

Lordship Hub Co-op

Community building in every sense

Food Hygiene Policy

Approved by Board on 1 April 2021

Review Date 1 April 2022

1. Introduction

- 1.1 The Lordship Hub Co-op believes that the effective management of food safety relies heavily on having effective operational policies for the safe preparation, storage and handling of food. Attention to high standards of management of food services, food handlers' education and good hygiene practice are therefore essential.
- 1.2 A food handler is anyone involved in the handling or preparation of food and beverages. Therefore, this policy applies to all Managers within the Company and all café volunteers and covers all aspects of food service as delivered by the Company. The term "café worker" will be used henceforth to refer to such relevant parties including both managers working in or using the café and volunteers who volunteer within the café.
- 1.3 This policy should be read in conjunction with other existing Company policies. All staff have a duty to adhere to this and the Company's other policies from time to time in force, including but not limited to the Company's Health and Safety, Fire Safety, and Equal Opportunities Policies.
- 1.4 This policy aims to ensure that café workers' workplace conduct is of a high standard and in accordance with the standards required by the Food Safety Act 1990 and the Food Hygiene (England) Regulations 2006.
- 1.5 Any staff or volunteers found in breach of this Food & Hygiene Policy can potentially face disciplinary action.

2. Food Handling and Transport

- 2.1 It is the café worker's responsibility to ensure that all fruit and vegetables are washed before use.
- 2.2 All café workers must ensure that food temperatures are checked on dispatch and on receipt to ensure microbiological food safety, (where unsure they will be trained and can always ask their manager to assist them in ensuring temperatures are within safe categories).
- 2.3 If, according to a café worker, a supplier is not handling the delivered food safely, café worker must notify the café manager who will take appropriate action, returning damaged goods and changing supplier where necessary.
- 2.4 Should any of the Company's vehicles and/or containers be used for the transportation of anything other than food, a café manager must ensure that the Company's vehicles are cleaned to the Company's standards to avoid food contamination.
- 2.5 Café workers must check expiry dates on any stored foods regularly. The café managers are responsible for ensuring that any food found to be out of date is discarded.
- 2.6 All café workers are required to follow any storage instructions on food packaging.
- 2.7 All café workers must use food from storage on a first in/first out basis.
- 2.8 All dried foods should be stored off the floor in sealed containers to avoid potential contamination by pests.

3. Equipment and Premises

- 3.1 Each café manager is required to make sure that the necessary equipment (aprons) is available to enable good hygiene practice to be always followed. Should any of the necessary equipment be missing or damaged it is each café worker's duty to notify the café manager.
- 3.2 It is the café manager's responsibility to keep all equipment in good order, repair and condition and in an appropriate sanitary state.
- 3.3 All equipment that comes into contact with food needs to be cleaned to minimize the risk of cross-contamination.
- 3.4 The café manager is responsible for making sure that the washbasins for hand cleaning have hot and cold running water, soap and drying material in place at all times. If any café worker becomes aware that the supply of hot and cold water, cleaning

products, soap and/or drying materials are not available, he/she must immediately notify the café manager who is responsible.

4. Cross-contamination of Foods

Cross-contamination of foods is to be avoided at all times as it is a common cause of food poisoning. Cross-contamination can occur when bacteria are spread from one item to another, for instance, bacteria on a piece of raw chicken could be spread via cooking utensils or hands to another foodstuff. Café workers must do the following at all times to avoid cross-contamination:

- 4.1 At all times, food handlers are obliged to keep raw meat and poultry and ready-to-eat foods separate.
- 4.2 Café workers must thoroughly wash their hands every time after handling raw meat and poultry.
- 4.3 Café workers preparing food are also responsible for cleaning work surfaces and cutting equipment (including knives and chopping boards) before and after preparing raw meat and poultry. All café workers must use the required colour coded chopping board for food preparation. There is a notice about the colour coding on the wall next to the chopping boards.
- 4.4 It is the responsibility of each café worker to make sure that raw meat and poultry and ready to eat food are stored separately in the fridge. Raw meat and poultry should always be refrigerated below ready-to-eat foods.

5. Temperature Control

5.1 Chilled Food

Chilling food can help to prevent harmful bacteria growth so it is crucial that certain foods are kept at or below a particular cold temperature. All café workers have a responsibility to ensure that they do not break the cold chain. All Cafe workers must observe the following in order to preserve the cold chain at all times:

- 5.1.1 All cold foods must be kept at 8°C or below. This is a legal requirement. The café manager must check that the fridge temperature is cold enough at regular intervals and record the temperature. Don't overfill the fridge. Leaving space allows air to circulate and maintains the set temperature.
- 5.1.2 When food is being displayed or served it may not always be possible for the food to be chilled at below 8°C, therefore it is possible to keep the food at above 8°C but this can only happen for a maximum period of 4 hours and can only happen once. If some food is left after this period of time has elapsed, then the food must

either be thrown away or it must be chilled at 8°C or below and kept chilled at this temperature.

