

Q GUILD HYGIENE STANDARDS

Membership to the Q Guild requires members to achieve a minimum four-star food hygiene rating in England and Wales or an FHIS pass in Scotland. Where a local authority does not provide a star rating to a member business or where exceptional circumstances exist, a referral to the TAC under code will be made.

The Guild's admin office will routinely check member's ratings on a quarterly basis.

If a member falls below this star rating, they must notify the Guild's admin office immediately. The business will be given four months to have a re-audit from their local authority. During this period the member will have their membership to the Q Guild temporarily suspended.

Failure to resolve this issue in the given time will result in the business being referred to the TAC under code to decide the course of action that may include the member being suspended or having their membership cancelled.

As best practice, the Q Guild have produced a set of hygiene standards and recommend that all members self-audit their businesses to these standards. Operating to these standards will put a member's business in good stead for local authority visits.

HYGIENE STANDARDS GUIDELINES

Q Guild Hygiene Standards 2017

Ref:	Standard
1.	Purchase & Receipt
2.	Ambient Storage
3.	Frozen Storage
4.	Chilled Storage
5.	Stock Control
6.	Defrosting
7.	Team Members & Personal Hygiene
8.	Training
9.	Cleaning
10.	Pest Control & Refuse Storage [inc.ABP Controls]
11.	Structure and equipment
12.	Preventing Cross Contamination
13.	Control of Allergens
14.	Production, Preparation & Handling
15.	Cooking & Reheating
16.	Cooling
17.	Service & Display
18.	Packing
19.	Labelling & Shelf-life Control
20.	Traceability
21.	Transport
22.	Distance Selling [Internet/Sales]
23.	Management Control & Due Diligence

Notes:

Throughout the document, the word 'shall' means 'must'.

Useful resources and guidance documents have been referenced have been provided in the form of web links or references to assist businesses in accessing information to assist in developing their own procedures for compliance; the links are meant as a guide and by no means the only resources available.

Examples have been included of how businesses may provide evidence of documentation and record keeping to support observations during audit have been included.

Generic Legislation Applicable to Members

EC Regulation 852/2004 on the Hygiene of Foodstuffs

EC Regulation 853/2004 on the Hygiene of Foodstuffs laying down specific rules for Foods of Animal Origin (Applicable for 'Approved' premises only)

The Food Hygiene (England/Scotland/Wales/Northern Ireland) Regulations (2006)

The Food Safety & Hygiene (England/Scotland/Wales/Northern Ireland) Regulations (2013)

If you require further clarification on interpretation, then please contact the Q Guild Team.

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1.	Purchase
Ref:	Requirement
1.1.	Where possible suppliers of high-risk and/or Ready-to-Eat foods (products) should have accreditation such as BRC, SALSA, ISO, EFSIS or equivalent. If suppliers have no accreditation a questionnaire shall be issued to the supplier for completion and return. When completed questionnaires are returned, they must be assessed for suitability to supply. Visits to suppliers may also be necessary. Any 'approved' establishment should not purchase meat (raw or cooked) from a supplier which is not 'approved'.
1.2.	Where food is supplied from other premises in the same ownership the premises shall be 'approved' under the local authority or FSA and where possible accredited and/or independently audited.
1.3.	Only nominated suppliers shall be used especially for high-risk foods. An approved list of suppliers should be available and regularly updated showing what is the type of products purchased from them. All food suppliers used/on your supplier list must be registered with the local authority or the FSA.
Useful Resources	FSA Approval Lists: https://www.food.gov.uk/enforcement/sectorrules/meatplantsprems/meatpremlcence FSA Food Hygiene Rating Scheme or equivalent FHR Schemes Industry Guide to Good Hygiene Practice: Retail [ISBN 978-01-11-243285-2]
How you can Demonstrate Compliance	Documented Procedure Supplier Lists [Paper hard copy or electronic] Supplier Specifications
	Receipt
1.4.	Adequate checks shall be made on all deliveries; this is of particular importance for temperature sensitive and suppliers of high risk/Ready-to-Eat foods. All food deliveries shall be checked and recorded. Chilled or frozen food deliveries shall be checked for temperature with an in-between pack test, and the temperature recorded. Any out of temperature or unfit food should be returned and/or have corrective action taken and recorded.
1.5.	Delivery checks shall as a minimum include visual checks relating to durability codes (best before/'use by'), product condition, packaging and as applicable temperature.
1.6.	Chilled and frozen foods must be (put away) stored within 30 minutes of delivery.
Useful Resources	Industry Guide to Good Hygiene Practice: Retail [ISBN 978-01-11-243285-2]
How you can Demonstrate Compliance	Documented Procedure Records of Intake Delivery Notes or Invoices containing evidence of checks completed

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2.	Ambient Food Storage
2.1.	All ambient foods must be stored off the floor.
2.2.	All ambient foods must be covered, sealed or non-exposed and segregated from non-food items, and always kept well away from cleaning chemicals.
2.3.	Those products or ingredients classed as allergens must be stored in such a manner that they do not contaminate other products or ingredients (examples of compliance could include: designated areas, designated shelving, secure containers).
Useful Resources	Industry Guide to Good Hygiene Practice: Retail
How you can Demonstrate Compliance	Site Plan Identified storage areas
3.	Frozen Storage
3.1.	All freezer air temperatures shall be held at -18°C or below and not above -15°C.
3.2.	Freezers shall be working effectively with no build up of ice or overloading/load lines exceeded.
3.3.	There shall be no exposed products within freezers – all foods in the freezer shall be covered to reduce the risk of contamination.
3.4.	There shall be physical separation of raw and Ready-to-Eat food whilst in frozen storage.
3.5.	Freezer temperatures shall as a minimum be checked at least twice daily with an independent probe thermometer, and temperatures recorded.
3.6.	All food in freezers shall be covered to prevent contamination, and all freezers should be kept tidy, and not over stocked.
Useful Resources	Industry Guide to Good Hygiene Practice: Retail [ISBN 978-01-11-243285-2] The Quick-frozen Foodstuffs (England) Regulations 2007 BFF_Guide-to-Storage-Handling [Updated v_2013] The Food Safety & Hygiene (England/Scotland/Wales/Northern Ireland) Regulations (2013)
How you can Demonstrate Compliance	Documented Procedure Storage Temperature Monitoring Records Identification of freezers and freezer cabinets (numbered or drawn on a site layout) Staff training records that confirm instruction on the identification of storage units Thermal Validation strips

