BIRMINGHAM NEWMAN UNIVERSITY

FOOD SAFETY
CODE OF PRACTICE

UPDATE JANUARY 2024

BIRMINGHAM NEWMAN UNIVERSITY

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1. POLICY STATEMENT

Birmingham Newman University provides catering services for its students, staff and visitors on and off the Campus, in halls of residence and conference facilities, and in associated areas using both its own resources and where applicable outside suppliers. Birmingham Newman University is committed to providing its customers with a high-quality service and high-quality food products.

Birmingham Newman University wholly accepts its legal and moral duty to comply with relevant legislation, as detailed in the service commitment below. It recognises that food production areas must be maintained to a high standard of cleanliness and food handled to ensure it does not become contaminated during its delivery, storage, preparation, cooking, service and distribution.

The emphasis of Birmingham Newman University is on management control of food safety, and this Policy has been produced from risk assessments to provide a framework throughout the Organisation's food operation. It is required that all suppliers will have such a philosophy.

Birmingham Newman University Council has overall responsibility for ensuring that all food and beverage services provided comply with existing and future food safety and hygiene legislation, best practice and guidance.

Birmingham Newman University requires that staff employed in the production and service of food and beverages operate and maintain those services to a standard that fully meets the requirements of this code of practice and all procedures. Birmingham Newman University will ensure that all food and beverage operations will be subject to a regular audit.

To control the safe production and service of food to all customers - students, staff and visitors alike, and the protection of the reputation of Birmingham Newman University, no external buffets or privately purchased or produced food, other than that provided through the Food & Beverage Department may be served on University premises

The guidance notes allied to the Food Safety code of practice are to be implemented by all relevant staff to ensure that, as far as is reasonably practicable, a safe food system operates throughout Birmingham Newman University for the benefit of its users and that compliance with legislation can be demonstrated to the appropriate authorities.

It is the Organisation's main aim to operate the business with all **Due Diligence** and it regards this as a top priority, in line with efficiency, effectiveness and economy.

Presented to Health and Safety Committee:	**22/02/2024**
Ratified by University Operational Team:	**14/03/2024**

2. SERVICE COMMITMENT

Birmingham Newman University is committed to providing all Students, Fellows, Staff and Visitors with a high-quality catering service offering a food safe environment. In order to obtain these objectives, we are committed to the following steps:

- Preparation and operation of the following Food Safety Policy in accordance with:
- EC Regulation 852/2004 and Food Hygiene (England) Regulations 2006
- European Directives 2003/89/EC & European Directives 2006/142/EC
- Food Information for Consumers Regulations (EU FIC) No. 1169/2011
- Food Information Regulations 2014 (SI 2014/1855)
- UK Food Information (Amendments) Regulation 2019 (Natasha's Law)
- Recognising the importance of allergy information and management, the University has a separate and detailed allergy policy.
- Working to Critical Control Points (CCPs) which cover the areas critical to food safety at each stage of the catering operation. These Critical Control Points have been decided by using a HACCP system (Hazard analysis of critical control points- see below).

The document will be updated annually or sooner if working methods change, new procedures are introduced or as legislation requirements dictate.

In addition, the correct resources will be provided with regards to time, finance and expertise to ensure our commitment is met. This includes:

- Food safety responsibilities being detailed in all job descriptions
- The head chef auditing food safety systems on an ongoing basis with regular check on all CCPs
- The University employing the services of an external company to audit food safety systems on an annual basis.
- The audits followed up with a report detailing any areas that require action
- Hygiene practices properly supervised, using the regularly updated checklists and inspection procedures
- The head chef ensuring that all recording and control systems are carried out efficiently and accurately, in accordance with the policy
- All catering staff working within the policy and 'best practice' for food handling, personal hygiene, cleaning and health and safety at work arrangements
- Failure to comply with the codes of practice will be dealt with under the disciplinary procedures
- Records are kept for at least six months in order to show that systems are in place and conscientiously followed
- Training is provided for all catering staff commensurate with their work activity. All staff are trained prior to starting work and training is updated on an annual basis or when new procedures are introduced

REGISTRATION OF THE FOOD BUSINESS

As required under EC Regulation 852/2004 (Food Premises) the Business is registered with the local authority.

3. MANAGEMENT RESPONSIBILITIES

3.1 Council

Birmingham Newman University Council has overall responsibility for ensuring that all food and beverage services provided comply with existing and future food safety and hygiene legislation, best practice and guidance.

3.2 Head of Campus and Commercial Services

The Head of Campus and Commercial Services is responsible for ensuring that this Code of Practice is implemented. Day to day implementation of the code of practice is the responsibility of the Food & Beverage Manager, Bar Manager, Atrium Café Supervisor and Head Chef

3.3 Head of Catering

The Head of Catering has direct responsibility for the implementation, control and monitoring of the Food Safety Policy and Food Safety Manual and all actions developed to ensure that they are complied with. They will ensure that all requirements of visiting enforcement officers are acted upon. They will ensure that the assessment of food safety risks is revised as necessary. They will keep up to date with food safety legislation and catering technological developments.

3.4 Head Chef

The Head Chef will support and assist the Food & Beverage Manager in the discharge of responsibilities above as well as other, specific to the post and duties. In addition, they will keep up to date with food safety legislation and catering technological developments.

3.5 Food & Beverage Staff

Food & Beverage Staff are required to maintain the highest standards of personal hygiene. They are required to be available for any necessary training at the location and time identified whether during term or holiday times. All staff are required to bring to the attention of managers any situation or breach which might compromise food safety.

4. THE HACCP PROCESS

A food safety management system based on HACCP is a legal requirement in all catering operations. It enables the identification of hazards (biological, chemical, physical & allergenic) at all stages of a food process, from purchase and delivery to cooking and service. Control measures are then identified to prevent these hazards occurring. These must then be put in place at each step of the process to ensure the production of food is safe to eat.

The introduction of HACCP procedures provides a formal, systematic and disciplined approach to quality control that is in accord with the spirit of “due diligence”.

The HACCP (Hazard Analysis of Critical Control Points) followed the following process:

1. Identification of the hazards
2. Identification of the Critical Control Points (CCPs)
3. Setting of Critical Limits
4. Monitor the CCPs
5. Take Corrective Action
6. Verification
7. Maintain documentation (defence)

REVIEW

The effectiveness of the system will be subject to verification.
This verification takes the form of:

a) Review of records of monitoring at Critical Control Points
b) Monitoring and inspections by the Head chef and Sous Chef
c) Review of complaints or incidents
d) Review of advice and content of reports by local enforcement agencies, ie. Environmental Health Officers

5. FOOD HAZARD ANALYSIS

THIS MANUAL HAS BEEN BASED UPON, AND WILL BE REVISED USING, THE SYSTEM OF "HAZARD ANALYSIS".

1.1 WHAT IS IT?

A requirement under UK legislation, it is a simple method for any food business to identify the potential hazards and risk from their food, and therefore be able to implement controls to prevent contamination, illness and complaint, from its customers.

1.2 HOW

We have looked at the food we produce and by following the "flow" from delivery to service. We have identified those points that are critical to safe food production. These are called "Critical Control Points" or **CCPs**.

1.3 THE HAZARDS

There are many hazards which may affect food safety. These have been identified and prioritised as follows:

- Biological
- Physical
- Chemical
- Allergenic

All may cause food to be unsafe. Biological hazards have the greatest priority due to the high incidence of bacterial or toxic food poisoning.

Biological Hazards

The main concern is bacterial food poisoning. Incidents of viral food poisoning are relatively small and most controls over bacterial hazards will also protect against viruses.

Food poisoning is an acute illness caused by the consumption of contaminated or poisonous food. It can be caused by:

- Viruses which may be carried on food
- Chemicals or metals which find their way into food e.g., accidental contamination with cleaning materials
- Poisons which occur naturally e.g., deadly nightshade, rhubarb leaves
- Bacteria which contaminate food, or toxins which are released by them. Bacterial food poisoning includes the illnesses caused by Campylobacter, Salmonella, Listeria and Staphylococcus aureus and is one of the biggest threats to the caterer.

It is vital that every food handler understands how bacterial food poisoning is caused and what can be done to prevent it.

Bacterial food poisoning can be caused when the food poisoning bacteria are brought into the catering department and are allowed to contaminate high-risk food. The food is then stored in conditions which allow the bacteria to grow.

Bacteria are carried by:

- The food handler
- Raw food
- Pests
- Dirt/Dust
- Refuse

'High-risk' foods on which bacteria can grow include; cooked poultry and meat products, gravies, casseroles, fish and shellfish, dairy produce and cooked rice. It is important to know the way to prevent bacterial getting on these foods:

- Keeping raw and cooked food separate
- Good cleaning and sanitising
- High standards of personal hygiene
- Effective pest control
- Disposing of refuse and waste food correctly
- Keeping structure and equipment in good condition so they can be cleaned

Cross-contamination

Cross-contamination is the process of moving bacteria from one place to another and can occur directly from contact with contaminated foods or indirectly through contaminated equipment, surfaces or people.

The main controls are cleanliness, disinfection, freedom from pests and the separation and segregation of processes, foods and activities.

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

E. coli O157H

Some bacteria such as E. coli 0157H requires very few bacteria to cause infection. This renders the prevention of cross-contamination a high priority.

Identifying separate work areas, surfaces and equipment for raw and ready-to-eat foods is the only certain way of preventing E. coli O157H contamination.

Appendix 1 provides further details of E Coli 0157H and the control of its spread.

Chemical Hazards

These include cleaning chemicals; pesticides; allergens; toxic metals; nitrites and nitrates; plasticisers in packaging; additives; veterinary residues; and Acrylamides.

Acrylamides may potentially carry health risks, although the full facts are yet to be established. The following guidance comes from recent EU regulation on Acrylamides:

- Potato products should be fried at as low a temperature as possible without posing food safety risks, and certainly below 185°C
- Potatoes should be stored above 6°C before frying
- Baked goods should be prepared to a lighter colour
- Daily filtration of fryers, and weekly change of cooking oil

This guidance will be updated as new information comes to light.

Physical Hazards

These include Glass; Metal; Stone; Wood; Plastic; Pests and Human Debris.

Allergenic Hazards

Allergenic Hazards differ from the other hazards, as with Allergies, what may be harmful to one person may not be for another. The University allergen policy details control measures to help avoid allergenic hazards.

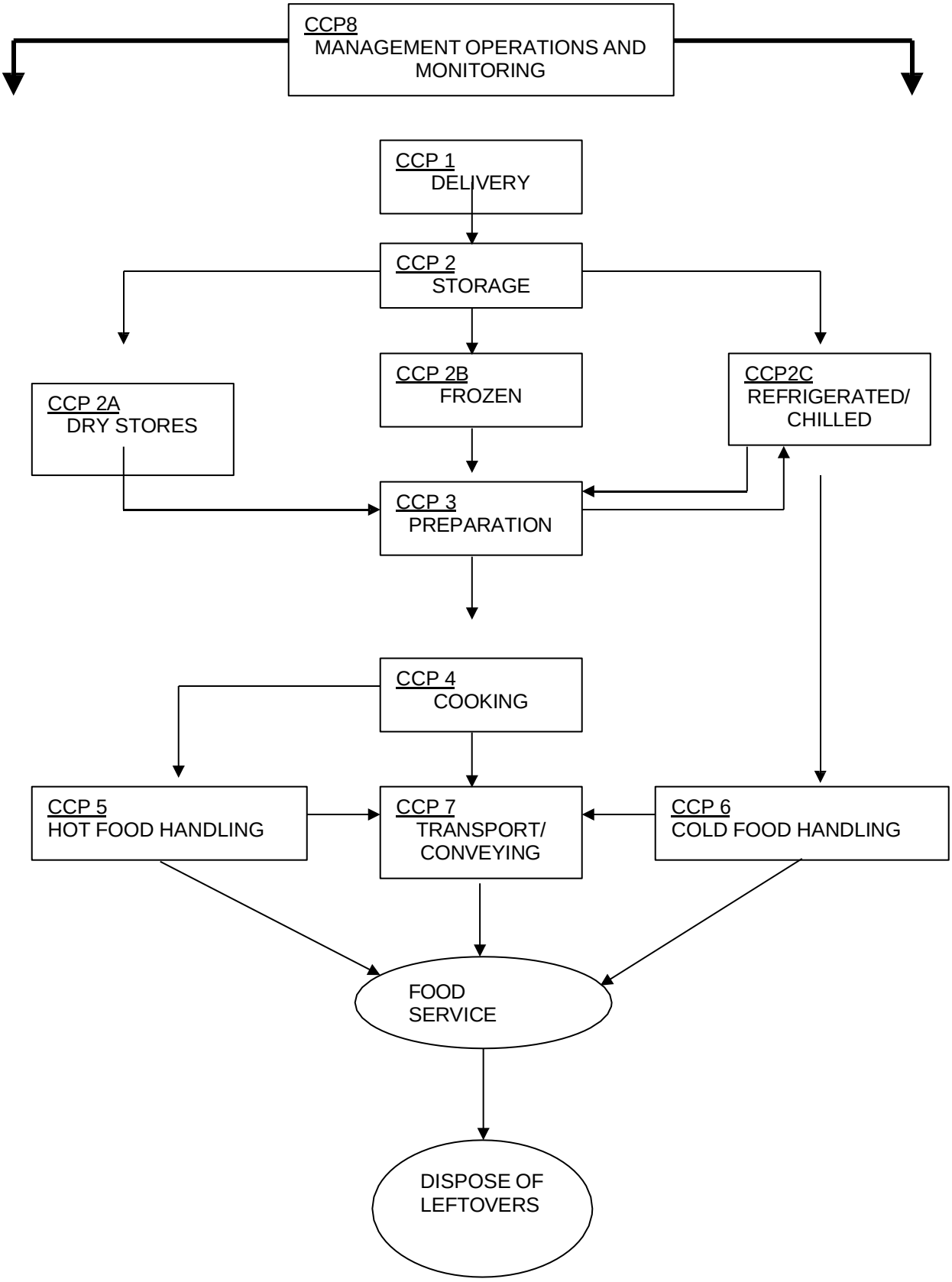
Allergenic cross contamination

The following steps should be followed to help avoid cross contamination of allergens:

