University of BRISTOL

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CAMPUS DIVISION

Food Safety Policy and Guidance

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9.0	Annual Update and Updated PPDS Legislation	31/08/2024	Rob Smith	31/08/2025
10.0	Updated Food storage guidelines	10/02/2025	Rob Smith	31/08/2025

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1 1. Overview

1.1 Purpose

1.1.1 The Food Safety Policy outlines the mandatory requirements for all University catering units and serves as a best practice guide for external caterers and third parties providing services on university premises. This policy is grounded in the relevant legal requirements, as detailed in the legislation listed below.

1.1.2 The policy includes a Hazard Analysis and Critical Control Points (HACCP) document, found in Appendix 6.1. Some catering units may face additional hazards and critical control points, necessitating enhanced monitoring procedures, which are incorporated into their specific HACCP plans. This ensures consistency, as all staff members are expected to be adaptable across different units.

1.1.3 The University is committed to maintaining high standards of food safety and hygiene. This policy mandates that all food provided within or by the University, including that from approved third-party suppliers and external caterers, must adhere to the highest safety standards. Compliance with all relevant food safety and hygiene legislation, industry best practices, and guidance is required.

1.2 Scope

1.2.1 This policy and its associated guidance establish the framework for food preparation and supply on university premises. It covers in-house catering operations, third-party services, and catering at events, seminars, and weddings.

1.2.2 Only approved third-party catering suppliers are authorized to provide food and beverages on university property. Purchasers must ensure they do not procure from non-approved suppliers. The University expects these approved suppliers to uphold equivalent standards of food safety and hygiene.

1.2.3 This policy does not apply to food brought onto university premises for personal consumption, including by residents in self-catering accommodations or food purchased and prepared by the residents themselves.

2 Definitions

Clause	Term	Meaning
2.1	HACCP	Hazard Analysis and Critical Control Points; a food safety management system.
2.2	CCP	Critical Control Point: a point in the process where control is critical to ensure the safety of the product.
2.3	PRP	Prerequisite Programme: a generic food safety control that applies at several points in the process.

3 Approval Authority

3.1 Head of Catering

4 Policy Statement

4.1 Responsibilities

4.1.1 Director of Campus Operations

4.1.1.1 The Director of Campus Operations holds the following responsibilities:

- **Contract Compliance:** Ensuring that all contracts include a clause requiring lessees to adhere to the University's Food Safety Policy.
- **Resource Allocation:** Securing the necessary financial resources, both capital and operational, to ensure full compliance with this policy.

4.1.2 Head of Catering

4.1.2.1 The Head of Catering is responsible for:

- **Strategic Advisory Role**: Advising the Director of Campus Operations, the Registrar, and the Vice-Chancellor on catering-related issues, including external caterers, potential risks to the University, and the evaluation of requests for new service establishments.
- **Legal Compliance:** Ensuring the University's adherence to relevant legal requirements, particularly in specialist areas, and advising the University on legislative compliance.
- **Policy Enforcement:** Ensuring that the Campus Division Catering Department, as well as all Schools, Sections, and University properties with catering outlets, use only authorized external caterers and fully comply with this policy.
- **Management Oversight:** Ensuring that senior managers within the Department implement and adhere to this policy by establishing and maintaining robust monitoring and control systems.
- **Local Authority Registration:** Registering any new or modified University catering premises with the Local Authority.
- **Framework Development:** Developing, implementing, and regularly reviewing the University's frameworks for food safety, HACCP, health and safety, healthy eating, sustainability, and ethical practices, aligning them with the department's strategic objectives.
- **Policy Implementation:** Ensuring the implementation of the Campus Division Catering Department's Food Safety Policy and guidance within all catering outlets.
- **Audit and Compliance:** Regularly auditing catering premises to ensure compliance with policies and collaborating with Safety & Health Services on related matters.
- **External Caterer Audits:** Auditing authorized external caterers and providing them with guidance on food safety and health and safety requirements. Ensuring these caterers comply with all relevant legislation and hold public liability insurance at the level required by the University.
- **Supplier Compliance:** Ensuring all suppliers comply with this policy by incorporating its requirements into all tender documents.
- **Collaboration with Procurement:** Working closely with Procurement to select and manage nominated suppliers for catering operations.

4.1.3 Operational Managers

4.1.3.1

Catering Area	Manager
Halls: Churchill, Wills, Badock Hall, Clifton Hill House and Hiatt Baker Bar.	Halls Cluster Manager
Retail: Balloon Bar, Beacon House, Bio Med, Chemistry, Dental, Hiatt Baker, Langford, MVB, Priory Road and Queens Café's	Retail Cluster Manager
Senate House Marketplace: Senate House food court and Beckford Bar	Unit Manager
Events: Events, Coombe Dingle Complex and Source on the Go	Conference and Events Manager

4.1.3.2 Relevant Managers are responsible for:

- **Policy Implementation:** Ensuring that the Campus Division Catering Department Food Safety Policy and the Campus Division Health and Safety Policy, along with associated guidance, are fully implemented across the department.
- **Third-Party Compliance:** Ensuring all third-party suppliers comply with the University's Food Safety Policy.
- **Training and Monitoring:** Ensuring that all areas under their supervision follow the Policy and guidance notes through adequate staff training and the effective monitoring and management of control systems.
- **HACCP Adherence:** Ensuring strict adherence to the Hazard Analysis and Critical Control Point (HACCP) plan.
- **Staff Supervision:** Supervising new staff members to ensure they comply with the Food Safety Policy from the outset.
- **Compliance with Supply Standards:** Ensuring all foodstuffs and equipment are supplied in accordance with university policy.
- **Pest Control Management:** Overseeing the effectiveness of pest control operations and liaising with the Pest Control Contractor for advice when necessary.

4.1.3.2 Health & Safety Documents:

Document Access: All staff must be provided with the Safe Working Procedures document and the Staff Handbook. Staff within the Campus Division Catering Department can access these documents via SharePoint.

- https://uob.sharepoint.com/:w:/r/teams/grp-estatesqms/Catering%20supporting%20documentation/Catering%20Risk%20Assessments%20and%20Safe%20Working%20Procedures.docx?d=w272a0912deee43d1936800e027a9dc7b&csf=1&web=1&e=iIFfE2
-

• **Risk Assessment Availability:** Risk assessments must be readily accessible to all staff in both hard copy and electronic formats. Campus Division Catering Department staff can access these documents through SharePoint.

- https://uob.sharepoint.com/:w:/r/teams/grp-estatesqms/Catering%20supporting%20documentation/Catering%20Risk%20Assessments%20and%20Safe%20Working%20Procedures.docx?d=w272a0912deee43d1936800e027a9dc7b&csf=1&web=1&e=iIFfE2

• **Manager Confirmation and Document Maintenance:** Managers must sign off to confirm that these documents have been shared with their teams. The relevant manager is also responsible for keeping the risk assessments and appendices up to date.

4.1.4 Covid 19

4.1.4.1 We will follow government guidance and will review this regularly.

4.1.4.2 Link to Government Guidelines: https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-deliver https://www.gov.uk/government/publications/covid-19-guidance-for-food-businesses/guidance-for-food-businesses-on-coronavirus-covid-19

4.1.4.3 The Catering facilities available to customers at the university will change in line with the Covid alert level, which is available here: https://uob-my.sharepoint.com/:w:/g/personal/jy19589_bristol_ac_uk/EXGD4-RR7jVAgbLvtc2bDfgBl3CSHwZJGyQ8joy9BMVaSg?email=hrrcs%40bristol.ac.uk&e=4%3Ah87DsY&at=9&CID=6f075c8a-a758-f1f6-278c-a17e813137ee This table sets out what catering outlets and arrangements will be made in line with the Covid alert level.

4.1.4.4 Link to university guidance *www.bristol.ac.uk/safety/news/2020/**coronavirus**.html*

4.1.4.5 The government/industry/university guidelines are continually changing and being updated; therefore, we will ensure service is provided in line with these guidelines as they change.

4.2 Hazard Analysis and Critical Control Points (HACCP)

4.2.1 HACCP Overview

HACCP (Hazard Analysis and Critical Control Points) is a food safety risk assessment tool used to evaluate each step in the food production process and identify points critical to food safety. According to Article 5 of Regulation (EC) 852/2004, food business operators are required to establish, implement, and maintain a permanent procedure based on the principles of HACCP. These principles include:

- **Hazard Identification:** Identify any hazards that must be prevented, eliminated, or reduced to acceptable levels.
- **Critical Control Points (CCPs):** Identify the critical points in the process where control is essential to prevent, eliminate, or reduce a hazard to acceptable levels.
- **Critical Limits:** Establish critical limits that differentiate between acceptable and unacceptable conditions for preventing, eliminating, or reducing identified hazards.
- **Monitoring Procedures:** Implement effective monitoring procedures at each critical control point to ensure the process is under control.

- **Corrective Actions:** Establish corrective actions to be taken when monitoring indicates that a critical control point is not under control.
- **Verification Procedures:** Establish regular procedures to verify that the HACCP system is functioning effectively.
- **Documentation and Record Keeping:** Maintain documentation and records to demonstrate the effective application of HACCP principles.

4.2.1.1 Appendix 6.1 contains the HACCP analysis.

4.2.2 Hazard

4.2.2.1 A “Hazard” is anything which may cause harm to customers through eating food.

4.2.2.2 There are four types of hazards.

- microbiological
- chemical
- physical
- allergenic (see section 4.15)

4.2.2.2.1 Microbiological Hazards

Microbiological hazards include food poisoning bacteria (e.g., Salmonella, E. coli, and Bacillus cereus), parasites (in meat and fish), viruses, and moulds. These microbes pose significant risks because they can:

- **Survive Inadequate Cooking:** If present in food, such as Salmonella in chicken, these pathogens can survive insufficient cooking processes.
- **Multiply to Harmful Levels:** Under favourable conditions, such as improper temperature control during storage, handling, or hot holding, these microbes can rapidly multiply to dangerous levels.
- **Spread through Cross-Contamination:** Microbes can spread from raw foods (e.g., meat, poultry, unwashed vegetables) to cooked or ready-to-eat foods, either directly or via food handlers, work surfaces, and equipment—this is known as cross-contamination.
- **Produce Toxins:** Certain bacteria, like Bacillus cereus or Staphylococcus aureus, can produce toxins under specific conditions. These toxins may be heat-stable, meaning they cannot be destroyed by cooking or reheating.
- **Cause Food Spoilage:** Other microbiological hazards, including certain bacteria, yeasts, and moulds, can lead to food spoilage.

4.2.2.3 Physical Hazards

Physical hazards involve contamination by materials such as glass, plastic, wood, metal, hair, and contaminants introduced by pests. These materials can pose serious risks if they inadvertently enter food during preparation, storage, or service.

4.2.2.4 Chemical Hazards

Chemical hazards can be present in food in various forms, including:

- **Pesticides and Insecticides:** These may already be present on certain foods.
- **Improper Chemical Use:** Chemical hazards can arise from incorrect storage or misuse of chemicals, such as cleaning agents and rodent baits, used in food premises.

- **Acrylamide Formation:** Acrylamide, a potential chemical hazard, forms when starchy foods are cooked at high temperatures. More detailed information on acrylamide can be found below.

4.2.2.2.1 **Acrylamide.** Acrylamide is a harmful chemical with the potential to cause cancer in humans. Regulation (EC) 2017/2158 on acrylamide, which came into effect in April 2018, aims to reduce the formation of acrylamide in starchy foods cooked at high temperatures (e.g., fried, roasted, baked, or grilled). Foods commonly affected include chips, crisps, bread, biscuits, and cereals. For more detailed information on acrylamide, please refer to the following resources: https://www.food.gov.uk/safety-hygiene/acrylamide.

4.2.2.2.2 For the purposes of this legislation, the university of Bristol is classified as a smaller business and Annex II part A is applicable. Part B does not apply (for further details see p5-6 of the UKH guidance on acrylamide: https://view.publitas.com/bha/ukhospitality-guide-to-acrylamide/page/2).

4.2.2.2.3 The control measures to minimise formation of acrylamide include:

• **Source Appropriate Ingredients**: Ensure the procurement of suitable coffee and cooking oil, maintaining communication with suppliers to meet safety standards.

• **Potato Storage:** Store whole, skin-on potatoes at room temperature, but below 6°C, to minimize acrylamide formation.