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4.	Chilled Storage
4.1.	Fridge/chillers shall be working effectively with no build up of ice or overloading.
4.2.	There shall be physical separation of raw and Ready-to-Eat food whilst in storage and/or display units.
4.3.	There shall be no exposed products within fridge/chillers – all foods shall be covered to reduce the risk of contamination. Carcasses and maturing/drying/hanging products such as or whole muscle cuts or hanging of sausages must be controlled but are exempt from covering.
4.4.	All food in fridges/chillers shall be kept tidy, and not over stocked so that there is air flow to maintain product temperatures.
4.5.	All fridge air temperatures shall be held at 5°C or less with a maximum at any time of 8°C. Chilled food shall not be held or rise above 8°C, and where this occurs should be discarded within 4 hours.
4.6.	Fridge/chiller air temperatures shall as a minimum be checked at least twice daily and temperatures recorded. Where fridge air temperatures rise above 8°C food shall be probed and appropriate action taken and recorded.
4.7.	The temperature of at least one random RTE product within each RTE chiller/fridge shall be checked at daily using an independent probe thermometer (e.g., needle probe), and temperatures recorded.
4.8.	No hot foods shall be placed in fridges/chillers unless there is evidence of validation (example a study/data from a data-logger to provide evidence that the fridge/chiller is capable of maintaining temperature when foods are placed in a designated area to cool/ chill-down).
Useful Resources	Industry Guide to Good Hygiene Practice: Retail The Food Safety & Hygiene (England/Scotland/Wales/Northern Ireland) Regulations (2013)
How you can Demonstrate Compliance	Documented Procedure Storage Temperature Monitoring Records Identification of fridges/chilled counters and maturation units (numbered or drawn on a site layout) Staff training records that confirm instruction on the identification of storage units Thermal Validation strips

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5.	Stock Control
5.1.	All stock shall be rotated and a durability date be present (date labelled) with this is essential for high-risk and Ready-to-Eat products.
5.2.	No foods shall be kept beyond their "use by" dates.
5.3.	No foods shall be kept beyond their "best before" dates.
5.4.	Any unfit, spoilt, mouldy/decomposing food shall be thrown out or clearly segregated and identified or labelled "not for use" and the intention action to be taken, e.g., awaiting being thrown out.
5.5.	A suitable date labelling policy shall be documented and fully implemented (correctly followed), with a shelf-life guide documented for all products made and/or sold, i.e., "use by date") to ensure that stock can be effectively controlled and/or rotated.
5.6.	Stock control systems must be able to be demonstrated for products in display counters.
Useful Resources	Industry Guide to Good Hygiene Practice: Retail [ISBN 978-01-11-243285-2]
How you can Demonstrate Compliance	Documented Procedures Demonstration of First In First Out Railed System for Carcasses Wastage Sheets
6.	Defrosting
6.1.	All high-risk foods and/or Ready-to-Eat products shall be defrosted in the refrigerator. It is important that when defrosting the outside temperature does not rise above 8°C or compromise food safety
6.2.	A microwave must not be used to defrost high-risk foods or Ready-to-Eat products
6.3.	Products defrosting must be kept in such a manner that they are not at risk of contamination (e.g., wrapped, placed in containers with lids, left in original packaging)
6.4.	Any products defrosting or 'work in progress' product must be identified and traceable (with particular regard to date codes and in addition origin for beef labelling requirements)
6.5.	There shall be controlled defrosting of raw meat and poultry
6.6.	Products must not be re-frozen after defrost
Useful Resources	Industry Guide to Good Hygiene Practice: Retail [ISBN 978-01-11-243285-2]
How you can Demonstrate Compliance	Documented Procedure Product identified as defrosting Copies of Defrost labels Products identified as 'Previously Frozen' as applicable

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7.	Team Members and Personal Hygiene
7.1.	<p>Team members must wear clean protective clothing, and if required to move between a raw and a designated clean area, then outer protective clothing should be changed. [Disposal aprons may be used] If aprons are to be changed, there must be hooks for the hanging of raw and Ready-to-Eat aprons so that these do not act as vehicles/introduce potential cross contamination. Best practice would be separate staff for raw and cooked areas, or a complete change of workwear made.</p> <p>Where this is impractical as in a serving situation, short sleeved clean coats should be worn with an apron, the apron then removed before entering a designated clean area, or alternatively a disposable apron used on top of a clean coat/apron. [Disposal aprons, sleeve covers and gloves may be used] Scoring will be considered according to the situation and the risk posed.</p>
7.2.	Protective clothing should be washed at 82°C+, or an appropriate disinfectant should be added to the wash. Where coats are laundered externally, assurances shall be sought from the laundry company and evidence retained on file.
7.3.	A documented Staff Hygiene Policy/Rules must be implemented [long hair must be tied back or covered. Hats/hairnets must be worn. Nails must be kept clean and short with no nail varnish or false nails used. Excessive jewellery items shall not be worn.
7.4.	Team members must observe good hygienic habits, and those with heavy colds, skin conditions should be excluded from working with food. The business shall have a documented questionnaire for screening of employees on return to work.
7.5.	Procedures for handwashing/staff training on handwashing shall be documented. Thorough hand washing shall take place routinely and timely to eliminate risks of cross contamination from hands. Handwash soap shall be compliant with BS 1499 or equivalent.
7.6.	All team members must be aware of, and follow, sickness and foreign travel procedures – there shall be evidence of training or instruction documented.
7.7.	A medical questionnaire or medical examination must be completed before team members are employed.
7.8.	The first aid box must be adequately stocked, including blue plasters. All wounds and cuts must be covered with a blue waterproof dressing.
7.9.	Wash hand basins should preferably be non-hand operable and equipped with bactericidal soap and paper towels. Where taps are non-hand operable they should be operated with a single use towel – this procedure must be documented, and evidence of training must be available for audit.
7.10.	Hand wash basins should be unobstructed and only used for cleaning hands; handwash basins shall be identified (e.g., signage available or identified on a site layout which all staff have been trained on and their training recorded).
Useful Resources	http://www.food.gov.uk/sites/default/files/multimedia/pdfs/publication/fitnesstoworkguide09v3.pdf FSA Fitness to Work Guide (2009) Industry Guide to Good Hygiene Practice: Retail [ISBN 978-01-11-243285-2]
How you can Demonstrate Compliance	Documented Procedures Staff Training Records Company Hygiene Policy/Hygiene Rules documented

