle unwrapped ready-to-eat food safely. To do this:</p> <ul style="list-style-type: none">• make sure work surfaces, knives, etc, are thoroughly clean and disinfected after use if you have prepared raw meat, poultry, fish, eggs or unwashed vegetables• prepare raw and ready-to-eat food in separate clean areas. If this is not possible, surfaces and all utensils must be thoroughly cleaned and disinfected between tasks. (See the Think Twice section in the 'Cleaning effectively' safe method)• use separate chopping boards and utensils for raw and ready-to-eat food• protect food from dirt and bacteria, by covering it or keeping it in suitable display equipment at all times during preparation and storage• staff should wash hands thoroughly between tasks	<p>How you handle ready-to-eat food is particularly important because it will not be cooked or reheated before selling.</p> <p>Bacteria can be spread from hands to food. This cleaning & disinfection stops bacteria being spread onto food surfaces and equipment. It also helps keep allergens from spreading.</p> 	<p>List the types of unwrapped ready-to-eat food you prepare and sell:</p>
<p>Follow the manufacturer's instructions on how to store and prepare the food, if these are available.</p> <p>Remember to store raw food and ready to eat food separately.</p>	<p>The manufacturer's instructions are designed to keep the food safe.</p> <p>This helps to prevent harmful bacteria spreading from raw foods to ready to eat foods.</p>	<p>Do you do this for all ready-to-eat food where instructions are available?</p> <p>Yes</p> <p>What do you do to make sure raw food and ready to eat food are stored separately?</p>
<p>Make sure you keep ready-to-eat food cold enough. See the 'Chilled storage and display' safe method in the Chilling section.</p>	<p>If these types of food are not kept cold enough, harmful bacteria could grow.</p>	<p>Do you do this? Yes</p> <p>If not, what do you do?</p>



SAFETY POINT	WHY?	HOW DO YOU DO THIS?
<p>Do not use or sell ready-to-eat food after the 'use by' date.</p> <p>For sandwiches and other food you have prepared, and for food you have removed from its original packaging, you should have a method of keeping track of when it should be sold or thrown away.</p>	<p>You should never use food that has passed its 'use by' date because it might not be safe to eat. It is illegal to sell food after its 'use by' date.</p>	<p>When do you check your 'use-by' dates?</p> <p>What system do you use to date food made in-house?</p>
<p>If you slice cooked meat:</p> <ul style="list-style-type: none"> • make sure you follow the manufacturer's instructions when you clean the slicer • avoid handling the meat as much as possible. It is a good idea to slice meat straight onto the wrapping. Use clean tongs, instead of hands • you should not use the same slicer, or other equipment, for both raw and ready-to-eat food 	<p>Meat slicers need careful cleaning and disinfecting to prevent dirt building up and to stop harmful bacteria growing and possible allergens spreading in particular on the slicing blade.</p> <p>Hands can easily spread harmful bacteria onto food.</p> <p>It is not possible to clean such equipment thoroughly enough to be sure all harmful bacteria and possible allergens have been removed, any bacteria and possible allergens could then spread to ready-to-eat food.</p>	<p>Are staff trained how to clean the meat slicer properly, or supervised?</p> <p>Yes No</p>
<p>When preparing salad ingredients:</p> <ul style="list-style-type: none"> • peel, trim, or remove the outer parts, as appropriate • wash them thoroughly by rubbing vigorously in a bowl of clean water • wash the cleanest ones first <p>If you have prepared salad ingredients that have dirt or soil on the outside, thoroughly clean and disinfect chopping boards and work surfaces before preparing other foods.</p> <p>Colour coded chopping boards are a useful way of keeping raw food and ready to eat food separate during preparation.</p> <p>Wash your hands before and after handling fruit and vegetables.</p>	<p>The dirt on salad ingredients can contain harmful bacteria. Peeling and washing helps to remove dirt and bacteria.</p> 	<p>Do you do this? Yes</p> <p>If not, what do you do?</p>

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none"> • If you think that a food delivery has not been handled safely, reject the delivery. • If ready-to-eat food has been prepared using a work surface or knife that has been used for raw food without being cleaned and disinfected, throw the food away. • If ready-to-eat food has not been chilled safely, throw the food away. • If salad ingredients have not been washed properly, wash them following the advice in this safe method. • If staff are not washing their hands properly, remind them of the importance of hand washing, when handling food. (See Handwashing safe method). 	<ul style="list-style-type: none"> • If you do not think a supplier handles food safely, consider changing to a new supplier. • Review the way you receive deliveries. • Review the way you store and prepare ready-to-eat food. • Train staff again on this safe method. • Improve staff supervision.

Write down what went wrong and what you did about it in your diary.




SAFE METHOD:

'BAKE OFF' PRODUCTS, REHEATING AND HOT HOLDING



It is very important to bake off or reheat products properly, and keep them hot until they are sold, to prevent bacteria from growing.

SAFETY POINT	WHY?
<p>Make sure you use equipment that reheats or cooks food effectively and follow the equipment manufacturer's instructions.</p> <p>Check equipment regularly to make sure it is working properly.</p>	<p>If equipment is not suitable for baking off, reheating or hot holding, the food might not get hot enough to kill bacteria, or it might not be kept at a safe temperature.</p> <p>Do you hot hold? Yes No</p> <p>If yes, what equipment do you use?</p> 
<p>Preheat equipment before you put any food in it.</p>	<p>Food will take longer to bake off or reheat if you use equipment before it has preheated. This means that the manufacturer's recommended times might not be long enough.</p> <p>Putting food into cold hot-holding equipment means it might not be kept hot enough to stop harmful bacteria growing.</p>
<p>If you are cooking or reheating food in a microwave, follow the manufacturer's instructions on the product packet, including advice on standing and stirring.</p> <p>If you provide a microwave for customers to reheat food, it is a good idea to supply instructions.</p>	<p>The manufacturer has tested their instructions to make sure that products will be properly reheated. Standing and stirring are part of the process of cooking or reheating in a microwave and help make sure the food is the same temperature all the way through.</p>
<p>Sell bake-off products or reheated food immediately, unless they are going straight into hot holding or are intended to be sold cold, e.g. bread rolls.</p> <p>Products should be thoroughly cooked and steaming hot before hot holding begins.</p>	<p>If food is not sold or put into hot holding equipment immediately, the temperature will drop and harmful bacteria could grow.</p> <p>Hot-holding equipment is used for keeping food hot. It should not be used to cook or reheat food. Hot food should be transferred straight from the oven to the hot-holding equipment.</p>



THINK TWICE!