- Prepare Allergenic ingredients separately to other ingredients – separate area and chopping boards & knives
- Thoroughly clean all equipment between use, particularly between use of allergenic and non-allergenic ingredients
- Regularly wash hands, particularly between use of allergenic and non-allergenic ingredients

6. HACCP (Hazards and Critical Control Points) FLOW CHART

Key: Critical Control Point - ▭ Non-critical operation - ⬭



7. PURCHASING

Birmingham Newman University will ensure that nominated suppliers comply with all aspects of Food Safety Legislation and this Policy, to fulfil the requirement of due diligence.

HAZARDS

- High-risk foods contaminated with food poisoning bacteria or their toxins.
- Foreign bodies/pests/chemical and allergenic contamination.

PROCEDURES

- Food supplies are purchased using reputable nominated suppliers.
- Suppliers are chosen by the **TPL CONTRACTS (TUCO Purchasing Ltd)** and are assessed by them for their suitability to be able to provide good quality, safe and value for money supplies.
- TPL contracts are audited by STS on a regular basis (Food Safety Specialists, www.sts-solutions.com).
    - **TPL (STS)** Technology House, 2 Lissadel Street, Salford, Greater Manchester, M66AP
- Suppliers under TPL/CCMC contracts are audited by Acquire services with visits to premises arranged on a regular basis.
    - **Foodbuy** Ltd, Alfa House, 7 Doman Road, Camberley, Surrey, GU15 3DN
- Complaints about suppliers will be co-ordinated and acted upon either by Birmingham Newman University staff or the purchasing consortium agent.
- All Non-nominated suppliers are sent a copy of the University supplier assessment forms for completion prior to appointment and thereafter every two years. **University supplier assessment form (Sheet 8)**
- The completed forms are reviewed by the Head Chef and if there are concerns, visits to suppliers will be arranged for further review and clarification prior to final approval and appointment.

The list will be reviewed and updated on an ongoing basis. The standards of food safety of the suppliers on the nominated supplier list are subject to a strict audit and assessment procedure in order to ensure that they are operating in compliance with current legal requirements.

8. DELIVERY

CCP1 DELIVERY

Food must be fresh, of high quality, with clean, dry packaging, free from damage or evidence of infestation. It must be within temperature and date coding parameters. Should suppliers deliver food outside of these parameters then it should be rejected depending on the degree of risk it poses and in consultation with the Head Chef.

It is vital that a thorough check for pests, including signs of cockroaches, rats, mice, birds, moths, weevils, mites etc. is made in order that such contaminated products may be eliminated at an early stage.

Perishables and produce subject to temperature control must not be left outside or on the loading areas in conditions, which may lead, to contamination or spoilage.

Care is needed when manually handling food products. Serious damage, particularly to vegetables and fruit may result, which will provide a start for moulds and yeasts. This may progress quickly resulting in loss of such food stocks shortly after delivery.

DELIVERY TEMPERATURES

Frozen foods	Ideally below – 18°C (tolerance up to & incl. -12°C - if can be quickly placed in freezer and is still hard frozen)
Raw/Cooked meats	Accept 0ºC to 8°C (tolerance up to & incl. 10°C if can be quickly reduced to below 8°C and place in a fridge)
Fresh Fish	Accept 0ºC to 8°C(tolerance up to & incl. 10°C if can be quickly reduced to below 8°C and place in a fridge)
Dairy	Accept 0°C to 8°C (tolerance up to & incl. 10°C if can be quickly reduced to below 8°C and place in a fridge)
Other chilled items	Accept 0°C to 8°C (tolerance up to & incl. 10°C if can be quickly reduced to below 8°C and place in a fridge)

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CALIBRATION OF THERMOMETERS

To ensure the accuracy of thermometers each probe is calibrated every 2 months using the following methods and records kept on the Probe calibration sheet and record the date on the Probe calibration sheet(Sheet 10).

- Place the probe into iced water (The temperature reading should be between MINUS 1°C and 1°C)
- Place the probe into boiling water (the temperature reading should be between 99°C and 101°C)
- If the temperatures fall outside these tolerances, then the probes should be replaced

PROBE CONTAMINATION RISKS

- The use of a probe thermometer could lead to unnecessary cross-contamination.
- The probe should always be cleaned and disinfected before probing food. Either sanitising wipes should be used although they will not kill all bacteria immediately, or boiling/water above 82°c.
- With every probe thermometer/in every section there are anti-bacterial probe wipes. Before and after each use the probe is wiped thoroughly.

HAZARDS

- High-risk foods contaminated by food poisoning bacteria or toxins.
- Foreign body/chemical/Allergenic contamination.
- Insufficient shelf life remaining when delivered.
- Deterioration in product quality during transport

PROCEDURES (Delivery Monitoring Form)

- Visual inspection for damaged packs, dents, holes or infestation. Reject any such items and store, labelled as “reject”, in an area away from other foods.
- Check date codes to ensure minimum useable shelf life, reject if insufficient.
- Check labelling as allergen and ingredient information.
- On a random basis, check delivery vehicle condition and temperature gauge reading and where possible, any records.
- Delivery monitoring form will be completed with each delivery, at the time of delivery.
- Chilled goods should be delivered if 8°C or below. Goods delivered between 8°-10°C should only be accepted if they can quickly be reduced to 8°C or below.
- Frozen goods should only be delivered in vans that are below -18°C. Goods delivered should only be accepted if they are below -12°C and still HARD frozen and can quickly be reduced to -18°C. Do not accept frozen goods that are going soft.

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- Check all deliveries against original order and invoice/delivery note and initial as correct and acceptable.
- Store products immediately in designated storage area.
- Chilled and frozen foods take priority over all other deliveries.
- Remove as much outer packaging as is practicable - goods are decanted into washable containers prior to storage.
- Care is taken when removing packaging not to remove labels that hold the products details-product name, weight and date information.
- Excess packaging is disposed of immediately, in the bin area.

REJECTION POLICY

- Return any unacceptable goods immediately e.g., blown cans, dented cans, out of date products, goods showing signs of visual spoilage and items which are outside the stipulated temperature range.
- Inform suppliers of unacceptable goods by telephone – send temperature record if applicable.
- Make a note of the rejected goods in the Opening and Closing Checks Diary (Sheet 11).
- All goods that are not returned immediately must be stored in a separate area away from all other consumable items and must be clearly labelled: 'DO NOT USE – UNFIT FOOD' There is a reserved area for this by the good inward area, walk in freezer and raw meat fridge.

9. FOOD STORAGE

CCP2 FOOD STORAGE

Food & Beverage staff should as a matter of routine carry out certain tasks which include:

- Immediate removal of outer packaging from all products followed by labelling and storage as required. Frozen products without inner packaging should be stored in their boxes. Under no circumstances are perishable products or products requiring temperature control to be left at ambient temperature.
- Checks on food stocks daily and follow correct procedures for the removal of any perished or out of date produce including any badly damaged or blown cans. Food must be used in strict stock rotation with regard to 'use-by' and 'best before' dates.

HAZARDS

- Low risk dry goods will become damp and growth of food poisoning bacteria occur.
- Product quality impaired by prolonged/unsatisfactory storage.
- Physical contamination by rodents, insects or birds.
- Chemical contamination including taints.
- Allergenic cross contamination

PROCEDURES

- Check at least weekly all date codes and discard out of date stock.
- Operate a "first in, first out" stock rotation system.
- Use labels detailing:
    - Product description;
    - Produced/open date;
    - Best before or use-by date; to allow effective stock control.
- All items should be stored off the floor and away from walls, on racking or mobile units in containers with tight fitting lids.
- The store and goods should be inspected weekly to ensure free from pests, clean and that no food is damaged.
- Area to be pest proofed.
- Non-food items and cleaning materials are not to be stored in food stores or with any food item.

10. REFRIGERATED STORAGE

CCP2C REFRIGERATED STORAGE

It is the responsibility of the Head Chef or appointed staff member to take temperatures checks of all cold storage units using a separate internal thermometer. Temperatures of refrigerators should be recorded twice daily on the Equipment Temperature Record Form.

HAZARDS

- Growth of food poisoning bacteria and their toxins in high-risk foods.
- Cross contamination of high-risk foods with food poisoning bacteria from raw foods.
- Foreign body contamination.
- Allergenic cross contamination
- Deterioration in product quality.
- Food being held beyond indicated shelf life.

PROCEDURES (Equipment Temperature Record Form)

- Best practice is to store all refrigerated goods below 5°C (8°C is legal requirement). The target temperature is set at 0°C - 5°C, keeping food below the legal maximum of 8°C.
- Temperatures of refrigerators to be checked twice daily using calibrated probe or internal thermometer and recorded. Each cabinet must be numbered and records made specific to it.
- If temperature is higher than 8◦C check again after one hour and, if still high, probe product temperature or move goods to another unit. Report defective units immediately.
- Different refrigerators should be allocated to specific food types wherever possible.
- Where only one refrigerator is available cooked food must be stored above raw food.
- All foods to be wrapped or stored in covered containers, marked or labelled for date and content.
- Check all date codes and discard out of date stock.
- Cracked raw shell eggs should be disposed of not stored.
- Clean weekly internal surface, ensure compressor grills are clean and defrost any freezer compartment regularly.
- Check condition of equipment including door and lid seals. Clean according to cleaning schedule.
- Cardboard outer packaging to be removed where possible.
- Hot food should not be put into refrigerators until sufficiently cooled.
- Do not overstock refrigerator units. Overfilling will prevent the chilled air from circulating and cause the temperature of the refrigerator to rise
- During use, the doors of chillers and freezers should be opened for as a short a time as possible to keep the temperature down. Ensure all foods, whether stored chilled or frozen are well wrapped or covered and are date labelled and indicate what the product is.

- All fridges and freezers must be regularly serviced and maintained to ensure they are working efficiently. Freezers with an automatic defrost cycle should be defrosted and thoroughly cleaned every 3 months. Units without the automatic defrost should be defrosted and cleaned on a monthly basis

DATE LABELLING

All **high risk*** foods and all frozen foods must have a use by date either as supplied by the manufacturer and/or the distributor.

- **Once opened high risk foods*** stored in the refrigerator are labelled to indicate the date of opening. The use-by date is then determined according to the manufacturer's instructions
- **All products that are produced on site** and are then labelled with an allergy label or 'use by' label, must be labelled using the 'use by' date which will be 72 hours (3 days** - production day +2 days – e.g., produced on Monday means disposed of on Wednesday)
- **Opened jars of sauces are placed in the refrigerator and are dated with the date of opening and are then stored and used following the manufacturer's instructions**

*** High Risk Food Groups**

****3 days use by date**: The production/defrost/opening day is always counted as day 1 when calculating shelf life, therefore is production day +2 days e.g., Produced on Monday means disposed of on Wednesday.

The following table indicates the groups of food that are considered to be high risk:

Dairy
Meat
Fish/Shellfish/Molluscs
Poultry
Sandwiches
Cooked and prepared foods containing any of the above

11. FOOD STORAGE TEMPERATURE REQUIREMENTS

The following temperatures represent 'best practice' and may be to a higher standard than required by the Food Safety (Temperature Control) Regulations 1995.

