

APPENDICIES

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FoodAlert

APPENDIX 1 MONITORING FORMS



| FH Form no. | Title | Location of completed forms | | | Retention of records |
|--------------|--|-----------------------------|---------|-------------|-------------------------------|
| | | Folder | ALERT65 | Staff files | |
| FH Form 3.2 | Letter requesting supplier approval info. | ✓ | ✓ | | 1 year after stopped using |
| FH Form 3.3 | Supplier approval information request | ✓ | ✓ | | 1 year after stopped using |
| FH Form 3.4 | Letter requesting updated approval certificate | ✓ | ✓ | | 1 year after stopped using |
| FH Form 4.1 | Calibration of temperature probes | ✓ | | | 3 months |
| FH Form 4.2 | Goods receipt temperatures | ✓ | | | 3 months |
| FH Form 4.4 | Temperatures of fridges and freezers | ✓ | | | 3 months |
| FH Form 4.5 | Cooking and reheating temperatures | ✓ | | | 3 months |
| FH Form 4.6 | Chilling times and temperatures | ✓ | | | 3 months |
| FH Form 4.7 | Hot holding temperatures | ✓ | | | 3 months |
| FH Form 4.8 | Warm food display times | ✓ | | | 3 months |
| FH Form 4.9 | Ambient display | ✓ | | | 3 months |
| FH Form 4.10 | Kitchen Due Diligence Diary | ✓ | | | 3 months |
| FH Form 5.1 | Food handler's health assessment questionnaire | | | ✓ | 6 months after they have left |
| FH Form 5.2 | Food handlers return-to-work questionnaire | | | ✓ | 6 months after they have left |
| FH Form 6.1 | Alleged Food Poisoning | ✓ | | | |
| FH Form 7.1 | Summary of food allergens | ✓ | ✓ | | Keep up to date at all times |
| FH Form 8.1 | Internal audit | ✓ | ✓ | | 1 year after actions taken |
| FH Form 8.3 | Opening checks | ✓ | ✓ | | 1 year after actions taken |
| FH Form 8.4 | Closing checks | ✓ | ✓ | | 1 year after actions taken |
| FH Form 9.1 | Cleaning schedule | ✓ | | | 3 months |
| FH Form 9.2 | Cleaning checklist | ✓ | | | 3 months |
| FH Form 10.1 | Training summary matrix | ✓ | ✓ | | Keep up to date |



FH Form 3.2: Letter requesting supplier approval certificate

[Date]
[Name]
[Position]
[Company name]
[Address]

Dear [Name]

We are currently reviewing our food safety systems and suppliers.

Please find enclosed an information request form regarding food safety standards of your operation. I would appreciate it if you could please complete the form and return with the information as appropriate.

We confirm that all chilled and frozen foods must be maintained at the correct temperature throughout the distribution chain:

- Chilled high-risk foods should be delivered at or below 5°C. If the temperature exceeds 8°C the goods will be returned.
- Frozen foods should be delivered at or below –15°C. If the temperature exceeds this temperature the goods will be returned.

Also:

- You will provide accurate and up-to-date information regarding food allergens within products supplied to us as well as informing us if this information changes.

We trust that this is self-explanatory and look forward to your reply.

If you have any queries regarding the contents of this correspondence, please do not hesitate to contact me.

Yours sincerely

[Name]
[Position]



FH Form 3.3: Supplier information request form

Company requesting information

Supplier details

| | |
|------------------|--|
| Name of supplier | |
| Address | |
| | |
| | |
| Contact name | |
| Telephone number | |
| Fax number | |
| E-mail address | |
| Foods supplied | |
| | |
| | |
| | |

| Information requested | Attached |
|--|---|
| Third party certification (please provide documented evidence) | |
| British Retail Consortium: Global Standard for Food | Safe and Local Supplier Approval (SALSA) |
| | Other (provide details) |
| | |

OR

| | |
|---|--|
| Hazard Analysis Critical Control Points (HACCP) | |
| CCP monitoring sheets | |
| Most recent external independent report (e.g. Environmental Health Officer) | |
| Pest control contract and last 3 service reports | |
| Summary of food hygiene training completed | |

Information received: sign off by restaurant

| | |
|-----------|--|
| Name | |
| Signature | |
| Date | |



FH Form 3.4 : Letter requesting updated approval certificate

[Date]
[Name]
[Position]
[Company name]
[Address]

Dear [Name]

As a supplier to our business, we appreciate you operating to high standards of food safety.

We understand your third-party certification/documentation is [due for renewal shortly/has expired] and would ask that you forward to us either by post or email the latest version for our records.

In the meantime, we would like to take this opportunity to remind you to please keep us updated regarding any changes to the allergens information you may have previously supplied.

We trust that this is self-explanatory and look forward to your reply.

Should you have any queries regarding the contents of this correspondence, please do not hesitate to contact me.

Yours sincerely

[Name]
[Position]



FH Form 4.1: Check of temperature probes

| Probe | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|--|---------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
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| Signature of person completing | | | | | | | | | | | | |
| Manager's check | | | | | | | | | | | | |
| Date action taken | Action taken | | | | | | | | | | | |
| | | | | | | | | | | | | |
| | | | | | | | | | | | | |
| <p>Melting ice should be at 0°C+/-1°C. The actual probe temperature readings must be recorded (i.e. not ticks) Where deviations are identified the probe should be returned to the supplier for recalibration or replacement Guidance on the completion of this form can be found in section 4 of the food safety manual</p> | | | | | | | | | | | | |



FH Form 4.4: Temperatures of refrigerators and freezers

| Fridge/freezer | Monday | | Tuesday | | Wednesday | | Thursday | | Friday | | Saturday | | Sunday | |
|--|--------|----|---------|----|-----------|----|----------|----|--------|----|----------|----|--------|----|
| | am | pm | am | pm | am | pm | am | pm | am | pm | am | pm | am | pm |
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| Initials | | | | | | | | | | | | | | |
| Action taken, if necessary | | | | | | | | | | | | | | |
| Weekly sign off and comments | | | | | | | | | | | | | | |
| Temperature of fridges to be at or below 5°C Temperature of freezers to be at or below -18°C Guidance on the completion of this form can be found in section 4 of the food safety manual | | | | | | | | | | | | | | |



FH Form 4.5: Cooking and reheating temperatures

| Date | Time | Food | °C | Comment/action | Signature |
|--|------|---|----|----------------|-----------|
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| Manager's sign off and comments | | <p>Monitoring to occur of bulk produced high protein foods: meat, poultry, fish, shellfish, dairy produce, rice</p> <p>Core temperature are:</p> <ul style="list-style-type: none"> • 60° C for 45 minutes • 65°C for 10 minutes • 70°C for 2 minutes • 75°C for 30 seconds • Non-exempt ,marine fish 60° C for 1 minute <p>Or as specified in Special HACCP(s)</p> <p>(NB reheating temperature in Scotland: 82°C)</p> <p>Guidance on the completion of this form can be found in section 4 of the food safety manual</p> | | | |
| | | | | | |