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8.	Training
8.1.	All new team members shall receive induction training in hygiene (level 1 or equivalent as a minimum).
8.2.	<p>All team members must be trained to level 2 hygiene or equivalent.</p> <p>This training should be completed to certificated level within three months of commencing work, during which time they should be adequately supervised.</p> <p>Certificates should be available to show compliance.</p> <p>Level 2 training should be updated every three years.</p>
8.3.	One team member trained to level 3 hygiene should always be present on the premises. There should be alternative level 3 cover for sickness or annual leave.
8.4.	Team members should be aware of food safety controls relevant to their jobs.
8.5.	<p>Level 2 training or equivalent shall be updated every three years and kept updated of changes to the Food Safety Management System (HACCP)/guidance.</p> <p>This training can take the form of refresher training which is best undertaken specific to your needs. This can be done externally online, or in-house.</p>
8.6.	Team members must be aware of controls in place for glass usage and breakage policies.
8.7.	Team members must be aware of the company hygiene rules/policy and signed documents must be retained on file for retrieval should they be requested at audit.
8.8.	Temporary personnel and contractors shall be trained commensurate with their activity prior to commencing work. This training shall be documented.
8.9.	Certificates or evidence of training in HACCP for those employees or business operators responsible for the development, maintenance or review of HACCP shall be available.
Useful Resources	http://www.food.gov.uk/business-industry/caterers/food-hygiene/butchers http://www.food.gov.uk/sites/default/files/multimedia/pdfs/publication/hygieneguidebooklet.pdf Industry Guide to Good Hygiene Practice: Retail [ISBN 978-01-11-243285-2]
How you can Demonstrate Compliance	Documented Procedure Training Records Training Matrix Certificates of Training

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9.	Cleaning
9.1.	A documented procedure or schedule shall be available and fully implemented.
9.2.	A comprehensive cleaning schedule shall be documented and available for staff reference.
9.3.	Ambient stores shall be clean and tidy, with adequate lighting and well ventilated.
9.4.	Fridges shall be kept clean and tidy, with adequate lighting.
9.5.	Freezers and ice machines shall be kept clean and tidy, with adequate lighting.
9.6.	Preparation utensils, equipment and surfaces shall be clean and sanitised.
9.7.	In-house transport vehicles/trolleys shall be clean and sanitised.
9.8.	Display equipment shall be clean and sanitised.
9.9.	All hand contact points shall be clean and sanitised as required. Door and fridge handles pose a particular risk along with any other hand contact points such as controls on equipment, telephones, computers, laptops, light switches.
9.10.	All wash hand basins shall be kept clean, especially if they have taps.
9.11.	All walls, floors, ceilings, fittings, and non-food equipment shall be kept clean. There must be no signs of any build up of dirt/grease visible.
9.12.	Facilities and toilets for team members shall be kept clean.
9.13.	<p>Trigger sanitisers shall be available which meet BS EN1276:1997 or BS EN 13697:2001 standards. Confirmation should be on hand to show that sanitisers used meet one of the above standards.</p> <p>Two stage cleaning (i.e., cleaning then disinfecting) shall be carried out using the recommended contact time for the sanitiser used, although interim "clean as you go" measures can be carried out as a single stage process.</p>
9.14.	Cleaning cloths must be in good repair and stored in fresh sanitiser in-between use. Separate disposable cloths must be assigned for use in a designated clean area. Cloths should be disposed of daily or cleaned when soiled on a very high temperature wash (82°C or higher).
9.15.	Correct cleaning procedures shall be followed using approved cleaning chemicals.
9.16.	Chemicals shall be stored well away from food and in labelled containers. Chemicals shall not be kept above a preparation area.
9.17.	All cleaning equipment shall be in good condition and stored away from food.
9.18.	Knives sterilized at +82°C (for premises that are approved) or a system in place for the sanitizing (or disinfection) of knives and small equipment.
Useful Resources	<p>Industry Guide to Good Hygiene Practice: Retail [ISBN 978-01-11-243285-2]</p> <p>List of Accredited laboratories available from www.ukas.com</p>
How you can Demonstrate Compliance	<p>Documented Procedure</p> <p>Cleaning Schedules</p> <p>Cleaning Records</p> <p>Cleaning Chemical Data Sheets</p> <p>Certificates or evidence of sanitizer compliance</p> <p>Thermal Validation strips for dishwashers/tray-washers</p> <p>Certificates showing results of environmental swabbing (microbiological tests)</p> <p>Results of environmental swabbing (Protein/Colour Change)</p> <p>Results of environmental swabbing (ATP)</p>

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10.	Pest Control and Refuse Storage
10.1.	There shall be a system or documented procedure to provide evidence that pest control is in place. A pest control contract or in-house control system should be in place, with reports available and recommendations carried out with the date of corrective action and a signature present documented.
10.2.	There should be no evidence of pests.
10.3.	Waste must not be allowed to accumulate in food preparation or storage rooms.
10.4.	Internal waste bins must have no hand contact points (such as a lid that requires removal by hand or swing bin lid) – foot operated or open top bins are options for compliance.
10.5.	Bins used for animal by-products shall be identified for their purpose (e.g. category 3, category 2) and kept secure.
10.6.	Only licenced contractors shall be used for the removal/collection of animal by-products.
10.7.	Outside refuse areas shall be clean and tidy with nothing to provide potential harbourage for pests.
10.8.	There shall be sufficient lidded bins to contain all refuse, and lids should be kept closed.
Useful Resources	<p>Industry Guide to Good Hygiene Practice: Retail [ISBN 978-01-11-243285-2]</p> <p>For those premises that are Approved: Meat Industry Guide</p> <p>https://www.food.gov.uk/business-industry/meat/guidehygienemeat</p> <p>http://www3.hants.gov.uk/tradingstandards/tradingstandards-business/ts-business-animalhealth/tsguide-by-products-butchers.htm</p> <p>https://www.gov.uk/guidance/animal-by-product-categories-site-approval-hygiene-and-disposal</p>
How you can Demonstrate Compliance	<p>Documented Procedures</p> <p>Copies of Waste Contractor Agreements/Certificates</p> <p>Commercial documents (pick-up paperwork) for Animal-By-products</p> <p>Pest Control site layout with baits and fly killer units identified</p> <p>Pest Control Contractor file and associated reports and/or records of control</p>