5.1.3 Café workers are required to put any chilled food into a fridge straight away.

5.1.4 Café workers must ensure that chilled food is kept out of the fridge for the shortest time possible.

5.2 Cooked Food

It is equally important to ensure that all cooked food is cooked properly, for the correct amount of time and at the required temperature. Use a temperature probe to check dishes are properly cooked. Most foods need to be cooked thoroughly all the way through and most meat products should not be served rare or have pink meat inside, especially foods such as chicken and meats that have been rolled or minced such as sausages and burgers, because bacteria could be inside these products. In order that foods are cooked safely and hygienically all café workers must comply with the following:

5.2.1 It is a legal requirement that all cooked food that is kept hot for any reason should be maintained at a temperature of 63°C or above.

5.2.2 When food is being displayed or served it may not always be possible for the food to be kept at 63°C or above, therefore it is possible to keep the food at below 63°C but this can only happen for a maximum period of 2 hours and can only happen once. If some food is left after this period of time has elapsed, then the food must either be thrown away or it must be chilled at 8°C or below and kept chilled at this temperature until it is used.

5.2.3 The café manager must manage a food temperature control checklist by carrying out temperature checks throughout the entire food chain (from delivery to consumption).

5.2.4 If food has been cooked and needs to be cooled this should be done as quickly as possible and the food should then be refrigerated within one to two hours.

5.2.5 It is the duty of all café workers to regularly check that the fridge/freezer is keeping the right temperature and to report any faults to the café manager immediately.

6. Refrigerators

6.1 All staff should ensure that all food-storing refrigerators are used for food storage ONLY.

6.2 The café manager must check and record the temperature of the fridge each morning and ensure that the temperature in the fridge is kept 5°C or below.

- 6.3 The café manager is responsible for ensuring that the following controls are maintained:
 - 6.3.1 The refrigerator is cleaned daily and as spills occur.
 - 6.3.2 The door seals are regularly checked; and
 - 6.3.3 The freezer is defrosted when required.
- 6.4 The café manager is responsible for ensuring that the following rules are applied when storing food in a refrigerator:
 - 6.4.1 High risk foods should be stored between 5°C or below.
 - 6.4.2 Fresh meat, poultry and fish should be stored below 5°C, though colder is better 3°C. Store meat bottom of fridge – coldest area.
 - 6.4.3 Frozen foods to be stored at -18°C or colder
 - 6.4.4 Cook to chill products to be stored at 3°C or below.
- 6.5 High Risk foods: foods which, under certain conditions, provide a supportive environment in which pathogenic bacteria can easily multiply and these foods are normally eaten without treatment that would destroy such bacteria. Foods within this definition include: all cooked meats and poultry; cooked meat products including gravy and stock; milk, cream, artificial cream, custards and dairy produce; cooked eggs and products made with eggs (does not include pastries or cakes); shellfish and other seafood and cooked rice.

7. **Food Handling Staff**

- 7.1 All staff who handle food, drinks and snacks must take all reasonable, practical steps to avoid the risk of contamination of food or ingredients.
- 7.2 On arrival at work, all food handlers must:
 - Wash their hands
 - Tie up long or shoulder-length hair
 - Cover cuts/boils/sores with a clean, blue waterproof dressing.
- 7.3 All food handlers are required to wash their hands before and after contact with food, after a break, after smoking or eating, after going to the toilet, after emptying a rubbish bin, after blowing their nose and after cleaning. Hands must be washed properly using soap and running water and then dried thoroughly.
- 7.4 Food handlers with small cuts must cover them with a blue waterproof dressing.
- 7.5 Food handlers will not, while on duty, bite nails, smoke or chew