FH Form 4.6: Cooling times and temperatures

| Date | Food | Time cooling started | Start °C | Time cooling ended | End °C | Cooling method* | Comment/action | Signature |
|---|------|----------------------|----------|--------------------|--------|--------------------|----------------|-----------|
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| Manager's sign off and comments | | | | | | | | |
| *1 Blast-chiller | | 2 Ice | | 3 Cold water | | 4 Room temperature | | |
| To be used for monitoring high-risk foods: meat, poultry, rice, meat/fish based soups, stocks etc. Blast chiller: Cool to below 20°C within 120 minutes then into a refrigerator ≤5°C Chilling at ambient: Maximum 120 minutes in coolest part of the kitchen (record temperature at end of this period), followed by refrigerated storage at ≤5°C) | | | | | | | | |



FH Form 4.7: Temperature of foods during hot holding

| Date | Time | Food | ° C | Comment/action | Signature |
|---|------|------|-----|----------------|-----------|
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| Manager's sign off and comments | | | | | |
| <p>Foods should be probed every 2 hours. Hot high risk foods must be at least 63°C, but they can fall below this temperature for a period not exceeding 2 hours after which they must be discarded, cooled or reheated and served (ensure a comment is added and form FH 4.8 is to be used) Guidance on the completion of this form can be found in section 4 of the food safety manual</p> | | | | | |



FH Form 4.8: Warm food display times

| Date | Food | Time food displayed | Time food discarded | Comment/action | Signature |
|--|------|---------------------|---------------------|----------------|-----------|
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| Manager's sign off and comments | | | | | |
| Maximum 2 hours if <63°C (after which the food is to be discarded) | | | | | |



FH Form 4.9: Ambient display times

| Date | Food | Time displayed at ambient | Time placed into fridge or discarded | Comment/action | Signature |
|---|-------------|----------------------------------|---|-----------------------|------------------|
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| Manager's sign off | | | | | |
| Maximum 4 hours >8°C for chilled foods (after which the food is either returned to refrigerated storage and sold from there or discarded) | | | | | |



FH FORM 4.10: Kitchen 'due diligence' diary

DATE:

CHEF ON DUTY:

CRITICAL CONTROL POINT: DELIVERY TEMPERATURES

| Control temperature | Supplier | Food checked | °C | Action taken | Initials |
|---------------------|----------|--------------|----|--------------|----------|
| ≤5°C | | | | | |
| ≤5°C | | | | | |
| ≤5°C | | | | | |
| ≤5°C | | | | | |
| ≤-15°C | | | | | |
| ≤-15°C | | | | | |

CRITICAL CONTROL POINT: FRIDGE AND FREEZER TEMPERATURES

| Unit | Control temp | °C AM | °C PM | Unit | Acceptable range | °C AM | °C PM |
|-----------|--------------|-------|-------|------------|------------------|-------|-------|
| Fridge 01 | ≤5°C | | | Walk-in 1 | ≤5°C | | |
| Fridge 02 | ≤5°C | | | Walk-in 2 | ≤5°C | | |
| Fridge 03 | ≤5°C | | | Freezer 01 | ≤-18°C | | |
| Fridge 04 | ≤5°C | | | Freezer 02 | ≤-18°C | | |
| Fridge 05 | ≤5°C | | | Freezer 03 | ≤-18°C | | |
| Fridge 06 | ≤5°C | | | Walk-in 1 | ≤-18°C | | |
| Initials | | | | Initials | | | |

CRITICAL CONTROL POINT: COOKING/REHEATING TEMPERATURES

| Food | Control temp (See HACCP alternatives) | Time | Temperature °C | Initials |
|------|---------------------------------------|------|----------------|----------|
| | >70°C/2 mins | | | |
| | >70°C/2 mins | | | |
| | >70°C/2 mins | | | |

CRITICAL CONTROL POINT: HOT HOLDING

| Food | Control temp | Time | Temperature °C | Initials |
|------|--------------|------|----------------|----------|
| | ≥63°C | | | |
| | ≥63°C | | | |
| | ≥63°C | | | |

CRITICAL CONTROL POINT: CHILLING TIMES AND TEMPERATURES

| Food | Time cooling started | Temperature at start °C | Time cooling ended | Temperature at end °C | Initials |
|------|----------------------|-------------------------|--------------------|-----------------------|----------|
| | | | | | |
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PROBLEMS IDENTIFIED

ACTION TAKEN

MANAGER'S SIGNATURE

MANAGER'S SIGNATURE



FH Form 5.1: Food handler's health assessment questionnaire

| | | |
|---|--|--------|
| Name of employee | | |
| Address | | |
| At present, or in the last 7 days were/are you suffering from: | | |
| i) diarrhoea | | Yes/No |
| ii) stomach pain, nausea or fever | | Yes/No |
| At present, are you suffering from: | | |
| i) skin infections of the hands, arms or face, e.g. boils, styles, septic fingers, discharge from eye/ear/gums/mouth | | Yes/No |
| ii) jaundice | | Yes/No |
| Do you suffer from: | | |
| i) a recurring bowel disorder? | | Yes/No |
| ii) recurring infections of the skin, ear or throat? | | Yes/No |
| Have you ever had typhoid or paratyphoid fever <u>or</u> are you now known to be a carrier of <i>Salmonella</i> Typhi or Paratyphi? | | Yes/No |
| Are you a carrier of <i>Salmonella</i> ? | | Yes/No |
| In the last 21 days have you been in contact with anyone, at home or abroad, who may have been suffering from typhoid or paratyphoid? | | Yes/No |
| Countries visited in the last 6 weeks | | |
| | | |
| Name of Doctor | | |
| Address | | |
| Tel. No | | |

The answers to the above questions are to the best of my knowledge accurate and I acknowledge that failure to disclose information may lead to termination of my employment.

| | | |
|---------------|--|--|
| Signed | | |
| Date | | |



FH Form 5.2: Food handler's return-to-work questionnaire

PART 1 To be completed by all food handlers when returning to work after an illness

| | |
|--------------|------------------------|
| Name: | Date of return: |
|--------------|------------------------|

Please answer the following questions:

During your absence from work, did you suffer from any of the following:

| Please tick and date when the symptoms ceased | Yes | No | Date |
|---|-----|----|------|
| (a) Diarrhoea? | | | |
| (b) Vomiting? | | | |
| (c) Discharge from gums/mouth, ears or eyes? | | | |
| (d) A sore throat with fever? | | | |
| (e) A recurring bowel disorder? | | | |
| (f) A recurring skin ailment? | | | |
| (g) Any other ailment that may present a risk to food safety? | | | |
| Have you recently taken any medication to combat diarrhoea or vomiting? | | | |

| | |
|----------------------------------|--------------|
| Signature (food handler): | Date: |
|----------------------------------|--------------|

PART 2 To be completed by the Manager/Supervisor

If the answer to all of the above questions was 'No', the person may be permitted to return to food handling duties. **(Complete and sign below)**

However, if the answer to any of the questions was 'Yes', the person should not be allowed to handle food until they have been free of symptoms for 48 hours or, if formally excluded, medical advice states that they can return to their duties.