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11.	Structure and Equipment
11.1.	Walls, floors, ceilings and fittings in food preparation or storage rooms, etc. shall be kept in good repair, with no defects, to prevent foreign body contamination.
11.2.	All light covers shall be in place to prevent impact damage.
11.3.	All food contact surfaces and equipment must be readily able to be cleaned and sanitised.
11.4.	All equipment shall be kept in good working order. Equipment not in use or awaiting repair is best stored outside the preparation area, or labelled ("out of use" or 'not in use' please note that any equipment that is not in use or out of use shall still be clean).
11.5.	An adequate potable (drinking) water supply shall be available.
11.6.	Ambient storage capacity shall be sufficient, and be cool, dry and well lit.
11.7.	There shall be sufficient refrigerated storage capacity in order to provide separation of raw and ready to eat foods, and maintain temperatures.
11.8.	There shall be sufficient frozen storage capacity in order to provide separation of raw and ready to eat foods, and maintain temperatures.
11.9.	The layout of the premises shall provide protection against cross contamination, with separate work surfaces for raw and ready to eat foods.
11.10.	Where blast chillers are used they shall be sufficient to maintain the operation.
11.11.	Equipment sinks shall be supplied with hot and cold water, and of sufficient capacity.
11.12.	Changing facilities shall be provided with adequate storage for personal belongings.
11.13.	Sufficient team member changing and toilet facilities shall be provided and kept in good repair, with adequate natural or mechanical ventilation.
11.14.	Toilet facilities shall not lead directly into a food room, and have sufficient ventilation with a wash hand basin immediately accessible.
11.15.	Sufficient wash hand basins shall be suitably located, and supplied with hot and cold water.
11.16.	An adequate ventilation and extraction system shall be installed and working to prevent humidity levels which could compromise food safety.
11.17.	Electric fly killers shall be maintained, and not located above a food preparation area.
11.18.	External doors and windows, able to be opened in rooms, used for open food, shall be screened or have suitable methods to prevent flying insects.
11.19.	There shall be no obvious pest access e.g., gaps under external doors and around pipework in external walls.
11.20.	Dishwashers where provided shall be working properly with adequate disinfectant temperatures reached and regularly checked. On the last cycle, dishwashers should maintain 80°C + for more than 15 seconds. Thermal disinfection indicators can be purchased for easy monitoring.
11.21.	Maintenance records shall be kept showing when maintenance on equipment was done.
Useful Resources	Industry Guide to Good Hygiene Practice: Retail [ISBN 978-01-11-243285-2]
How you can Demonstrate Compliance	<p>Documented Procedure</p> <p>Site Layout</p> <p>Evidence of use of thermal disinfection indicators</p> <p>Evidence of completed maintenance (Maintenance records, job sheets, invoices)</p> <p>Water Sampling Certificates of Analysis or Water provider Quality Reports</p>

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12.	Preventing Contamination/Cross Contamination
12.1.	There shall be effective separation and/or controls in place to minimise the risk of product, allergen or meat species cross-contamination.
12.2.	A system shall be a documented system in place to control allergens handled.
12.3.	Food handlers shall be appropriately trained in preventing cross contamination and their training recorded.
12.4.	Products packed and labelled must be packed using separate identified wrapping and packing machines – equipment must not be dual use.
12.5.	Personal belongings must be properly stored, and not in a food room – this includes mobile phones.
12.6.	Ensure that where colour coded equipment is used, it is used correctly.
12.7.	Controls shall be in place to prevent food contamination from pests whilst in food handling areas/in production.
12.8.	Separate sanitiser bottles shall be identified for use in raw and Ready-to-Eat areas.
12.9.	The use of pens shall be controlled (to assist in preventing cross contamination the same pens shall not be used by butchers and those handling RTE or cooked foods).
12.10.	<p>Complex equipment must be identified for RTE products in line with FSA Guidance. Consideration shall be given to all packing and wrapping machines.</p> <p>Complex equipment (e.g., mincers, slicers, blenders, mixers or any others used), must be designated for use for either raw foods, or Ready-to-Eat foods and must be identified. Equipment designated for use with ready to eat foods must be kept within a clean designated area that prevents contamination.</p>
12.11.	Preparation, handling and service shall be such that no direct or cross contamination can occur. This will require that separate preparation areas are established for high-risk foods/Ready-to-Eat products, well separated from raw food preparation. If preparation is at the same time in the same area, a barrier should be erected to prevent cross contamination.
12.12.	<p>Colour coded equipment shall be in use and follow guidelines as set by your FSMS (Food Safety Management System).</p> <p>Equipment (cutting boards, knives, brushes, etc.), must be cleaned and kept separately to prevent cross-contamination.</p>
Useful Resources	<p>FSA Guidance: E. Coli O157 Control of Cross-Contamination</p> <p>E.coli O157 Control of Cross-Contamination: Revised guidance (December 2014)</p> <p>Industry Guide to Good Hygiene Practice: Retail [ISBN 978-01-11-243285-2]</p>
How you can Demonstrate Compliance	<p>Documented Procedures</p> <p>Site Layout</p> <p>Staff Training</p> <p>Supervision of staff</p>

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13.	Control of Allergens
13.1.	A documented procedure regarding the handling of allergens shall be in place.
13.2.	Information relating to allergens relating to products sold through the shop or online must be available for customers to make an informed decision.
13.3.	This could be as simple as the shop displaying a sign to inform the customer that they should ask a member of staff – it is, however, important that the correct information can be supplied to the customer e.g., shop has an allergen summary in to refer to or that staff know that they can present the customer with a box end or label relating to the ingredients used.
13.4.	There shall be a system for communicating information relating to allergens relating to products sold to other businesses, wholesale or catering orders. Examples: provision of information on the label or a 'trade document' (summary issued in writing or on a delivery note).
13.5.	Separation and control of allergens during storage shall be in place.
13.6.	Separation and control of allergens during production and packing operations shall be in place.
Useful Resources	https://www.food.gov.uk/business-industry [FSA England] http://www.foodstandards.gov.scot [FSA Scotland] https://www.food.gov.uk/wales [FSA Wales] FSA On-line Training [free] http://allergytraining.food.gov.uk/english/ Making a Claim about Gluten free Foods? FSA link https://www.food.gov.uk/sites/default/files/multimedia/pdfs/claim-gluten-food.pdf FSA Allergen information for Loose Foods Leaflet FSA Allergen Information leaflet for small and medium businesses that make or sell pre-packed foods Food allergen labelling and information requirements under the EU Food Information for Consumers Regulation No. 1169/2011: Technical Guidance Industry Guide to Good Hygiene Practice: Retail [ISBN 978-01-11-243285-2] Allergen Resources https://www.food.gov.uk/business-industry/allergy-guide/allergen-resources FSA Allergen Checklist- Manufacturer fsa/1286/0908 FSA Allergen Checklist- Catering fsa/1287/0908
How you can Demonstrate Compliance	Allergen Customer Notice Allergen Information Summary Allergens on labels for pre-packed products Allergen Procedure or Work Instructions