• **Pre-Soaking Potatoes:** Soak potato chips or cut potatoes prepared on-site in warm water for a few minutes before baking or frying to reduce acrylamide levels.

• **Even Sizing for Cooking:** Cut potatoes into uniformly sized pieces to ensure even cooking.

• **Cook to Light Gold:** Aim to cook bread and potato products to a light golden colour—no darker—to reduce acrylamide formation.

• **Fry at Lower Temperatures:** Fry food at temperatures below 175°C to minimize acrylamide development.

• **Oven Cooking Guidelines:** When oven cooking, maintain temperatures between 180-220°C (use 180°C for fan ovens).

• **Oil Maintenance:** Change cooking oil as advised by the supplier to maintain quality and safety.

• **Follow Manufacturer Instructions:** Adhere to all manufacturers' cooking instructions, including recommended times and temperatures, to minimize acrylamide production.

• **Skim Fry Oil: Regularly skim fry oil to remove burnt food debris and crumbs.**

4.2.3 Prerequisite Programmes

4.2.3.1 Prerequisite programs are essential procedures and steps that establish and maintain the operational conditions necessary for producing safe food. These programs create an environment conducive to food safety and are foundational to a HACCP system. They encompass the basic conditions and activities

required to ensure a hygienic environment and support the effective functioning of the HACCP principles.

4.2.4 Critical control points

4.2.4.1 Critical Control Points (CCPs) are specific stages in the food production process where control is essential to ensure that hazards are managed effectively to make the food safe to eat. At each CCP, hazards must be reduced to a safe level or eliminated through appropriate control measures. To maintain CCPs within acceptable limits, clear and well-defined critical limits must be established.

4.2.5 Monitoring

4.2.5.1 Monitoring is crucial at Critical Control Points (CCPs) to ensure food safety. Supervisors are responsible for conducting daily monitoring checks to verify that control measures are being effectively implemented and maintained.

4.2.5.2 Some control measures may have critical limits that are not easily measurable, unlike temperatures. For instance, using differently coloured equipment for specific purposes helps control hazards such as cross-contamination. In such cases, the most effective monitoring method is staff supervision to ensure adherence to established procedures.

4.2.5.3 Monitoring Records.

A requirement of a HACCP based system is that monitoring is recorded at a frequency that reflects the nature and size of the business. Monitoring record sheets are contained in the Catering file of the Integrated Management System. The forms are designed to outline the acceptable standards at the bottom of the forms. All monitoring forms shall be retained for a period of one year.

4.2.5.4 Formal Monitoring.

Formal monitoring of standards at the University is conducted through several methods:

- **Monthly Management Checklists:** Managers are responsible for completing a management checklist on a monthly basis.
- **Periodic Audits:** Safety and Health Services conduct audits approximately every three years.
- **External Inspections:** External inspections by enforcement authorities provide additional verification of procedures.

4.3 Cross contamination

4.3.1 Separate sinks and hand washing basins; separate designated food washing sink, separate equipment sink and separate wash hand basin.

4.3.2 Separating raw and cooked food is essential to preventing harmful bacteria from spreading in addition to the above provision.

4.3.3

Safety point	Reason
Storage. Store raw and ready to eat foods separately. Where possible store in a separate refrigerator. In areas where this is not possible store raw meat/poultry below ready to eat foods. Have designated areas for raw and “ready to eat” food. Ensure all foods are covered. Always use containers or bags that have been designed to store food. Do not store food in open tins. Never re-use cling film or food bags. Ensure any plastic containers are washed and disinfected between uses.	This helps to prevent harmful bacteria from spreading from raw foods to ready to eat foods.
Preparation. Prepare raw foods and ready to eat foods in separate areas. Where this is not possible, separate them by preparing at different times and clean and disinfect thoroughly between tasks. Where possible use different meat slicer, vac packers for raw and ready to eat foods. Never use the same chopping boards or knives for preparing raw and cooked foods. Follow colour coding for all utensils and never use unless you are sure it has been thoroughly disinfected between uses. Utensils and equipment must have been effectively cleaned and disinfected between use (**using the utensil washer rinsing at 82°C)** Ensure ready to eat equipment such as coloured coded chopping boards and knives are stored separately from those used for raw products.	Harmful bacteria can spread from raw to cooked ready to eat foods.
Cooking. When you add raw meat products to a grill or barbeque make sure that they do not touch or drip onto the food already cooked.	Bacteria could spread from the raw meat to other food and prevent it from being safe to eat.

4.3.3.1 Handling Potential Contamination

If there is any risk that ready-to-eat food has come into contact with raw high-risk foods, discard the affected items immediately to prevent contamination.

4.4 Temperature control

4.4.1 The temperature control requirements are contained in Schedule 4, Regulation 30 of the Food Hygiene (England) Regulations 2006.

4.4.2 The Regulations can be summarised as follows.

Reg	Requirement	Comments
2	Chilled food must be kept at 8°C or cooler	Applies only to food that would become unsafe
3	Various cold foods are exempt: shelf stable, canned, raw materials, cheeses during ripening, and others where there is no risk to health	Soft cheeses once ripe, and perishable food from opened cans must be kept below 8°C

Reg	Requirement	Comments
4	Manufacturers may recommend higher storage temperatures/shorter storage life (if safety is verified by scientific assessment).	Catering staff must use the food within the 'Use By' date indicated.
5 (1)	Cold food on display or for service can be warmer than 8°C. Maximum 4 hours allowed.	Any item of food can be displayed outside temperature control only once. It is the responsibility of the Cluster Managers to ensure that this is monitored and can be proved, as necessary.
5 (2)	Tolerances outside of temperature control are also allowed during transfer or preparation of food and defrost or breakdown of equipment.	No time/temperature limits specified. Both should be minimised and be consistent with food safety.
6/7	Hot food should be kept at 63°C or hotter.	Food may be kept at a temperature cooler than 63°C for a single period of up to 2 hours if it is for service or on display, but must be disposed of after 2 hours.

4.4.3 Temperature control measures and critical limits

4.4.3.1 All University catering units must adhere to the temperatures and practices specified below, which are based on legislation and associated guidance. Monitoring sheets are provided to indicate these temperature limits and ensure compliance.

4.4.3.1.1

Process Step	Temperature Control / Critical Limit	Monitoring Requirements
Purchase/ Delivery/ Receipt/ Collection	Transport/accept chilled food at 8°C or below. Transport/accept frozen food at -18°C or below	Check deliveries and record food temperatures of a sample of high-risk foods.
Storage/ Display	Store chilled food at 8°C or below. To achieve this fridges and chilled display equipment should be set at 5°C or less. Store frozen food at -18°C or below	Check temperatures of stored food in display units twice a day and record temperatures. Ensure the food is checked not the display on unit. There are no set times for the recording of these temperatures, it is the responsibility of the Cluster Managers to outline recording schedules for each catering unit. Check all display freezers daily (before service or restocking as this will enable early detection of any problem) and record.
Preparation	Keep cooked/ready-to-eat food within the refrigerator until it is required, then prepare/handle without delay. Thoroughly defrost all frozen foods in a refrigerator. Thoroughly defrost all frozen foods prior to cooking (unless specified otherwise by the food manufacturer).	Monitoring by Cluster Managers to ensure good practices are maintained.

Process Step	Temperature Control / Critical Limit	Monitoring Requirements
Cooking	Ensure that a core temperature of food of 75°C (or equivalent time/temperature combination) is reached. Rare food. Only whole cuts of beef and lamb are to be cooked rare. Ensure liquid dishes such as soups and sauces are simmering. Ensure that processed meat products such as sausages and burgers are not pink and do not have any red juices. This also includes cooking of birds such as chicken. Ensure that the surface of whole cuts of meat and whole joints are fully sealed.	Ensure food reached temperature by probing high risk items on each menu and record. All food to be cooked rare must have the surface area fully cooked (i.e., sealed in a pan).
Hot Holding	All foods which are to be held hot prior to serving must be kept at above 63°C. These foods must be placed in appropriate equipment, i.e. a pre-heated bain-marie or hot cabinet as soon as possible after reheating or cooking. Hot holding can affect the quality of food, reduce the length of time food is kept hot, not the temperature.	Probe and record high risk items to ensure hot holding equipment is effective and quality is maintained.
Cooling	Hot food must be cooled as quickly as possible and then refrigerated, either by placing in a blast chiller/freezer if possible or methods including dividing into smaller portions, putting in shallow trays, stirring food regularly whilst cooling, moving to a cooler area of the kitchen etc. Hot food must not be placed in refrigerators. Food should be cooled to below 10°C within 90 minutes.	Formal verification of cook chill procedures must be carried out and recorded. Verification of the safe procedure used for cooling in units without blast chillers should be carried out (e.g. by checking core food temperature throughout the cooling process) to ensure each site carrying out this process is capable of cooling the food quickly enough to prevent microbial growth. If food has been standing at room temperature in excess of 2 hours, the Head Chef must be informed to decide if the food needs to be discarded.
Reheating	• Ensure that food is piping hot all the way through. • Food should reach a minimum core temperature of 75°C (or equivalent time/temperature combination). • Alternate time/temperature combinations can be used for reheating in these	Record temperatures of food that has been reheated.

Process Step	Temperature Control / Critical Limit	Monitoring Requirements
	Circumstances; for example, 70°C for 2 minutes. • Reheat the finished dish only once.	
Service and Delivery	Chilled food being delivered or served cold must be kept under 8°C. Foods being served hot or delivered hot must be above 63°C.	Off-site temperatures or buffet foods must be checked and recorded prior to serving and recorded. High risk items should be recorded. Customers supplied with a buffet must be provided with information on university rules and how the food provided must be handled (including durability of food provided).

4.4.3.2 Temperature Recording

Temperature readings must be taken using a probe thermometer. Insert the probe into the centre of the food item and leave it in place for 2 minutes before recording the temperature. Always clean and disinfect the probe thoroughly before each use. Probe thermometers should be regularly checked for accuracy, and details of calibration must be recorded.

4.4.4 Defrosting

4.4.4.1 While some foods taken from the freezer can be cooked immediately, poultry, large joints of meat, and other substantial items must be fully thawed before cooking. If these items are not completely thawed, ice may remain in the centre. As a result, the heat from cooking will first melt the ice rather than raising the internal temperature to the level necessary to destroy pathogens.

4.4.4.2 Rules for Thawing Foods

- **Segregate from High-Risk Foods:** Ensure thawing foods are kept separate from high-risk foods to prevent cross-contamination.
- **Refrigerator Thawing:** The safest method is to thaw foods in a refrigerator, which maintains a controlled environment at a safe temperature. Handle any resulting defrosting liquids carefully to avoid contamination.
- **Avoid Other Methods:** Thawing methods such as under cold running water or in the microwave are not recommended. Running water can pose a risk of cross-contamination, and microwave thawing may leave cold spots where food remains frozen.
- **Post-Thawing Storage:** Once thawed, keep the item in the refrigerator and cook it within 24 hours.

4.4.4.3 Freezer breakdown

4.4.4.3.1 If a freezer breaks down or food thaws due to a power failure, the food may sometimes be treated as fresh. During a breakdown, keep the freezer door closed to maintain the internal temperature until it is repaired. In a well-managed and insulated freezer, food can remain frozen for up to 2 days. If there are any concerns about the safety of the food, contact the relevant manager for guidance.

4.4.5 Off-Site food deliveries

4.4.5.1 For food intended for immediate consumption, the critical factor is the duration it remains at ambient temperature from the end of preparation until it is eaten. To safely extend food service or waiting times, cold and hot holding units should be used to maintain appropriate temperatures. However, since this may not always be feasible, it is essential to carefully manage the time food is kept on display to ensure it remains safe.