Remember, reheating means cooking again, not just warming up. Always reheat food thoroughly until it reaches a safe temperature (see 'Prove It' in the 'Cooking Safely' sections). Do not put food into hot holding without reheating it properly first.

Food in hot holding must be kept above 63°C. If this is not possible, you can take food out of hot holding to display it for up to two hours, but you can only do this once.

Food that has not been used within two hours, should either be reheated until it is steaming hot and put back in hot holding, or chilled down as quickly as possible to 8°C or below. If it has been out for more than two hours throw it away.

CHECK IT

It is important that the products you sell are properly baked off or reheated and for you to show how you check this. Check that food is steaming hot all the way through from the moment it is baked off or reheated to the moment it is sold.



You can also use a temperature probe to check that products are properly cooked or reheated. See 'Prove It' in the 'Cooking Safely' safe methods for advice on using probes.

List the products you check with a probe:

If you do not use one of the checks above, what do you do?

CHILLING DOWN FOOD

If you chill down food, for example food in hot holding that has not been sold, remember to chill it down safely. Cover the food and move it to a colder area, e.g. a storage room. Chill food down as quickly as possible and then put it in the fridge.

WHAT TO DO IF THINGS GO WRONG

- If a product you are reheating is not hot enough and the equipment seems to be working, reheat the product for longer and then test it again.

If a product in hot holding is not hot enough at any point:

- reheat it until it is a safe temperature (see 'Cooking Safely' safe methods) and put back into hot holding (you should only do this once), or
- chill down the food safely and reheat it later before serving

If you cannot do either of these things, throw the food away.

HOW TO STOP THIS HAPPENING AGAIN

- Check your equipment is working correctly.
- Review your method. You may need to increase the time and/or temperature or use different equipment.
- Train staff again on this safe method.
- Improve staff supervision.

Write down what went wrong and what you did about it in your diary.



SAFE METHOD:

ACRYLAMIDE

It is important not to over-cook certain foods.

WHAT IS ACRYLAMIDE?

It is a chemical that is formed naturally when some foods are cooked at high temperatures (above 120°C) such as by frying, roasting, baking, grilling and toasting. Legislation is in place to reduce acrylamide levels in food, as it has the potential to cause cancer in humans.

WHAT FOODS?

If you 'bake off' or reheat the following types of foods, you must put in place practical steps to reduce acrylamide.

Bread products such as loaves, bread rolls and baguettes, toast and toasted sandwiches.

Sweet bakery products such as cookies, biscuits, scones, gingerbread, wafers, crumpets.

SAFETY POINT

WHY?

'Bake off' products and reheating

Where appropriate, follow the manufacturer's cooking instructions for food products.

The manufacturer has tried and tested cooking methods specifically for its products to keep acrylamide levels low.

When baking bread and sweet bakery products, bake to a golden yellow, or lighter colour. Use the lowest oven temperature possible for the food.

Baking foods to a golden yellow, or lighter colour, and at lower oven temperatures will reduce acrylamide levels.

When cooking foods such as toast and toasted sandwiches do not over-toast or burn.

Cooking bread to a golden colour, or lighter, will help to keep acrylamide levels lower.

Where possible, set a timer to mark the cooking time. This could be on the oven or fryer or you can use a separate timer.

This will remind you to remove foods at the right time to prevent foods from becoming over-cooked or burnt.

THINK TWICE!

Over-cooking or burning certain foods means that these foods can be higher in acrylamide.

Colour charts

Some suppliers have produced colour charts to show what colour is the best for certain foods to keep acrylamide levels low. You can ask if your supplier has these available. You do not have to use colour charts, but they can be useful for training your staff.

WHAT TO DO IF THINGS GO WRONG

HOW TO STOP THIS HAPPENING AGAIN

- Dispose of foods that are over-cooked or burnt.

- Review your cooking method.
- You might need to lower the cooking temperature or use different equipment.
- Train staff again on this safe method.
- Improve staff supervision.
- Repair or replace equipment that is broken or not working.

Write down what went wrong and what you did about it in your diary.

For further information go to the [FSA Website](https://www.food.gov.uk/fsa-website).




SAFE METHOD:

RAW MEAT, POULTRY AND EGGS



If you cook raw meat/poultry or eggs, it is very important to handle these carefully because they contain harmful bacteria.