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14.	Production, Preparation & Handling
14.1.	The use of sawdust is prohibited.
14.2.	Prepared salad and fruit should be washed in accordance with the guidelines within the E.coli guidance provided by the FSA.
14.3.	A separate sink should be allocated and identified (signage visible) for food preparation. This sink shall not be used for the cleaning of equipment.
14.4.	Preparation time of high-risk foods at ambient temperature shall be kept to within 30 minutes preparation time.
14.5.	The same cleaning cloths must never be used within raw and ready to eat areas. There must be evidence that cross-contamination is managed when team members move between areas from raw to Ready-to-Eat.
14.6.	Packaging and equipment used for cooked ready to eat foods should be kept in a clean designated area. Separate areas should be established for the storage of packaging materials for raw and ready to eat foods.
14.7.	All recipes should be documented and adhered to in all batches, which shall be made available for audit if required.
14.8.	Preparation areas shall be such as to eliminate all foreign body risks. With clutter above preparation areas avoided and contact equipment presenting no risk.
14.9.	Glass/glass containers etc. should not be stored in a food preparation area. Glass containers must never be stored at high levels in food preparation areas. Ingredients must be decanted before bringing into a food preparation area.
14.10.	Where ice machines used to produce ice to be used as an ingredient for the production of products, the ice shall be subject to sampling (once per year as a minimum, certificates of analysis shall be available for inspection).
Useful Resources	<p>FSA http://www.food.gov.uk/business-industry/caterers/food-hygiene/butchers</p> <p>Industry Guide to Good Hygiene Practice: Retail [ISBN 978-01-11-243285-2]</p> <p>List of Accredited laboratories available from www.ukas.com</p>
How you can Demonstrate Compliance	<p>Documented Procedure</p> <p>Site layout</p> <p>Implementation of colour coded systems</p> <p>Certificates of sampling or swabbing</p> <p>Evidence of the use of protein swabs</p>

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15.	Cooking														
15.1.	<p>High-risk food shall be cooked/reach a minimum of 75°C at the core or centre/throughout the product for 30 seconds (or equivalent as per the table below), and checked with an independent probe thermometer at the end of the cooking process. Brief summary of temperatures recognised to provide the reduction of bacteria.</p> <table border="1"> <thead> <tr> <th colspan="2">Equivalent Cooking Temperatures</th></tr> <tr> <th>Core Temperature</th><th>Time Combination</th></tr> </thead> <tbody> <tr> <td>60°C</td><td>45 Minutes</td></tr> <tr> <td>65°C</td><td>10 Minutes</td></tr> <tr> <td>70°C</td><td>2 Minutes</td></tr> <tr> <td>75°C</td><td>30 Seconds</td></tr> <tr> <td>80°C</td><td>6 Seconds</td></tr> </tbody> </table>	Equivalent Cooking Temperatures		Core Temperature	Time Combination	60°C	45 Minutes	65°C	10 Minutes	70°C	2 Minutes	75°C	30 Seconds	80°C	6 Seconds
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15.2.	Cooking records shall be filed in such a manner that they are easily retrievable and available for audit.														
15.3.	Cooking of large joints (such as boiling of hams) shall have the procedure documented.														
15.4.	Records or diary forms shall be maintained for all cooking or baking reheating carried out.														
15.5.	Cooking probe thermometers shall be in working order, with a spare always available. Probes must always be disinfected with a probe wipe between use – probe wipes must be in date (not expired).														
15.6.	<p>There shall be separate designated and identifiable probes for the testing of raw and Ready-to-Eat/cooked products.</p> <p>Probes used on undercooked minced meat or rare beef/products must be heat treated by heating in a flame or boiling water, before further use.</p>														
15.7.	Probe accuracy checks shall be completed at least monthly and recorded. This shall be for both boiling water and Ice methods.														
15.8.	Gelatine shall be boiled immediately before use or held at 72°C for at least 30 minutes or the manufacturer's instructions/specification followed if gelatine is to be made up with boiling water – there must be documented evidence of temperatures achieved.														
15.9.	Leftover gelatine shall (must) be discarded after completion of the process.														
Useful Resources	<p>Industry Guide to Good Hygiene Practice: Retail [ISBN 978-01-11-243285-2]</p> <p>Advisory Committee On The Microbiological Safety Of Food; Report From The Ad Hoc Group On Raw, Rare And Low Temperature Cooked Food</p> <p>Best practice guidelines for the production of chilled foods, CFA (4th Edition 2006)</p> <p>List of Accredited laboratories available from www.ukas.com</p>														
How you can Demonstrate Compliance	<p>Documented Procedure</p> <p>Cooking Records</p> <p>Jelly/Gelatine Records</p> <p>Validations (Cooking Logs)</p> <p>Certificates of Analysis</p> <p>Equipment manufacturer or supplier guidance and/or instructions</p>														