4.4.5.2 Food Service Standards

To ensure food safety, the following standards must be adhered to:

- **Delivery and Display Time:** Food must be delivered and displayed no more than 30 minutes before service.
- **Transport Conditions:** Food should be transported in refrigerated vehicles or suitable insulated containers. If this is not feasible, delivery must occur within 15 minutes of travel time.
- **Transport Vehicle Maintenance:** Vehicles and containers used for food transport must be kept clean, well-maintained, and in good repair to prevent contamination. They should be designed and constructed for easy cleaning and disinfection if necessary.
- **Temperature Checks:** High-risk foods must be temperature-checked with a probe thermometer upon arrival, and details must be recorded on the monitoring form.
- **Hot Food Display:** Hot food on display must be served within 2 hours.
- **Cold Food Display:** Cold food on display must be served within 4 hours.
- **Time Measurement:** These time limits are measured from when the food arrives on site to the end of the display period.
- **Leftover Food:** Food leftover from kitchen production may be retained if refrigerated, correctly labelled, and subsequently served from refrigerated storage. Cold re-used food should not be consumed beyond the second day of production.
- **Food Preparation Areas:** Food preparation should not occur within non-catering departments unless adequate facilities are available.
- **Allergen Labelling:** Food must be effectively labelled to indicate any allergens present.
- **Customer Information:** Provide customers with information on food safety, including the delivery time and the recommended consumption period.

4.4.6 Date coding and shelf life.

4.4.6.1 Food Stock Management

Maintain minimal food stocks to ensure that all items are used before their expiration dates. Implement a first-in, first-out (FIFO) system for food rotation, ensuring that older stock is used before newer stock.

4.4.6.2 Date Code Checks

- **Highly Perishable Foods:** Check and record the date codes of highly perishable foods and those with a use-by date daily.
- **Low-Risk Foods:** For low-risk foods, such as dry goods, perform checks monthly and record them on the Manager’s checklist.

4.4.6.3 4.4.6.3 Shelf-Life Indication

To ensure proper handling of food intended for sale beyond the day of production or for opened perishable items, apply an appropriate indication of shelf life. Options include a day dot system or labelling with a use-by date. Follow these guidelines:

- **Refrigerated Foods:** Label food produced in the units with the production date and use within 2 days. Note that some products may have shorter or longer shelf lives; consult the producer or packaging for specific advice.
- **Frozen Foods:** Label food produced in the units with the production date and use within 2 months.
- **Undated Products:** For refrigerated or frozen products received without a date, label with the date of receipt and consult the supplier for shelf-life guidance.
- **Opened Packets and Jars:** Label with the date of opening. Ensure all food in storage is properly wrapped or covered and labelled.
- **Vacuum-Packaged Foods:** Do not assign a shelf life longer than 10 days and store at temperatures below 8ºC for chilled foods.
- **In-House Production Foods:** For our in-house production foods and in line with the F.S.A. guidelines the following foods must be labelled as follows –

  • Homemade Brownies and Flapjacks – Production date and use within 6 months

  • Homemade Soup - Production date and use within 3 months

  • Homemade Sausage Rolls - Production date and use within 3 months

4.4.7 Wrapping and packaging

4.4.7.1 Wrapping and Packaging Requirements

When wrapping or packaging foods, including for takeaway, adhere to the following requirements:

- **Material Safety:** Use wrapping and packaging materials that are free from contaminants and store them properly.
- **Contamination Prevention:** Perform wrapping and packaging in a manner that prevents contamination. Ensure containers are clean and undamaged.
- **Reusability:** If reusing wrapping or packaging materials, ensure they are easy to clean and disinfect as necessary.
- **Labelling for Perishables:** Label perishable foods intended for sale beyond the day of production with a date code (e.g., baguettes, pizzas, or pies) to ensure proper stock rotation and prevent sale past this date.
- **Vacuum-Packed Products:** The Food Standards Agency recommends a maximum shelf life of 10 days for vacuum-packed chilled foods stored above 3ºC. For shelf lives exceeding 10 days, foods must be heated to inactivate Clostridium botulinum spores or subjected to preservative controls to prevent its growth. Consult the relevant manager for guidance on shelf life for vacuum-packed products. Clearly add the ‘use-by’ date and storage conditions on the packaging.

- **Equipment Separation:** Use separate equipment for packaging raw foods and ready-to-eat foods to avoid cross-contamination.

4.4.7.2 Takeaway Container Guidelines

As part of Source Catering's sustainability action plan, customers are encouraged to bring their own containers for takeaway food. Please adhere to the following guidelines:

- **Compliance with Policy:** Customers must follow the guidelines outlined in this food safety policy, which will be displayed at all Source Catering locations.
- **Container Cleanliness:** All containers must be clean and free from any residual food debris.
- **Condition of Containers:** Containers should be free from damage and discoloration.
- **Lid Security:** Containers must have a tight-fitting, well-secured lid.
- **Usage Restrictions:** Containers are to be used only in front-of-house areas and must not enter any kitchen areas.
- **Staff Training:** All catering staff will be trained on the acceptable standards for customer containers.
- **Consumption Timeframe:** Inform customers that all food items must be consumed within 2 hours of purchase.

4.5 Training Requirements

4.5.1 Compliance and Supervision

Under Regulation (EC) No 852/2004, food handlers must be supervised, instructed, and/or trained in food hygiene matters appropriate to their duties. Those responsible for developing and maintaining procedures based on HACCP principles must receive adequate training.

4.5.2 Importance of Training

Training is crucial not only for legal compliance but also to ensure every staff member understands their role in maintaining food safety.

4.5.3 Induction Training

4.5.3.1 All new staff members must receive induction training from their Line Manager, with support from colleagues and other designated personnel.

4.5.4 Training Requirements

4.5.4.1 University policy mandates that all staff in catering or catering-related roles must hold a recognized and approved food hygiene training qualification. New employees must undergo formal training unless they can provide evidence of existing qualifications. Typically, staff will complete at least an accredited Foundation Course in Food Safety.

4.5.4.2 To ensure ongoing competence, all catering and catering-related staff will receive refresher training annually. This may occur informally during staff meetings or through one-to-one coaching/training sessions. All training must be formally recorded and maintained by the Line Manager in the Training database.

University Catering Training Rules	
New staff training including induction	• All food handling staff to receive this. • Induction during first day at work • The essentials of food hygiene and hygiene awareness instruction carried out at induction. • HACCP based system training appropriate to their duties
Supervision of new staff	• New staff to be supervised closely by an appropriate person and Cluster Manager during probation period.
Retraining	• When a failure has occurred in any area of HACCP system, staff involved must be retrained and/or given instructions to carry out duties safely.
Formal Training All staff. Managers/Supervisors	• All catering related staff must undertake accredited Foundation Course in Food Safety (e.g.: Acorn training courses) as a minimum, preferably within 3 months of starting work. • Minimum of accredited Foundation Course in Food Safety but will be encouraged to proceed to take further qualifications in Supervising Food Safety further qualifications in Managing Food Safety as career and management responsibilities progress.
Refresher Training	• All staff must receive refresher training as required
HACCP Training All Staff Managers/Supervisors	• All staff to receive training on the HACCP based system on induction or as soon as possible after starting work. The level of training required will depend on the duties of individual staff. • The manager/supervisor will receive adequate training to ensure they are competent in their role of checking that procedures have been followed, verifying that the HACCP system is working and checking that corrective actions and reviews have been carried out.

4.6 Personal Hygiene

4.6.1 Legal Responsibilities.

As a food business operator, the University has a legal obligation under the Food Hygiene (England) Regulations 2006 and relevant EC Regulations to ensure food safety. This includes implementing all necessary measures to protect food from potential hazards posed by employees. The following sections outline the potential hazards related to staff and the controls required to maintain food safety.

4.6.2 Staff Illness

4.6.2.1 Health and Hygiene Regulations

Under Regulation (EC) No 852/2004, Annex II, Chapter VIII, it is stated that individuals suffering from or being carriers of diseases that can be transmitted through food, or those afflicted with infected wounds, skin infections, sores, or diarrhoea, must not handle food or enter any food-handling areas. This rule applies if there is any risk of direct or indirect contamination.

4.6.2.2 Reporting Illness

Employees who are aware or suspect they are suffering from vomiting, diarrhoea, or any other condition that could impact food safety must immediately report their illness, symptoms, and, if possible, the causes to their manager or supervisor. The procedures for addressing such situations are outlined below.

4.6.2.3 Risk factors and Preventative Measures

Risk	Immediate Action	Subsequent Action
Diarrhoea and/or vomiting	Report to manager/supervisor and leave the food handling area immediately.	If vomiting has occurred, the area must be decontaminated. Dispose of any contaminated food. Clean and sanitise toilet handles, taps and surfaces. Staff must be excluded from food handling for 48 hours following being symptom free.
Skin conditions	Food handlers with lesions on exposed skin (hands, face, neck or scalp) that are actively weeping, or discharging must be excluded from work until lesions have healed.	Clean wounds must be totally covered with a distinctively coloured waterproof dressing, no need to exclude from food handling.
Infection of eyes, ears or mouth	Any food handler must be excluded from working if eyes, ears mouth or gums are weeping or discharging.	Exclude until free from discharge.
Chest and other respiratory diseases	Coughing and sneezing over food is not hygienically acceptable and employees may need to be excluded from food handling for this reason.	If allowed to stay at work the need for thorough hand washing must be emphasised.
Infections requiring special consideration	Food handlers suffering from; Enteric fever, typhoid or paratyphoid, VTEC (Vero toxin-producing Escherichia Coli) or Hepatitis A must be excluded from food handling and seek medical advice.	Advice must be sought from the Occupational Health Service.

4.6.2.4 Managing Sickness Absence

Managers must adhere to the University's sickness absence guidance to ensure they understand the reason for an employee's absence and confirm that the employee is fit to return to work. As far as practicable, it must be verified that there is no risk to food safety before the employee resumes their duties.

4.6.3 Personal Hygiene Rules

4.6.3.1 Personal Cleanliness and Protective Clothing

All staff working in food handling areas must uphold high standards of personal cleanliness and wear appropriate, clean protective clothing. The following rules apply to all food handling staff:

4.6.3.2 Handwashing.

4.6.3.2.1 Handwashing Procedures

Managers must ensure that staff are trained in and follow the six-step

handwashing process. After washing, taps must be turned off using a paper towel, and the area should be wiped clean. Pictorial handwashing instructions, clearly illustrating the steps including wiping the taps, must be displayed at every handwashing sink in food-serving areas.

Food Safety Rule	Reason for Food Safety Rule
Hands must be washed frequently using the six-step process with soap and warm water and then dried. This includes before starting work, before handling food, after rest breaks, after eating, drinking or smoking, after using the toilet, on returning into the kitchen, after handling raw food, after handling cooked food, after cleaning, after blowing your nose in a disposable tissue (not a handkerchief) and after handling waste. This list is not exhaustive.	Hand washing is one of the best ways to prevent harmful bacteria from spreading (cross contamination particularly e-coli).
Clean and washable protective clothing that is supplied by the University must be worn whilst at work. If using oven cloths these must be tucked into an apron and not slung over staff's shoulders as this poses a risk of contamination.	Clothes can bring dirt and bacteria into food preparation areas. Wearing suitable clean clothes helps prevent this.
Protective clothing must not be worn outside food premises or for travelling to and from work.	This prevents contamination.
Where necessary staff should wear clean or disposable aprons over their work clothes, especially when working with raw meat/poultry or eggs.	Aprons help stop dirt and bacteria from getting onto work clothes and they can be removed easily for washing or thrown away.
Staff must keep hair tied back and it is good practice to wear a hat or hairnet when preparing food. It is not University Policy that hats must be worn, it is however recommended.	If hair is not tied back or covered it is more likely to fall into food and staff are more likely to touch their hair.
Staff must not wear watches or jewellery when preparing and serving food. The only exception is a plain wedding band and sleeper type earrings.	Watches and jewellery can collect and spread dirt and harmful bacteria or fall into the food.
Staff must keep their nails trimmed and filed. Long nails can easily break and end up in food. Staff must not wear nail polish or artificial nails.	Fingernails (real or artificial) and nail polish can physically contaminate food. If nails are long, dirt and microorganisms can collect beneath them.
Staff must refrain from touching their face and hair and eating or chewing gum.	Hands can easily spread harmful bacteria from the skin, hair, nose or mouth onto food.

Food Safety Rule	Reason for Food Safety Rule
Staff must not wear strong-smelling perfume or aftershave.	May taint the food especially food with a high fat content.
Outdoor clothing and personal effects must not be brought into food preparation and service areas.	Prevent the contamination of food.
Sensible nonslip shoes must be worn by all persons entering kitchens. Safety shoes (non-slip) are provided to Campus Division Catering Department staff, they must be worn throughout the shift and whenever in the work area. Temporary and Agency staff must wear low heeled or flat shoes, with an enclosed toe and heel, and non-slip rubber soles.	Footwear can be important in preventing slips and trips in the workplace and can have a big effect on reducing slip injuries.
A clean set of work clothes or disposable aprons should be available for visitors.	Anyone entering the kitchen can bring bacteria on their clothes.