FOOD TYPE	PARAMETERS
Frozen Products	-18°C or below
Raw Meat	8°C or below
Cooked Meat	8°C or below
Fish and Fish Products	8°C or below
Dairy Product	8°C or below
All Other High Risk Food	8°C or below

12. FROZEN FOOD STORAGE

CCP2B FROZEN FOOD STORAGE

It is the responsibility of the Head Chef or appointed staff member to take temperatures checks of all cold storage units using a separate internal thermometer. Freezer temperatures should be recorded twice daily.

HAZARDS

- Growth of food poisoning bacteria.
- Cross contamination of high-risk foods from raw foods.
- Deterioration in product quality due to thawing and refreezing.
- Food held beyond indicated shelf life.
- Allergenic cross contamination

PROCEDURES (Equipment Temperature Record Form)

- Frozen foods to be stored below -18°C.
- Temperatures of freezers to be checked twice daily using calibrated probe or internal thermometer and recorded. Each cabinet must be numbered and records made specific to it.
- Defrost as required or at least termly.
- Do not overload the freezer.
- All foods must be correctly packaged to avoid freezer burn or other damage.
- "Produced on" and "use by" labels must be used for prepared foods and also when original labels no longer exist.
- Follow storage instructions on manufacturers/package label.
- Carry out weekly stock rotation.

- Visually check for food debris or excess ice on a weekly basis and clean as required.
- Defrosted food must not be refrozen.
- Check condition of equipment including door and lid seals.
- Ensure compressor grills are clean at all times and free from grease.

13. DEFROSTING AND FREEZING

It is important that frozen foods such as poultry, meat products and large bulk items be defrosted before cooking. If these products are cooked from a frozen state, there is a major risk that heat will not penetrate into the centre of the product and therefore food poisoning would be likely to occur. As defrosting times vary with different foods it is important to identify foods that need defrosting against foods that can be cooked from a frozen state. Some examples of foods that can be cooked from frozen include:

- Thin volume foods e.g. fish, sausages, beef burgers, sausage rolls, vegetables.

HAZARDS

- Growth of food poisoning bacteria.
- Contamination by foreign bodies and chemicals.
- Deterioration in product quality.
- Allergenic Cross contamination.

PROCEDURES

- All frozen food, except bread – defrost in refrigerator running at or below 8◦C.
- Ensure raw defrosting foods are stored separately from other foods.
- Plan to defrost in advance of usage, allowing sufficient time.

DEFROSTING METHODS

Defrosting of food items where required, is done using one of the following methods:

In a refrigerator:

- Thawing in a refrigerator is the preferred method but others may be used. Whilst defrosting in a refrigerator extends the time required it greatly restrict bacterial growth.

Other methods (only to be used with prior permission of the head chef):

- Thawing at room temperature must be undertaken in a bag that creates an air pocket around the food. A separate defrosting area within the kitchen is provided.
- Immersion in water can accelerate thawing process but provides a risk of contamination and should be avoided where possible. If it is carried out a thorough cleaning of the sink/area must be carried out immediately after the food is removed from the area.

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FREEZING

- Freezing or refreezing of an ambient or chilled food product, including surplus food, is permitted, subject to the hygiene conditions set down in retained EU law Regulation (EC) 852/2004 and, if relevant, retained EU law Regulation (EC) 853/2004
- You must carry out freezing of the food safely and maintain cold temperatures. This requires the application of time and temperature combinations that prevent the growth of pathogens and hygienic conditions
- Chilled foods must be chilled to a core temperature of -18°C within 90 minutes to limit any microbiological growth in the food product, and to ensure food safety

Freezers are designed to store food frozen, rather than to freeze food down. Freezing food that has been delivered chilled, can lead to shelf life being extended once defrosted and should therefore be avoided.

If this does take place, only raw meat, low risk items and foods made on site may be frozen.
These must be frozen on the day received/produced and given a life of no more than 3 months.

This must be labelled with a 'Frozen on' date, and it must be clearly labelled with the allergies.

FREEZING LABELS

Foods bearing a 'use by' date must be 'frozen' before the expiration of their durability date. For 'use-by' dates the latest point would be midnight on the date indicated.

When freezing food that has previously been packaged there must be a label showing the 'Frozen on' date, and it must be clearly labelled 'defrosted on' when it is removed from the freezer. It is essential that the shelf life of the defrosted product is no more than the difference between the 'freezing on' and the 'use by' date.

14. PREPARATION

CCP3 PREPARATION

The Head Chef must ensure that all food is prepared in a hygienic manner, with due regard for contamination risks. Such risks may include:

- Microbial contaminants including bacteria, viruses, parasitic infections, moulds and yeast.
- Foreign matter including packaging, personal contaminants, plant and equipment, pests, etc
- Chemical contaminants including cleaning and pest control products.
- Allergenic cross contamination during preparation.

FOOD SOURCES

- It must be recognised that the food itself may be highly contaminated with food poisoning bacteria or viruses – e.g. raw meat (E.Coli), raw poultry and raw eggs (Salmonella).
- **Do not use raw eggs in dishes that are not to be thoroughly cooked.**
- As much of the original packaging of food that has remained during storage should be removed before the food is taken into the kitchen or other food rooms. The food must be transferred into washable containers.
- Care must be taken with raw foods such as poultry, keeping it separate from ready to eat products. Where practicable plastic, colour coded cutting boards and knives must be used in order to prevent cross-contamination between food production sections. The following colour coding system is required:

Colour of Board	Type of Food
White	Bakery and Dairy
Red	Raw Meat
Green	Salad/Fruit/washed vegetables
Blue	Fish
Yellow	Cooked Foods
Brown	Unwashed Vegetables
Purple	Allergenic Preparation

Thorough cleaning with the wash and rinse/sanitise system must be undertaken between raw and cooked processes.

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TEMPERATURE CONTROL

- All preparation of meat, fish and other protein foods must be completed without delay to reduce the risk of unsatisfactory temperature rises.
- During breaks, food must not be left out of the refrigerator.
- Where large volumes of high risk foods are being prepared it is recommended that a batch control system is implemented i.e. foods being taken out of the refrigeration unit in small batches rather than all being brought out at one time.

HAZARDS

- Contamination by food poisoning bacteria and toxins.
- Physical contamination by foreign bodies.
- Cross contamination of high-risk foods from raw food (including vegetables).
- Bacterial growth in foods held at ambient temperatures.
- Chemical contamination.
- Allergenic contamination.

PROCEDURES

Cross Contamination

- Have separate preparation areas and equipment.
- Use colour coded chopping boards – sanitise after use.
- Keep all raw food separate from cooked.
- Clean and sanitise work surfaces and equipment after use.
- Thoroughly wash all vegetables before preparation.
- The meat slicer should be used for cooked meats only and be sanitised after each use.

Personal Hygiene

- Hand washbasins to be accessible and labelled "**For Hand Wash Only**".
- Hot water, liquid bactericidal soap, disposable paper towels and bin to be provided at each basin.
- Staff to wash hands on the following occasions:
    - Start of work
    - After using the toilet
    - On entering the Kitchen
    - After smoking/eating/wiping nose
    - Handling raw foods
    - Handling refuse
    - Touching hair
    - Taking a break
    - After handling cash
    - After coughing/sneezing
    - After using a Mobile Phone
- Smoking, eating and drinking are not permitted in any food room or food store.
- Suitable protective clothing to be worn. These must be clean and regularly laundered and not worn outside. The organisation's dress code must be followed.

- All staff to have been trained on induction and to have basic food hygiene training commensurate with the requirements of the job.
- All food handlers to notify the Head Chef /Manager of any food poisoning symptoms, septic lesions or infectious diseases. A record of staff absences should be retained.
- First Aid kits must be provided in the main kitchen area. All cuts, wounds and septic conditions are to be covered with blue waterproof plasters. Where the condition presents a risk of contamination a waterproof finger stall must be worn.
- Any First Aid treatment or use of First Aid materials must be recorded and reported to the manager. An incident form will be completed where appropriate.
- Staff rooms and toilets to be kept clean and tidy at all times.
- All personal belongings and outdoor clothing should be stored separately, away from food areas.
- Personal Mobile Phones should not normally be used within the work environment except in emergency

Foreign Body Contamination

- Keep food covered wherever possible to reduce the risk of contamination.
- Wooden equipment is not to be used. If any is in service it must be replaced with metal/plastic alternatives.
- No drawing pins/staples to be used on signs in food area.
- Structure, equipment and utensils to be maintained in good condition with no flaking paint, rust or damage and checked weekly.
- Jewellery to be restricted to a plain wedding band. Nose studs are strictly prohibited; nail varnish must not be worn. The organisation's dress code must be adhered to at all times.
- All containers should be stored, covered or inverted when not in use.
- Follow the cleaning schedule to ensure no build-up of foreign matter on equipment.
- All light bulbs and fluorescent tubes should be fitted with diffusers.
- In the case of glass shattering or being broken, all contaminated food must be disposed of using the correct procedures.
- Broken glass or crockery should be disposed of safely in a rigid container.
- No outer packaging is allowed to come into contact with food preparation surfaces.
- Outer packaging must be stored on surfaces that are not food preparation surfaces.

REPAIRS & MAINTENANCE IN FOOD AREAS

- All personnel that are to carry out maintenance, cleaning, repair and installation work in food areas must report to the Manager or to the Head Chef before commencing work.
- The Head Chef /Manager must check that food or equipment is not left out or open in the vicinity of the repair work avoiding any possible contamination.
- Should work have to be carried out with food being prepared in the same room, adequate screening arrangements must be made.
- Contractors must wear clean and suitable protective clothing whilst in the food preparation area.
- On completion of the work, contractors must check that no nuts, bolts, etc. are loose on equipment and that the area is clear of swarf or any other debris. All tools and spare parts must be removed.

PREPARATION OF FOOD

- Preparation of food in advance is to be avoided and should not exceed 24 hours between preparation and consumption.
- Hands must be washed after handling eggs.
- Raw eggs must be stored at below 5°C in cartons separate from other foods. Cracked eggs must not be used.
- Cooked rice must be either served hot without delay or cooled rapidly under cold water.
- Sufficient cooled rice should be prepared only for the same day's service.
- All salad and fruit to be consumed without cooking should be washed before use.

15. COOKING

CCP4 COOKING

It is important that all pathogenic bacteria are killed and the food is made palatable by the cooking process.

HAZARDS

Survival of food poisoning bacteria due to inadequate core temperatures.
Multiplication of any food poisoning bacteria present (in warm ambient conditions).
Food may still be cold or frozen at the centre.
Physical contamination with foreign bodies.
Post process contamination by food poisoning bacteria.
Chemical contamination
Allergenic contamination

PROCEDURES (Hot & Cold Food Temperature Monitoring)

The cooking stage of production can be considered the most critical of **Control Points** and it is vitally important that correct cooking temperatures are reached not only to stop any pathogenic bacteria multiplying but also to ensure that spores and toxins remain inactive.

- All hot foods must be cooked to minimum centre temperature of 75°C. The temperature should be monitored.
- Preheat all ovens before placing food in them to ensure temperatures are achieved rapidly.
- Never use a bain-marie or hot cupboard to heat or cook food.
- Ensure all defrosted items are completely thawed before cooking.
- Burgers and sausages must be thoroughly cooked – checks should be made to ensure the centre of the food is thoroughly cooked and that the juices are clear.

Exceptions to 75°C cooking requirement:

'Lightly Cooked' Dishes
There are occasions when a lower cooking temperature is acceptable for reasons of quality, such as when cooking rare steaks.

The following exceptions have been assessed in terms of their risk and agreed that they do not need to be cooked above 75°C:

- **Lightly boiled, poached and fried eggs** that have yolks that remain runny which are cooked for **immediate consumption** AND are sourced from Salmonella free flocks (Lion branded)
- **Some egg dishes such as meringue or béarnaise sauce may also not receive a full heat treatment.** If possible, shell eggs should not be used in their preparation, but pasteurised liquid egg used instead
- **Uncut whole muscle joints of beef and lamb** i.e. on the bone or which have not been rolled or stuffed. The outside must attain a temperature in excess of **75°C**
- **Beef or lamb steak** where the outside of the uncut steak is seared/cooked to attain a temperature in excess of **75°C.** Since bacteria will be present on the surface of the meat, it is important to sear all joints and steaks to ensure the bacteria are destroyed
- **Whole Fish fillets for functions** - the outer surface must be seared. The fish is then served immediately

16. HOT HOLDING / SERVICE

CCP5 HOT HOLDING/SERVICE

HAZARDS

- Multiplication of food poisoning bacteria and production of toxins.
- Contamination by foreign bodies.
- Deterioration of product quality by prolonged hot holding.
- Risk of cleaning chemicals contaminating food
- Risk of allergenic cross contamination from food handlers and utensils

PROCEDURES (Hot & Cold Food Temperature Monitoring Form)

- Ensure bain-maries and hot cupboards are switched on in sufficient time to achieve correct operating temperature.
- Cook food thoroughly to above 75°C in oven before placing in hot holding cabinet.
- All hot foods to be maintained above 63°C and served without delay.
- Hot foods to be probed with a sanitised probe thermometer and at least one temperature per session to be recorded.
- Limit service display time to 2 hours maximum.
- All leftover cooked food that has been offered for service must be disposed of at the end of the daily service period.