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	Reheating																																								
15.10.	Reheated or regenerated foods shall only be reheated once, and to a minimum centre/core temperature of 75°C for a minimum of 30 seconds (82°C in Scotland), and probed with a needle probe at the end of reheating.																																								
15.11.	High-risk food shall be reheated before transferring to hot holding equipment.																																								
15.12.	Reheated foods must not be reheated in a bain-marie, hot cupboard, soup tureen, etc.																																								
15.13.	Records or diary forms shall be maintained for all reheating carried out.																																								
Useful Resources	Industry Guide to Good Hygiene Practice: Retail [ISBN 978-01-11-243285-2]																																								
How you can Demonstrate Compliance	Documented Procedure Reheating Records Validation studies if microwaved settings are used Equipment manufacturer or supplier guidance and/or instructions																																								
16.	Cooling																																								
16.1.	<p>Total cooling time shall be completed within four hours to less than 8°C, including a maximum ambient cooling time of 90 minutes, (except for bulk meats- see below). Bulk meats shall be cooled quickly and within the guidance given from Campden & Chorleywood Food Research Association guidelines. Cooling curves shall be produced annually for the cooling of large joints.</p> <table><tr><th colspan="5">Brief Summary of Guidelines</th></tr><tr><th colspan="5">Source: CCFRA</th></tr><tr><th>Cooling Temperatures</th><th colspan="2">Cured Meats e.g. Hams, Hocks</th><th colspan="2">Uncured Meats Chicken & Joints of Beef, Pork</th></tr><tr><th>Temp °C</th><th>Target [Time]</th><th>Limit of Safety [Time]</th><th>Target [Time]</th><th>Limit of Safety [Time]</th></tr><tr><td>Cook - 50°C</td><td>1 hr 15 min</td><td>3 hr 15 min</td><td>1 hr</td><td>2 hr 30 min</td></tr><tr><td>50 - 12°C</td><td>7 hr 30 min</td><td>7 hr 30 min</td><td>6 hr</td><td>6 hr</td></tr><tr><td>12 - 5°C</td><td>1 hr 15 min</td><td>1 hr 45 min</td><td>1 hr</td><td>1 hr 30 min</td></tr><tr><td>Total Cooling Time</td><td>10 hrs</td><td>12 ½ hrs</td><td>8 hrs</td><td>10 hrs</td></tr></table>	Brief Summary of Guidelines					Source: CCFRA					Cooling Temperatures	Cured Meats e.g. Hams, Hocks		Uncured Meats Chicken & Joints of Beef, Pork		Temp °C	Target [Time]	Limit of Safety [Time]	Target [Time]	Limit of Safety [Time]	Cook - 50°C	1 hr 15 min	3 hr 15 min	1 hr	2 hr 30 min	50 - 12°C	7 hr 30 min	7 hr 30 min	6 hr	6 hr	12 - 5°C	1 hr 15 min	1 hr 45 min	1 hr	1 hr 30 min	Total Cooling Time	10 hrs	12 ½ hrs	8 hrs	10 hrs
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16.2.	Cooling of products shall be documented on monitoring records and shall be completed accurately and routinely. Records shall be filed and retrievable for audit.																																								
16.3.	<p>Bulk meats, (those requiring more than 4 hours to cool), must have been validated with documented evidence available such as cooling curves and/or microbiological testing. In addition, all bulk meats shall be micro tested annually for pathogens by an accredited laboratory certificates for which shall be made available for inspection.</p> <p>Testing shall include all the pathogens listed in the Hygiene Protection Agency (HPA) ready to eat food guidelines, and in the case of unsatisfactory results, appropriate corrective action must be taken, which shall include further testing and a review of procedures.</p>																																								

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16.4.	Blast chillers and blast Freezers must be used correctly by portioning food in shallow trays with adequate spacing of products to achieve 5°C in less than 90 minutes. They must not be used to store food.
16.5.	There shall be documented details for the use of the blast chiller or blast freezer and all relevant staff trained in its correct use.
Useful Resources	Industry Guide to Good Hygiene Practice: Retail [ISBN 978-01-11-243285-2] Identification & Prevention of hazards associated with slow cooling of hams and other large cooked meats and meat products, CCRFA (1998) List of Accredited laboratories available from www.ukas.com
How you can Demonstrate Compliance	Cooling Records Data-logger information Cooling Validation Logs/Graphs Certificates/Evidence of sampling Equipment manufacturer or supplier guidance and/or instructions
17.	Food Service And Display
17.1.	Refrigerated display units and hot food service units must be switched on at least one-hour before filling to allow holding temperatures to be achieved (each business is different but the business must be able to prove that the unit (hot or cold) is capable of maintaining a safe product temperature).
17.2.	All food in chilled display cabinets must be held at less than 8°C with the cabinet set to less than 5°C. Should the food rise above 8°C for more than four hours, the food should be discarded. The four-hour exemption applies only once. Evidence of the two-hour rule when applied must be documented.
17.3.	Cold holding display temperature records must be complete and available for audit.
17.4.	All food in food service hot displays must be held at or above 63°C, and discarded within two hours if the temperature drops below 63°C. The two-hour exemption applies only once. Evidence of the two-hour rule when applied must be documented.
17.5.	Food Service/Hot Holding Records must be complete and accurate with corrective actions documented for issues raised.
17.6.	Displayed food must be protected from contamination e.g. from damaged equipment.
17.7.	Raw and cooked foods must be displayed in separate display counters, or with a full height divider separating raw from cooked.
17.8.	All labelling must comply with all current food labelling legislation, e.g. product name, durability date, meat content, etc. (see Labelling Section)
17.9.	Separate cash registers ideally must be used for staff serving raw and ready to eat foods, or other adequate controls documented and fully implemented with staff appropriately trained.
Useful Resources	The Food Safety and Hygiene (England) Regulations 2013 Industry Guide to Good Hygiene Practice: Retail [ISBN 978-01-11-243285-2]
How you can Demonstrate Compliance	Documented Procedures Display Equipment Monitoring Records Staff Training Records

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18.	Packing
18.1.	There shall be separate equipment clearly identified for the packing of raw and Ready-to-Eat products and the equipment clearly identified for the purpose used (an example would be to place a small sign on each machine and ensure staff are trained and instructed in their use and control to prevent cross contamination).
18.2.	Packaging shall be stored and handled in such a manner to prevent contamination whilst in storage or awaiting use.
18.3.	Only packaging which is considered to be food grade, capable of sealing the product securely and suitable to come into contact with food shall be used.
18.4.	Packaging used for raw and Ready-to-Eat products shall be stored and handled separately.
18.5.	The company shall have a documented procedure relating to the packing of products, this shall include reference to any labels or shelf-life being applied to packs.
18.6.	Staff shall be trained to check the seal integrity of packs.
18.7.	Any shelf-life applied that is in excess of industry guidance shall have been validated by microbiological testing and the certificates of analysis must be signed and dated by the FBO and present for audit.
Additional Notes: Vacuum Packing of [Raw & RTE Meat & Poultry and products thereof] Guidelines note in principle that packing must not exceed 10 Days (Pack +9) unless other controls are applied (Ref. FSA Guidance and Fact Sheet). Over-wrapping Film used must be food grade and capable of sealing the product securely (hot wires/pads must be fully operational) Pots/Plastic Containers Clean, Food Grade Where possible tamper-proof	
Useful Resources	Food Standards Agency guidance on the safety and shelf-life of vacuum and modified atmosphere packed chilled foods with respect to non-proteolytic Clostridium botulinum (June 2016) FSA Fact Sheet: http://www.food.gov.uk/sites/default/files/multimedia/pdfs/publication/vacpack0708.pdf FSA Fact Sheet: Guidelines for re-commissioning a vacuum packer http://www.food.gov.uk/business-industry/manufacturers/shelf-life-storage/vacpac
How you can Demonstrate Compliance	Site layout/drawing that clearly shows any packing machines (such as Vacuum packer, Over-wrapper, Tray sealer, MAP) Packing machines (such as Vacuum packer, Over-wrapper, Tray sealer, MAP) clearly labelled or a sign available noting their use. Records of Staff Training Specifications held on file for packaging used (these should be freely available on request from your packaging supplier)