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
<p>Ideally, store raw meat/poultry in a separate fridge. If this is not possible, store raw meat/poultry below ready-to-eat food.</p> <p>Do not use or sell raw meat/poultry after the 'use by' date.</p> <p>Buy eggs from a reputable supplier.</p> <p>Do not use or sell eggs after the 'best before' date.</p> <p>Store eggs in a cool, dry place, ideally in the fridge and keep them apart from other foods.</p> <p>Make sure you rotate stock and use the oldest food first.</p>	<p>This helps to prevent harmful bacteria spreading from raw foods to ready-to-eat food.</p>  <p>It is illegal to sell food after its 'use by' date.</p> <p>After the 'best before' date, there is a greater chance of harmful bacteria growing in the eggs.</p>	<p>Do you store raw meat/poultry?</p> <p>Yes No</p> <p>If not, what do you do?</p> <p>How do you make sure that raw meat/poultry and eggs are stored separately from ready-to-eat food?</p>
<p>When handling raw meat/poultry or eggs, staff should put on a clean or disposable apron or tabard over their work clothes.</p>	<p>Aprons can be removed easily for washing, or thrown away if disposable. They help to stop bacteria getting onto work clothes and spreading to other foods.</p>	<p>Do your staff wear aprons or tabards over their work clothes when handling raw meat/poultry or eggs?</p> <p>Yes No</p> <p>If not, what do you do?</p>
<p>Staff should always wash hands thoroughly before and after handling raw meat, poultry or eggs.</p>	<p>This stops bacteria and allergens from spreading onto food, surfaces and equipment.</p>	



SAFETY POINT	WHY?	HOW DO YOU DO THIS?
<p>Always keep raw meat/poultry and eggs separate from other foods and prepare them in separate areas.</p> <p>If this is not possible, prepare them at different times and thoroughly clean and disinfect utensils and surfaces between tasks.</p> <p>Never use the same chopping board or knives for preparing raw meat/poultry and for ready-to-eat food, such as bread (unless they have been thoroughly cleaned and disinfected in between).</p> <p>Colour coded chopping boards are a useful way of keeping raw food and ready to eat food separate during preparation.</p>	<p>This helps to prevent harmful bacteria from spreading from raw meat/poultry and eggs to other foods.</p> <p>Harmful bacteria from raw meat/poultry and eggs can spread from chopping boards and knives to other foods.</p>	<p>How do you keep raw meat/poultry and eggs separate from ready-to-eat food during preparation?</p>
<p>Do not wash raw meat or poultry.</p>	<p>Washing meat does not kill bacteria, but it can splash harmful bacteria around the kitchen contaminating sinks, taps, surfaces and ready-to-eat food.</p>	<p>More information can be found on the FSA website.</p>

THINK TWICE!

After handling or preparing raw meat/poultry or eggs, staff should always wash their hands thoroughly (see the 'Handwashing' safe method) and thoroughly clean and disinfect any equipment or surfaces that have been touched by these foods. Disinfectants and sanitisers should meet BS EN standards. You can find out more in the 'Your cleaning schedule' safe method.

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none">• If equipment/surfaces/utensils have been touched by raw meat/poultry or eggs, thoroughly clean and disinfect and then dry them to prevent harmful bacteria or allergens from spreading.• If you think that unwrapped ready-to-eat food has not been kept separate from raw meat/poultry or eggs, throw the food away.• If ready-to-eat food has been prepared on a work surface or with a knife that has been used for raw meat/poultry, throw the food away.	<ul style="list-style-type: none">• Make sure you have enough storage space and it is well organised.• Review the way you store raw meat/poultry or eggs and ready-to-eat food.• Train staff again on this safe method.• Improve staff supervision.

Write down what went wrong and what you did about it in your diary.



SAFE METHOD:

COOKING SAFELY – ROTISSERIE CHICKEN AND HAM



Thorough cooking kills harmful bacteria.

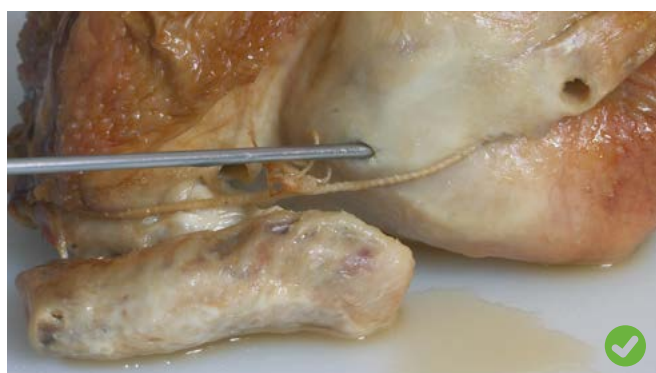
SAFETY POINT	WHY?	HOW DO YOU DO THIS?
Follow the manufacturer's cooking instructions for your equipment, if available.	The manufacturer has tried and tested safe cooking methods specifically for its equipment.	
Preheat equipment, such as ovens, before cooking. Make sure you follow the equipment manufacturer's instructions on how to preheat.	If you use equipment before it has preheated, food will take longer to cook. This means that the manufacturer's recommended cooking times might not be long enough.	
Make sure you cook chickens and hams for long enough (see 'Check It' and 'Probes' sections below).	This is essential to kill harmful bacteria.	What do you do to keep track of when chickens or hams should be sold or thrown away?
You must have a method of keeping track of when chickens or ham should be sold or thrown away.	This is useful when chickens or ham have been removed from their original packaging, or cooked and not sold the same day.	

THINK TWICE!

Staff should always wash their hands thoroughly after handling raw meat/poultry and before handling and preparing ready-to-eat food. See the 'Handwashing' safe method.

CHECK IT

It is important for you to show how you check that chickens and ham are properly cooked. There are different ways of doing this.



Insert a skewer into the thickest part of the leg. The meat should not be pink or red and the juices should not have any pink or red in them.

Do you use this check? Yes No



A clean skewer should be easy to insert into the centre of the ham. The ham should be steaming hot and the juices should not have any pink or red in them.

Do you use this check? Yes No



PROBES	YOUR CHECK
<p>You could also use a clean and disinfected temperature probe to check that food is properly cooked.</p> <p>See the 'Prove it – cooking' safe method for advice on using probes.</p>	<p>If you use a different check to those suggested on the front of this sheet, you will need to prove that it is safe.</p> <p>See the 'Prove it – cooking' safe method.</p> <p>Write the details of your check in the table below.</p>



If you use a probe, fill in the details of what you do in the 'Temperature probe' column. If you use another check different to those suggested on the front of this sheet, fill in the details in the 'Your check' column.