17. COOLING

HAZARDS

- Growth of any surviving food poisoning bacteria or their spores.
- Production of toxins by bacteria.
- Contamination by food poisoning bacteria.
- Physical contamination by foreign bodies/flies/chemicals.
- Allergenic cross contamination.

PROCEDURES

- No hot food is to be placed in the refrigerator.
- Food should be chilled in the blast chiller and cooled sufficiently within 1½ hours of cooking
- Food should be kept covered during cooling.
- Area used for cooling should be clean, insect proof and in good repair.
- When sufficiently cool, label the product and store in the refrigerator.

Chiller guidelines

Hot food should not be placed directly into a refrigerator as this will cause the refrigerator temperature to rise.

All kitchen staff have been trained in the correct use of the chiller. Records of this training are recorded in the staff training file.

- Food must go from 75°C (cooked) down to 8°C (chilled) within 90 minutes (1.5 hours)
- Blast chilling must commence within 30 minutes of the completion of cooking
- Joints of meat are allowed 150 minutes (2.5 hours) to cool

To ensure food reaches the required temperature, within the stated timescale, the following procedure should be adopted:

- Do not cover food
- Separate food out as much as possible to allow maximum air circulation
- Place in a tray no deeper than 50mm
- Use smaller joints of meat. Not exceeding 2.5kg (6lbs)
- Food such as stews should be no more than 50mm in depth
- The start and finish times and temperatures on should be recorded on the **Blast Chiller Record Sheet – BC1**
- The Blast chiller MUST NOT be used to store food overnight.
- Searing - As only the surface temperature of the meat/fish will have attained a temperature of over 75°C (not the core) the temperature is not recorded on the Blast Chiller sheet. Please note that all meats that have been seared must be cooked prior to service following
- All food should be clearly labelled with the date of production (the chilling date) and such foods should be **used within 72 hours (3 days)** or the manufacturer's instructions if applicable, or should be **frozen and used within 3 months**

Exceptions

- Rice and pasta, vegetables and potatoes, etc may be cooled using a colander and running potable cold water.

PROBE CONTAMINATION RISKS

The use of a probe thermometer could lead to unnecessary cross contamination (Chemical, Biological and Allergenic).

The probe should always be cleaned and disinfected before probing food. Either sanitising wipes should be used although they will not kill all bacteria immediately, or boiling/water above 80°C.

With every probe thermometer/ in every section there are anti-bacterial probe wipes. Before and after each use the probe is wiped thoroughly.

Calibration of blast chiller probe

To ensure that the chiller probe is accurate, the temperature is compared to the manual probe, which has been calibrated.

18. REHEATING HIGH RISK FOODS

HAZARDS

- Survival of food poisoning bacteria and toxins.
- Physical contamination with foreign bodies/Allergens.
- Multiplication of any food poisoning bacteria, if not heated up to correct temperatures.
- Food may deteriorate with prolonged heating.

PROCEDURES

- Only reheat food once.
- Never reheat left over pre-cooked prepared foods.
- Ensure minimum **core** temperatures of 75°C achieved for at least 2 minutes. Routinely check these with a sanitised probe thermometer and record one item per session.
- Reheated foods should be served immediately or placed on hot hold.
- When using microwaves for reheating, ensure food is hot throughout with no cold spots this can be done with the probe thermometer and recorded.
- For cook serve only use prescribed re generation ovens to specific food cooking instruction guidelines.

19. COLD FOOD HANDLING

CCP6 COLD FOOD HANDLING

HAZARDS

- Contamination by food poisoning bacteria.
- Physical contamination by foreign bodies and flying insects.
- Growth of food poisoning bacteria and/or production of toxins.
- Allergenic cross contamination
- Chemical cross contamination

PROCEDURES

- Preparation, storage and service of high-risk foods must take place within a maximum timescale of 4 hours in an ambient environment (includes sandwiches).
- Sandwiches and salad/buffet items must be disposed of at the end of the daily service period.
- Where possible all high-risk foods are displayed under refrigeration.
- A temperature **below 8°C** should be achieved.

In some circumstances foods may need to be displayed at room (ambient) temperature, for example buffet and hospitality items.

Food served out of refrigeration:

Buffets

When high risk foods are served out of refrigeration, they are only displayed for one period up to 4 hours and then be discarded.

Delivered Cold Buffets

When food is delivered to a room and is not served, it is accompanied by a notice that informs customers of the following information:

- Instructions to customers stating that 'Food should not be taken away, reheated or consumed away from this room'
- The time the food should not be consumed after (within 4 hours of delivery)

Guests bringing own food

The University is responsible for the food safety is sells to customers and must ensure that this is safe.

The food produced by the University catering department is covered by this policy to ensure food safety and therefore where possible food should be purchased via the catering department to ensure food safety.

On occasion when food is brought in by external visitors, the supplier musts accept full responsibility for food safety and complete the **Food brought into University by Customers Indemnity form.**

Should the Head Chef not be satisfied that the supplier is able to supply the food in a legal and safe manner they will refuse permission.

20. CLEANING

HAZARDS

- Food waste and dirt may accumulate and attract pests.
- Bacteria will multiply to high levels on dirty surfaces.
- Dirty equipment surfaces can cause accidents.
- Chemical contamination of food.

PROCEDURES

- The kitchen cleaning schedule should be prominently displayed.
- Monthly, weekly, and daily tasks must be clearly identified and signed off on the checklist.
- Only approved chemicals, at correct dilutions, should be used.
- To avoid contamination risks, bleach must not be used.
- Chemicals should not be decanted from original containers unless clearly labelled.

- All COSHH requirements should be made available to staff and adhered to.
- A 'clean as you go' policy should be adopted. Food preparation surfaces and hand contact touch points should be regularly sanitised after use.
- Chemicals and cleaning equipment should be stored in a separate cabinet and away from food areas.
- All cleaning equipment itself should be kept clean and in good condition.
- Ensure any dishwashers are operating to correct temperatures (as per the manufacturer's instructions) and each day check their supply of detergent and rinse aid is available.
- Ensure that all "safe systems of work" detailed in the Health and Safety Policy are followed.
- Contract cleaning of high levels, extract filters and canopies should be carried out on an annual basis.

21. REFUSE/WASTE DISPOSAL

HAZARDS

- Food waste and debris will attract pests.
- Paper and packaging provide harbourage for pests.
- Decomposing waste causes "off" odours.

PROCEDURES

- Sufficient lidded or open non hand contact bins should be available in the kitchen area.
- Rubbish to be placed in lined bins, which must be emptied regularly.
- Food waste should be placed in plastic bags and tied securely before disposal in external bins.
- Hands must be washed after handling refuse.
- External refuse must be removed at least weekly if not more often, dependent on volume and season.
- External refuse areas should be cleaned twice weekly and more often in summer time.
- External and internal containers must be kept clean at all times. A sufficient number of containers should be provided.
- Cardboard packaging should be flattened to make economic use of disposal processes.

REGISTERED REFUSE COLLECTORS

Waste is collected by a registered licensed contractor.

Dry Waste: Collected by Birmingham City Council

- Cardboard and paper packaging is removed at delivery stage and is compacted before collection.
- General waste.

Wet Waste: Collected by Birmingham City Council

- All food waste is collected in designated brown bins, and then stored in the external bin area when full before collection.
- Collections Monday to Friday.
- Clean waste bins are returned at every collection.

Waste Oil: Collected by Olleco

- Collection from the green bins on Fridays
- Collection of food waste records is kept in **Waste Transfer File**

Waste policy will be updated ahead of legislation changes.

22. PEST CONTROL

HAZARDS

- Pests destroy and contaminate food with bacteria and droppings and spread disease.
- Rodents gnaw and damage equipment and can cause structural damage.
- Heavy infestations may result in enforcement action, prosecution or closure by the Local Authority Enforcement Officer. (EHO).

PROCEDURE

- The premises shall be free from pests.
- Doors and windows to food storage areas are to be kept closed or fly proofed with mesh.
- Buildings should be pest proofed.
- All pipes and cable runs and holes through walls are to be proofed or foam filled and gaps under doors should be kept to a minimum.
- All sightings and evidence of pests must be reported to Head Chef/ Manager immediately.
- Dispose of any food showing signs of infestation using the correct recording procedures.
- Electric fly killing units to be switched on at all times, and maintained in good working order. Tubes to be replaced at least annually or when showing dark patches at the ends.
- Adhere to refuse policy and procedures.

PEST CONTROL

General Preventative Measures

- The fabric of the kitchen and storage areas should be regularly checked for any disrepair, which may allow access points for pests. Any items of disrepair noted should be reported to the head chef

- Where windows or doors are opened to provide natural ventilation, suitable wire meshing (fly screens) should be fitted to prevent access by flying insects
- All food deliveries should be checked for any signs of infestation before placing into storage. Any infested goods should be immediately returned to the supplier
- Once packets of dried goods have been opened, they should be transferred into suitable pest proof containers supplied with close fitting lids. Containers should be labelled with “Best Before” or “Use By” dates
- Foods should be stored off the floor and clear of walls to allow regular cleaning and inspection
- Food spillage must be cleared as soon as possible to prevent the build-up of debris
- Ensure that all refuse and waste food is handled in accordance with the recommendations contained within the waste storage and disposal section of this policy
- All kitchens should be fitted with at least one electric flying insect killer, depending upon the size and layout of the site. This must not be placed over food preparation areas as dead flies can contaminate the food below. This should be maintained by the pest control contractor and bulbs changed annually by the University maintenance department (with the bulb change data recorded on the side of the unit).
- All surfaces must be thoroughly sanitised before the start of preparation each day. All food must be covered, and equipment cleaned before use

Control Measures

All catering areas are covered by a comprehensive pest control contract. The contractor is **‘Safeguard Pest control’**

- The contractor visits the areas every 3 months on a preventative basis and operates an emergency call-out service for all catering areas
- Records of visits with signs of pests and ‘actions taken’ are recorded in the pest control file, which is held electronically
- Electronic fly killers are located in food preparation and service areas and are emptied weekly as part of the cleaning schedules
- Bulbs are changed annually by the maintenance department, and a record of this date is recorded on a sticker attached to the individual unit

Signs of a Rodent Infestation

- Gnawing or packaging and structure
- Droppings
- The animal itself
- Dark smears along skirting, etc
- Footprints
- Holes and nesting sites

Signs of an Insect Infestation

- The insect, larvae or pupae
- Holes in packaging and food
- Webbing on equipment or in food

If evidence of pests is found:

All sightings of pests or evidence of infestation must be reported to the Head Chef and Head of Catering immediately, they will arrange for the pest control contractor to visits **ASAP**.

23. FOOD SAFETY MONITORING FORMS

The following forms are examples of forms referred to in the text of this document.

- Food Handlers Declaration
- Food Safety Staff Training Record
- Delivery Monitoring Form
- TM1 Temperature Monitoring Record Form - Bistro 32
- Food Complaint Reporting Form
- Bistro 32 Cleaning Schedule – Daily & Weekly
- AM & PM Compliance Checks
- PC1 Probe calibration monitoring form

FOOD HANDLERS DECLARATION

A food handler is a person whose work at any time involves him or her in the handling and/or service of food and drink and the use of equipment and utensils connected with the service and preparation of food and drink.

Name:.....

Department:.....…… **Position**:.....

I agree to report to the Catering Manager/ Head Chef on the following occasions and understand that I may be required to submit samples for examination:

If I develop an illness involving:

Vomiting

Diarrhoea

Skin Rash

Septic Skin Lesion (boils, infected cuts, etc) however small

Discharge from ear, eye, nose or any other site

Before commencing work following an illness involving any of the above conditions I must have been clear of any symptoms for 48 hours. If I have symptoms for more than 7 days I will submit a Medical Certificate of Fitness to Work from a Doctor.

On return from a trip abroad, during which an attack of vomiting and/or diarrhoea lasted more than 2 days unless having had 48 hours clear of symptoms or a doctor's certificate.

I have/have not* had typhoid, paratyphoid or enteric fever (for recorded purposes only).

I have read (or had explained to me) and understand the above rules on personal hygiene and have received a copy of this statement.

Signature:..... Date:.....

Witness:.....

(* Delete as appropriate)

Birmingham Newman University

FOOD SAFETY STAFF TRAINING RECORD

Unit: .....