(See Part 3)

| | | |
|-----------------------------------|--|----------------------------------|
| I confirm that | | may resume food handling duties. |
| Signature (Manager/Supervisor) | | Date: |

/contd.



PART 3 To be completed by the Manager/Supervisor after medical advice has been taken

| What medical advice was received by the employee? | ✓ |
|--|---|
| (a) Exclusion from work until medical clearance is given | |
| (b) Move to safe alternative work until clearance is given | |
| (c) Return to full food handling duties | |

If (a) or (b) is ticked, appropriate action must be taken. If (c) is ticked, the food handler may resume duties immediately.

| | | |
|-----------------------------------|--|----------------------------------|
| I confirm that | | may resume food handling duties. |
| Signature (Manager/Supervisor) | | Date: |

NB Where medical clearance has been given by the G.P., you must receive a copy of this in writing.



FH Form 6.1 Alleged Food Poisoning

To: Food Alert

For Food Alert to investigate, this must be logged onto



| From (company, site) | | | | | |
|---|---|-------------|---------|----------------|--------------|
| Restaurant contact | | | | | |
| Tel no. | | | | | |
| Email | | | | | |
| Customer information and details of food consumed | | | | | |
| Surname | | | | | |
| Forename | | | | | |
| Address | | | | | |
| Telephone no. | | | | | |
| Mobile no. | | | | | |
| Email address | | | | | |
| Date of notification | | | | | |
| Notification by | Letter (please attach) / Telephone / Email / In person / Web-site *Please circle | | | | |
| Date food consumed | | | | | |
| Time food consumed | | | | | |
| Details of menu items | Starter | Main course | Dessert | | |
| | | | | | |
| Symptoms | Vomiting | Diarrhoea | Fever | Stomach cramps | Other () |
| Date/time of onset | | | | | |
| Date/time finished | | | | | |
| Severity (mild/moderate/severe) | | | | | |
| Foods consumed in previous 48 hours | | | | | |
| Doctor visited? | Yes | | | No | |
| Stool samples? | Yes | | | No | |
| If 'yes', results? | | | | | |



FH Form 6.1 Alleged Food Poisoning /contd.

| | | |
|---|-----------------|--|
| Any other people in the same party ill? | Name 1 | |
| | Food consumed | |
| | Symptoms | |
| | Contact details | |
| | Name 2 | |
| | Food consumed | |
| | Symptoms | |
| | Contact details | |
| | Name 3 | |
| | Food consumed | |
| | Symptoms | |
| | Contact details | |



**FH Form 6.1 Alleged Food Poisoning
/contd.**

THIS SECTION TO BE COMPLETED BY RESTAURANT

| | | | |
|--|-----------------------------|----|--|
| How many portions were sold on the day? | | | |
| Food in question | 'In-house' / 'Bought-in' | | |
| Any other complaints from the same day? | Yes (Provide details below) | No | |
| Staff members off ill during last week? | Yes (Provide details below) | No | |
| If 'yes', provide details | | | |
| 'Use by' or 'Best before' dates of foods | | | |
| Health-marks, supplier details, source and type of shellfish | | | |
| Temperature records - comments | | | |
| Any other comments | | | |

| Case progression monitoring | Date |
|---|------|
| Notification received | |
| Notification sent to Food Alert | |
| Draft letter received from Food Alert | |
| Approval given to Food Alert | |
| Copy of letter from Food Alert received | |
| Details of follow up action taken | |
| Follow up action taken by | |



FH Form 7.1: Food allergens summary

| Name of dish | Peanuts | Nuts* | Molluscs | Sesame seeds | Crustacea | Fish | Eggs | Soya | Milk | Celery | Mustard | Sulphur dioxide | Lupin | Gluten |
|--------------|---------|-------|----------|--------------|-----------|------|------|------|------|--------|---------|-----------------|-------|--------|
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Add ✓ if the allergen is present in the ingredients or 'M' supplier says it may contain it

* Almond, Brazil nut, cashew, hazelnut, macadamia or Queensland nut, pecan, pistachio, walnut

** cereals containing gluten (including wheat, rye, barley and oats)

Review date(s):

This form is available in Excel
Alternatively, log allergens on



FH Form 8.2: Internal audit

| Area | ✓/✗ | Comment | Date complete |
|--|-----|---------|---------------|
| 1. Temperature control | | | |
| • Fridges ≤5°C | | | |
| • Freezers ≤-18°C | | | |
| • Hot holding ≥63°C | | | |
| • Correct chilling practices | | | |
| • Water temperature ≥50°C | | | |
| • Dishwasher operating correctly | | | |
| • 2 temperature probes available with wipes (or 'gun' in place of one probe) | | | |
| 2. E. coli control and control over cross-contamination | | | |
| • No cross-contamination during storage | | | |
| • No cross-contamination during handling | | | |
| • Food covered during storage | | | |
| • Adequate spray sanitisers provided | | | |
| • Correct use of sinks | | | |
| • Adequate wash hand facilities | | | |
| • Food containers stored off the floor | | | |
| • Disposable cloths used for disinfecting surfaces | | | |
| • Correct use of colour coded chopping boards, containers tongs and knives | | | |
| • Separate complex equipment (vacuum packers, slicers, mincers etc.) signed/used for ready-to-eat and non-ready-to-eat foods | | | |
| 3. Stock rotation | | | |
| • Foods within 'use by' dates | | | |
| • Foods within 'best before' dates | | | |
| • Prepared foods date coded | | | |
| • No other stock rotation issue | | | |



| Area | ✓/✗ | Comment | Date complete |
|--|-----|---------|---------------|
| 4. Cleaning | | | |
| • Rubbish bins clean and not overflowing; lidded during storage | | | |
| • Equipment and utensils clean | | | |
| • Structure clean | | | |
| • No other cleaning issue | | | |
| 5. Personal hygiene | | | |
| • Correct protective clothing being worn | | | |
| • Hands being washed as appropriate | | | |
| • Jewellery not worn (personal hygiene policy complied with) | | | |
| • Staff facilities in good condition | | | |
| • No other personal hygiene issues | | | |
| 6. Pest control | | | |
| • No evidence of pest activity | | | |
| • Electric fly killer functioning | | | |
| • No proofing issues | | | |
| 7. Structure | | | |
| • Walls in good condition | | | |
| • Floors in good condition | | | |
| • Ceilings in good condition | | | |
| • Adequate lighting | | | |
| • Adequate drainage | | | |
| • No other structure issue | | | |
| • Glass restricted/controlled | | | |
| 8. Records | | | |
| • Records filed in food safety records folder | | | |
| • Food safety records folder older than three months are thrown away | | | |