4.7 Premises

4.7.1 Pest control

4.7.1.1 Importance of Pest Control

Pests are a leading cause of statutory closures and numerous food complaints in food businesses, as they thrive in the warm, humid environments with abundant food supplies. Pests can carry foodborne pathogens, making effective pest control a critical prerequisite for a HACCP system.

4.7.1.2 Environmental Controls

The first line of defence against pests is environmental control. Regulation (EC) No 852/2004 mandates that the layout, design, construction, and location of food premises must support good hygiene practices, including pest control.

4.7.1.3 Building Proofing

All buildings must be properly proofed to prevent pest entry:

- Doors should be close-fitting and equipped with metal kick plates where necessary.
- Gaps around pipes and structural elements must be sealed effectively.
- Windows that open to the outside must be fitted with removable, insect-proof screens for easy cleaning. If screens are not in place and windows pose a risk of contamination, they must remain closed and fixed during food production.

4.7.1.4 Reducing Infestation Risks

To minimize the risk of pest infestations, adhere to the following practices:

- Maintain a clean and tidy environment to eliminate food sources and hiding spots.
- Promptly clear up spillages.
- Store food in rodent-proof containers with tightly fitting lids.
- Practice good stock rotation and proper storage techniques.
- Regularly check and rotate unused equipment and packaging materials.
- Dispose of waste promptly and clean waste areas after removal.
- Inspect all raw materials, including food, packaging, equipment, and laundry, for signs of infestation.
- Conduct frequent checks for pest activity and report any concerns to the unit manager immediately. If equipment, surfaces, or utensils may have been contaminated by pests, clean and disinfect these areas thoroughly.

4.7.1.5 Professional Pest Control

Despite best efforts in environmental management and storage practices, the risk of infestation can persist. The University employs a Pest Control contractor to provide controlled, preventative measures and assist with the eradication of any infestations.

4.7.2 Lighting and ventilation.

4.7.2.1 Lighting

Suitable and sufficient lighting must be provided throughout food premises, including storerooms, passageways, and stairways, to ensure employees can identify hazards and perform tasks effectively.

- **Guidance:** Fluorescent tubes should be fitted with diffusers to prevent glare and to minimize contamination in case of breakage.
- **Lighting Levels:** Aim for a standard of 150 lux in storerooms and 500 lux in food preparation areas.

4.7.2.2 Ventilation

Adequate ventilation must be provided to create a safe working environment. Proper ventilation helps manage humidity and temperature levels, reducing conditions that favour rapid bacterial growth.

4.7.3 General Maintenance

4.7.3.1 Maintenance Standards

Regulation (EC) No 852/2004 requires that food premises be kept clean and maintained in good repair. The premises must:

- **Layout and Design:** Allow for adequate maintenance and cleaning.
- **Protection:** Prevent the accumulation of dirt, contact with toxic materials, the shedding of particles (e.g., flaking paint), and the growth of undesirable Mold.

4.7.3.2 Scope of Maintenance

These requirements apply to all parts of the catering premises, including ancillary areas such as stores and cellars.

4.7.3.3 Responsibilities

Relevant Managers are responsible for monitoring the condition of the premises. They must liaise with the Head of Catering to address and arrange for any necessary repairs or maintenance.

4.7.3 Kitchen Layout

4.7.3.1 Surface Use and Cross-Contamination

To prevent cross-contamination, avoid using the same surfaces for both raw and ready-to-eat foods. If it is not feasible to use separate surfaces, ensure the following measures are in place:

- **Cleaning and Disinfection:** Implement rigorous cleaning and disinfection protocols to manage cross-contamination risks.
- **Management Controls:** Establish management controls to oversee and enforce proper cleaning practices.

- **Training:** Provide training to staff on proper procedures for cleaning and preventing cross-contamination.

Additional Guidance:
According to the Food Standards Agency, consider the following provisions to control cross-contamination effectively:

- **Separate Sinks:** Designate separate sinks for food washing and equipment cleaning.
- **Designated Wash Basins:** Ensure the availability of separate wash hand basins for staff hand washing.
- **Designated Equipment:** Use dedicated equipment for raw and ready-to-eat foods.

By following these guidelines, you can minimize the risk of cross-contamination and maintain food safety standards.

4.8 Cleaning

4.8.1 General Requirements
In accordance with Regulation (EC) No 852/2004 Annex II, Chapter I, food premises and equipment must be maintained in a clean condition. The frequency of cleaning and waste removal should prevent accumulation in food rooms, except where necessary for the proper functioning of the business. Adequate facilities must be provided for cleaning and disinfecting work areas and equipment, as well as for washing food. Detailed procedures are outlined in the Campus Division Catering Department Safe Working Procedures document.

4.8.2 Cleaning Procedures
Cleaning is vital for maintaining hygiene standards in the University's catering units. For surfaces used for both raw and cooked food:

- **Chemical Sanitizer:** Surfaces should be sprayed with chemical sanitizer (D10) twice:
    - **First Application:** To remove debris.
    - **Second Application:** To disinfect the surface.

4.8.3 Benefits of Cleaning
Effective cleaning practices ensure:

- **Disinfection:** Reduces the risk of cross-contamination, food poisoning, spoilage, and wastage.
- **Pest Control:** Eliminates materials that could harbour pests and aids in early detection of infestations.
- **Safe Working Environment:** Promotes a pleasant and safe workspace, reducing accident risks and supporting effective work.
- **Foreign Matter Prevention:** Minimizes the risk of contamination by foreign objects.
- **Equipment Maintenance:** Prevents damage, maintains efficiency, and reduces maintenance costs.

4.8.4 Cleaning Protocols
Cleaning should be integrated into every stage of food production, from delivery to the service point. It is included in the HACCP plan as a Prerequisite Program to ensure comprehensive food safety management.

4.8.5 Cleaning schedules

4.8.5.1 Purpose of Cleaning Schedules

Cleaning schedules serve as a crucial link between management and staff, ensuring that equipment and premises are cleaned and disinfected effectively and economically. These schedules help maintain high standards of hygiene and prevent cross-contamination, pest infestations, and other issues related to cleanliness.

4.8.5.2 Requirements for Cleaning Schedules

- **Documentation:** Each University catering unit must maintain a documented cleaning schedule. This schedule should outline:
    - **Frequency of Cleaning:** Specify how often each area or piece of equipment needs to be cleaned or disinfected.
    - **Cleaning Procedures:** Detail the steps to be followed for effective cleaning and disinfection, including the use of appropriate cleaning agents and methods.
    - **Responsibility:** Assign specific staff members or teams responsible for carrying out and monitoring the cleaning tasks.
    - **Verification:** Include procedures for verifying that cleaning tasks have been completed as scheduled, which may involve regular inspections or checks.

4.8.5.3 Implementation

- **Management Oversight:** Managers are responsible for ensuring that cleaning schedules are implemented and adhered to. They should regularly review the schedules and update them as necessary to reflect any changes in operations or cleaning requirements.
- **Staff Training:** Staff must be trained on the importance of the cleaning schedule, the procedures to follow, and the need for thoroughness in their tasks.
- **Record-Keeping:** Accurate records of cleaning activities should be maintained, including dates, times, and any issues encountered. This documentation helps track compliance and identify areas for improvement.

4.8.5.4 Review and Improvement

- **Regular Reviews:** The cleaning schedules should be reviewed periodically to ensure their effectiveness and relevance. Adjustments may be needed based on operational changes, feedback from staff, or inspection results.
- **Continuous Improvement:** Encourage feedback from staff on the cleaning processes and incorporate suggestions for improvement to enhance the overall cleanliness and hygiene of the catering units.

4.8.5.5 The cleaning schedule must be written down, monitored and retained for inspection during audits or by enforcement officers. Each unit must keep their completed cleaning schedules for a year.

4.8.6 Cleaning chemicals.

4.8.6.1 Approved Cleaning Chemicals

- **ECO LAB Cleaning Chemicals:** Campus Division Catering Department exclusively uses ECO LAB cleaning chemicals. No other cleaning products are permitted. Each chemical is chosen for its suitability for specific tasks.

- **Task-Specific Products:** No single cleaning chemical is appropriate for all cleaning tasks. Use the designated ECO LAB products for each specific cleaning requirement to ensure effectiveness and safety.
- **Labelling and Handling:**

  •**Clear Labelling:** Chemicals must be supplied in clearly labelled containers, including product name, usage instructions, and safety information.

  •**Label Legibility:** Labels and instructions must remain legible throughout the product's use. Ideally, chemicals should not be transferred out of their original containers to avoid mislabelling and confusion.

  •**Safe Dispensers:** Large containers should come with unique, safe dispensers to ensure precise dispensing and prevent spills.

4.8.6.2 Hazard Identification and Safety Data Sheets

- **Regulation Compliance:** European Regulation (EC) No 1272/2008 mandates that suppliers identify the hazards associated with the chemicals they provide.

  •**Label Information:** Hazard information is included on chemical labels.

  •**Safety Data Sheets (SDS):** For a comprehensive risk assessment, refer to the safety data sheets provided by suppliers. These documents offer detailed information required by the Control of Substances Hazardous to Health (COSHH) Regulations.

4.8.6.3 Storage and Safety

- **Storage Requirements:**

  •**Separation:** Cleaning chemicals and equipment (e.g., mops, buckets, brooms) must be stored separately from foodstuffs and cooking utensils to avoid cross-contamination.

  •**Chemical Storage:** Chemical stores must be:

    - **Lockable:** To prevent unauthorized access.
    - **Dry:** To avoid chemical degradation and accidents.
    - **Well-Lit:** For safe handling and use.
    - **Well-Ventilated:** To prevent the buildup of fumes and ensure a safe environment.

By adhering to these guidelines, the Campus Division Catering Department ensures the safe use, storage, and handling of cleaning chemicals, contributing to a hygienic and compliant food service environment.

4.8.7 Cleaning cloths and their management.

4.8.7.1 Use and Disposal

- **Semi-Disposable Cloths:** Dishcloths should be semi-disposable and discarded daily. If cloths are woven fabric, they should be withdrawn daily and laundered at a high temperature (90°C) to ensure effective cleaning.
- **Avoid Soaking Overnight:** Cloths must never be left wet or soaked in disinfectant overnight. Soaking does not effectively kill bacteria and can lead to contamination.

4.8.7.2 Handling Cloths Used for High-Risk Foods

- **Immediate Action Required:** Cloths used for raw meat/poultry or food that has come into contact with soil (such as salad or vegetables) are more likely to harbour harmful bacteria. Therefore:
    - **Immediate Disposal:** Dispose of these cloths immediately if they are disposable.
    - **Prompt Laundering:** For reusable cloths, take them away for laundering as soon as possible.
- **Laundry Bin Availability:** Ensure that a designated laundry bin is available for collecting dirty reusable cloths to prevent cross-contamination and maintain hygiene.

By following these guidelines, the risk of cross-contamination and the spread of harmful bacteria can be effectively managed, contributing to overall food safety and hygiene.

4.8.8 Washing Food

4.8.8.1 Designated Sink Use

- **Correct Sink Usage:** All cleaning tasks should be performed in the correct, designated sink according to its intended purpose. This ensures that specific cleaning processes do not lead to cross-contamination between different types of food or equipment.
- **Post-Use Cleaning:** After each use, the designated sink must be thoroughly cleaned and disinfected. This includes:
    - **Removing Residual Debris:** Ensure that all food debris, dirt, or cleaning agents are removed.
    - **Disinfection:** Apply a suitable disinfectant to eliminate any remaining pathogens.
    - **Inspection:** Regularly check that the sink remains in a clean and sanitary condition.

Following these practices ensures that sinks remain effective in preventing cross-contamination and maintaining a high standard of hygiene in food preparation areas.

4.9 Physical contamination

4.9.1 Staff Uniforms and Personal Belongings

- **Correct Uniform:** Staff must wear the appropriate uniform while working in food handling areas to minimize the risk of contamination. This includes clean, suitable clothing that is designed for food preparation tasks.
- **Storage of Personal Belongings:** Personal items such as outdoor clothes, bags, and personal belongings must be stored in designated areas separate from food

preparation and storage areas. This helps prevent cross-contamination and maintains hygiene standards.