Product	Temperature probe	Your check
	Give details of the temperature you need to reach and for how long, e.g. 75°C for at least 30 seconds.	Write the details of your check below.

THINK TWICE! CHILLING DOWN AND HOT HOLDING

If you are not serving food straight away, you need to put it straight into hot holding or chill it down as quickly as possible. See the 'Bake off products, reheating and hot holding' safe method.

A good way to cool down a large ham quickly is to cut it in half or into smaller pieces. These can then be placed in a watertight bag (food grade) then into a clean, large container and completely covered with clean, iced water. Make sure the water is as cold as possible before adding the ice and stir from time to time. Replace the water if it becomes warm.

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none">If food is not cooked properly, cook it for longer and then check it again.	<ul style="list-style-type: none">Review your cooking method. You might need to increase the time or temperature.Train staff again on this safe method.Improve staff supervision.Repair or replace equipment.

MANAGE IT

Remember, if you are handling any raw meat, chickens etc. it is very important to read and complete the 'Raw meat, poultry and eggs' safe method, as well as this one.

Write down what went wrong and what you did about it in your diary.



SAFE METHOD:

COOKING SAFELY – BACON, SAUSAGES AND EGGS



If you cook bacon, sausages or eggs, it is very important to handle them carefully and cook them properly.

SAFETY POINT	WHY?
Follow the manufacturer's cooking instructions where appropriate.	The manufacturer has tried and tested safe cooking methods specifically for its products.
Preheat cooking equipment, e.g. grill, before cooking.	If you use equipment before it has preheated, food will take longer to cook and the recommended cooking times might not be long enough.
Make sure you cook bacon and sausages thoroughly to a safe temperature. Sausages should be steaming hot all the way thorough with no pink or red in the centre. You can use a clean and disinfected temperature probe to check that food is properly cooked. Be aware of the risk of cross contamination with allergens in the kitchen.	These products can contain harmful bacteria. If you cook them thoroughly this kills any bacteria. Egg is one of the 14 regulated allergens and is recognised as one of the most common ingredients or processing aids of public health concern that causes food hypersensitivity.
Do not let raw food touch or drip onto cooked food, e.g. when putting more food onto a grill. Never use the same utensils, plates or containers for raw and cooked or ready-to-eat food, unless they are cleaned and disinfected between tasks.	Raw food can carry harmful bacteria, which could spread onto cooked food and stop it being safe to eat.
Cook eggs and foods containing eggs thoroughly until they are steaming hot or, if serving eggs/egg dishes lightly cooked (e.g. soft boiled), either use: <ul style="list-style-type: none">• Pasteurised egg, or• British Lion code or equivalent assurance scheme eggs.	Eggs can contain harmful bacteria. If you cook them thoroughly this kills any bacteria. The Lion code or equivalent assurance schemes demonstrates eggs have been produced in a safe manner and therefore can be eaten less than thoroughly cooked. Pasteurisation also kills harmful bacteria.

THINK TWICE!

Staff should always wash their hands thoroughly after handling raw meat or eggs and before handling or preparing ready-to-eat food.

CHECK IT

It is very important to check that the food you sell is properly cooked.



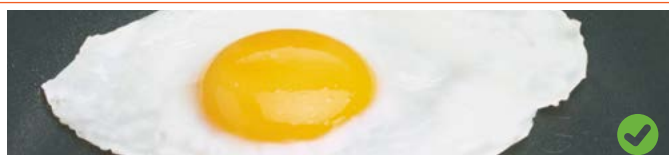
Check in the centre of the sausage that the colour and texture has changed and it is steaming hot.

Do you use this check? Yes No



Check that the colour and texture of bacon has changed and it is steaming hot.

Do you use this check? Yes No



Check that the egg is cooked until the white is solid. (The safest option is to cook the egg until the yolk is also solid.)

Do you use this check? Yes No



PROBES	YOUR CHECK
<p>You could also use a clean and disinfected temperature probe to check that food is properly cooked.</p> <p>See the 'Prove it – cooking' safe method for advice on using probes.</p>	<p>If you use a different check to those suggested on the front of this sheet, you will need to prove that it is safe.</p> <p>See the 'Prove it – cooking' safe method.</p> <p>Write the details of your check in the table below.</p>



If you use a probe, fill in the details of what you do in the 'Temperature probe' column. If you use another check different to those suggested on the front of this sheet, fill in the details in the 'Your check' column.

Product	Temperature probe	Your check
	Give details of the temperature you need to reach and for how long, e.g. 75°C for at least 30 seconds.	Write the details of your check below.

THINK TWICE!

If you cook sausages, bacon or eggs that you do not serve immediately, remember to keep them properly hot or chill them down safely. See the 'Bake off products, reheating and hot holding' safe method.

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none">If food is not cooked properly, cook it for longer and then check it again.	<ul style="list-style-type: none">Review your cooking method. You might need to increase the time or temperature.Train staff again on this safe method.Improve staff supervision.Repair or replace equipment.

MANAGE IT

Remember, if you are handling any raw bacon, sausages or eggs, it is very important to read and complete the 'Raw meat, poultry and eggs' safe method, as well as this one.

Write down what went wrong and what you did about it in your diary.



SAFE METHOD:

PROVE IT – COOKING, REHEATING & HOT HOLDING



Sometimes you might want to use a probe to prove that your safe methods for cooking, 'bake off' products, reheating and hot holding are safe.