In House Training **Training Provider**

Date

Type of training	Induction Training		Food Hygiene		Cleaning Products		Hygiene Refresher		Basic Food Hygiene		Intermediate Food Hygiene
Trainee	**Staff Sig.**	**Tutor Sig.**	**C/S Sig.**	**Tutor Sig.**	**Staff Sig.**	**C/S Sig.**	**Staff Sig.**	**C/S Sig.**	**Staff Sig.**	**C/S Sig.**	**Staff Sig.**

Supplier	Delivery accepted √ Yes or x no	Date/ Time	Checked by Print & sign
	Within date…………………… Free from pest infestation ……. Free from damage……………. Quality acceptable……………. Correct weight & quantity……. Record temperature……………..		
	Within date…………………… Free from pest infestation ……. Free from damage……………. Quality acceptable……………. Correct weight & quantity……. Record temperature……………..		
	Within date…………………… Free from pest infestation ……. Free from damage……………. Quality acceptable……………. Correct weight & quantity……. Record temperature……………..		
	Within date…………………… Free from pest infestation ……. Free from damage……………. Quality acceptable……………. Correct weight & quantity……. Record temperature……………..		
	Within date…………………… Free from pest infestation ……. Free from damage……………. Quality acceptable……………. Correct weight & quantity……. Record temperature……………..		
	Within date…………………… Free from pest infestation ……. Free from damage……………. Quality acceptable……………. Correct weight & quantity……. Record temperature……………..		
	Within date…………………… Free from pest infestation ……. Free from damage……………. Quality acceptable……………. Correct weight & quantity……. Record temperature……………..		
	Within date…………………… Free from pest infestation ……. Free from damage……………. Quality acceptable……………. Correct weight & quantity……. Record temperature……………..		
	Within date…………………… Free from pest infestation ……. Free from damage……………. Quality acceptable……………. Correct weight & quantity……. Record temperature……………..		

Notes

Accepting delivery

i. This form is to be used for monitoring all deliveries.
ii. Chilled deliveries should be rejected if above **8 ºc.** Frozen deliveries should be rejected if above -**12 ºc.**
iii. Ensure that all products are correctly dated either by "USE BY" or "BEST BEFORE and record on the monitoring form.
iv. Any obvious damage to food/or packaging should be noted in the comment column and rejected; a complaint form must then be filled in immediately.

Signature……………………………………………Head Chef /Manager

Audit Check / Name………………………. Signature…………………Date……………..

EQUIPMENT TEMPERATURE RECORD FORM

Week Commencing Mon……..……**Bistro 32**

	MON	TUES	WED	THURS	FRI	SAT	SUN	COMMENTS
Sandwich Fridge 1	TIME	TIME	TIME	TIME	TIME	TIME	TIME	
	TEMP	TEMP	TEMP	TEMP	TEMP	TEMP	TEMP	
	NAME	NAME	NAME	NAME	NAME	NAME	NAME	
	TIME	TIME	TIME	TIME	TIME	TIME	TIME	
	TEMP	TEMP	TEMP	TEMP	TEMP	TEMP	TEMP	
	NAME	NAME	NAME	NAME	NAME	NAME	NAME	
Sandwich Fridge 2	TIME	TIME	TIME	TIME	TIME	TIME	TIME	
	TEMP	TEMP	TEMP	TEMP	TEMP	TEMP	TEMP	
	NAME	NAME	NAME	NAME	NAME	NAME	NAME	
	TIME	TIME	TIME	TIME	TIME	TIME	TIME	
	TEMP	TEMP	TEMP	TEMP	TEMP	TEMP	TEMP	
	NAME	NAME	NAME	NAME	NAME	NAME	NAME	
Salad Bar 1	TIME	TIME	TIME	TIME	TIME	TIME	TIME	
	TEMP	TEMP	TEMP	TEMP	TEMP	TEMP	TEMP	
	NAME	NAME	NAME	NAME	NAME	NAME	NAME	
	TIME	TIME	TIME	TIME	TIME	TIME	TIME	
	TEMP	TEMP	TEMP	TEMP	TEMP	TEMP	TEMP	
	NAME	NAME	NAME	NAME	NAME	NAME	NAME	
Salad Bar 2	TIME	TIME	TIME	TIME	TIME	TIME	TIME	
	TEMP	TEMP	TEMP	TEMP	TEMP	TEMP	TEMP	
	NAME	NAME	NAME	NAME	NAME	NAME	NAME	
	TIME	TIME	TIME	TIME	TIME	TIME	TIME	
	TEMP	TEMP	TEMP	TEMP	TEMP	TEMP	TEMP	
	NAME	NAME	NAME	NAME	NAME	NAME	NAME	
Main Counter Fridge	TIME	TIME	TIME	TIME	TIME	TIME	TIME	
	TEMP	TEMP	TEMP	TEMP	TEMP	TEMP	TEMP	
	NAME	NAME	NAME	NAME	NAME	NAME	NAME	
	TIME	TIME	TIME	TIME	TIME	TIME	TIME	
	TEMP	TEMP	TEMP	TEMP	TEMP	TEMP	TEMP	
	NAME	NAME	NAME	NAME	NAME	NAME	NAME	
Milk Fridge	TIME	TIME	TIME	TIME	TIME	TIME	TIME	
	TEMP	TEMP	TEMP	TEMP	TEMP	TEMP	TEMP	
	NAME	NAME	NAME	NAME	NAME	NAME	NAME	
	TIME	TIME	TIME	TIME	TIME	TIME	TIME	
	TEMP	TEMP	TEMP	TEMP	TEMP	TEMP	TEMP	
	NAME	NAME	NAME	NAME	NAME	NAME	NAME	

Refrigerators to operate between 1°C and 5°C.

i. Temperatures of refrigerators must be checked twice daily using the internal thermometer or calibrated probe and recorded accordingly. Each unit must be numbered and records kept specific to it.
ii. If temperatures are higher than stated limits check again after one hour and if still high, probe products for temperatures and if necessary move products to another unit.
iii. Report defective unit immediately.

Signature….....Head Chef /Manager

Audit Check/Name……..…Signature…...……. Date.....

FOOD COMPLAINT REPORTING FORM

THE UNIT							
Unit:			Date/Time Report:				
			Date/Time Complaint				
Telephone Number:			Unit Contact:				
Fax number:			Unit Manager:				
The Complaint:							
Method of Complaint	Phone	Fax/ E-Mail	Letter	Visit	EHO	TSO	Other
Customer Name: Address: Telephone Number:				Product: Brand Name: Pack Details: Date Stamp: Code Number: Delivery Date: (If possible)			

THE COMPLAINT							
Function Type	Breakfast	Lunch	Dinner	Function	Other	Date/Time Occurred	

Allegation of Food Poisoning		Foreign Material in Food	Quality Other Complaint
Number of Persons involved		Type of Object:	Describe Complaint:
Time/Date Onset		Location Now:	
Foods			

Symptoms		Food Served		Food Served
Diarrhoea				
Vomiting				
Stomach Pains		Supplier:		
Fever				
Other (Specify)		Telephone Number		
Duration Time		Date Supplied		
Samples?	YES/NO	Is EHO or Doctor Involved?		Yes/No

Notes

i. All food complaints must be reported.
ii. Record as much information as possible.
iii. Keep sample of food if practicable in freezer.

Abbreviations: EHO - Environmental Health officer
TSO – Trading Standards Officer

Name……..……...Signature…….…….Date……

Birmingham Newman University

TM1 Form

Newman University	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday		Week commencing:
Fridge and freezer temperature monitoring - include all units															**Fridges 5°C or below, Freezers – 15°C or below** **AM checks** – record display temperature reading of all equipment. Fridges must be below 5°C and freezers below -15°C. If outside these temperatures check that the door has not been left open and check again in 30 minutes. If still outside temperature probe a food item in the unit. Corrective action must be recorded if temperatures are not achieved.
Customise to your equipment	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	
Milk Fridge															
Call Order Fridge															
Walk in Fridge															
Freezer A															
Freezer B															
Freezer C															
Freezer D															
Freezer E															
Walk in Freezer															
Cold well temperature records															**CCP – food must be 8°C or below** To be recorded approximately 1 hour after placing food in the coldwell. Place sanitized probe in the centre of high risk food item.
	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday		
Item probed	Item	Temp	Item	Temp	Item	Temp	Item	Temp	Item	Temp	Item	Temp	Item	Temp	
Between 8am-10am															
Between 1-3pm															
Hot hold temperature records															**CCP – food must be held at 63°C or above** Food heated to 75°C or above and placed in pre-heated bain marie. Food to be probed approximately 1 hour after placing in the bain marie
Item probed	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	
Corrective action															Record any corrective action taken
Day/date			**Problem**				**Action taken**						**Initial**		

Review Date: March 2027

Issue 2/ March 2024

Birmingham Newman University

TM1 Cont. (2018/19)

Core cook temperature checks

Item probed	Monday AM	Monday PM	Item Probed	Tuesday AM	Tuesday PM	Item Probed	Wednesday AM	Wednesday PM	Item Probed	Thursday AM	Thursday PM	Item Probed	Friday AM	Friday PM	Item Probed	Saturday AM	Saturday PM	Item Probed	Sunday AM	Sunday PM

CCP – Food must reach a core temperature of 75˚C or above

Use a sanitized probe thermometer to probe random high risk food items during service.

Cook Chill

Day/date	Food	Final cook temp	At time	Final chill temp	At time	Checked by

Final cooking temperature must exceed 75˚C, record temp and time.

CCP –Food must be chillled to below 5˚C and placed in the fridge within 2 hours

Corrective action

Day/date	Problem	Action taken		Initial

Record corrective action taken when critical temperatures are not achieved.

Blast Chill

Day/date	Food	Final cook	At time	Final chill	At time	Checked by

Final cooking temperature must exceed 75°C, record temp and time.

CCP -Food must be chillled to below 5°C and placed in the fridge within 2 hours

Birmingham Newman University

Compliance Checklist 2018/2019

	Week commencing:							
AM WALKAROUND TO BE COMPLETED BEFORE 8AM								
FRONTLINE	**M**	**T**	**W**	**T**	**F**	**S**	**S**	
Hot water available with sensisept & blue roll in all dispensers								Comments:
All fridges checked for correct dates, food covered, no cracked containers								
Working probes - 2 raw & 2 ready to eat								
Colour coded boards, knives and tongs set up								
Oven gloves/cloths available								
All chefs in correct uniform								
All filters clean and in place								
Lids kept on frontline chill wells								
Gas on burners burning blue								
TM1 fridge/freezer temperatures completed								
POTWASH								
Machine working with hot water available								Comments:
Correct chemicals in use with good supply								
PPE available and clean								
BOH								
All fridges checked for correct dates, food covered, no cracked containers								Comments:
Chemical storage clean and tidy								
All wash hand basins fully stocked and hot water checked								
AM MANAGER INITIAL								
MID SHIFT WALKAROUND TO BE COMPLETED 10PM-2PM								
FRONTLINE	**M**	**T**	**W**	**T**	**F**	**S**	**S**	
TM1 /CC1 correctly completed and signed								Comments:
Evidence of clean as you go in use - work surfaces and floor								
Cold well lids in place depending on trade								
Gas on burners burning blue								
Fryer baskets elevated when not in use								
POTWASH								
No wet floors - mop if necessary								
Clean and tidy with correct chemicals in use								
No leaks								
BOH								
Ensure all deliveries are stored correctly and FIFO is in place								Comments:
Evidence of clean as you go in use - work surfaces and floor								
Glass stored correctly								
All wash hand basins fully stocked and hot water checked								
Raw meat/dirty veg prep area correctly used and stocked								
Fire exits clear and closed								
AM MANAGER INITIAL								

Compliance Checklist

PM WALKAROUND TO BE COMPLETED BEFORE YOU LEAVE								
FRONTLINE	**M**	**T**	**W**	**T**	**F**	**S**	**S**	
Date labelling correct, no out of date food								Comments:
All fridge seals clean and in good repair								
Cleaning schedules followed and signed								
Fryer lids on								
Chill wells emptied								
POTWASH								
All cleaning schedules followed and signed								Comments:
Machine deep cleaned and left open overnight								
Bin emptied and cleaned								
BOH								
All cleaning schedules followed and signed								Comments:
Defrost completed								
Changing rooms clean and tidy with dirty whites in storage bin								
PM MANAGER INITIAL								

Probe Calibration											
Month	Date	Raw probe		Probe:		Probe:		Probe:		Probe:	
		0°C	100°C	0°C	100°C	0°C	100°C	0°C	100°C	0°C	100°C
January											
February											
March											
April											
May											
June											
July											
August											
September											
October											
November											
December											

How to calibrate a probe thermometer

The following procedure should be followed when calibrating your probe thermometers:

1. All probes must be calibrated at the start of a month
2. Probes must be accurate to plus or minus 0.5°C.
3. To calibrate the probe to 0°C the probe should be placed in a container of ice with a small amount of cold water which has been well mixed so that it is all the same temperature. We know that this should be 0°C.
4. When calibrated to 0°C if the probe reads outside +0.5°C to -0.5°C then it is out of calibration.
5. To calibrate a probe to 100°C then the probe should be placed in a pan of water which is on a rolling boil. We know that this should be 100°C.
6. When calibrated to 100°C if the probe reads outside 99.5°C to 100.5°C then it is out of calibration.
7. Once completed the calibration temperatures should be recorded on the PC1 form.
8. Any probe which is not working correctly or is out of calibration must be taken out of use immediately.