- gum in a food preparation and service area.
- 7.6 In food preparation areas, long hair must be tied securely back from the face.
 - 7.7 Food handlers' finger nails must be kept short and clean.
 - 7.8 If food handling staff notice any lack, disrepair or adequacy of sanitary and hand-washing facilities, including a supply of soap and paper towels and/or clean towels for hand drying, they must immediately notify the café manager.
 - 7.9 The café manager must ensure that food handlers receive adequate supervision, instruction and training in food hygiene.
 - 7.10 The café manager is responsible for ensuring maintenance of day-to-day standards of hygiene in the kitchen. It is the responsibility of the café manager to encourage all café workers to take part in training sessions on food related subjects.
 - 7.11 All café workers handling food will receive basic in-house food hygiene training and after a couple of months will be given the opportunity to do an on-line food hygiene course.
 - 7.12 Failure to comply with the required standards of personal hygiene and practice may result in disciplinary action.
 - 7.13 Any café worker who has symptoms of diarrhoea and/or vomiting are strictly forbidden from handling food and entering any food preparation area. This restriction applies until at least 48 hours have elapsed without any symptoms.

8. Occupational Health

- 8.1 It is the responsibility of each café worker to notify the café manager of any condition which compromises their ability to conform to the Company's hygiene requirements.
- 8.2 Any café worker who becomes ill whilst handling food should stop work immediately and report to the café manager.
- 8.3 All food handlers must be medically fit in order to handle food and maintain a high level of personal cleanliness. Anyone suffering from or likely to be carrying a food transmissible illness, an infected wound, a skin infection, sores or diarrhoea/vomiting is not allowed to work in the food handling area.
- 8.4 Any food handler who is suffering from any of the symptoms or diseases mentioned above, must immediately notify the café manager and explain the possible cause of those symptoms. Food handling staff suffering from diarrhoea or vomiting are not permitted to return to work until they have been free of

symptoms for at least 48 hours.

- 8.5 Staff and Café workers who have come into contact with any infectious disease outside of work must report this to the Café Manager.

9. **Accidents and Dangerous Occurrences**

- 9.1 All staff must notify in writing in the event of any serious accidents or dangerous occurrences, using the accident or incident Report Booklets.
- 9.2 Suspected outbreaks of food-related illness must be reported immediately to the café manager.

10. **Knife Handling**

- 10.1 Each café worker has a responsibility to ensure that they act safely when handling knives.
- 10.2 Café workers must always carry knives pointing downwards and must exercise extreme caution when washing up knives.
- 10.3 The café manager must ensure that knives are always securely stored and kept sharp.

11. **Disposal of Waste**

- 11.1 Waste/refuse should not be allowed to accumulate in kitchens or be left anywhere on the premises overnight.
- 11.2 Café workers are prohibited from using containers used for the storage of food for any type of refuse.
- 11.3 All café workers are responsible for notifying the café manager if any animals, pests or insects are detected in any waste storing facilities. All staff and café workers have a duty to keep the doors leading to the waste storage areas closed when not in use.

12. **Safe Handling of Broken Glass**

- 12.1 All broken glass must be cleared up at the earliest opportunity.
- 12.2 When clearing up broken glass, café workers should use heavy-duty gloves to protect themselves. A dustpan and brush must be used to collect the pieces of glass before mopping up any liquid spillage. For safety, broken glass needs to be wrapped in paper before disposal.

13. **Cleaning**

- 13.1 It is the responsibility of all individuals concerned with the management, production and service of food to ensure that food handling premises are maintained to the highest possible hygienic standards as determined by the Food Safety Act 1990.
- 13.2 Café workers must keep all food preparation areas, storage areas and serving areas clean.
- 13.3 It is the responsibility of each café worker to ensure that all food preparation tools, surfaces and equipment that they use are cleaned regularly during the food preparation process and in particular that they are cleaned between different tasks.
- 13.4 The Company will provide suitable washing facilities in order to wash and clean all crockery and utensils used in food production and handling. Each café worker should immediately notify their manager in the event that such facilities are not available or not working properly.
- 13.5 Where appropriate, the Company is responsible for providing food washing facilities with an adequate supply of hot and cold potable water. All café workers must ensure that all those facilities are kept clean and disinfected.
- 13.6 Each café worker is responsible for cleaning as he/she goes. This means that any spill must be cleaned up immediately. All surfaces and equipment which come into contact with food must be thoroughly cleaned every day. In addition, surfaces which come into contact with cooked food (for example, chopping boards, utensils and food blenders) should be cleaned regularly.
- 13.7 When cleaning, each café worker must ensure he/she is using the correct cleaning products and is correctly following the manufacturer's instructions.
- 13.8 Equipment which has been used for raw food must never be used for cooked food unless it has been thoroughly cleaned and disinfected.
- 13.9 All café workers are required to thoroughly wash their hands before and after contact with food, after a break, after going to

the toilet and after cleaning. Hands must be washed properly using soap and running water and then dried thoroughly.