SAFETY POINT	WHAT TO DO	HOW TO DO IT?
Cooking, bake off and reheating	<p>The 'Cooking safely – rotisserie chicken and ham', 'Bake off products, reheating and hot holding' and 'Cooking safely – bacon, sausages and eggs' safe methods tell you how to check that food is thoroughly cooked/reheated. If you do a different check then you will need to prove that it is safe.</p> <p>You only need to do this once provided the temperature in the middle of the food has reached a high enough temperature for a long enough time. If it does not, the food may not be safe to eat and you should cook/reheat the food longer.</p>	<p>To check the food has reached a high enough temperature for a long enough time, check it with a clean and disinfected probe thermometer. Insert the probe so that the tip is in the centre of the food (or the thickest part).</p> <p>Examples of safe time/temperature combinations include:</p> <ul style="list-style-type: none">80°C for at least 6 seconds75°C for at least 30 seconds70°C for at least 2 minutes65°C for at least 10 minutes60°C for at least 45 minutes
Hot holding	<p>The 'Bake off products, reheating and hot holding' safe method tells you how to hot hold safely.</p> <p>Hot food must be kept above 63°C, if this is not possible it can be taken out of hot holding for up to 2 hours. Any food left after 2 hours must be discarded.</p>	<p>To check that food in hot holding is above 63°C, use a clean and disinfected probe thermometer. Insert the probe so the tip is in the centre of the food (or the thickest part).</p> <p>Regularly check that food is above 63°C during service, using a clean and disinfected probe thermometer. If not, it should be used within 2 hours. Any food left after 2 hours must be discarded.</p>

CHECKING YOUR PROBE

It is essential to know that your probe is working properly, to be able to rely on its readings. So you should check it regularly. The manufacturer's instructions should include details of how often a probe needs to be checked and how to check it. If instructions aren't available still ensure the probe is checked regularly, for example once a month.

A simple way to check a digital probe used for checking hot food is to put it in boiling water:

- The readings in boiling water should be between 99°C and 101°C.

If the reading is outside this range, you should replace your probe or return it to the manufacturer to be calibrated.

CLEANING YOUR PROBE

It is very important to keep your probe properly clean. Make sure you always clean and disinfect your probe between use.

PROVE IT: RECORDS



If you decide to use a probe to prove that your cooking, bake off, reheating or hot holding methods are safe, you can write the details below. You only need to do this as a one-off check.

TYPE OF FOOD	EQUIPMENT USED	SETTING	TIME	PROBE READING



DIARY

NAME:

BUSINESS:

ADDRESS:

START DATE:

END DATE:

INTRODUCTION



HOW DOES THIS DIARY WORK?

The diary is specially designed to help you run your business effectively. This diary should be used alongside the safe methods information contained within the previous sections of this toolkit. It contains:

- week-to-view diary pages
- checks to do every day when you open and close
- 4-weekly review
- staff training record
- suppliers' list
- cleaning schedule

The manager should sign the diary every day to say that:

- the opening and closing checks have been done
- your safe methods have been followed

If anything **different** happens, or if something goes **wrong**, you should make a note in the diary of what happened and what you did. This is so you can show that you have taken action to make sure that food is safe to eat.

If the manager is not in, he or she can give responsibility for the diary to another member of staff. See the 'Training and supervision' safe method in the Management section.

4-WEEKLY REVIEW

The 4-weekly review gives you the opportunity to look back at previous weeks and identify any persistent problems. Write down details of these and how you decide to tackle them. You might need to train staff again on certain safe methods and/or change how you do things.

You may find it useful to read the 4-weekly review before starting to use the diary. It will give you an idea of the kind of things you might need to write down during the week.

OPENING AND CLOSING CHECKS

It is essential that you and your staff do certain checks every time you open and close. Make sure you have worked through the 'Opening and closing checks' safe method in the Management section.

You might find it helpful, on a daily basis, to use the list of opening and closing checks in this diary (see next page).



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, hot holding equipment) 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.)

Running hot 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.

Has cleaning been carried out according to the cleaning schedule

CLOSING CHECKS

You should do these checks at the end of the day. You can also add your own checks to the list.

Food that has passed its 'use by' date, or any damaged or unfit (e.g. mouldy) food has been removed from sale.

Food removed from sale has been disposed of correctly or placed in a special area if being returned to a supplier.

All food is covered, labelled and put in the fridge/freezer (if needed).

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.)

Floors are swept and clean.

'Prove it' checks have been recorded.

Has cleaning been carried out according to the cleaning schedule

EXTRA CHECKS

Extra checks are less frequent than the opening and closing checks. See the 'Extra checks' safe method in the Management section. There is a box next to each day in the diary pages for you to fill in any extra checks you have done.

STAFF TRAINING RECORD



For each member of staff, make a note of when they have been trained on different safe methods.

EXAMPLE:

Name: Jimmy Examples Telephone no: 01234 567 891 Email address: JimmyExamples@example.com		
SAFE METHOD ON FIRST DAY:	DATE	INITIALS
Working with food? Factsheet	xx/xx/xx	JE
Opening and closing checks	xx/xx/xx	JE
Cross-contamination		
Good housekeeping	xx/xx/xx	JE
Pest control	xx/xx/xx	JE
Cleaning		
Handwashing	xx/xx/xx	JE
Personal hygiene and fitness to work	xx/xx/xx	JE
Cleaning effectively	xx/xx/xx	JE
Your cleaning schedule	xx/xx/xx	JE
Chilling		
Chilled storage and display	xx/xx/xx	JE
Frozen storage and display	xx/xx/xx	JE
Management		
Opening and closing checks	xx/xx/xx	JE
Extra checks	xx/xx/xx	JE
Prove it – chilled and frozen storage	xx/xx/xx	JE
Suppliers and contractors	xx/xx/xx	JE
Product withdrawal and recall	xx/xx/xx	JE
Stock control	xx/xx/xx	JE
Customers – food allergies	xx/xx/xx	JE
Managing food allergen information	xx/xx/xx	JE
Suppliers and contractors	xx/xx/xx	JE
Cooking and preparation (if relevant)		
Preparation – Ready to Eat food	xx/xx/xx	JE
'Bake Off' products, reheating and hot holding	xx/xx/xx	JE
Acrylamide	xx/xx/xx	JE
Raw meat, poultry and eggs	xx/xx/xx	JE
Cooking safely – rotisserie chicken and ham	xx/xx/xx	JE
Cooking safely – bacon, sausages and eggs	xx/xx/xx	JE
Other training or retraining		
Level 2 food safety	xx/xx/xx	JE
Allergen awareness	xx/xx/xx	JE