		Week Commencing:					
All Food Contact surfaces to have a PRE-CLEAN with Ultra cleaner sanitiser or degreaser then a FINAL STAGE SANITISE with Ultra cleaner sanitise ensuring a 30 second contact time		Chemical & PPE	Monday	Tuesday	Wednesday	Thursday	Friday
Call Order (Completed by Late Shift Chef)	Fridge sanitised inside and out - gastronomes to potwash	Sanitiser					
	All food covered and dated						
	Microwaves sanitised inside and out - including handles	Sanitiser					
	Microwaves moved and cleaned underneath	Sanitiser					
	Hot counter cleared and sanitised (after cooling)	Sanitiser					
	ovens sanitised (cleaning programmes) - no pans left on top	Sanitiser					
	Solid top cooker cleaned down	Sanitiser					
	Panini press cleaned down and sanitised	Sanitiser					
	Soup kettle inner sent through potwash	Sanitiser					
	All containers in chest freezer covered						
	All under cook line sanitised	Sanitiser					
	All work tops sanitised	Sanitiser					
	Floor swept and mopped including under counters and equipment	Sanitiser					
	Pull out gastro fridge deep clean behind	Sanitiser					
Prep Section	Walk in fridge sanitised inside and out	Sanitiser					
	All food in walk in fridge covered and dated						
	Prep sinks sanitised	Sanitiser					
	all handwash sinks sanitised	Sanitiser					
	hand dryer cleaned	Sanitiser					
	walk in freezer cleaned inside and out	Sanitiser					
	touch points on fridges and freezers sanitised	Sanitiser					
	All under cook line storage sanitised	Sanitiser					
	all knives cleaned and put away safely	Sanitiser					
	All work tops sanitised including legs and sides	Sanitiser					
	wrap masters sanitised	Sanitiser					
	All Wheels deep cleaned	Sanitiser					
Pot wash	All plates/cutlery washed						
	Plates returned to stacked shelf						
	Cutlery organiser put through potwash						
	Pot wash drained, insides removed, everything sanitised	Sanitiser					
	All trolleys to be cleaned and sanitised (including wash up trolley)	Sanitiser					
	All work tops sanitised including sides and legs	Sanitiser					
	touch points sanitised	Sanitiser					
	Splashback wall sanitsed daily	Sanitiser					
	Potwash deep cleaned						
	All walls deep cleaned	sanitiser					
General	All bins emptied						
	BOH fridges and freezers pulled out - sweep and mop behind. Sanitise all	degreaser/					
	All prep station wheels & legs sanitised	sanitiser					
	Walk in fridge date checked, swept and mopped	degreaser/					
	Walk in freezer - no food on floor/debris free						
	All hand contact serfaces sanitised (Handles)	sanitiser					
	Walls deep cleaned methodologically						
	Deep fat fryers deep cleaned						
	wrap masters disassembled and deep cleaned	sanitiser					
	All bins deep cleaned						
	Pastry section and Mixing Machines Deep Cleaned						
	Changing rooms deep cleaned						
	Extractor filters cleaned						
	Blue roll and soap replenished at ALL hand wash facilities						
	All bin bags in outside bins, lids closed						
	Dirty chef whites in laundry bin/dirty bags						
	Manager Check						

Birmingham Newman University

Week Commencing:

Task	Equipment	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Check close down from previous night – what was not done?	N/A							
Turn Fridge Lights on and fill fridges if necessary	N/A							
Turn on the Glasswash and fill up detergent, rinse aid and salt if necessary	Glasswahser RA							
Get open juices and prep from cellar. Check stock is in date	M.H Risk							
Fill ice wells with ice	M.H Risk							
Remove spirit covers and keep in plastic container	N/A							
Check caddies are filled	N/A							
Check all equipment is in place.	M.H Risk							
Ensure all displays are to Brand standard, and extra availible	N/A							
Stock up backup shelves under bar - Juices/Purees/Consumables	Sanitiser, pink cloth							
Inform Manager of any out of stock or low stock items	N/A							

Birmingham Newman University

Week Commencing:

Bar Close Sheet

Task	Equipment	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Clean Bar Counter including under ledges	Sanitiser, Pink Cloth							
Clean BACK Bar counter including under ledges	Sanitiser, Pink Cloth							
Bar till wiped and de cluttered	Sanitiser, Pink Cloth							
All Spirit bottles to be wiped down and labels facing forward	Sanitiser, Pink Cloth, Day dots							
All Speed rails Cleaned inside and out	Sanitiser, Pink Cloth							
All Service trays to be clean each night	Sanitiser, Pink Cloth							
PDQ Machine Wiped down	Sanitiser, Pink Cloth							
All External Bar Tables and ledges cleaned and reset.	Sanitiser, Pink Cloth							
All Cocktail Equipment and Drip trays to go through Glasswash	Glasswash							
All Black rubber matting to be cleaned under warm water and dried	Sanitiser Warm water, Blue roll							
All Ice wells to be emptyed and cleaned thoroughly	Sanitiser, Pink Cloth							
Clean all Soda guns under hot water - do not soak overnight	Britvic kit							
Re-stock all spirits, wines, bottles & softs (FIFO) If you don't have stock, pull the items to the	Manual Handling.							
Empty all bins into correct external bins and take to bin storage container	Manual Handling.							
Glasswash to be drained and broken down then cleaned inside and out	Sanitiser, Pink Cloth, Glass and stainless steel							
Sweep and mop Bar (Deck Scrub 2 a week)	Degreaser, Mop, Deck brush							
Replenish under shelf storage (juices, purees, consumables)	Manual Handling.							
Cellar to be Cleared of any debris and left tidy & organised	Manual Handling.							

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Month:

Maint. Sheet

Cubed Ice Machine Cleaning Log	
Date:........................	Print Name:........................
Checked By:........................	Sign:........................

Cubed Ice Machine Cleaning Log	
Date:........................	Print Name:........................
Checked By:........................	Sign:........................

Cubed Ice Machine Cleaning Log	
Date:........................	Print Name:........................
Checked By:........................	Sign:........................

Cubed Ice Machine Cleaning Log	
Date:........................	Print Name:........................
Checked By:........................	Sign:........................

Maintenance & Fault Reporting

Date:	Issue:	Reported: (Y) (N)	Date Attended:	Corrected:	Initial:
Date:	Issue:	Reported: (Y) (N)	Date Attended:	Corrected:	Initial:
Date:	Issue:	Reported: (Y) (N)	Date Attended:	Corrected:	Initial:
Date:	Issue:	Reported: (Y) (N)	Date Attended:	Corrected:	Initial:
Date:	Issue:	Reported: (Y) (N)	Date Attended:	Corrected:	Initial:
Date:	Issue:	Reported: (Y) (N)	Date Attended:	Corrected:	Initial:
Date:	Issue:	Reported: (Y) (N)	Date Attended:	Corrected:	Initial:
Date:	Issue:	Reported: (Y) (N)	Date Attended:	Corrected:	Initial:
Date:	Issue:	Reported: (Y) (N)	Date Attended:	Corrected:	Initial:
Date:	Issue:	Reported: (Y) (N)	Date Attended:	Corrected:	Initial:
Date:	Issue:	Reported: (Y) (N)	Date Attended:	Corrected:	Initial:
Date:	Issue:	Reported: (Y) (N)	Date Attended:	Corrected:	Initial:

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Week Commencing

Deep Cleaning Jobs

Task	Frequency	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Speed pourers deep cleaned	Once a week							
Deep clean all bins, inside and out	Once a week							
Clean Mirrors & Back bar bottles and displays	Once every 2 weeks							
Post mix machine deep cleaned (pipes wiped over nozzles cleaned	Once every 2 weeks							
All fridges to be deep cleaned, Seals, behind, vents inside	Once a week							
Ice machine to be deep cleaned (Maint. Sheet to be filled in)	Once a week							
All undershelves deep cleaned, removed and clean behind	Once a week							
All spirit shelves to be deep cleaned	Once a week							
all around glasswash to be deep cleaned	Once a week							
Cellar Floor to be swept and mopped	Once a week							
Cellar walls to be cleaned	Once a month							
All cellar shelved to be cleaned	Once a month							
All Paperwork printed for next week	Once a week	[redacted]						
All Paperwork Filed away correctly	Once a week							

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Weekly Wastage Record

DATE	PRODUCT WASTED	REASON FOR WASTAGE	INITIAL

Food and Beverage Department

Sustainable Food Policy

The quality, nutritional value and sustainability of food has an increasingly high public profile and will become one of the factors by which students and staff exercise choice when selecting their food providers. Healthier, more sustainable food at Birmingham Newman University may help to encourage positive lifestyle changes outside the University for both students and staff, leading to a positive impact on health and well-being, as well as on our environment.

Why is sustainable food important?

Sustainable development can be defined as 'development that meets the needs of the present without compromising the ability of future generations to meet their own needs', Sustainable Development Commission (SDC).

The economy, the environment and society are inextricably linked: activity in one area will cause an impact in another, either positively or negatively. The impact of greenhouse gases on the climate shows that there are environmental limits to economic growth, and economic activity that exceeds these limits is clearly unsustainable.

By paying attention to sustainable development, we can begin to balance the impacts of economic activity with its effect upon society and the environment. The provision of food has a complex relationship with health and the environment, and universities have a significant opportunity to create benefits for their students and staff.

There is no single agreed definition of sustainable food, but the following details the key areas of concern which the University wants to address as part of a sustainable food strategy: Sustain defines sustainable food as food that should be produced, processed and traded in ways that:

- contribute to thriving local economies and sustainable livelihoods – both in the UK and in producer countries
- protect the diversity of both plants and animals (and the welfare of farmed and wild species)
- avoid damaging natural resources and avoid contributing to climate change
- provide social benefits, such as good quality food, safe and healthy products, and educational opportunities.

The SDC describes sustainable food as food and drink that:

- is safe, healthy and nutritious, for consumers in shops, restaurants, schools, Universities etc
- provides a viable livelihood for farmers, processors and retailers, whose employees enjoy a safe and hygienic working environment whether in the UK or overseas
- respects biophysical and environmental limits in its production and processing, while reducing energy consumption and improving the wider environment
- respects the highest standards of animal health and welfare, compatible with the production of affordable food for all sectors of society
- supports rural economies and the diversity of rural culture, in particular through an emphasis on local products that keep food miles to a minimum

What Birmingham Newman University is doing

Our menus are prepared daily using fresh ingredients by our chefs on site. We do not source cook chill products or ready meals. Our suppliers are nominated and regulated through our membership of TUCO (The University Caterer's organisation).

- Recycling stations in Food Court and Atrium Café for plastics and paper.
- All waste oil is collected and disposed of in an approved manner and converted into bio diesel.
- Cardboard from delivery packaging is all recycled.

In our procurement we:

- Make decisions based on a balance between economic, social and environmental factors to achieve best value for money.
- Encourage procurement to take account of whole life costs where applicable to ensure sustainability and minimise impact on the environment.
- Set specifications for products and services which include sustainable, renewable and recycled resources and processes and consider the end of life options to ensure minimal impact on the environment.
- Comply with legislation relating to sustainability and the environment.
- Encourage best practise in procurement.
- Work with suppliers to encourage better processes and improvements to the supply chain and the products and services supplied.
- Maintain our Fair-trade Accreditation and seek to increase Fair-trade and other ethically traded products and services. Also support Fair-trade Fortnight and other initiatives.
- Seasonally available ingredients will be used where possible, to minimise energy used in food production, transport and storage.
- Encourage Small and Medium Enterprises (SME`s), local and regional suppliers to bid for supply agreements.
- Communicate this policy to the Birmingham Newman University staff and students.
- Review this policy on a regular basis to ensure continual improvement.

Training

To achieve improvements in the sustainability of food at Birmingham Newman University, training is provided involving, managers, procurement staff, and front-of-house staff. For caterers and managers, training focuses on how high quality fresh food can be prepared, served and ultimately disposed of, to maximise health and sustainability benefits. For front-of house staff, training covers the information that students, staff, and visitors may need to choose high quality, sustainable food.

Newman University Food Allergy Policy

1. BACKGROUND

What is a food allergy?

Food allergies affect the body's immune system. The body reacts to certain allergens in food by producing antibodies which can cause immediate and sometimes severe symptoms, such as: itching or strange metallic taste in the mouth, swelling of the throat and tongue; difficulty in swallowing or speaking; abdominal cramps, nausea and vomiting; skin hives (nettle rash) anywhere on the body. In most extreme cases, difficulties in breathing and a severe fall in blood pressure (anaphylactic shock) can prove fatal.