| Area | ✓/✗ | Comment | Date complete |
|---|-----|---------|---------------|
| • Food Safety Policy in date and displayed | | | |
| • Personal hygiene policy displayed | | | |
| • Health assessment questionnaires completed | | | |
| • Allergen information completed and accurate | | | |
| • HACCP up to date | | | |
| • Specialised HACCPs in place and implemented | | | |
| • Temperature records satisfactory | | | |
| • Opening and closing checks satisfactory | | | |
| • Cleaning schedules satisfactory | | | |
| • Suppliers are approved and are up-to-date | | | |
| • Most recent Food Alert audit report actions completed | | | |
| • Pest control records available and followed up | | | |
| • Food hygiene training summary complete and up to date | | | |
| • All staff have completed the ' <i>Essentials of Food Hygiene</i> ' induction pack | | | |
| Auditor | | | |
| Audit completed by | | | |
| Position | | | |
| Date | | | |



FH Form 8.3: Opening checks

| Area | ✓/✗ | Comment |
|--|-----|---------|
| • Adequate supply of hot water | | |
| • Dishwasher operating correctly | | |
| • No signs of pest activity | | |
| • All foods are dated and within date | | |
| • Adequate supplies of hand washing materials | | |
| • Checking supplies of cleaning materials | | |
| • Food preparation areas – clean and sanitised | | |
| • Staff are fit for work | | |
| • Checking of live shellfish | | |

| | |
|---------------------|--|
| Checks completed by | |
| Position | |
| Date | |



FH Form 8.4: Closing checks

| Area | ✓/✗ | Comment |
|---|-----|---------|
| • Food stored correctly | | |
| • Waste has been removed and new bags put into the bins | | |
| • Cleaning cloths are removed and replaced | | |
| • Checking of equipment | | |
| • Equipment switched off/isolated | | |
| • Cleaning schedule checklist completed | | |
| • Food past its 'use by' date has been thrown away | | |

| | |
|---------------------|--|
| Checks completed by | |
| Position | |
| Date | |



FH Form 9.1: Cleaning schedule

| Item to be cleaned | Frequency | Method/chemicals | PPE to be worn | Who completes |
|--------------------|-----------|------------------|----------------|---------------|
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FH Form 9.2: Cleaning checklist (weekly)

Week commencing:

All cleaning activities must be carried out in accordance with cleaning schedule detailed in FH Form 9.1. Any cleaning outstanding must be completed as soon as possible and where applicable the 'clean as you go' policy adopted. Initial in the appropriate box when cleaning activity is completed.

| Item/task | Location | Date task completed | Completed by | Initials |
|--|----------|----------------------|--------------|----------|
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| Manager's weekly check | | | | |
| Cleaning carried out to the satisfactory standard? | Yes / No | Manager's signature: | | |
| Details of any corrective action required: | | | | |



FH Form 9.2: Cleaning checklist (monthly)

Month:

All cleaning activities must be carried out in accordance with cleaning schedule detailed in FH Form 9.1. Any cleaning outstanding must be completed as soon as possible and where applicable the 'clean as you go' policy adopted. Initial in the appropriate box when cleaning activity is completed.

| Item/task | Location | Date task completed | Completed by | Initials |
|--|----------|----------------------|--------------|----------|
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| Manager's monthly check | | | | |
| Cleaning carried out to the satisfactory standard? | Yes / No | Manager's signature: | | |
| Details of any corrective action required: | | | | |



FH Form 10.1: Food hygiene training summary

| Name | Start date | Position | Health assessment form | Essential food hygiene – all staff | Level 1/Awareness (2 hours) | Level 2 (1 day) – food handlers | Refresher – food handlers | HACCP (1 day) – person responsible | Level 3 (3 days) – Supervisor/s/Managers | Level 4 (5 days) – Senior Manager |
|------|------------|----------|------------------------|------------------------------------|-----------------------------|---------------------------------|---------------------------|------------------------------------|--|-----------------------------------|
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|---------------------|--|--|--|--|--|--|--|--|--|--|
| Review dates | | | | | | | | | | |
|---------------------|--|--|--|--|--|--|--|--|--|--|

Review dates (to be reviewed once a month)

This form is available in Excel format
 Alternatively, log and manage training on **Alert65 ALERT65**



Food Alert

APPENDIX FOUR – EMERGENCY PROCEDURES



Index of emergency procedures

| | |
|----|---|
| 1 | Fridge/freezer breakdown/power cut |
| 2 | Loss of water supply |
| 3 | Food Standards Agency 'Food Alert' affecting products on-site |
| 4 | Delivery vehicle breakdown |
| 5 | Sewage back-up |
| 6 | Pest activity |
| 7 | Staff illness |
| 8 | Food poisoning outbreak |
| 9 | Allergic reaction |
| 10 | Emergency hygiene prohibition notice |



1. FRIDGE FREEZER BREAKDOWN/POWERCUT

These procedures apply if the chilled/frozen storage equipment breaks down or the electricity supply fails.

Fridges and Freezers

- When we discover the power has failed, we check and record the temperature of the fridge/freezer(s) and then recheck every two hours until the unit has stabilised. Keep all refrigerator and freezer doors closed as much as possible. Refrigerators – if above 8°C, and may have been for more than 3 hours any high-risk food must be disposed of.
- Freezers – if it is below -15°C and still frozen solid, the food can be kept frozen when the power returns. Place probe thermometer between two food packs in the affected freezer to facilitate temperature checks. Freezers – if above -12°C, either thoroughly defrost the food and use within 48 hours or discard.
- Record any wastage.

If possible, move food to alternative refrigerated storage, e.g. refrigerated vehicle or hired portable unit as an emergency back up and continue monitoring as above until food can be returned to its original location.

Technical Assistance

- Defect to be reported and contact made with the equipment contractor or local engineer. Ensure details are readily available and record of contact to be logged.
- If the fault cannot be repaired quickly, arrange for the hire of contingency equipment/ use of refrigerated vehicle. Record of contact to be logged.
- Record the details of the incident.



2 LOSS OF HOT OR COLD WATER SUPPLIES

COLD WATER

The complete loss of the cold water supply will mean that the premises will have to close due to the lack of facilities to wash hands, wash food and utensils and to flush the toilets, unless temporary/portable toilet and handwashing facilities can be arranged.