Name: Telephone no: Email address:		
SAFE METHOD ON FIRST DAY:	DATE	INITIALS
Working with food? Factsheet		
Opening and closing checks		
Cross-contamination		
Cleaning		
Chilling		
Management		
Cooking and preparation (if relevant)		
Other training or retraining		

If you need more copies of this record, photocopy it or download from the [FSA Website](#).



STAFF TRAINING RECORD

(continued)

Name: Telephone no: Email address:			Name: Telephone no: Email address:		
SAFE METHOD ON FIRST DAY:	DATE	INITIALS	SAFE METHOD ON FIRST DAY:	DATE	INITIALS
Working with food? Factsheet			Working with food? Factsheet		
Opening and closing checks			Opening and closing checks		
Cross-contamination			Cross-contamination		
Cleaning			Cleaning		
Chilling			Chilling		
Management			Management		
Cooking and preparation (if relevant)			Cooking and preparation (if relevant)		
Other training or retraining			Other training or retraining		

If you need more copies of this record, photocopy it or download from the [FSA Website](https://www.food.gov.uk/sfbb).



STAFF TRAINING RECORD

(continued)

Name: Telephone no: Email address:			Name: Telephone no: Email address:		
SAFE METHOD ON FIRST DAY:	DATE	INITIALS	SAFE METHOD ON FIRST DAY:	DATE	INITIALS
Working with food? Factsheet			Working with food? Factsheet		
Opening and closing checks			Opening and closing checks		
Cross-contamination			Cross-contamination		
Cleaning			Cleaning		
Chilling			Chilling		
Management			Management		
Cooking and preparation (if relevant)			Cooking and preparation (if relevant)		
Other training or retraining			Other training or retraining		

If you need more copies of this record, photocopy it or download from the [FSA Website](https://www.food.gov.uk/sfbb).



STAFF TRAINING RECORD

(continued)

Name: Telephone no: Email address:			Name: Telephone no: Email address:		
SAFE METHOD ON FIRST DAY:	DATE	INITIALS	SAFE METHOD ON FIRST DAY:	DATE	INITIALS
Working with food? Factsheet			Working with food? Factsheet		
Opening and closing checks			Opening and closing checks		
Cross-contamination			Cross-contamination		
Cleaning			Cleaning		
Chilling			Chilling		
Management			Management		
Cooking and preparation (if relevant)			Cooking and preparation (if relevant)		
Other training or retraining			Other training or retraining		

If you need more copies of this record, photocopy it or download from the [FSA Website](https://www.food.gov.uk/sfbb).

SUPPLIERS' LIST



BUSINESS NAME:		DELIVERY DAY(S):		M	T	W	T	F	S	S
Sunrise Grocery		Lead time for placing an order e.g. Monday for Wednesday	2 Days							
Contact name:		Goods supplied:								
John Smith		Fruit and vegetables, dry goods.								
Telephone:										
01234 567 891										
Email:										
johnsmith@sunrisegrocery.co.uk										
Address:										
123 Example Street, Exampleton, EX0 123										
BUSINESS NAME:		DELIVERY DAY(S):		M	T	W	T	F	S	S
		Lead time for placing an order e.g. Monday for Wednesday								
Contact name:		Goods supplied:								
Telephone:										
Email:										
Address:										
BUSINESS NAME:		DELIVERY DAY(S):		M	T	W	T	F	S	S
		Lead time for placing an order e.g. Monday for Wednesday								
Contact name:		Goods supplied:								
Telephone:										
Email:										
Address:										



SUPPLIERS' LIST

(continued)

BUSINESS NAME:	DELIVERY DAY(S):	M	T	W	T	F	S	S
	Lead time for placing an order e.g. Monday for Wednesday							
Contact name:	Goods supplied:							
Telephone:								
Email:								
Address:								

BUSINESS NAME:	DELIVERY DAY(S):	M	T	W	T	F	S	S
	Lead time for placing an order e.g. Monday for Wednesday							
Contact name:	Goods supplied:							
Telephone:								
Email:								
Address:								

BUSINESS NAME:	DELIVERY DAY(S):	M	T	W	T	F	S	S
	Lead time for placing an order e.g. Monday for Wednesday							
Contact name:	Goods supplied:							
Telephone:								
Email:								
Address:								

CONTACTS LIST



You can use this sheet to write down the contact details of different services or people who you might need to contact from day to day, or in an emergency. For example:

- environmental health team
- electrician
- plumber
- pest control contractor
- refuse collector/recycling service

ENVIRONMENTAL HEALTH TEAM	USEFUL FOR ADVICE ON:
Contact name: Example Borough Council	Food hygiene Pest control Drainage Noise and odour control Product withdrawal and recall
Telephone: 0123 456 789	
Email: name@emailaddress.co.uk	
Address: 123 Example Street EX0 123	

CONTACT DETAILS:	USEFUL FOR ADVICE ON:
Contact name:	
Telephone:	
Email:	
Address:	

CONTACT DETAILS:	USEFUL FOR ADVICE ON:
Contact name:	
Telephone:	
Email:	
Address:	