4.9.2 Glassware and Equipment

- **Minimizing Glass Use:** The use of glass in food preparation areas should be avoided wherever possible to reduce the risk of physical contamination. This includes:
    - **Glass Equipment:** Do not use glass utensils or equipment in food preparation.
    - **Glass Jars:** Dispose of glass jars containing ingredients promptly after use to prevent breakage and contamination.
- **Storage of Glasses:** Glasses used for beverages should be stored in a separate area, away from food preparation zones, to avoid accidental contamination from broken glass or shards.

These practices help maintain a clean and safe environment, reducing the risk of physical hazards in food handling and preparation areas.

4.10 Waste Disposal

4.10.1 Waste Management

- **Regulation Compliance:** According to Regulation (EC) No 852/2004 Annex II Chapter VI, food waste, non-edible by-products, and other refuse must be managed to prevent contamination and maintain hygiene.
- **Closable Containers:** Waste must be deposited in containers that are:
    - **Closable:** To prevent exposure and reduce odours.
    - **Easy to Clean:** Containers should be simple to clean and, where necessary, disinfect.
- **Prompt Removal:** Waste should be removed from food handling areas as quickly as possible to prevent accumulation, which could lead to contamination and pest attraction.
- **Hygienic Disposal:** All waste must be disposed of in a manner that is:
    - **Hygienic:** To avoid creating a direct or indirect source of contamination.
    - **Environmentally Friendly:** In compliance with Community legislation, ensuring that disposal methods do not harm the environment.

These measures ensure that waste management practices support food safety and hygiene standards, contributing to a clean and safe food handling environment.

4.10.2 Information regarding waste disposal can be found at

http://www.bristol.ac.uk/environment/waste/

4.10.3 Environmental and Sustainability Information

- **Site Information:** Staff can access information on current environmental issues and initiatives around the University through this site.
- **Sustainability Role:** The Sustainability team is responsible for implementing energy and water efficiency measures as well as other environmental improvements across the University of Bristol.
- **Recycling and Waste Management:**

- **Recycling Policy:** Details on recycling procedures and policies are provided.
- **Waste Advice:** Guidance on managing and disposing of waste in an environmentally friendly manner is available.

This section helps staff stay informed about environmental practices and ensures compliance with the University's sustainability goals.

4.10.4 Waste Management Practices

- **Accumulation Prevention:** Waste must not accumulate in food preparation or service areas. Properly constructed containers should be used and emptied into designated storage areas at the end of each preparation or service period.
- **Use of Compactors:** Compactors, where available, should be used to reduce the volume of bulky dry waste, potentially decreasing the frequency of refuse collections and the number of containers needed.
- **Lidded Skips:** Waste must be stored in lidded skips before collection to prevent contamination and to keep the area hygienic.
- **Food Waste Handling:**
  - **Removal:** Food waste should be removed from the premises promptly.
  - **Composting:** Where feasible, food waste should be composted or kept in bins with tightly fitting lids.
  - **Storage:** Food waste should be stored clear of the ground on steel racks that can be cleaned around and beneath, ensuring cleanliness and hygiene.

4.10.5 Waste Cooking Oil Management

- **Storage:** Waste cooking oil must be stored in upright, sealed, and undamaged containers to prevent spills. Keep the oil levels to a minimum to avoid accumulation and potential spillage.
- **Collection:** Waste cooking oil should be collected by an authorized collector, who will transport it to an approved site for proper recovery or disposal.
- **Disposal Prohibition:** Waste cooking oil must not be poured down drains or sewers. Doing so can cause blockages, create odours, attract vermin, and pollute watercourses, which may harm wildlife and lead to potential legal penalties.

4.10.6 Refuse stores.

 Cleanliness and Pest Protection: Refuse stores must be kept clean and designed to prevent access by pests.

 Location: Refuse stores should ideally be located away from food storage and handling areas to minimize the risk of contamination. They should not pose a risk to food or drinking water.

 Outdoor Storage Placement: For outdoor storage, placement should be away from the main delivery entrance to avoid interference with food handling and delivery operations.

4.11 Traceability and supplies.

4.11.1 Food Quality and Standards

 Predetermined Standards: All food purchases must adhere to predetermined standards and quality criteria set by the University.

 Rejection of Non-Compliance: Any product delivered that does not meet these standards must be rejected, and the delivery should be refused.

 Escalation: If difficulties with the supplier cannot be resolved directly, they must be referred to the Senior Head Chef for further action.

4.11.2 Nominated suppliers.

4.11.2.1 All suppliers are vetted through the TUCO (The University Caterers Organisation) framework. These suppliers undergo stringent quality assurance visits, the resulting reports forming part of HACCP and due diligence. All catering units must use these nominated suppliers.

4.11.2.2 These suppliers are subject to random inspections by a representative or agent of the University.

4.11.3 Traceability

4.11.3.1 Traceability of Food

Regulation Reference: Article 18 of EC Regulation No 178/2002 stipulates that food traceability must be established at all stages of production, processing, and distribution.

Requirement: This means that all food and any substances intended to be, or expected to be, incorporated into food must be traceable throughout the entire supply chain.

4.11.3.2 Traceability and Record Keeping

Catering units must maintain records to identify:

- **Suppliers:** The name and details of any person or entity from whom food or any other substance intended for incorporation into food has been supplied.

This information must be readily available and provided to Local Enforcement Authorities upon request. Ensuring accurate and accessible records supports compliance with traceability requirements and facilitates prompt action in the event of food safety concerns.

4.11.3.3 Key Records for Traceability

To ensure effective traceability, the following key records must be kept:

- **Supplier Information:**
  - Record the business details and contact point for each supplier. Detailed contact information for all nominated suppliers is maintained by Procurement.
- **Goods Received:**

    - Record what has been received, including batch or lot numbers, and any other relevant information about the goods. Enter these details into your recording system or keep the delivery note or invoice in a secure place.
- **Date of Receipt:**
    - Note the date on which goods were received to trace their path through the food chain.
- **Handling and Usage:**
    - Document what actions were taken with the goods, such as where they were stored or if they were mixed with other deliveries.

4.11.3.4 Challenges in Record-Keeping

The following factors may complicate traceability:

- **Unattended Deliveries:**
    - Deliveries or collections made when no staff are present can hinder record-keeping. Aim to schedule all deliveries during times when staff are available to receive and record the goods.
- **Incomplete or Poor Information:**
    - If the information provided by suppliers is incomplete or inaccurate, it can complicate traceability. Implement checks to verify the accuracy of the information received.

4.11.4 Record-Keeping and Storage Procedures

4.11.4.1 Delivery Records:

- **Requirement:** Maintain records of all deliveries for traceability and as part of the University's HACCP management system.

4.11.4.2 Supplier Checks:

- **Frequency:** Suppliers must be checked on a weekly basis.
- **Documentation:** Use the ‘delivery record’ form to document these checks.
- **Temperature Compliance:** For high-risk food deliveries, check the temperature of at least one item per delivery using a probe thermometer. Keep records of these checks for one year.

4.11.4.3 Immediate Storage:

- **Action:** All deliveries must be placed in appropriate storage immediately to minimize the risk of contamination and ensure compliance with temperature regulations.

4.11.4.4 Fruit and Vegetables:

- **Storage:** Remove fruit and vegetables from packing cases and place them in clean, hygienic storage containers.

4.11.4.5 Dry Goods:

- **Storage Conditions:** Store dry goods off the floor to facilitate cleaning and pest control.
- **Inspection:** Inspect all deliveries for damage, infestation, and adequate date codes before transferring to storage.
- **Action on Unsafe Goods:** Reject any goods that pose a risk to food safety.

4.11.4.6 Handling Rejected Foods:

- **Labelling:** Label any rejected foods as ‘not for human consumption.’
- **Disposal:** Ensure rejected foods are either returned to the supplier or disposed of in a manner that effectively removes them from the food chain.

4.11.5 Third Party Suppliers and Contracted Catering Suppliers

4.11.5.1 Approved Suppliers:

- **Requirement:** All third-party food provision must be sourced from an approved supplier.
- **Compliance:** Suppliers must meet strict Food Safety and Health & Safety requirements.
- **Information Access:** Details about approved suppliers are available on the Campus Division Catering Department intranet pages and the Catering pages of the University website.

4.11.5.2 Contractual Arrangements:

- **Contract Conditions:** Third-party suppliers operating on the University’s premises must adhere to reasonable conditions set out in a formal contractual agreement.

4.11.5.3 Audits and Compliance:

- **Audits:** Contracted third-party operators must undergo a full audit conducted by university representatives.
- **Cooperation:** Operators are expected to cooperate fully with the audit process and comply with any recommendations. They should work with the University to achieve continual improvement in their operations.

4.11.6 Mobile Food Vendors

4.11.6.1 Approved Suppliers:

Requirement: All mobile food provision must be sourced from an approved University of Bristol (UoB) supplier.

Compliance: Mobile food suppliers must adhere to strict Food Safety and Health & Safety requirements.

Information Access: Approved suppliers for mobile food provision can be found on the Campus Division Catering Department intranet pages.

Restriction: Suppliers not listed on the intranet pages are not permitted.

4.12 Bars

4.12.1 Bar and Cellar Management

Cleaning and Maintenance:

- **Bar and Cellar Areas:** Regular cleaning is mandatory to maintain hygiene standards.
- **Equipment Cleaning:** Dispersal equipment for beer/alcohol must be cleaned at least weekly. This includes cleaning pipework to prevent acid yeast and bacteria buildup. Personal protective equipment (PPE) such as goggles and glasses should be worn during cleaning, as outlined in the risk assessment.

Temperature Control:

- **Cellar Temperature:** Maintain a temperature range of 11-13°C in the cellar. Regular temperature recordings are required.
- **Bottled Drinks Storage:** Store bottled drinks at an ideal temperature of 4-6°C.
- **Keg Use and Storage:** Ensure keg beers are used within 5 days of receipt. Kegs should not be kept outside. Upon delivery, verify that kegs have at least 20 days left before the best-before date and that the containers are undamaged.

Stock Management:

- **Effective Stock Rotation:** Implement stock rotation to ensure older stock is used first.
- **Keg Acceptance:** Accept only those kegs that meet the date and condition requirements.

Equipment and Inspections:

- **Cooling Equipment:** Regular maintenance of cellar cooling equipment is essential.
- **Monthly Inspections:** The relevant Manager must conduct monthly recorded inspections to ensure compliance with these standards.

4.13 Enforcement inspections

4.13.1 **Display Policy:** The most recent Scores on the Doors ratings for each outlet must be prominently displayed. This policy ensures transparency and informs customers about the current food hygiene and safety standards at each location. Scores on the Doors - Official Food Hygiene Ratings

4.13.2 In the UK, responsibility for safeguarding public health and ensuring food businesses comply with food hygiene legislation falls to the Local Authority. Enforcement officers are tasked with ensuring adherence to relevant laws, verifying that food is handled and produced hygienically, and providing professional guidance and advice.

4.13.3 Enforcement Officers have the legal authority to enter catering establishments. They must be granted access upon presenting an identity document during reasonable hours. It is an offence to obstruct Enforcement Officers while they perform their duties.

4.13.4 University staff must be courteous to Enforcement Officers and provide all necessary information. Any questions that cannot be answered immediately should be referred to the Relevant Head Chef or Safety and Health Services.

4.13.5 Following an inspection, any proposed actions will be discussed with Safety and Health Services, the Divisional Safety Adviser, and the Unit Cluster Manager. Appeal

procedures will be explained, and any actions taken will adhere to the Local Authority Enforcement Policy.

4.13.6 Managers should not engage in written correspondence with an Enforcement Officer without the involvement of the Head of Catering. This is crucial, especially if any notices are served, as senior officers may need to be involved.

4.13.7 The University strives to maintain high standards and values an excellent relationship with Local Authorities. This collaboration is vital for assessing and improving the implementation of the Food Safety Policy through guidance and support.

4.14 Food Safety Incidents & Customer complaints

4.14.1 Customer complaints can fall into various categories: physical contamination, quality issues, complaints about staff (including service or hygiene concerns), or allegations of food poisoning. Each type of complaint may indicate a failure in the HACCP management procedure.

4.14.2 All customer complaints must be documented and fully investigated. For physical contaminants, Cluster Managers must be vigilant about "foreign body" incidents, ensuring all reasonable precautions and due diligence are taken to remove or prevent contamination. For example, restricting staff from wearing jewellery other than a wedding band helps reduce the risk of physical contamination.