If the loss of cold water is to the food and beverage areas only, i.e. if the toilets are still working, then bottled potable water can be used for cooking, for handwashing, for washing food and for cleaning in the bar and kitchen areas. Alcohol gels to clean hands and food grade gloves must be used due to reduced access to adequate hand washing facilities.

However, please read the section below covering the hot water supply.

It will not be possible to serve post mix drinks whilst the water supply is unavailable.

The ice machine will no longer produce ice; it will be necessary to purchase pre-made ice. It will be necessary to sanitise the ice machine once the supply has been restored as follows:

- Flush the water line to the machine inlet.
- Close the valve on the water line behind the machine and disconnect the water supply hose from the machine inlet.
- Open the valve, run 20 litres of water through the valve and dispose of the water.
- Close the valve.
- Reconnect the water pipe to the machine inlet.
- Open the valve.
- Flush the water lines in the machine.
- Turn on the machine.
- Make ice for 1 hour and dispose the first batch of ice made.
- Clean and sanitize all parts and surfaces that come in contact with water and ice - following the manufacturer's instructions.
- Restart the machine and make ice!



HOT WATER

Businesses are able to operate for short periods of time without an adequate supply of hot water (from the taps) by generating hot water by heating water in containers. Urns are made for this purpose and should be used when possible but kettles can be used if needed.

However, we must first risk assess how we are going to handle the hot water containers to ensure they pose no risk to staff from scalding or spilling (and then slipping). This assessment must be completed in writing and a template for the purpose is provided at the end of this procedure.

- Open containers of hot water should not be transported.
- If a supply of cold water is still available, it is preferred that normal hand washing is completed rather than filling a bowl with water and mixing it with some hot water. It is recommended that handwashing is completed using cold water, followed by applying gel hand sanitiser to thoroughly dried hands. The gel sanitiser must meet BSEN1500 (this should be stated on the label if we are unsure).
- The condition of the food preparation areas should be monitored continually and the business should close if the standard of cleanliness puts food hygiene (or personal safety) at risk. We should contact our Food Alert Consultant if this becomes a critical decision.

RESTORATION OF WATER SUPPLY

After water service has been restored:

- Flush pipes/taps by running cold/hot water through all taps for at least 5 minutes.
- Equipment with waterline connections such as post-mix beverage machines, coffee or tea urns, ice machines (see above), glass washers, dishwashers, and other equipment with water connections should be flushed, cleaned and sanitised in accordance with the manufacturer's instructions.
- Run water softeners through a regeneration cycle.
- Flush any drinking fountains by running continuously for 5 minutes.



| Risk assessment of: Provision of temporary supply of hot water | | | |
|--|---|---|----------------|
| Department: | | | |
| Description of operation: | | Generation and use of a temporary hot water supply by heating kettles or use of urns. | |
| Legislation that is applicable: | | The Management of Health and Safety at Work Regulations 1999 | |
| Hazards involved | People affected | Existing controls | |
| • | <ul style="list-style-type: none"> Managers Staff | • | |
| Additional controls required | | | Date completed |
| | | | |
| Severity: | Numbers affected: | Likelihood: | RISK FACTOR: |
| Completed by: <assessor - client> | Date of assessment: <assessment date> | Date to be completed: | Review date: |



3 FOOD STANDARDS AGENCY 'FOOD ALERTS'

Food businesses are required by law to withdraw food from the market if products are unsafe (i.e. either injurious to health or unfit for human consumption).

Occasionally the Food Standards Agency issues a 'Food Alert'. These notices and alerts are often issued in conjunction with a product withdrawal or recall by a manufacturer, retailer or distributor.

For more information and to subscribe to alerts, click [here](#).

- Notification may be by e-mail or text.
- Guidance is provided in respect of the withdrawal of suspect food from sale.
- When necessary, a check should be made to establish how much of the affected product may have been supplied. Stock should be reviewed to see how much is still on site and how much has been dispatched (if appropriate).
- Any suspected food should be discarded immediately or isolated from other food and labelled 'DO NOT USE' before returning to the supplier.
- Arrangements for the disposal of affected food (or returning the supplier) should be available and records kept of any action taken.

Recall of food supplied

This may arise from the above Alert or because a supplier of raw materials advises that a batch is deemed suspicious, or the company may become aware that food is unsafe due to a breakdown in procedures.

- Convene an incident team which must comprise the management team and may include external consultants if necessary.
- Potentially compromised product should be isolated and labelled clearly 'DO NOT USE'.
- Records should be reviewed to establish which customer ordered the compromised product.
- Customers should be contacted immediately by email/phone and informed of the issue and instructed to destroy, retain or make arrangements to collect and deal with the product appropriately.

4 DELIVERY VEHICLE BREAKDOWN

This procedure should be followed in the event of delivery vehicle breakdowns.

- Call the national or local vehicle breakdown service.
- If the vehicle can no longer be driven, the breakdown service should be called to tow the vehicle back to the unit.
- Temperature of the fridge/freezer must be checked with a probe or infra-red thermometer that has been calibrated within the month in the same way as in the rest of the HACCP. This is to be completed at the time of the breakdown.
- Once the vehicle is back at the unit, the food temperature must be checked using a temperature probe. If this is above the critical limit (8°C for more than 3 hours) any high risk food is to be discarded.
- If the food is within temperature control limits, the goods can be transferred to a refrigerated store and must be kept at 5°C or less until used.
- Arrange for the hire of a contingency vehicle.
- Record of the details of the incident in the Log Book.



5 SEWAGE BACK-UP

Sewage backup is the overflow of sewage from equipment or plumbing facilities. This can be a serious food contamination risk and must be addressed immediately.

Clear water waste such as water from the ice machine or condensation from refrigeration and air conditioning equipment is not considered sewage.

This procedure should be followed in the event of sewage back up.

- Take the blocked equipment/fixture out of use.
- If there is raw sewage overflow in any of our establishment, the food operation should be terminated.
- Contact a plumber in order to find and remove the obstruction.
- Block off the contaminated area and redirect foot routes.
- Thoroughly clean any spillages with detergent followed by a sanitiser solution. Employees involved in cleaning up sewage should wear eye protection, rubber boots that can be washed and sanitised, rubber gloves and protective clothing.
- Do not allow employees to go between the affected areas and other areas of the establishment without removing footwear and protective clothing.
- Thorough hand washing should be undertaken immediately after working with contaminated materials and before engaging in food preparation activities.
- If the toilets are backing up, use alternate toilet facilities. If alternative facilities are not available, operations are to be discontinued until the blockage is cleared.
- If the street sewage disposal pipes are blocked, contact the water authority as it is their responsibility to clear the blockage. If raw sewage is present in building exterior, the area should be cordoned off to ensure customers and employees do not carry the sewage on their shoes into the premises.
- All potentially contaminated food equipment, utensils, and other food preparation items must be properly disposed of.
- Affected floors, walls and surfaces must be cleaned with detergent and sanitiser.
- Contaminated carpets must be removed and disposed of or professionally cleaned.
- Discard any food or food packaging materials that may have come into contact with sewage.
- If it is determined that food must be discarded, it must be stored in a condemned food storage area away from preparation and equipment areas and must be labelled clearly 'DO NOT USE'.
- Discard mop heads and other cleaning aids that may have been in contact with the sewage.
- It is recommended that after a severe sewage backup, a professional cleaning company is employed in order to deep clean the premises.