CONTACT DETAILS:	USEFUL FOR ADVICE ON:
Contact name:	
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CONTACT DETAILS:	USEFUL FOR ADVICE ON:
Contact name:	
Telephone:	
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CONTACT DETAILS:	USEFUL FOR ADVICE ON:
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Address:	

CONTACT DETAILS:	USEFUL FOR ADVICE ON:
Contact name:	
Telephone:	
Email:	
Address:	

CONTACT DETAILS:	USEFUL FOR ADVICE ON:
Contact name:	
Telephone:	
Email:	
Address:	

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	<ol style="list-style-type: none"> 1. Remove products. 2. Clean surfaces using hot soapy water or suitable cleaning product (e.g. sanitiser) diluted according to the manufacturer's instructions. 3. Wipe off with a clean, dry cloth (ideally a disposable one) or rinse. 4. Apply disinfectant (e.g. sanitiser) diluted according to the manufacturer's instructions and leave on for the required contact time. 5. Wipe off with a clean, dry cloth (ideally a disposable one) or rinse. Ensure the surface is dry before using again.



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		

Week commencing: <input type="text" value="xx/xx/xx"/>	
Monday Any problems or changes – what did you do? Packet of cooked ham past its use by date – disposed of.	
Opening checks	Closing checks
Name John Smith	Signed <i>John Smith</i>
Our safe methods were followed and effectively supervised today.	

Tuesday Any problems or changes – what did you do? Rat sighted outside building – pest controller informed. Simon called in sick with vomiting – told him about 48 hour rule.	
Opening checks	Closing checks
Name Mo Patel	Signed <i>Mo Patel</i>
Our safe methods were followed and effectively supervised today.	

Wednesday Any problems or changes – what did you do? Sausages probed at 68.5°C when cooked – continued cooking to 83.1°C . Different brand of chicken pie purchased from cash and carry – allergy information updated.	
Opening checks	Closing checks
Name John Smith	Signed <i>John Smith</i>
Our safe methods were followed and effectively supervised today.	

Thursday Any problems or changes – what did you do? Staff member only completed one stage clean on raw prep surface – disinfection completed and staff member retrained on safe method. Probe stopped working – using spare now so needs replacing.	
Opening checks	Closing checks
Name John Smith	Signed <i>John Smith</i>
Our safe methods were followed and effectively supervised today.	

Friday Any problems or changes – what did you do?	
Opening checks	Closing checks
Name Mo Patel	Signed <i>Mo Patel</i>
Our safe methods were followed and effectively supervised today.	

Saturday Any problems or changes – what did you do? Cooked meat 10.2°C when delivered – rejected and supplier informed. Rice found cooling on side in kitchen for several hours – disposed of and staff member retrained in safe method.	
Opening checks	Closing checks
Name John Smith	Signed <i>John Smith</i>
Our safe methods were followed and effectively supervised today.	

Sunday Any problems or changes – what did you do?	
Opening checks	Closing checks
Name John Smith	Signed <i>John Smith</i>
Our safe methods were followed and effectively supervised today.	

EXTRA CHECKS We have performed the following extra checks this week Main probe calibrated at 0.2°C and 99.7°C; spare probe calibrated at 0.4°C and 99.9°C. Deep clean of fryer completed. Dry store shelves pulled out and swept. Pest control check completed.	
Name John Smith	Signed <i>John Smith</i>

Week commencing:**Monday**

Any problems or changes – what did you do?

Opening checks

Closing checks

Name

Signed

Our safe methods were followed and effectively supervised today.

Tuesday

Any problems or changes – what did you do?

Opening checks

Closing checks

Name

Signed

Our safe methods were followed and effectively supervised today.

Wednesday

Any problems or changes – what did you do?

Opening checks

Closing checks

Name

Signed

Our safe methods were followed and effectively supervised today.

Thursday

Any problems or changes – what did you do?

Opening checks

Closing checks

Name

Signed

Our safe methods were followed and effectively supervised today.

Friday

Any problems or changes – what did you do?

Opening checks

Closing checks

Name

Signed

Our safe methods were followed and effectively supervised today.

Saturday

Any problems or changes – what did you do?

Opening checks

Closing checks

Name

Signed

Our safe methods were followed and effectively supervised today.

Sunday

Any problems or changes – what did you do?

Opening checks

Closing checks

Name

Signed

Our safe methods were followed and effectively supervised today.

EXTRA CHECKS

We have performed the following extra checks this week

Name

Signed

Week commencing:**Monday**

Any problems or changes – what did you do?

Opening checks

Closing checks

Name

Signed

Our safe methods were followed and effectively supervised today.

Tuesday

Any problems or changes – what did you do?

Opening checks

Closing checks

Name

Signed

Our safe methods were followed and effectively supervised today.

Wednesday

Any problems or changes – what did you do?

Opening checks

Closing checks

Name

Signed

Our safe methods were followed and effectively supervised today.

Thursday

Any problems or changes – what did you do?

Opening checks

Closing checks

Name

Signed

Our safe methods were followed and effectively supervised today.

Friday

Any problems or changes – what did you do?

Opening checks

Closing checks

Name

Signed

Our safe methods were followed and effectively supervised today.

Saturday

Any problems or changes – what did you do?

Opening checks

Closing checks

Name

Signed

Our safe methods were followed and effectively supervised today.

Sunday

Any problems or changes – what did you do?

Opening checks

Closing checks

Name

Signed

Our safe methods were followed and effectively supervised today.

EXTRA CHECKS

We have performed the following extra checks this week

Name

Signed

Week commencing:**Monday**

Any problems or changes – what did you do?

Opening checks

Closing checks

Name

Signed

Our safe methods were followed and effectively supervised today.

Tuesday

Any problems or changes – what did you do?

Opening checks

Closing checks

Name

Signed

Our safe methods were followed and effectively supervised today.