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19.	Labelling & Shelf-Life Control
19.1.	There shall be a documented procedure that is fully implemented for the labelling of products, with clear reference made to Ready-to-Eat Products and the shelf-life to be given (e.g., list of products and life given tabulated).
19.2.	A validation shall be documented for Ready-to-Eat products to provide evidence that the shelf-life applied to a product (above P+2) will be capable of ensuring the product remains safe until the end of the 'use by' date applied. (Example products sent to a laboratory for end of life shelf-life sampling; this sampling should include testing of high-risk Ready to Eat meat products such as pate, potted beef, cooked meats for <i>Listeria monocytogenes</i>).
19.3.	<p>Excessive shelf-life should not be given to "ready to eat" foods without scientific justification (shelf life micro testing of which certificates must be available for audit) and/or challenge testing (product subjected to relevant microorganisms to simulate conditions which it might be subjected to during its shelf-life).</p> <p>Prepared cooked foods shall be labelled with their production date or a traceability code allowing the product to be traced back to production records and "use by date". Vacuum packed foods should not be given a shelf-life of more than ten days (Pack+9) unless following the vacuum-packed chilled food guidelines from FSA.</p>
19.4.	Labels shall provide the customer with a clear description of the product, durability date and any conditions of sale as applicable such as 'cook thoroughly', 'keep refrigerated' or 'store at 5°C or below' and/or durability after opening. In addition to information relating to allergens (see allergen section) and other legal requirements.
19.5.	Text size on labels shall be a minimum font size 6.
19.6.	Any product that has been previously frozen shall be identified – either present on the label or the use of an additional 'flash label'.
19.7.	Equipment used for labelling of products and weighing and/or labelling shall be clean and maintained in a suitable condition.
Additional Notes: Consideration should be given to the legislative requirement relating to labelling of products specific to the business; if they prepare products on site and sell from the same premises those products are prepared (Direct Sale), sell via e-commerce internet sales (Direct Sale) or are preparing and packing products that will be sent to another premises from which they will then be sold (Pre-Packing) an example may be a butcher selling packs of cooked meat to another retailer or wholesaler. Labelling is complex and if unsure advice should be sought from local trading standards or environmental health (Local Authorities). For those premises which may be 'Approved' advice on Beef Labelling could also be sought from DEFRA or RPA	
Useful Resources	Guidance on the application of date labels to food (September 2011) www.defra.gov.uk List of Accredited laboratories available from www.ukas.com Defra Link: https://www.gov.uk/guidance/comply-with-the-compulsory-beef-labelling-scheme EC Regulation 2073/2005 on microbiological criteria for foodstuffs Shelf life of ready to eat food in relation to <i>L. monocytogenes</i> - Guidance for food business operators Food Standards Agency guidance on the safety and shelf-life of vacuum and modified atmosphere packed chilled foods with respect to non-proteolytic <i>Clostridium botulinum</i> (June 2016)
How you can Demonstrate Compliance	Documented Procedures List of products with packaging and shelf-life identified Copy labels that have been controlled/authorised Signage [e.g. Beef Labelling Signage] Certificates of Analysis for shelf-life

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20.	Traceability
20.1.	A robust traceability system must be in place for all foods sold. There shall be a system in place to provide traceability of packed raw products which are either packed or sold loose through counters.
20.2.	There shall be a system in place to provide traceability of Ready-to-Eat products which are either packed or sold loose through counters.
20.3.	A system of stock control and traceability of high-risk Ready-to-Eat and/or cooked items sold through counters must be documented and evident as being in place.
20.4.	There shall be evidence to demonstrate that all products are fully traceable/can be traced one step backwards (to the supplier) and one step forward (to the customer or counter).
20.5.	There shall be a system in place to deal with affected stock, non-conforming/non-compliant products or quarantined products.
20.6.	There shall be a system documented to allow for the withdrawal and recall of unsafe product should this ever be necessary.
Useful Resources	Regulation (EC) No 178/2002 laying down the general principles and requirements of food law Industry Guide to Good Hygiene Practice: Retail [ISBN 978-01-11-243285-2] Defra Link: https://www.gov.uk/guidance/comply-with-the-compulsory-beef-labelling-scheme
How you can Demonstrate Compliance	Staff Training Records Traceability Exercise documented or demonstrated at the time of audit Example products must be able to be traced back to where they came from (supplier) and who they were sold to (the name of a wholesale customer or that they were sold direct sale via the premises/shop/online)
21.	Transport
21.1.	Raw, ready to eat, and non-foods must be separated on any transport vehicles and trollies.
21.2.	Chilled/frozen delivery vehicles must be pre-chilled, and temperatures monitored and recorded.
21.3.	Documentation shall be available to demonstrate the safe loading and transport of Ready-to-Eat foods.
21.4.	There shall be a documented procedure for the transport and delivery of products.
21.5.	There shall be documented procedures in place for e-commerce sales (sales via the internet), this shall include validation (evidence of capability) that the courier used can deliver a safe product in the packaging provided.
Useful Resources	Industry Guide to Good Hygiene Practice: Retail [ISBN 978-01-11-243285-2] FSA Guidance: E. Coli O157 Control of Cross-Contamination E.coli O157 Control of Cross-Contamination: Revised guidance (December 2014)
How you can Demonstrate Compliance	Documented Procedure Loading Temperature Records Vehicle Temperature Records Despatch Records Data-logger Validations Customer Lists