What is a food intolerance?

This does not involve the immune system in the same way and is not usually as severe as a food allergy. Symptoms usually take longer to appear and may include headaches, fatigue and digestive problems.
Food intolerance is harder to diagnose than a food allergy. The person with a known allergen trigger may know what food ingredient will provoke a reaction. However, they may well have eaten this food or a specific dish previously and had no adverse reaction.

Coeliac Disease

Coeliac disease is a lifelong autoimmune disease caused by a reaction to gluten. 1 in 100 people have the condition
Symptoms include bloating, diarrhoea, nausea, wind, constipation, tiredness, sudden or unexpected weight loss, hair loss and anaemia.

Who is at risk?

Anybody can develop a food allergen or intolerance at any time in their life, irrespective of whether they have consumed the food previously. A person with an allergy is at risk even if they consume a small amount of the food allergen.

Food allergies and intolerances are life changing. In the UK, they affect around 8% of children and 2% of adults. In December 2014, the law on how allergen information is provided by food businesses changed to make it easier when buying food or eating out with an allergy or intolerance.

Students and young people living away from home are a vulnerable group who may be at higher risk if they have allergies. This is due to a number of factors that are associated with learning to look after themselves in a new environment and, in addition, possibly not wanting to appear different from their peer group. It is because of this high-risk group that the Catering Department will provide as much information as possible to any customers with food allergens or intolerance.

2. POLICY & STATEMENT

Newman University Catering Department is committed to reducing the risk to students, staff and visitors with regard to the provision of food and the consumption of allergens in food, which could lead to an allergic reaction.

This policy will be available on the Newman University website and reviewed annually.

Newman University Catering Department is unable to guarantee a completely allergen free environment. However, we will aim to minimise the risk of exposure, encourage self-responsibility and plan for effective response to possible emergencies.

3. OBJECTIVES OF THIS POLICY

To promote food allergen awareness to staff, students and visitors at Newman University.
To provide clear guidance to all catering staff on their responsibilities for the provision of food to anyone using the catering facilities who may have a food allergy, food intolerance or coeliac disease.

To ensure that relevant food allergy training and food hygiene training are provided for all catering staff.
To ensure appropriate information and support is available for catering staff and customers.

4. ALLERGY LABELLING LEGISLATION AND REQUIREMENTS

The In-House Catering Service acknowledges the important role played by its catering services and is fully committed to complying with the following legislation:

- **European Directives 2003/89/EC,**
- **European Directives 2006/142/EC,**
- **Food Information for Consumers Regulations (EU FIC) No. 1169/2011,**
- **Food Information Regulations 2014 (SI 2014/1855),**
- **UK Food Information (Amendments) Regulation 2019, (Natasha's Law)**

4.1 THE LEGISLATION

European Directives 2003/89/EC and 2006/142/EC

Labelling rules in **European Directives 2003/89/EC and 2006/142/EC** ensure that all consumers are given **comprehensive ingredient listing information** and make it easier for people with food allergies to identify ingredients they need to avoid.

Food Information for Consumers Regulations (EU FIC) No. 1169/2011 &

Food Information Regulations 2014 (SI 2014/1855)

'*Sets out the general requirements for information to be provided by food business operators, so that consumers have the information they need to make informed, safe and healthy food choices*' **Food Standards Agency**

Following implementation of the **Food Information for Consumers Regulation (EU) No. 1169/2011, allergen labelling rules changed in December 2014.** The regulation, which was published in October 2011 and built on existing allergen labelling provisions for prepacked foods and introduced a requirement for allergen information to be provided for foods sold **non-packed or prepacked for direct sale.**

UK Food Information (Amendments) Regulation 2019, (Natasha's Law) Legislation was amended by the government in September 2019 & will apply to all food prepared & packed for future sale from 1st October 2021 and will make it a **legal** requirement for all **food** retailers and operators to display full ingredient and allergen labelling **information** on every **food** item they sell **'pre-packed for direct sale'. (PPDS)**

4.2 OUTLINE OF THE REQUIREMENTS

Food Information for Consumers Regulations (EU FIC) No. 1169/2011 &

Food Information Regulations 2014 (SI 2014/1855)

From **13th December 2014** it became mandatory for food business operators **to inform customers of the 14 key allergens that are in their food.** These are detailed in ***Figure 1 – page 5.***

This is **any** food you sell and includes **pre-packaged and homemade foods**.

4.2.1 Pre-packaged

The labels on **pre-packaged** changed to enable you to identify the allergens more easily. Examples are included in ***Figure 2 – page 7.***

Pre-packaged products refer to any food put into packaging before being placed on sale:

Food is prepacked when it:

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

Prepacked foods must have an ingredients list present on the packaging

Allergens must be emphasised each time they appear on the ingredients list

4.2.2 Homemade Foods

This communication for homemade foods can be verbal or written on the menus. However, it is communicated it must be-

- **Accurate**
- **Consistent**
- **Verifiable**

UK Food Information (Amendments) Regulation 2019, (Natasha's Law)

From October 2021, food pre-packed for direct sale (PPDS) **must list all ingredients on food labels of individual products.**

4.2.3 Prepacked Foods for Direct Sale' (PPDS)

PPDS depends on whether, where and when it is packed in relation to the point it is offered for sale

These include:

- Foods packed on the same premises/site from which they are being sold
- Any food that is in the packaging **before it is ordered or selected**

Labelling requirements

PPDS food will have to clearly display the following information on the packaging:

- the **name of the food**
- **full ingredients list**- In descending weight order
- with **allergenic ingredients emphasised every time they appear in the list**
- Composite ingredients – expanded within brackets
- Use an **allergy advice statement** on the product label to explain how allergens are emphasised within the ingredients list (for example in **bold**, *italics* or a different colour)

All written mandatory allergenic information should be:

- easily visible
- clearly legible
- not obscured in any way e.g., not hidden under a flap or across a fold or crease
- Indelible (cannot be erased)

5. COMMON FOOD ALLERGENS

There are currently 14 allergens, which must be clearly stated if they are present in the food on offer. People may report allergies to other foods not on the below list. Most common in the UK are kiwi, peas, other legumes (beans etc.), other seeds and other fruits and vegetables. In some cases, people only need to avoid these when raw and can have them cooked.

Figure 1 - Common Food Allergens

6. RESPONSIBILITIES

The Head of Catering along with the Head Chef are responsible for ensuring all food provided by the Catering Department has the relevant allergy information available on the recipe stock system.

The Head Chef will ensure that all recipes and associated allergen information is accurate and up to date on the recipe stock system.

The Head Chef and the Catering Managers will ensure that allergen information is available for all 'Common Food Allergens' listed above. This information is readily available and up to date on Symphony.

7. STAFF TRAINING

All chefs must also attend the following mandatory courses:

- Food Hygiene Certificate
- Level 2 Food Safety
- Food allergy awareness training (delivered internally or externally)

The Food & Beverage Catering Assistants must attend the following mandatory courses:

- Basic Food Hygiene Certificate
- Food allergy awareness training (delivered internally or externally)

All training records will be maintained by each manager and stored in a shared training file which will be regularly updated.

Casual and agency service staff must be trained on food allergy awareness by the agency and/or complete an online allergy awareness course.

8. PROCEDURES

The following management process has been introduced to ensure that customers are given **Accurate, Consistent and Verifiable** information.

8.1 PROCUREMENT

Suppliers

The Catering Department uses reputable suppliers (Please refer to the **department's Food Safety Policy**)

All suppliers are required to comply with the legislation.

Change in ingredients / supplier

If any of the ingredients change (not available, replaced) or a supplier is changed, then the menus and production sheets must be updated to reflect any changes.

8.2 DELIVERIES

Pre-packaged bought in products All deliveries are checked to ensure that they are labelled with the

contents and required allergy information. ***Figure 2 – page 7*** below gives an example of the label requirements.

Manufacturers are required to highlight any of the key allergens that appear in their food. This may by highlighting the allergen in **bold,** underlined or in other ways that make these easy to identify.

The allergen information must also be in one place only, ie in the main ingredients, list and no longer in an allergen 'box'.

Allergy labelling

Accepting or Rejecting

If the information is not available, the person taking delivery will reject the product and inform either the Head Chef, Deputy or Head of Catering.

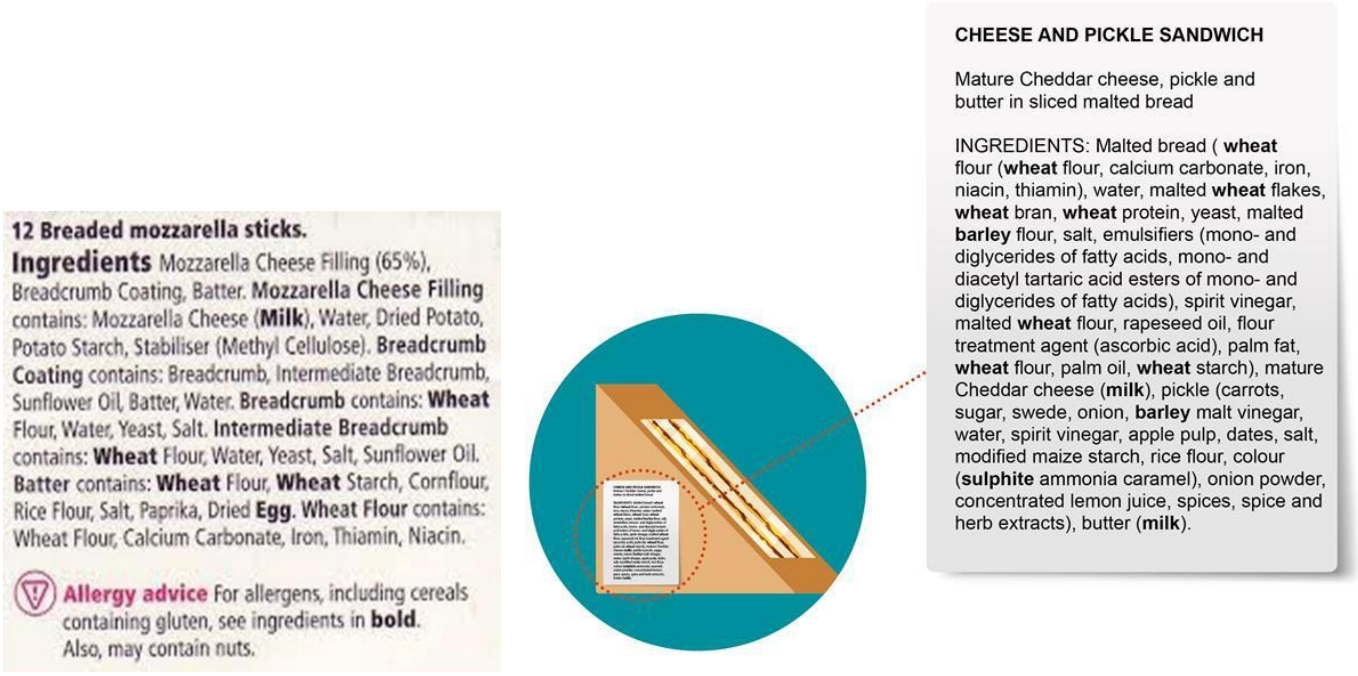
Products can only be used if they have the correct labelling. **It is a criminal offence for a supplier not to supply this information.**

Decanting

Where possible all ingredients should remain in their original packaging with allergen information attached.

If goods are decanted the information is transferred to an allergy label. (See ***Figure 3***) which is affixed to the container or outer packaging.

Figure 2- Required label examples to meet labelling requirements



8.3 KITCHEN PREPARATION

The key to the policy and process is that the person preparing any food item for sale must accurately record all of the ingredients they include in a dish.