6 PEST ACTIVITY

This is the most common cause of prosecution for food businesses. We must take action as soon as possible to resolve the issue.

If we have not done so already, a reputable pest control contractor should be appointed, such as those listed here:

http://www.bpca.org.uk/pages/find_a_pest_controller.cfm. The contractor will carry out a survey to determine the extent of the problem. We should follow all of their recommendations.

This emergency procedure includes checklists to assist with ensuring food is safe from contamination and to help us to monitor pest activity.

What to do next

1. Ensure all surfaces are thoroughly cleaned and disinfected before ANY food is prepared. Rodents are incontinent therefore will urinate and defecate anywhere they go. Make sure staff observe the correct contact time for the sanitiser. Remember that pests are excellent climbers...
2. Ensure that any damaged food is removed from use. Tin goods are unlikely to be damaged but will need to be cleaned and disinfected.
3. Establish where the pest activity is. Look for high volumes of droppings or damage. Ensure staff are made aware of the issue.
4. Deny pests access to food and water as much as possible. Keep food items off the floor and keep everything well covered. If food items are stored in bags, place them into hard containers (plastic/metal) and ensure all debris is cleaned away as soon as possible.
5. Increase the level of cleanliness throughout our site. Pests are discouraged by movement and disturbance, this includes the movement of equipment and furniture. It is beneficial creating an increased cleaning checklist or schedule where staff are able to record any evidence of activity while recording that a cleaning task has been completed.
6. Monitor the level of activity daily and keep a record of whether it is increasing or decreasing. This information should be provided to the pest control contractor when they arrive so that they can assist with resolving the issue effectively.



Forms included

Pest control contamination prevention - Ensures that food is properly stored and protected from potential pest contamination.

Pest control evaluation - Assesses how good our current pest prevention measures are and helps identify areas where improvement is required. The more RED we select, the lower our standards and procedures are.

Pest activity / bait analysis - Monitors areas of activity, highlighting where it is the highest and whether it is increasing or decreasing.

Please note only those who are trained are permitted to move or inspect bait boxes. Hands must be thoroughly washed after completing bait checks.



| Pest control contamination prevention | | | | | | | |
|---|----------------|--------------|-----------|-----------------|-----------------|--------------|-----|
| Date | Dish wash area | Main kitchen | Prep area | Walk in chiller | Dry goods store | Seating area | Bar |
| Morning | | | | | | | |
| Presence of droppings/carcasses | | | | | | | |
| Droppings cleaned up | | | | | | | |
| Sticky boards replaced | | | | | | | |
| Any food left out disposed that could have contaminated | | | | | | | |
| disposed of | | | | | | | |
| Coverings to food preparation surfaces removed | | | | | | | |
| Surfaces cleaned and disinfected | | | | | | | |
| Evening | | | | | | | |
| All food covered/placed into storage | | | | | | | |
| No water sources available | | | | | | | |
| All baits in place | | | | | | | |
| Food surfaces covered with cling film | | | | | | | |
| All doors shut & pest proofing in place | | | | | | | |
| All refuse removed | | | | | | | |
| Premises clean on food debris | | | | | | | |



Pest control evaluation

| Review of infestation extent | Ye s | No |
|---|---------|----|
| Pests seen | | |
| Droppings, carcasses seen | | |
| Repeated treatments/ carried out by pest control unsuccessfully | | |
| Infestation present in food preparation areas | | |
| Pest control company evaluation | | |
| Frequent visits made by pest control company | | |
| Records of visits made | | |
| Audit of premises/treatment undertaken | | |
| Written control plan available | | |
| Baiting plan available | | |
| Summary of bait takes available | | |
| Summary of reporting(s) available | | |
| Client evaluation | | |
| Manager aware of infestations extent/location and last/next visits | | |
| Recommendations from pest control actioned | | |
| Food/food preparation surfaces/food equipment covered at end of night | | |
| Food preparation surfaces disinfected before use | | |
| Food covered over night | | |
| RTE equipment covered over night | | |
| Staff trained re reporting infestations | | |
| Other Comments | | |
| | | |
| Completed by and date: | | |



| Pest control activity / bait take analysis | | | | | | | | | | | | | | | | | | |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Date | Bait 1 | Bait 2 | Bait 3 | Bait 4 | Bait 5 | Bait 6 | Bait 7 | Bait 8 | Bait 9 | Bait 10 | Bait 11 | Bait 12 | Bait 13 | Bait 14 | Bait 15 | Bait 16 | Bait 17 | Bait 18 |
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Complete checks of the bait stations periodically and record any signs of bait take.

✓= Yes bait take

X= No bait take

Ensure the locations of all bait stations are logged (next page) and report if any are moved.



Pest control activity / bait take analysis /contd.

| Bait station number | Location |
|----------------------------|-----------------|
| 1 | |
| 2 | |
| 3 | |
| 4 | |
| 5 | |
| 6 | |
| 7 | |
| 8 | |
| 9 | |
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| 18 | |

7 STAFF ILLNESS

This emergency procedure summarises the specific legal requirements to manage sickness in relation to a food business.

Staff illness can have a negative impact on our business by affecting productivity and our reputation if it is not addressed appropriately. If an employee who is largely involved with the food and beverage operations of the business comes into work whilst suffering or recovering from illnesses such as diarrhoea and/or vomiting, they can contaminate the food with pathogenic bacteria resulting in a food outbreak that affects both our customers and reputation. They can also transfer their illness to other employees who then become unwell, leaving the business with insufficient cover to operate efficiently.

It is the responsibility of the Head Chef, Sous Chef or person in charge of Food & Beverage Operations to report any employee illness to the relevant Manager (Duty Manager) as soon as they are aware of the situation.

A report must be made via the Food Alert Advice Line (or via our consultant) if it is discovered that a member of staff has been working in food areas whilst unwell.

What to do if someone is ill on site

If the employee is well enough to travel alone, send them home. If they are seriously ill, send them to the hospital. If the individual requires assistance getting home or to the hospital, ensure that they wait to be collected in a non-food area and away from food handlers (for example, to wait in the manager's office).