4.14.3 Quality complaints should be addressed promptly, but a record must be kept of all concerns. The Cluster Manager and the relevant Head Chef will review these records to ensure continuous improvement.

4.14.4 Allegations of food poisoning must be addressed immediately to contain any potential outbreak, identify the source, and determine the causative agent. An outbreak is defined as an incident where two or more people with a common exposure experience a similar illness or confirmed infection. Upon learning of a foodborne outbreak linked to the premises, the Cluster Manager must inform the Relevant Head Chef and Head of Catering. They will then notify Safety and Health Services for guidance on food safety measures and required controls.

4.14.5 Handling customer complaints courteously can often prevent the need for Local Authority Environmental Health involvement. However, some complaints may be directed through the Environmental Health Officer.

4.14.6 Ensure that all details of complaints are entered into the Safety & Health Incident Reporting system. Select the Campus Division Catering Department and the Catering Cluster Manager: Safety & Health Incident Reporting System.

4.14.7 All complaints received by the Catering Department are treated confidentially. Complainants will be informed via email of the findings and actions taken.

4.15 Food Allergies

4.15.1 The Food Information to Consumers Regulation (No. 1169/2011) states that all food service organisations serving unpackaged food or food that is packaged on site for immediate consumption, will have to supply details of the menu items that contain the EU top14 allergens within the dishes they serve. Annex II of the EU Food Information to Consumers Regulation No. 1169/2011 outlines the 14 allergens (and products thereof) that must be labelled or indicated as being present in foods and these are.

- Cereals containing gluten such as wheat, rye, barley, oats, spelt.
- Crustaceans for example prawns, crabs, lobster, crayfish
- Eggs
- Fish
- Peanuts
- Soybeans
- Milk (including lactose)
- Nuts such as almonds, hazelnuts, walnuts, cashews, pecan nuts, Brazil nuts, pistachio nuts, macadamia (or Queensland) nuts.
- Celery (including celeriac)
- Mustard
- Sesame seeds
- Sulphur dioxide (>10mg/kg or 10mg/L)
- Lupin
- Mollusc for example clams, mussels, whelks, oysters, snails and squid

4.15.2 To ensure compliance with allergen legislation, the Campus Division Catering Department will implement the following actions:

- **Identification and Information:**
  - **Operational Managers & Head Chefs** are responsible for identifying allergenic ingredients and ensuring accurate allergen information is available for Campus Division Catering Department products. This will be managed using the Saffron Catering Management System to ensure all allergen information is specific, complete, and accurate.
- **Recipe Accuracy:**
  - The Campus Division Catering Department will compile accurate recipes. **Cluster Managers** (including Operational Managers, Cluster Managers, and Head Chefs) are responsible for ensuring that recipes are followed precisely and that no unpackaged foods are supplied without verified allergen information.
- **Food Handler Responsibilities:**
  - All food handlers must adhere to recipes strictly and follow their allergen awareness training. They should raise any concerns with their supervisors and be vigilant about allergen control.
- **Customer Information:**
  - The FSA's recommended signage will be used at all University-operated food outlets to encourage customers to talk to staff about food allergies.
- **Customer Service Notices:**
  - Notices at customer service points will inform customers that allergen information is available and can be obtained from staff. These notices must be clearly visible to all customers.
- **Allergen Folders:**
  - Each customer service point will have an 'allergen folder' available on request. This folder will contain information on all unpackaged foods. The

Cluster Manager is responsible for ensuring the folder is accurate and includes information on all products.

- **Menu Information:**
  - Allergen information will be provided on menu cards to inform customers about potential allergens in the food.
- **Supplier Information:**
  - **Operational Managers** must ensure that allergen information for unpackaged foods from university-approved suppliers is available in a format equivalent to product information.
- **Local Maintenance of Allergen Information:**
  - **Cluster Managers** are responsible for maintaining accurate local allergen information, including in allergen folders and written menus. This is crucial for events where an allergen folder may not be practical.
- **Third-Party Catering Compliance:**
  - **Catering Contracts Manager** is responsible for ensuring that all third-party caterers comply with allergen regulations. The Catering Contracts Manager will periodically monitor the compliance arrangements of these partners.
- **External Event Caterers:**
  - **Cluster Managers** must ensure that any external event caterers have effective allergen compliance arrangements in place, particularly for events managed or catered by the Campus Division Catering Department.
- **Staff Training:**
  - **Operational Managers** are responsible for training their staff on this allergen policy. Allergen awareness training is part of new team members' induction and will be repeated as necessary.
- **Special Dietary Requirements:**
  - Meals specifically prepared for individuals with known food allergies must be stored separately and effectively labelled to prevent cross-contamination.

These actions will help ensure that allergen information is managed effectively, supporting food safety and customer health.

4.15.3. Key messages for catering units include the following:

- Know all your ingredients and always reflect the presence of these items on your menu to allow customers to make an informed choice,
- Prevent cross contamination from foods that can cause allergic reactions and intolerance,
- Utensils and equipment should be separate or cleaned thoroughly after use with products that can cause reactions.
- Store foods that can cause allergic reaction and intolerance reaction separate from other foods,
- Check that the food delivered matches your order and you are aware of the composition of the food,

Note: Cooking does not usually eliminate allergen risks.

Further information is available on the Food Standards website.
http://food.gov.uk/business-industry/allergy-guide/

4.15.4 Natasha's Law (The Food Information (Amendment) (England) Regulations 2019)

Natasha's Law, effective from October 1, 2021, requires producers of Prepacked for Direct Sale (PPDS) foods to include specific allergen information on labels. This legislation aims to standardize allergen information across all prepacked foods.

- **Major Allergens:**
  - The 14 major allergens that must be declared are:
    1. Celery
    2. Cereals containing gluten (e.g., barley, oats)
    3. Crustaceans (e.g., prawns, crabs)
    4. Eggs
    5. Fish
    6. Lupin
    7. Milk
    8. Molluscs (e.g., mussels, oysters)
    9. Mustard
    10. Peanuts
    11. Sesame seeds
    12. Soya
    13. Sulphur dioxide (sulphites) (if >10 ppm)
    14. Nuts (e.g., almonds, walnuts)

- **Labelling Requirements:**
  - **Name of the Food:** Must be clearly stated, including any processing methods (e.g., smoked bacon).
  - **List of Ingredients:** Ingredients must be listed in descending order by weight.
  - **Allergen Information:** Allergens must be emphasized in the ingredients list using bold lettering, contrasting colours, or underlining. The allergen must be declared, even if present in exceedingly small amounts, e.g., "tofu (soya)".

- **PPDS Foods:** These are foods that are packed before being offered for sale by the same food business to the final consumer. Examples include prepacked salads, sandwiches, or pots of granola and yogurt. PPDS foods require full ingredient labelling.
- **Non-PPDS Foods:** Open or unwrapped foods made on-site (e.g., hot meals, uncovered food) do not need a full ingredients label but should have allergen information available as per pre-October 2021 requirements (e.g., menus, allergen folders, signage).
- **Label Production:** Labels for PPDS foods will be produced using recipes from Procure Wizard and printed via Label Logic Live. Sites producing PPDS foods will handle label printing as required.
- **For More Information:** Additional details can be found at Food Standards Agency.
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4.15.5 Calorie Labelling Legislation (April 2022)

- **Exemption Details:**
  - The University is exempt from calorie labelling under Regulation 7 of the Calorie Labelling Out of Home Sector (England) Regulations 2021. This exemption applies as the University is classified as an educational institution under the Coronavirus Act 2020 and does not provide education to pupils below 18 years of age.

4.16 Health and Safety

- **Access to Documentation:**
  - All staff must have access to the Campus Division Catering Department Health and Safety Policy, Department Risk Assessment, Safe Working Procedures, and Staff Handbook. These documents are available on the Campus Division Catering Department SharePoint site.
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- **Additional Information:**
  - Information is also available on the Safety and Health Services webpage: Safety and Health Services.
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- **Accident and Incident Reporting:**
  - **Reporting:** Accidents, dangerous incidents, occupational health issues, and near misses must be reported online via the Safety and Health Services Incident Report and Investigation System: Incident Reporting.
  - **Investigation:** The Cluster Manager is responsible for investigating incidents and ensuring they are logged online. The Divisional Safety Adviser may require additional information.
  - **Serious Injuries:** Serious injuries or those likely to cause lost work time should be reported immediately by telephone (ext. 88780) to Safety and Health Services, and the Divisional Safety Adviser must be informed.
  - **RIDDOR Reporting:** Safety and Health Services will handle RIDDOR reporting for reportable accidents. A full investigation may be required.
  - **Death Procedure:** For procedures related to staff or student deaths, refer to the Incident and Crisis Management Framework: Incident and Crisis Management Framework.

5 References

5.1 Internal References

5.1.1 *Implementing Procedures*

5.1.1.1 HAS-SP-014 Campus Division Catering Department Safe Working Procedures

5.1.2 *Other Internal References*

5.1.2.1 HAS-PD-001 Health, Safety and Welfare Policy

5.1.2.2 GEN-SP-007 Staff handbook

5.1.2.3 CAT-PD-001 Catering policy and booking procedures.

5.2 External References

5.2.1 The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 No. 1471. Available online here: http://www.legislation.gov.uk/uksi/2013/1471/contents

5.2.2 Health and Safety at Work etc Act 1974 c. 37 and subordinate Regulations.

Available online here: http://www.legislation.gov.uk/ukpga/1974/37/contents

5.2.3 The Food Hygiene (England) Regulations 2006 No. 14. Available online here: http://www.legislation.gov.uk/uksi/2006/14/contents/

5.2.4 The Food Safety Act 1990 (Amendment) Regulations 2004 No. 2990. Available online here: http://www.legislation.gov.uk/uksi/2004/2990/contents/made

5.2.5 Food Standards Agency (FSA), 2019. *Guidance for food business operators and local authorities E. coli 0157 Control of Cross-contamination*. Available online here: https://www.food.gov.uk/sites/default/files/media/document/e.-coli-0157-cross-contamination-guidance_0.pdf

5.2.6 Regulation (EC) No 852/2004 on the hygiene of foodstuffs. Available online here: https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02004R0852-20090420&qid=1571063044330&from=EN

5.2.7 Regulation (EC) No 853/2004 laying down specific hygiene rules for food of animal origin. Available online here: https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02004R0853-20190101&qid=1571063090430&from=EN

5.2.8 Regulation (EC) No 854/2004 laying down specific rules for the organisation of official controls on products of animal origin intended for human consumption. Available online here: https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32004R0854&qid=1571063141400&from=EN

5.2.9 EC Regulation No. 2073/2005 Microbiological Criteria for Foodstuffs. Available online here: https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02005R2073-20190228&qid=1571063178995&from=EN

5.2.10 EU Food Information for Consumers Regulation (No. 1169/2011) and Food Information Regulations 2014. Available online here: https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02011R1169-20180101&qid=1571063231311&from=EN

5.2.11 COMMISSION REGULATION (EU) 2017/2158 Acrylamide of 20 November 2017 establishing mitigation measures and benchmark levels for the reduction of the presence of acrylamide in food. Available online here: https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32017R2158&rid=1

6 Appendices

6.1 Hazard Analysis and Critical Control Points

6.1.1 Introduction

6.1.1.1 Campus Division Catering Department runs a range of food outlets across the University including the Hawthorns bar area, the University coffee shops, Balloon Bar and catered halls of residence kitchens.

6.1.1.2 This HACCP plan covers the microbiological, chemical and physical hazards from the receipt of deliveries through to service or sale to the customer for all food prepared and sold by Campus Division Catering Dept.

6.1.1.3 As most catering staff will work at more than one site (depending on workload and time of year), this HACCP plan covers food production at all sites to ensure all staff are familiar with appropriate control measures and monitoring procedures.

6.1.2 Background

6.1.2.1 Campus Division Catering Dept. have extensive function menus and can supply catering services for any of the University buildings. Food supplied ranges from baguettes, hot and cold snacks to hot or cold buffet food and catering for dinner parties and banquets. Food is ordered in advance and delivered either in insulated containers (hot food) or in a refrigerated vehicle (cold food). These are for special functions and not for general use by university staff.