Wednesday

Any problems or changes – what did you do?

Opening checks

Closing checks

Name

Signed

Our safe methods were followed and effectively supervised today.

Thursday

Any problems or changes – what did you do?

Opening checks

Closing checks

Name

Signed

Our safe methods were followed and effectively supervised today.

Friday

Any problems or changes – what did you do?

Opening checks

Closing checks

Name

Signed

Our safe methods were followed and effectively supervised today.

Saturday

Any problems or changes – what did you do?

Opening checks

Closing checks

Name

Signed

Our safe methods were followed and effectively supervised today.

Sunday

Any problems or changes – what did you do?

Opening checks

Closing checks

Name

Signed

Our safe methods were followed and effectively supervised today.

EXTRA CHECKS

We have performed the following extra checks this week

Name

Signed

Week commencing:**Monday**

Any problems or changes – what did you do?

Opening checks

Closing checks

Name

Signed

Our safe methods were followed and effectively supervised today.

Tuesday

Any problems or changes – what did you do?

Opening checks

Closing checks

Name

Signed

Our safe methods were followed and effectively supervised today.

Wednesday

Any problems or changes – what did you do?

Opening checks

Closing checks

Name

Signed

Our safe methods were followed and effectively supervised today.

Thursday

Any problems or changes – what did you do?

Opening checks

Closing checks

Name

Signed

Our safe methods were followed and effectively supervised today.

Friday

Any problems or changes – what did you do?

Opening checks

Closing checks

Name

Signed

Our safe methods were followed and effectively supervised today.

Saturday

Any problems or changes – what did you do?

Opening checks

Closing checks

Name

Signed

Our safe methods were followed and effectively supervised today.

Sunday

Any problems or changes – what did you do?

Opening checks

Closing checks

Name

Signed

Our safe methods were followed and effectively supervised today.

EXTRA CHECKS

We have performed the following extra checks this week

Name

Signed

4-WEEKLY REVIEW



Take some time to walk around the kitchen and observe whether safe methods are being followed. Write details of any problems below and what you did about it.

Also look back over the past 4 weeks' diary entries. If you had a serious problem, or the same thing went wrong three times or more, make a note of it here, find out why and record what you did to resolve it.

Please remember: this review requires completion even if no problems have been found.

Did you observe any problems or did the same issue occur in the diary three times or more? Yes No

DETAILS	WHAT DID YOU DO ABOUT IT?
<p>Damage to paintwork on ceiling above prep area. Staff member observed not washing hands after handling raw meat. Deep cleaning required in pot wash area. Delivery observed without packaging being checked. Staff member observed decanting peanuts into another container without labelling.</p>	<p>Reported paintwork for repair. Coaching provided to staff around checking deliveries, handwashing and handling of allergenic foods. Safe method retraining will be completed. Deep cleaning completed in pot wash area and added to cleaning schedule.</p>

SAFE METHOD	CHECK LIST
Have you reviewed your safe methods?	Yes No <input type="checkbox"/>
Has allergen information been updated to reflect any menu or ingredient changes?	Yes <input type="checkbox"/> No
Have you changed any equipment or processes which change your safe methods?	Yes <input type="checkbox"/> No
Have any new suppliers been recorded with contact information?	Yes No <input type="checkbox"/>
Does the cleaning schedule require updating?	Yes No <input type="checkbox"/>
Have new staff (if applicable) been trained in all safe methods?	Yes No <input type="checkbox"/>
Do any existing staff require safe method refresher training?	Yes No <input type="checkbox"/>
Are any extra opening or closing checks required?	Yes <input type="checkbox"/> No
If any food complaints have been received, have they been investigated and safe methods reviewed?	Yes No <input type="checkbox"/>
Have probes been calibrated in the last 4 weeks and results recorded?	Yes No <input type="checkbox"/>
Have extra checks been completed and recorded weekly?	Yes No <input type="checkbox"/>
Are prove it checks being completed regularly and recorded?	Yes <input type="checkbox"/> No

ADDITIONAL DETAILS
<p>Allergen matrix updated and new recipe Factsheets completed for lasagne and apple crumble (specials). Cleaning schedule updated to include daily cleaning of pot wash area. Simon and Hanna require retraining on food allergies, stock control and deliveries (planned in for tomorrow and will be signed off on training record). Staff reminded about importance of prove it checks – at least one to be completed per day and will be recorded in the daily diary as good practice.</p>

NAME: John Smith

SIGNED: John Smith

4-WEEKLY REVIEW



Take some time to walk around the kitchen and observe whether safe methods are being followed. Write details of any problems below and what you did about it.

Also look back over the past 4 weeks' diary entries. If you had a serious problem, or the same thing went wrong three times or more, make a note of it here, find out why and record what you did to resolve it.

Please remember: this review requires completion even if no problems have been found.

Did you observe any problems or did the same issue occur in the diary three times or more? Yes No

DETAILS	WHAT DID YOU DO ABOUT IT?

SAFE METHOD	CHECK LIST
Have you reviewed your safe methods?	Yes No
Has allergen information been updated to reflect any menu or ingredient changes?	Yes No
Have you changed any equipment or processes which change your safe methods?	Yes No
Have any new suppliers been recorded with contact information?	Yes No
Does the cleaning schedule require updating?	Yes No
Have new staff (if applicable) been trained in all safe methods?	Yes No
Do any existing staff require safe method refresher training?	Yes No
Are any extra opening or closing checks required?	Yes No
If any food complaints have been received, have they been investigated and safe methods reviewed?	Yes No
Have probes been calibrated in the last 4 weeks and results recorded?	Yes No
Have extra checks been completed and recorded weekly?	Yes No
Are prove it checks being completed regularly and recorded?	Yes No

ADDITIONAL DETAILS

NAME:

SIGNED:



NOTES