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22.	Distance Selling/E-Commerce/Internet Sales
22.1.	There shall be a documented procedure in place for the control of temperature and cross contamination relating to sales to customers via courier.
22.2.	Packaging procedures shall make reference to packaging being secure so that there is no cross contamination of products or that damage could occur.
22.3.	Evidence must be available to demonstrate that the temperature of products will not rise above 8°C for High-Risk, Ready-to-Eat or cooked products.
Useful Resources	Industry Guide to Good Hygiene Practice: Mail Order [ISBN 978-01-11-243097-1] Industry Guide to Good Hygiene Practice: Retail [ISBN 978-01-11-243285-2] FSA Guidance: https://www.food.gov.uk/business-industry/caterers/startingup/distanceguide
How you can Demonstrate Compliance	Tests/Exercises/photos Documented Procedure Validation documents, exercises or statements from couriers
23.	Distance Selling/E-Commerce/Internet Sales
23.1.	The last EHO or FSA report shall be available at the time of audit, and there must be no outstanding action on legal requirements within time scale given and evidence documented to prove all corrective actions closed out.
23.2.	There must be no outstanding action required from the last Q Guild Hygiene Audit. Evidence of all corrective actions closed out (taken) shall be documented and sent to Q Guild by email or a hard copy posted, a copy of which must be available at the time of audit.
23.3.	The Food Safety Management System (FSMS)/HACCP shall be available and will have been based on HACCP Principles as laid down in EC Regulation 853/2004 (Article 5) Additional info included in standard see below sections.
23.4.	Those responsible for developing the HACCP system must be able to demonstrate competence in understanding HACCP, and the HACCP Team shall be documented.
23.5.	Conduct/document a hazard analysis by: <ul style="list-style-type: none"> Identifying the hazard and its cause/source (e.g., how the microbiological, physical or chemical hazard may occur within your business) that must be prevented, eliminated or reduced to acceptable levels. Identifying the practical controls/preventative measures you should/will take to stop or reduce the hazard from occurring. ...and ideally including and documenting a risk assessment of the hazards identified.
23.6.	Identify and document the critical control points at the step or steps at which control is essential to prevent or eliminate a hazard or to reduce it to acceptable levels. A copy of any decision tree used must be available.
23.7.	Establish/document critical limits for those points considered critical control points. These limits shall separate acceptability (safe) from unacceptability (unsafe).

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23.8.	Establish/document and implement effective monitoring procedures at critical control points. Monitoring records to demonstrate 'due diligence' shall be fully implemented, filed and retrievable for audit along with any checks showing due diligence.
23.9.	Establish/document corrective actions when monitoring indicates that a critical control point is not under control or there has been a trend towards a loss of control. There must be a system to deal with corrective actions and document evidence of issues and corrective actions taken by the company.
23.10.	Establish/document checks (those in addition to monitoring) to verify that the HACCP plan is being followed (examples may include internal audits, sampling, swabbing).
23.11.	Establish documents/procedures and records commensurate with the size, complexity and nature of your business to demonstrate evidence of implementation of the HACCP system.
23.12.	A customer complaints file shall be kept, with forms completed and actioned. Complaints must be available for inspection during audit if requested.
Useful Resources	https://www.food.gov.uk/business-industry [FSA England] Regulation (EC) No 852/2004 on the hygiene of foodstuffs (Article 5) Industry Guide to Good Hygiene Practice: Retail [ISBN 978-01-11-243285-2] Recommended International Code Of Practice General Principles Of Food Hygiene CAC/RCP 1-1969, Rev. 4-20031 http://www.foodstandards.gov.scot [FSA Scotland] Butchersafe manual Scotland (2014) https://www.food.gov.uk/wales [FSA Wales] https://www.food.gov.uk/northern-ireland [FSA Northern Ireland] Safe Food handling for butchers Northern Ireland (2012) Food Incident Guidance: https://www.food.gov.uk/business-industry/food-incidents
How you can Demonstrate Compliance	Documented HACCP Team Product Process Flow Diagrams HACCP Plans Availability and implementation of your Food Safety Management System Monitoring Records [such as Opening/Closing 'fit to trade' checks, temperature control and other associated documents required within the individual sections of this standard] Documented Procedures Internal Audits Sampling Schedules and/or Certificates Protein swab results/evidence of use Thermal Indicator results/evidence of use External Audits

STAFF HYGIENE RULES

All staff must maintain a high degree of personal cleanliness and must protect food at all times from contamination by:

- Ensuring all equipment and surfaces are kept scrupulously clean.
- Handling food as little as possible and avoid touching face, especially nose, mouth, ears, eyes or hair.
- Ensuring raw food does not come in contact with cooked/ready to eat food.
- Ensuring that equipment or working surfaces used for raw foods are not then used for cooked/ready to eat foods.
- Avoiding direct handling when preparing or serving cooked ready to eat products.
- Keeping food containers off the floor.
- Adhering to the personal hygiene rules below.

Personal Hygiene Rules

Hands must be washed thoroughly with warm water and bactericidal soap, and then properly dried, regularly throughout the working day, and always:

- Before starting work, and after breaks
- After visiting the toilet and on return to the workplace
- Before handling cooked food
- After eating, drinking or smoking
- After touching the face or hair
- After coughing into the hand or using a handkerchief
- After handling rubbish
- After carrying out cleaning

Hair and fingernails must be kept clean. Nail varnish must not be worn, long and false fingernails are prohibited.

STAFF HYGIENE RULES

Staff must be careful not to blow their nose, cough or sneeze over or near food. The wearing of strong perfume or after shave is not permitted.

Jewellery and wrist watches must not be worn in food handling areas. A plain band wedding ring and small sleeper earrings are acceptable.

Staff must not lick their fingers when handling wrapping materials.

Clean overalls and head coverings must be worn when handling food.

Hairnets should be worn to contain long hair. Overalls and hats should not be worn outside the workplace, except when involved with deliveries.

Food and drink must not be consumed in food retail, preparation, or store rooms. This includes chewing gum or other sweets.

Smoking is not allowed in any work area.

Cuts and sores must be covered by an easily detectable waterproof dressing. (blue is recommended) Staff must inform their manager at once of any skin, nose, throat or bowel conditions.

Staff must inform their manager if anyone at home is suffering from diarrhoea or vomiting. Staff must inform their manager if they were ill with symptoms above while on holiday. Where symptoms of gastrointestinal problems have persisted for more than 48 hours, then medical advice should be sought.

Issued by the Q Guild