6.1.2.2 Vacuum packing of food is carried out in the Halls of Residence for raw ingredients as part of the preparation stage. All vacuum packing machines are designated raw to prevent cross contamination. Full details of the processes and control measures involved are covered in the HACCP chart.

6.1.2.3 Some products may be cooked in advance and then chilled or frozen to be used cold or reheated. A blast chiller/freezer is available at all hall kitchens and is used to cool as necessary.

6.1.3 HACCP team

6.1.3.1 The Senior Head Chef lead the HACCP team, with specialist input provided by Catering Operations Manager, Divisional Safety Officer, Quality Assurance Officer and Health and Safety Advisor (UOB (University of Bristol) Safety and Health Services).

6.1.4 General control measures

6.1.4.1 To avoid repetition in the HACCP plan, a set of generic controls are in place which apply at every stage of production regardless of whether that stage in production is a critical control point. These are food safety controls which form the basis of good food hygiene. These general control measures cover physical, biological and chemical hazards and are detailed below. Allergens have also been considered as part of the HACCP plan.

6.1.5 Suppliers and deliveries

6.1.5.1 Deliveries are received frequently to enable good stock rotation.

6.1.5.2 A list of vetted (reputable) suppliers can be found in the Head Chef's office. New suppliers are assessed before being added to the list.

6.1.5.3 Visual checks are made on each delivery (including the delivery vehicle and delivery items) and goods not meeting the required standards are rejected.

6.1.6 Cleaning

6.1.6.1 Effective cleaning is essential to reducing the risk of physical, chemical and biological contamination of food. The following controls are in place in accordance with Campus Division Catering Department Safe Working Procedures HAS-SP-014.

6.1.6.2 Clean as you go policy in place.

- Two step cleaning process is always used for surfaces where raw and cooked food are prepared.
- Appropriate chemicals are selected for tasks such as cleaning food and hand contact surfaces, floors and equipment. Chemicals meet the appropriate BS: EN standard.
- Only approved chemicals may be used, and correct usage instructions are followed.
- Equipment and utensils requiring disinfection/ sanitisation are cleaned at 82°C or above using a utensil washer. Dishwashers are not used for this purpose.
- A detailed cleaning schedule is in place, completed daily and monitored by the Head Chef or Catering Manager
- Disposable cleaning cloths are used where there is a risk of cross contamination (e.g. blue roll). Any reusable cleaning cloths are washed daily on a 90^{o}C wash cycle.
- Waste is removed from food preparation areas regularly and is handled in the correct way.

6.1.7 Physical contamination prevention

- Personal hygiene policy in place including hair tied back, and correct protective clothing worn (part of the Food Safety Policy)
- Pest control contract in place
- Policy in place to minimise the use of glass.
- Staff have appropriate space to store personal belongings, and these must not be brought into food preparation areas.
- Blue plasters worn to cover cuts.
- Maintenance and repair scheme in place through the University's Estates Office

6.1.8 Chemical contamination

- Cleaning chemicals are stored in a designated area away from food.
- Designated personal protective equipment for using chemicals available.
- Instructions for use of chemicals followed.
- Personal hygiene policy is in place (part of the Food Safety Policy)
- Personal belongings area stored in a separate area away from food.

6.1.9 Microbiological hazards

6.1.9.1 Full details of the control measures in place to control microbiological hazards at different stages of production are detailed in the HACCP plan however the following generic controls are also in place:

- Cleaning, including appropriate sanitisation of food contact surfaces, only using approved chemicals and a 'clean as you go policy.'
- Personal hygiene policy (part of the Food Safety Policy)
- Fitness to work policy (part of the Food Safety Policy)
- Waste handled in the correct way.
- Pest control contract in place, regular inspections made.
- Designated preparation areas used for raw and ready to eat foods, or suitable separation by time.
- Training (see Food Safety Policy for further details, annual refresher provided).

6.1.10 Allergens

6.1.10.1 The generic allergen controls are defined in Section 4.15 Food Allergies. Any step specific controls are detailed in the HACCP chart below.

6.1.10.2 Food produced in university kitchens is made in an environment where other allergens (including the 14 key allergens outlined in legislation) are handled. Where food is made for an individual with an allergy every effort is made to prevent cross contamination. Shared equipment is however present in the kitchens such as toaster, grills, griddles and fryers which are potential sources of allergen cross contamination and are exceedingly difficult to remove all traces of a given allergen between uses and a residual risk may remain. Individuals with allergies are prompted using signage to discuss further with staff.

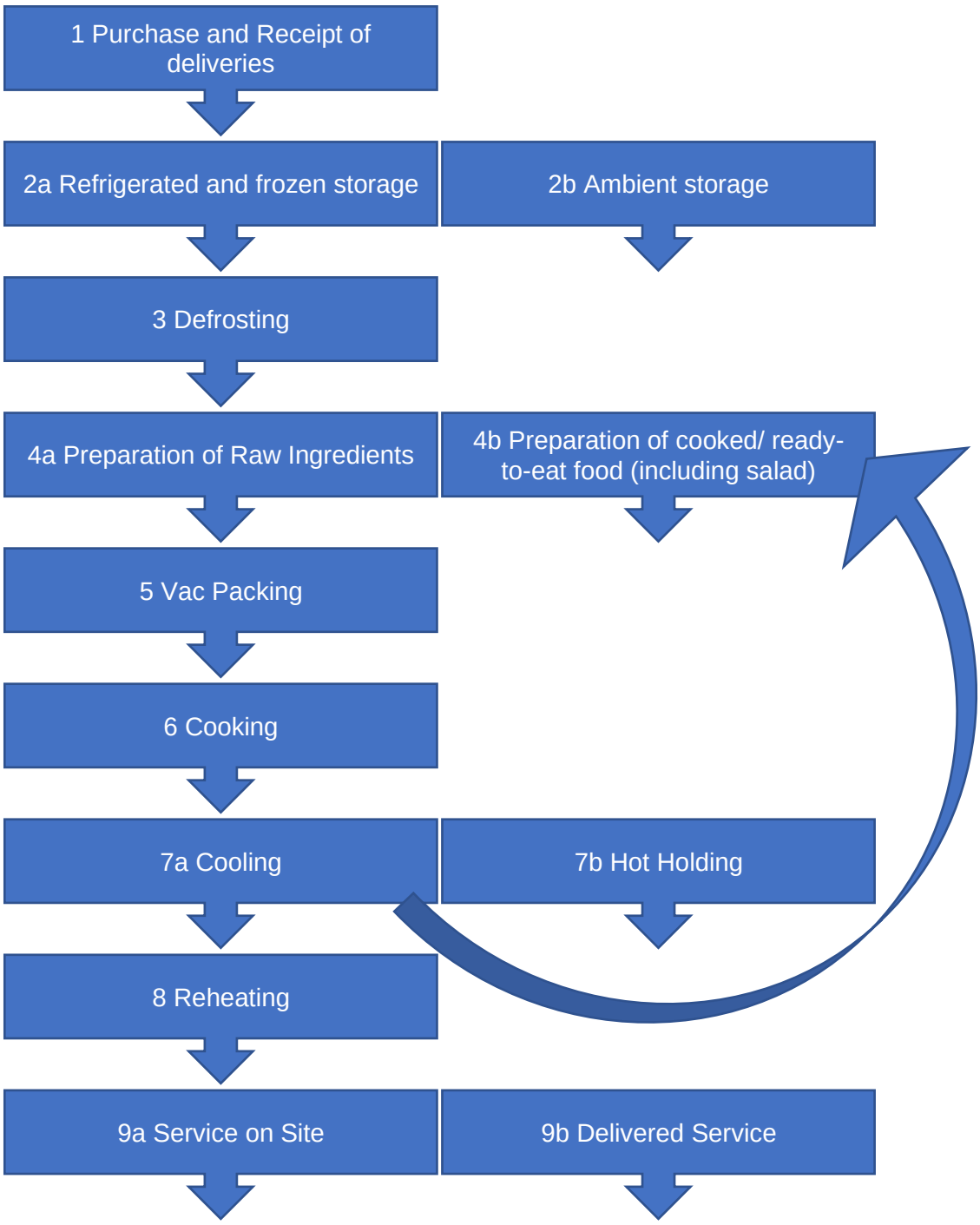
6.1.11 Students:

6.1.11.1 A food allergy advice document is given to any student making an enquiry prior to starting at the university. The document outlines the control measures in place and who to contact for further information.

6.1.11.2 A form is included as part of the information pack give to all students who have accepted an offer asking for details of food allergies and contact details for Campus Division Catering Department to discuss individual needs further.

6.1.11.3 The Head Chef is also available to discuss student dietary requirements throughout the term should any new concerns arise during term time.

6.1.12 *Process Flow*



6.1.13 *HACCP Table*

Step	HAZARDS AT CCPs	Control measures and critical limits	CCP or PRP	Monitoring and recording	Corrective action
1) Purchase and Receipt of deliveries	Presence of harmful bacteria	Reputable suppliers used from TUCO vetted list. Accept chilled food at 8°C or below. Accept frozen food at-12°C or below. Visual check of delivery vehicle for cleanliness Food must be within use by date or best before date. Food must be of an acceptable quality and free from damage or mould. Chilled and frozen foods placed in appropriate storage immediately	PRP	Check and record the food temperature for an item from 3 or 4 randomly chosen high risk food deliveries each day. Visual checks on delivery vehicle cleanliness, date codes and packaging Delivery check form	Reject delivery if chilled or frozen food is not at a low enough temperature. Head Chef to review supplier. Reject food beyond 'use by' or "best before" date. Reject damaged/contaminated food. Review supplier
	Cross contamination in the Vehicle	Check raw and cooked/ ready to eat (RTE) foods separate on delivery vehicle. Food packaging must be in good condition with no damage or leaks	PRP	Visual checks on separation of raw food Complete delivery check form	Reject contaminated food. Review delivery method. Review supplier
	Presence of unintentional ingredients due to incorrect composition of goods	Allergen controls in place using Procure Wizard Ensure suitable coffee bean variety used (as recommended by supplier)	PRP	Ensure all products are the correct brand as per the recipe for allergen control	Do not use an alternative brand until allergen information has been updated and verified
	Presence of Other contamination e.g. physical or chemical	Check inside of delivery vehicle is clean and free from pests. Ensure that food is protected and/or covered. Keep external doors closed whilst not in use.	PRP	Visual checks of items being delivered.	Reject any food that may be contaminated. Review supplier.

Step	HAZARDS AT CCPs	Control measures and critical limits	CCP or PRP	Monitoring and recording	Corrective action
2a) Refrigerated and frozen storage	Growth of harmful bacteria if correct temperature and time of storage is not observed	Store chilled food at 5°C or below, max 8°C. Store frozen food at or below -18°C, max -12°C. Ensure food is within 'use by' date. Date mark opened packets/containers with appropriate shelf life based on manufacturers guidance or day of opening/preparation+2) Refrigeration and Freezers are on a Bi-Annual maintenance service contract	CCP	Check food temperatures for refrigerators and freezers. Visual check on 'use by' dates. Date code check form. Manager's checklist Refrigerator temperature record Freezer temperature form	Recheck temperature and consider if food safe to use. Dispose of food outside critical limits Service Engineer to check/repair. Dispose of food beyond 'use by' dates. Dispose of food prepared on site after day of production +2.
	Cross contamination	Keep raw and cooked/RTE foods adequately separated. Ensure food is stored wrapped or packed. Allergen control in place, separate foods where necessary Allergen awareness training	PRP	Visual checks	Dispose of contaminated food
	Chemical or Physical contamination from Damaged/Dirty Equipment or Personnel	Implement pest control contractor recommendations. Keep refrigerator/freezer clean. Ensure that food is protected and/or covered. Refrigeration and Freezers are on a Bi-Annual maintenance service contract	PRP	Visual checks Complete cleaning schedule	Dispose of contaminated food
2b) Ambient storage	Cross contamination	Keep storage areas clean. RTE food stored in correct location separate to raw foods. Make sure that food is protected and/or covered. Decant any open bags into sealed containers. Ensure foods that can cause allergic reaction and intolerance are stored separate from other foods.	PRP	Visual checks Complete cleaning schedule Allergen awareness training	Dispose of contaminated food

Step	HAZARDS AT CCPs	Control measures and critical limits	CCP or PRP	Monitoring and recording	Corrective action
	Chemical or Physical contamination from Damaged/Dirty Equipment or Personnel	Implement pest control contractor recommendations. Ensure that food is protected and/or covered. Store whole skin on potatoes at room temperature (>6^{o}C in a cool/dry/dark place) before roasting/frying	PRP	Observe and check stores for signs of pests. Ensure that pest control contractor completes, and signs record book. Manager's checklist	Dispose of food which may be contaminated by pests. Contact pest control contractor. Carry out repairs to premises.
3) Defrosting	Growth of harmful bacteria	Defrost only what is needed. Defrost frozen food in a refrigerator. Defrosting food kept at 8^{o}C or below. Ensure food is fully defrosted before cooking. Ensure defrosted food is labelled with a date code to indicate its shelf life. Ensure food is covered or wrapped	PRP	Do not use food paste the date code applied on defrosting. Complete refrigerator temperature record	Adjust refrigerator settings and consider if the food is safe to use once defrosted. If not, enough time is left to defrost for longer, then replace the dish with a similar dish that is ready to serve. Dispose of unsafe food
	Cross contamination	Keep raw and cooked/RTE foods separate and in the appropriate chiller. Use safe handling practices. Ensure food is covered or wrapped	PRP	Visual checks	Dispose of contaminated food
	Chemical or Physical contamination from Damaged/Dirty Equipment or Personnel	Implement pest control contractor recommendations. Ensure that food is protected and/or covered. Personal hygiene policy	PRP	Visual checks Complete cleaning schedule	Dispose of contaminated food Contact pest control contractor
4a) Preparation of Raw Ingredients	Presence of harmful bacteria	Food must be within use by date or best before date. Food must be of an acceptable quality and free from damage or mould.	PRP	Visual checks. Food to be prepped in designated area.	Dispose of contaminated food.
	Cross contamination of allergens	Allergen awareness training Clean as you go	PRP	Food to be prepped in designated area.	Dispose of contaminated food.