- All dishes that are produced in house will be from standard ingredients from approved suppliers. Any ingredient changes/supplier changes affecting standard ingredients will be detailed on the allergen label.
- Where allergenic ingredients are packaged openly/loosely, they are stored separately to reduce the risk of contamination.
- Equipment/utensils used in the preparation of food for people with a food allergy are cleaned according to standard procedures (see HACCP manual) which under normal circumstances should be sufficient.
- All foods which are prepared for special diets must be prepared in an area which is sanitised and free from cross contamination. Separate colour coded chopping boards and equipment will be used for this purpose.
- **Regularly wash hands,** particularly between use of allergenic and non-allergenic ingredients.
- **Wear a disposable apron** when preparing allergenic ingredients and dispose of after each use. When cooking food for customers with a food allergy or intolerance this must be prepared before any other food to avoid cross contamination. The area must be thoroughly cleaned before preparation of food before and after use. The food once prepared must be stored with cling film and labelled as required.
- Where dishes contain any of the 14 allergens this must be clearly identified to the customers. The Chef must provide a pre-service brief to all front of house staff prior to the lunchtime service. This will include menu familiarisation and information relating to menu items containing allergens. Further information will be available in the Chef's file.
- We do not use latex products in any of our kitchens or food outlets. All disposable gloves are latex free and powder free.
- **Risk of cross contamination within the fryer- Chips are fried separately.** There is considerable risk of cross contamination of allergens within the fryers.To avoid allergens being transferred via the cooking process to chips, two of the four friers will be designated for use for chips only and the other two used for all other products including the 14 allergen products. This allows for accurate information to be available to customers regarding the cross-contamination risk for deep fried produce. A notice will be displayed in the servery informing customers that: Deep fried food - Allergy advice' *There is a risk of allergenic cross contamination within the frying process, and we use two of the friers specifically for the 14 allergens. Please speak to a member of staff if you have any allergies. The chips are fried in a separate frier to the 14 allergens, meat and fish products.'*
- **Avoiding Allergens:** Where possible if an allergen is not vital to a dish and its omission will not affect the integrity of the dish then it will not be used - i.e. Worcestershire sauce, mustard, etc. when producing the recipes, the Head Chef will consider this.
- **Single Ingredients Items:** Where the product is a single ingredient product - eggs, milk, cheese, etc and the title of the product is obvious and indicates the allergen, these do not need to be labelled as the item is a sufficient description. However, if this is unclear- latte/ cappuccino (milk) tahini (sesame) edamame beans (soya) etc, these should be labelled.

8.3.1 Labelling requirements - In house PPDS

From October 1st 2021, the law has now been extended to include products **made on the premises as well as 'bought in.' If food is wrapped / package for direct sale, (PPDS)** then the law applies.

PPDS - **Any food that is in the packaging before it is ordered or selected.**

PPDS requires labelling Including the following information:

- **Full ingredients** on a (in weight order- descending)
- Allergies must be **bold**/ *highlighted* or **underlined**
- **Allergies must be identified every time they appear in the ingredients list**
- **Use an allergy advice statement** on the product label to explain how allergens are emphasised within the ingredients list

All written mandatory allergenic information must be:

- **Easily visible**
- **Clearly legible**
- **Not obscured in any** way e.g. not hidden under a flap or across a fold or crease
- **Indelible** (cannot be erased)
- **A minimum size font- see Figure 3 below**

Figure 3 – Font Sizing for Allergenic Information Labels

- **A minimum font size** where the x-height is **1.2mm** or more should be used **where labelling surface is 80cm2 or more**
- **A minimum font size** where the x-height is **0.9mm** or more should be used **where the labelling surface is less than 80cm2**
- **Where the food packaging or container's largest surface area is less than 10cm2 (e.g. a single portion sachet of sauce),** the **ingredients list can be omitted** provided that the ingredients information is provided by other means or made available at the consumer's request. In such cases, the **presence of any of the 14 Allergens must be indicated by the word 'contains…' followed by the name of substance or product (e.g. Contains: celery, fish)**

The in-house service labelling process applies only to the following PPDS products at present.

- **Baguettes**
- **Sandwiches**
- **Cheese pots**
- **Tuna pots**
- **Home made cakes and tray bakes**

Bought in cakes and tray bakes will be served open under cloches and not within packaging or will be bought in prepacked.

Hot food will be served without packaging and either served to customers or self-served, with customers putting into containers themselves.

The catering service will print the labels and they have set up the label format to ensure legal compliance in line with the requirements detailed above. These labels will be produced in advance and batches stored in the catering management office.

Figure 4 – Example Labels

Bistro 32
Cheese Salad
Baguette £3.50

Ingredients: **Wheat Gluten**, Cheese, **Milk**, yeast, salt, plant oils, lettuce, cucumber, tomato, (sunflower, rapeseed, palm, linseed)
May Contain traces of **Sesame & Egg**

Bistro 32
Ham Salad
Baguette £3.50

Ingredients: **Wheat Gluten**, Ham, yeast, tomato, cucumber, lettuce salt, plant oils (sunflower, rapeseed, palm, linseed)
May Contain traces of **Sesame & Egg**

Bistro 32
Vanilla Short Bread
sugar, **(flour gluten)** vanilla, baking powder, **butter(milk)**

Bistro 32
Chocolate Fudge Cake
sugar, **(Wheat flour gluten)** Calcium carbonate, iron, cocoa powder, rice starch, niacin, thiamin,
butter(milk), rapeseed oil, pasteurised **egg, soya**, polyglycerol, esters of fatty acids: whey powder, **milk** powder, guar gum

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8.3.2 Preparation for future service and re-use of food:

Where food is prepared for future service or following service and there is food to be stored for future service, it is vital that it is labelled to ensure it can be identified. This is vital for the identification of allergens. **If there is no identification label, then the product must not be used.**

Blast Chilling

When preparation for future service involves blast chilling, the blast chiller form on the front of the chiller is completed **with the date and name of the dish**. This allows for the product to be identified and labelled with the allergens it contains when it is removed from the chiller for further storage.

Refrigeration & Freezing

For products that are to be refrigerated or frozen and not for immediate consumption these are stored in a refrigerator or freezer. **These are labelled with the Allergy sticker (Figure 3) that contains details of all the allergens. This label must include the date of production, product name and all relevant allergies must be ticked. Care must be taken when copying the allergy information from the allergy production sheet to the label.**

The example label to be used can be observed in ***Fig 5*** below.

Figure 5 - The food storage label

8.4 FOOD SERVICE & COMMUNICATION

It is vital prior to any service that all staff are fully aware of what the food they are serving contains.

Communication must be **accurate, consistent & verifiable**

8.4.1 Pre-service Brief

- All front of house staff must be available for the pre-service brief.
- The staff must be aware of any dishes which contain allergens and if in doubt must check with the Chef or Duty Manager if a customer has requested further information on the presence of allergens.
- If there is an event, the Hospitality Duty Manager or equivalent must provide a pre-service brief to the front of house staff to inform them of the menu and its content. If there are specific dietary requirements from the guests then it must be absolutely clear which items have been prepared for their meal.

8.4.2 Cafeteria Service

Servery notices

There are notices throughout the servery informing customers to ask a member of staff if they require allergy information- '***Please speak to a member of the catering staff if you require any allergy information'***

Daily Menus/ Served Food

Every day the Head Chef prepared the menus for all hot and cold menu items and records the allergens on the menu board in purple text to denote allergens for customers to consult.

Customers may also ask about Allergy information (including 'may contain' ingredients).

Self Service Pre-packed & PPDS

Pre-packed & PPDS products will be labelled on their packaging, by either the manufacturer or the 'in-house' team, in line with the requirements in ***section 8.3.1 'Labelling requirements - In house PPDS'.***

Self Service open food

Where products are not pre-packaged/PPDS and customers put the products into the packaging themselves after selecting – i.e hot snack foods, soup, salad bar allergen information will be positioned next to them on a sign in a prominent place - i.e., Soup station, hot counter & salad bar.

Single ingredient items

Where the product is a single ingredient product such as eggs, milk, cheese, etc and the title of the product is obvious and indicates the allergen, these do not need to be labelled as the item is a sufficient description.

However, if this is unclear with items such as latte/ cappuccino (milk) edamame beans (soya) etc., they should be labelled.

Risk of Cross Contamination servery notices

Servery notices will be displayed explaining that there is a risk of cross contamination in this area and to avoid if you have an allergy. They will say '***Because of the diverse nature of our business there is a risk of cross contamination of allergens between foods. If you have a particular allergy, please speaks to us and we will advise you of the specific risks.'***

Separate utensils must be used during service to avoid cross-contamination of allergens during service.

8.4.3 Buffets Service

There are notices on the buffet table informing customers to ask a member of staff if they require allergy information- '***Please speak to a member of the catering staff if you require any allergy information'***

In addition, there is a notice which states '***Due to the diverse nature of our business and that of our food suppliers there is a risk of allergy cross contamination. Please speak to a member of staff if you have any concerns.'***

Serving staff are briefed with the allergen content when serving so if asked by a customer they can inform them of any allergens All staff are informed to speak to the supervisors if a customer asks them about allergies/allergens.

The supervisor will then discuss the menu with the enquiring customer and explain what food they can have. The supervisor will have a copy of the menu, detailing the allergens, with them during service.

8.4.4 Tea and Coffee Service

For tea and coffee service -

- Biscuits served are a pre-packed product with the allergen content of the packaging

8.4.5 Vending

Confectionery, Cold Drinks and Snacks

Pre-packed & PPDS vending products will be labelled on their packaging, by either the manufacturer or the 'in-house' team, in line with the requirements in ***section 8.3.1 'Labelling requirements - In house PPDS'.***

As the allergy information is on the individual packaging, the customer is required to purchase prior to being able to read this information. Therefore, a notice is displayed on each machine saying ***'Allergy Information - if after purchase you are allergic to one or more of the ingredients- please bring the product to us for a refund'.***

8.4.6 Further/ Other Communication

- Catering staff and managers are encouraged to communicate with customers who have specific dietary requirements and to help them to find a suitable product, which is safe for them to eat.
- If customers need further information, they are encouraged to meet with the Catering Managers to identify any specific requests.
- Before students arrive at the University, the information they are sent includes asking them whether they have any food allergies or food intolerances. This asks them to contact the Catering Manager/Head Chef via email to discuss what the catering department can do to assist.
  Allergies are clearly labelled on menus and packaging and the team are always happy to help with any reasonable requests or dietary requirements.

8.5 ALLERGEN CHAMPIONS

In order to ensure that there are people in the department who have a greater understanding of Allergens and the requirements of the legislation the University are committed to training at least two individuals on each shift, including weekends.

This will ensure that chefs, service staff and customers have someone available during every service for assistance and advice

The following are the allergen champions for the catering department:

- Ahron Asghar.....
- Nigel Albutt.....
- Richard Pearson.....
- Christina Elliot.....
- Corrine Cowie.....

Records

Allergen Menu information is kept for 3 months.

Appendix 1- Training Document

Food Allergies Policy

Training Document and Information

I …….. have received, read and understood the attached Food Allergies Policy.

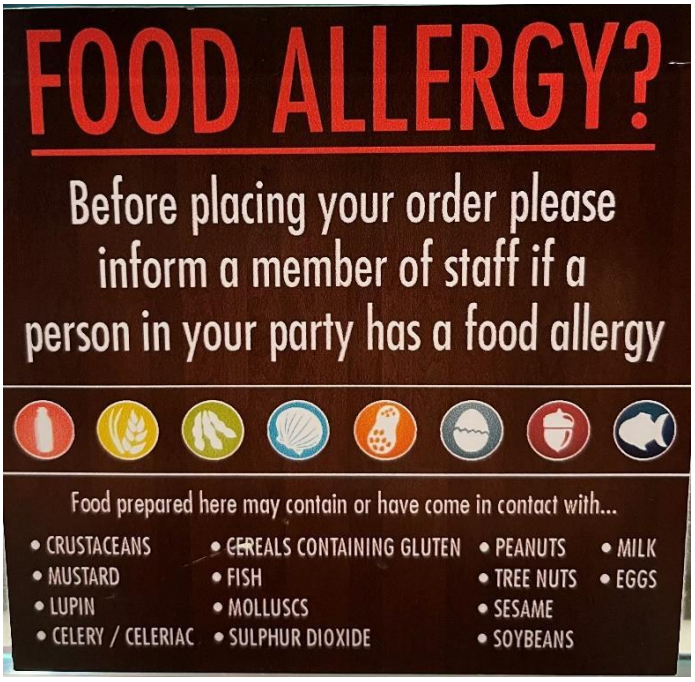
I have a copy for my own information for referral.

Signed ……

Supervisor/Manager's signature……

Date ……

Appendix 2 – allergy signs



Appendix 3 - Anaphylaxis

Actions in the event of someone suffering a severe allergic reaction

Immediate action is vital.

If an allergic person becomes ill, it is likely that person – or someone with them – will state that they are suffering an allergic reaction. They may use the word ***"ANAPHYLAXIS".***

Immediately send someone to dial 999 giving the following information:

"**This is an emergency. A customer has collapsed and we believe they are suffering from anaphylaxis**". (Pronounced Ana-fill-axis).

Speak clearly so that the ambulance crew will know exactly where to come.

The security Lodge should be contacted immediately after the 999 phone call. The security Lodge will stand at the University entrance to direct the ambulance crew to the patient.

Request the assistance of a First Aider until the ambulance crew arrive.

Keep calm and make the patient feel comfortable.

All staff trained in First Aid will know what to do if someone suffers from anaphylaxis.
Note: Severe reactions can take place within a few minutes and in very extreme cases where prompt treatment is not sought – can be fatal.

If a protocol is in place for the person then this will be followed.