It is essential that we establish where the person has been and whether they have prepared or handled any foods (if an employee).

- Any food items that were prepared or handled by the individual must be disposed of. Items such as unprepared vegetables that will be cooked can be used but must be thoroughly washed before use. 5
- Surfaces and furniture that the individual has been in contact with are to be thoroughly cleaned (using hot water and detergent) and disinfected. If sanitiser is used, the correct contact time must be observed.
- Clean any hand contact surfaces including handles en route to the toilets, ensuring that the toilets are cleaned and sanitised before other food handlers use them.
- If the person was unable to reach the toilets before becoming ill, we should firstly treat the area similar to any other type of spillage and place a warning sign or have someone 'stand guard' to prevent slips etc.

Food Alert

- We must have a “spill pack” on site which will contain a powder-like substance which is used to soak up the bodily fluid. Follow the directions of the spill pack as to how it should be correctly used.
- As far as possible, other employees must be prohibited from the contaminated area until the clean-up is completed.
- It is essential that the waste is disposed of hygienically. We must have a designated bodily fluid dust pan and brush (this is sometimes included in our spill pack). If not, we could buy a different coloured one and store it with our pack.
- Once swept away, the waste must be placed into a bin bag ready for disposal.
- The contaminated area then is to be thoroughly cleaned and disinfected (again remembering to observe the correct contact time for our sanitiser).
- Anyone cleaning up the spill must wear suitable protective clothing such as a plastic disposable apron and disposable gloves which will then be disposed of after use. Strict personal hygiene rules must be followed whilst cleaning, immediately after cleaning and while disposing of the contaminated waste.

Return to work following illness

- The return to work questionnaire (**Form 5.2**) must be completed by the returning employee and reviewed by their Manager before they can enter any food areas in the business.
- Where any report of vomiting and/or diarrhoea is made as part of the return to work questionnaire, then the employee will need to confirm it has been at least 48 hours since last symptoms and may also provide us with a clearance letter from their GP before they are permitted to return to work in any food area.
- Where an illness could affect food safety, the Manager will ensure that they contact the Food Alert Advice Line or our Food Alert consultant to discuss the case to determine whether the employee can return to food handling duties and whether any further arrangements need to be put in place to ensure food safety.

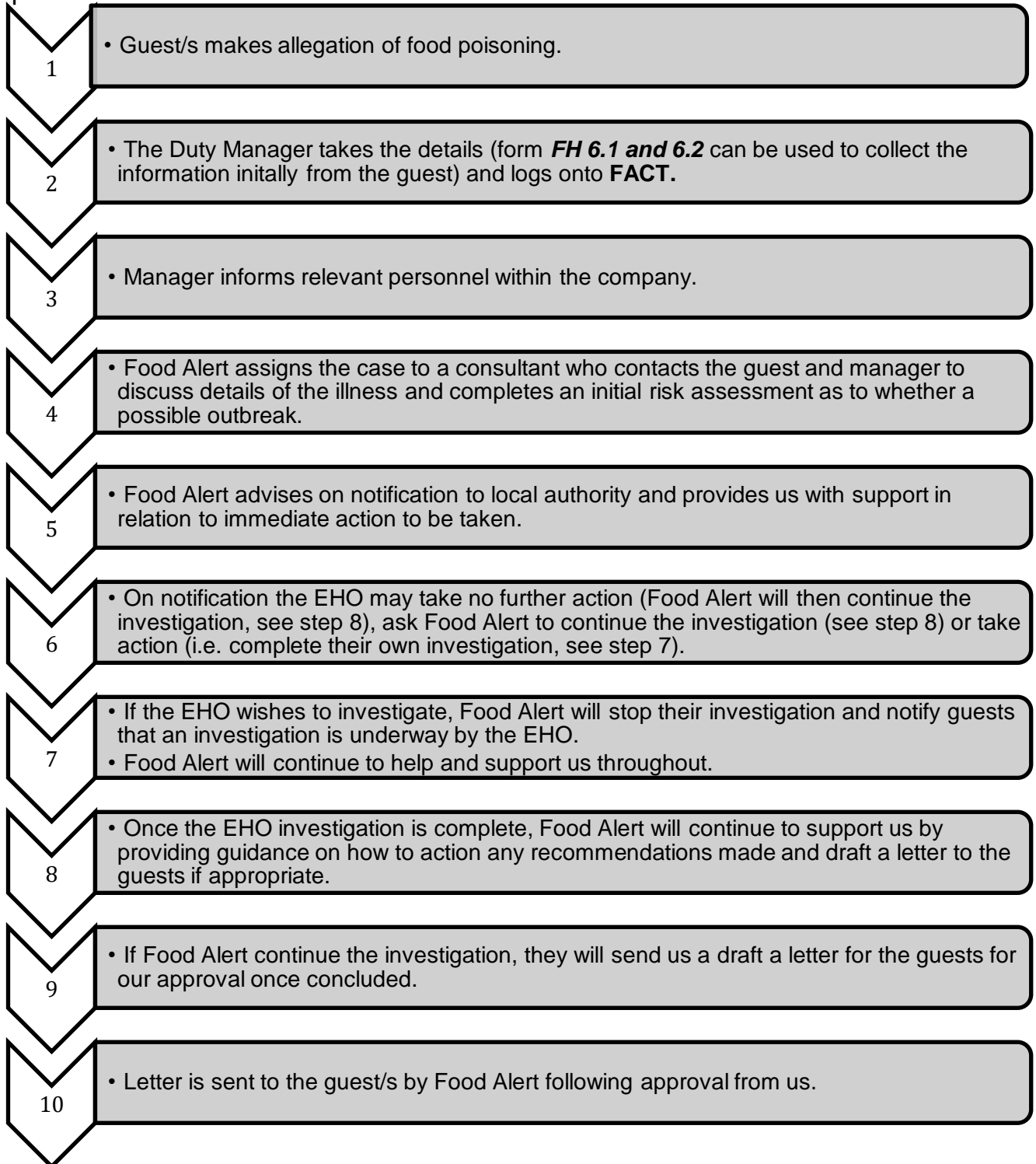
Return-to-work health assessment guidance

| Condition | Action to be taken |
|--|---|
| Carrier of typhoid or paratyphoid? | Exclude from employment until clearance is given in writing from G.P. |
| Contact with a typhoid or paratyphoid sufferer | Exclude from employment until clearance is given in writing from G.P. |
| Skin rash/dermatitis | OK if not weeping or bleeding; if weeping or bleeding then exclusion until clear. |
| Septic cuts on the hands | OK if not weeping or bleeding; if weeping or bleeding then exclusion until clear. |
| Boils | OK if not weeping or bleeding; if weeping or bleeding then exclusion until clear. |
| Diarrhoea and/or vomiting | Exclude until symptoms have stopped for at least 48 hours or clearance has been issued in writing from G.P. Ensure strict personal hygiene is practised on return. |
| Bowel disorders (Crohn's disease, Irritable Bowel Syndrome, Ulcerative Colitis) | OK as long as food handler carries out good hygiene practices and notifies manager of any issues such as diarrhoea. |
| Discharges from the eye, ear, nose, mouth | OK if not weeping or bleeding; if weeping or bleeding then exclusion until clear. |

Further guidance is available from [here](#).