Step	HAZARDS AT CCPs	Control measures and critical limits	CCP or PRP	Monitoring and recording	Corrective action
	Chemical or Physical contamination from Damaged/Dirty Equipment or Personnel	Implement pest control contractor recommendations. Keep preparation area clean / Clean as you go. Personal hygiene policy	PRP	Visual checks.	Dispose of contaminated food.
4b) Preparation of cooked/ ready-to-eat food (including salad)	Growth of harmful bacteria	Minimise the length of time that food is out of the refrigerator.	PRP	Visual checks	Consider if the food is safe to use. Dispose of unsafe food
	Cross contamination From raw to cooked/ready to eat foods	Raw food preparation carried out on dedicated workstation. Utensils and equipment must have been effectively cleaned and disinfected between uses. Ensure ready to eat equipment such as coloured coded chopping boards and knives are stored separately from those used for raw products. Follow personal hygiene policy. Staff to ensure that they are wearing correct protective clothing. Follow cleaning schedule / clean as you go. Wash salad ingredients.	PRP	Visual checks Complete cleaning schedule Monitor utensil washer temperature. Manager's checklist	Dispose of contaminated food Contact maintenance engineer
	Formation of Acrylamide at future cooking stage	If chips/roast potatoes made on site from whole skin-on potatoes, soak in water before cooking to reduce the starch content. Cut potatoes to evenly sized pieces so that they cook at the same rate.	PRP	Ensure potatoes are prepped to an even size. Ensure potatoes have enough soaking time.	

Step	HAZARDS AT CCPs	Control measures and critical limits	CCP or PRP	Monitoring and recording	Corrective action
	Allergen contents of food ingredients	Allergen awareness training Check correct ingredients are always used and recipe followed. If a meal is prepared specifically for an individual with a food allergy, ensure cross contamination is prevented. Recipes are developed to avoid containing common food allergies where possible	PRP	Allergen awareness training Visual checks	Dispose of contaminated food
	Chemical or Physical contamination from Damaged/Dirty Equipment or Personnel	Implement pest control contractor recommendations. Follow personal hygiene policy. Ensure that equipment and utensils are clean and are in a good state of repair. Clean as you go. Correct protective clothing worn.	PRP	Visual checks Complete cleaning schedule	Dispose of contaminated food Dispose of defective equipment/utensils Do not use unevenly sided potato chips or pieces or cut so they are the same size as others.
5) Vacuum packing	Growth of harmful bacteria (in particular *C. botulinum, L. mono*)	Labelling system in place to indicate date of packing and shelf life on each vacuum-packed item. All vacuum-packed food must be stored at or below 8ºC. Food is vacuum packed only once. Ensure seal on vacuum packed food is intact	PRP	Date code checks and records on vacuum packed items. Temperature checks and records for chilled food Visual checks	Dispose of any food past its shelf life Recheck temperature and consider if food safe to use. Dispose of food outside critical limits Service Engineer to check/repair
	Cross contamination	Vacuum packing machines are only to be used for prepared raw ingredients (e.g., ginger puree, garlic puree, etc)	PRP	Visual checks	
	Chemical or Physical contamination from Damaged/Dirty Equipment or Personnel	Follow personal hygiene policy. Ensure that equipment is clean and in a good state of repair. Clean as you go	PRP	Visual checks Complete cleaning schedule	Dispose of contaminated food Dispose of defective equipment

Step	HAZARDS AT CCPs	Control measures and critical limits	CCP or PRP	Monitoring and recording	Corrective action
6) Cooking	Survival of harmful bacteria	Preheat oven before use. Ensure that food is cooked to a minimum core temperature of 75°C for 30 seconds (or equivalent) Joints of meat may be served rare at certain events (e.g. dinner parties). Joint is sealed to ensure bacteria are killed and then further heated using a range of methods to achieve an equivalent safe cook based on much longer times with lower temperatures. Ovens and Fryers are on a Bi-Annual maintenance service contract	CCP	Check the core temperature of cooked food. Ensure that juices for chicken and turkey are running clear. Ensure that casseroles and other liquid dishes are simmering. Ensure that meat dishes have no pink or red in the centre. Joints can be served rare but only for dinner parties but not for the nursery. Complete hot food temperature record	Cook the food for longer. Service Engineer to check/repair equipment. Review staff training
	Cross contamination	Sanitise probe thermometer before and after use with probe wipe. Use clean equipment and utensils. Personal hygiene policy followed. Allergen awareness policy and training followed	PRP	Visual checks Cleaning schedules Manager's checklist Allergen awareness training	Dispose of any possible contaminated food Contact maintenance engineer
	Chemical or Physical contamination from Damaged/Dirty Equipment or Personnel	Follow personal hygiene policy. Ensure that equipment is clean and in a good state of repair. Clean as you go	PRP	Visual checks Cleaning schedules	Dispose of any possible contaminated food Contact maintenance engineer

Step	HAZARDS AT CCPs	Control measures and critical limits	CCP or PRP	Monitoring and recording	Corrective action
	Acrylamide Production During Cooking	**Go for gold (cook all bread, potato products etc to a light gold colour, no darker)** Follow any manufacturer's instructions (e.g. for part baked items, chips etc) Skim deep fat fryer fat for any debris/crumbs. Source appropriate cooking oil for frying from supplier. Fry food at temperatures of <175ºC. Oven cooks at 180-220ºC (180ºC if fan oven) Change oil as per supplier's recommendation	CCP	Visual checks Manager's checklist	Discard overcooked food (darker than light gold) Change oil if necessary
7a) Cooling (blast chiller or blast freezer)	Growth of harmful bacteria or toxin formation if time / temperature controls not observed	Cool food which has just been cooked as quickly as possible using the blast chiller/freezer. Food divided into small or shallow portions. Food cooled to below 10°C within 90 minutes. Apply date code to the cooled food indicating the date it must be used by Refrigeration and Freezers are on a Bi-Annual maintenance service contract	CCP	Follow an established cooling practice (time/ temperature/ formula) with temperature checks. Complete temperature record	Dispose of unsafe food Review and amend cooling procedures to enable chilling of food to below 10°C within 90 minutes
	Cross contamination	Follow personal hygiene policy. Allergen awareness policy and training followed	PRP	Visual checks Complete cleaning schedule	Dispose of contaminated food
	Chemical or Physical contamination from Damaged/Dirty Equipment or Personnel	Implement pest control contractor recommendations. Keep surfaces and equipment clean. Ensure that food is protected and/or covered. Allergen awareness training and policy Refrigeration and Freezers are on a Bi-Annual maintenance service contract	PRP	Visual checks Complete cleaning schedule	Dispose of contaminated food
7b) Hot holding	Growth of harmful bacteria	Batch cook to reduce the need for hot holding. Preheat hot holding equipment before any food placed in it. Hot hold at a temperature at or above 63°C Maximum hot holding period of 4 hours	CCP	Check core temperature of hot held food. Complete hot holding temperature record	Reheat food until piping hot and put into hot holding equipment, or chill down food safely. Waste food held below 63°if necessary. Waste any food remaining after 4 hours of hot holding

Step	HAZARDS AT CCPs	Control measures and critical limits	CCP or PRP	Monitoring and recording	Corrective action
	Presence of allergens	Allergen awareness training and policy	PRP	Check daily allergen sheets	
	Chemical or Physical contamination from Damaged/Dirty Equipment or Personnel	Implement pest control contractor recommendations. Make sure that food is covered as far as practicable. Sanitise probe thermometer before and after use with probe wipe. Follow personal hygiene policy.	PRP	Visual checks Complete cleaning schedule	Dispose of contaminated food
8) Reheating	Survival of harmful bacteria	Ensure that food is reheated to a minimum core temperature of 75°C for 30 seconds (or equivalent) Reheat food only once	CCP	Check core temperature of food with probe thermometer. Complete hot food temperature record	Continue reheating until required temperature is reached. Service Engineer to check/repair equipment
	Cross contamination	Sanitise probe thermometer before and after use with probe wipe. Follow personal hygiene policy. Use clean utensils and equipment. Allergen awareness policy and training followed	PRP	Visual checks Cleaning schedules Monitor utensil washer temperature. Manager's checklist	Waste contaminated food. Contact maintenance engineer
9a) Service (on site)	Growth of harmful bacteria	Serve food as soon as possible after cooking or preparation; chilled food maximum of 4 hours, hot food maximum of 2 hours. Chilled food served at or below 8°C. Hot food served at or above 63°C	CCP	Visual checks Complete temperature records	Dispose of unsafe food
	Presence of allergens	Ensure correct allergen information is available at the customer service point	PRP	Check daily allergen sheets	
	Chemical or Physical contamination from Damaged/Dirty Equipment or Personnel	Implement pest control contractor recommendations. Follow personal hygiene policy. Ensure equipment and utensils are clean. Protect food where possible and appropriate with sneeze guards or covers.	PRP	Visual checks Complete cleaning schedule Allergen awareness training	Dispose of contaminated food

Step	HAZARDS AT CCPs	Control measures and critical limits	CCP or PRP	Monitoring and recording	Corrective action
9b) Delivery and service (off site)	Growth of harmful bacteria or formation of toxins	Ensure that food is despatched and arrives at suitable temperature (chilled at or below 8ºC and hot food at or above 63ºC) Food is transported in insulated containers. Chilled food must be kept under 8°C. Hot foods must be above 63°C. Hot food not under temperature control disposed of after 2 hours. High risk cold food not under temperature control either disposed of after 4 hours.	CCP	Visual checks Complete temperature records	Dispose of food which may be contaminated. Review staff training and supervision. Review suitability of equipment If food is below 63°C on arrival, consider if food is safe to use and reheat as appropriate. Contact engineer if fault suspected with vehicle chiller
	Cross contamination	Sanitise probe thermometer before and after use with probe wipe. Use appropriate and clean equipment / utensils. Food transported in appropriate containers and vehicles. Delivery vehicle clean and hygienic	PRP	Visual checks	Dispose of any contaminated food
	Presence of allergens	Ensure correct allergen information is present prior to dispatch and present at service. Allergen awareness training	PRP	Check daily allergen sheets	
	Chemical or Physical contamination from vehicle contents	Delivery vehicle clean and hygienic Food kept in suitable containers. Follow personal hygiene policy.	PRP	Visual checks Complete cleaning schedule	Dispose of any contaminated food

10 Labelling of PPDS Food	Incorrect Allergen Information	Ensure correct products are used and recipes followed	CCP	Check on Procure Wizard that correct allergens are up to date.	Update allergens before printing labels