8 FOOD POISONING OUTBREAK

This is basic guidance to the procedure that is to be followed in the event of a suspected outbreak.



9 ALLERGIC REACTION

ALLERGIC REACTION/ ANAPHYLAXIS

- Anaphylaxis is a serious, potentially life-threatening allergic response that is marked by swelling, hives, lowered blood pressure and dilated blood vessels. In severe cases, a person will go into shock. If anaphylactic shock isn't treated immediately, it can be fatal.
- Anaphylaxis usually develops within minutes of contact with an allergen but sometimes the reaction can happen up to four hours later. The most widely reported triggers of anaphylaxis are insect stings, particularly wasp and bee stings but can include foods such as peanuts and other nut types.
- Common symptoms of an allergic reaction include sneezing and an itchy, runny or blocked nose (allergic rhinitis), itchy, red, watering eyes (conjunctivitis), wheezing, chest tightness, shortness of breath a cough and a raised, itchy, red rash (hives).
- Immediate action is necessary if a member of staff or customer goes into anaphylactic shock. A qualified first aider is to be summoned and the steps below should be followed until their arrival:
 - The guest should go straight to hospital or a NHS drop in centre if they are able to, otherwise:
 - Call 999 for an ambulance immediately and mention that we think the person has anaphylaxis.
 - Remove any trigger if possible, for example by carefully removing any wasp or bee sting stuck in the skin. If the trigger is food related, make sure that the person is not in contact with it by moving them away from the possible allergen.
 - Lie the person down flat unless they are unconscious, pregnant or having breathing difficulties.
 - **Use an adrenaline auto-injector (Epi-pen) if the person has one*** – but make sure we know how to use it correctly first. (This is included in some first aid training).
 - If necessary, give another injection after 5-15 minutes if the symptoms do not improve and a second auto-injector is available.

**If no Epi-pen is available, advise the emergency call centre accordingly.*

Once the immediate situation has been dealt with and the guest has recovered or has left the premises, we should carry out an immediate investigation (if a food related incident) to determine what might have caused the incident. We should record your findings and, if necessary, carry out further training with our team.



Completing an investigation

- Gather the guests information; name and contact details
- What did they have to eat?
- Did they inform staff that they suffered from an allergen?
- Who took the food order and was procedure followed? Checking the CCTV might be helpful for this.
- Check for potential cross contamination in the kitchen. See where different dishes are prepared and look at where allergen items are stored (shelving above prep areas).
- Review the allergen procedure and ensure all staff are re-trained.



10 EMERGENCY PROHIBITION NOTICE

SERVICE OF A HYGIENE EMERGENCY PROHIBITION NOTICE (HEPN)

The persons responsible for ensuring the actions in the procedure are followed are the Duty Manager or most senior manager available. If we close voluntarily or the enforcing officer serves a HEPN, we must contact the Food Alert Advice Line or our consultant immediately to advise them of the situation and get guidance on how we can rectify the situation.

- **HEPNs** are issued to food business operators when there is an imminent risk of injury to health. It is the risk of injury that must be imminent, the injury itself could occur sometime later. It is essential to show that injury could occur.
- The following are examples of when an HEPN might be served either on a premises or process:
 - Use of equipment for the processing of high-risk foods that has been inadequately cleaned, disinfected, or which is so grossly contaminated that it can no longer be cleaned properly.
 - Dual use of complex equipment such as vacuum packers, slicers and mincers for raw and ready-to-eat foods.
 - Serious risk of cross contamination.
 - Failure to achieve sufficiently high processing temperatures.
 - The use of a process for a product for which it is inappropriate.
 - Pest activity with risk of contamination of food.
- In the event that our business may be served with a HEPN, we will offer to close voluntarily to carry out the necessary remedial works to remove the imminent risk of injury to health (and remove any risk to the public/staff).
- If the enforcing officer agrees to the voluntary closure, we will not reopen the business until they have confirmed that we can. The enforcing officer is required to carry out regular checks to ensure we have not re-opened without their agreement. If we have difficulties or experience delays in getting an officer to revisit/approve the reopening of our premises we contact the Food Alert Advice Line for assistance.
- If the Officer serves a HEPN, a copy of the HEPN will be displayed on the premises where it can be seen from the outside. Therefore, our customers will be able to read why our business has been closed.
- The Officer then has three days (excluding Saturdays, Sundays and Bank Holidays) in which to make the application to the Magistrates Court to present their case to the court and request the courts approval on the action they have taken.



- The Officer has a legal duty to notify us of the date and time of the court appearance and we have the right to attend the court and offer information to the court in relation to the circumstances leading to the service of the HEPN. Our Food Alert consultant and/or legal representative may attend court with us. There must be one clear day between the notification of the date to us and the application to the Court.
- If the court agrees that the Officer took appropriate action in serving the HEPN, it is converted into a Hygiene Emergency Prohibition Order (HEPO). The Officer must provide us with a copy of the HEPO as soon as practicable following issuing by the court.
- We will need to undertake whatever works are necessary to remedy the issue(s) noted in the enforcing officer's schedule of works. When we have completed the works, we must apply in writing (an email is sufficient) to request that the Officer revisits our premises to check that the imminent risk to health condition has been removed and can re-open. When we apply to reopen:
 - The enforcing officer must determine, as soon as is reasonably practicable and within a period of no longer than fourteen days, whether we have complied with all of the requirements of the HEPN.
 - If the enforcing officer is satisfied that the health risk condition no longer exists, they must issue a notice to that effect to us (food business operator). They must do this within three days.
 - Alternatively, if the enforcing officer determines that the health risk condition remains in existence, they must inform us (food business operator) of the decision (not to allow reopening) within three days and issue a certificate of continuing risk, listing the reason why the health conditions remains and the premises cannot reopen.
- A HEPN (HEPO) can be a significant cost to a business, not just in terms of resolving the issues but also in business downtime and damage to business reputation. Furthermore, the Local Authority will apply to the court for any costs it has incurred during the service of the HEPN and the application to court to be paid for by us. This could be several thousand pounds depending on the LA and the court application fees.
- HEPN/HEPO also have legal standing, giving the enforcing officer powers of prosecution if we re-open without permission. They could also be used as evidence in a future prosecution against us for the breaches of the individual regulations that resulted in the imminent risk to health that lead to our premises being closed.

