

THE MEMBERS MANUAL

A Members Guide to The Guild of Q Butchers and Steps to Quality Audit



a Masterclass in Meat...

- www.qguild.co.uk -



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Q GUILD VALUES AND MISSION STATEMENT

Vision

To be recognised as an elite group representing the best butchers in Britain.

Value

The Q Guild exists to promote standards of excellence in meat and meat products, service and ambience, thereby encouraging the consumer to shop at a local independent Q Butcher.

Central to the Q Guild is the exchange of product and marketing ideas among fellow members to assist in the promotion and profitability of individual businesses.

Members take pride in their products and willingly submit them for independent evaluation in the hope of improving them and gaining Q Guild awards and also external competitions by Industry bodies.

Members have an open door policy to fellow Q members and strive to visit other Regional businesses, thereby looking for ways to improve their own business.

Mission Statement

The Q Guild exists to assist members within the independent retail industry achieve excellence in every aspect of their business by facilitating the exchange of business, product and marketing ideas, coupled with a means of ensuring maintenance of adopted quality standards and values that can be promoted to the consumer.

MEMBERSHIP JOINING CRITERIA

The Q Guilds membership aims to reflect the country's best, forward-thinking meat retailers along with young, developing and aspirational businesses. The Guild's members will promote traditional craft butchery skills, modern innovation, consumer knowledge & advice and outstanding customer service.

The ethos of the Guild is to build member businesses through the open sharing of ideas and information. This will be achieved through regional meetings, events, communications and the Q Guild Back Office System (BOS).

Members will be encouraged to help the Guild achieve national brand recognition and consumer awareness through the use of in-store branding and promotions. The Q Guild will provide members with marketing Point Of Sale (POS) material, such as cooking guides that will also highlight to consumers what it means to shop at a Q Guild butcher.

Members must adhere to the Guild's quality standards and meet minimum expected hygiene standards at all times. Entry to the Guild will be through a quality audit. Members will then be audited every three years by the Guild Manager.

Businesses wishing to join the Q Guild must satisfy the following criteria:

1. Membership is open to Independent retail meat traders within the UK. Many butchers sell a number of foods other than meat, e.g. cheese, eggs, milk. Some butchers sell a wider range of items e.g. fish, bakery, vegetables and various frozen foods. All these types of business are acceptable.
2. The premises must hold a four or five-star FHRS rating or Pass under FHIS (Scotland).
3. Applications from major multiple supermarkets or counters within their stores will not be considered eligible.
4. Applicants must disclose at the time of application if they have been convicted of offences or expect to be involved in legal proceedings relating to; food safety, hygiene, health and safety, labelling or any issue either business or personal which may cause the Guild to be brought into disrepute. The Q Guild reserves the right to refuse membership on consideration of the offences disclosed or until the outcome of legal proceedings is known.

MEMBERSHIP JOINING CRITERIA

5. The applicant should sell predominantly British beef, lamb, and pork preferably sourced locally.
6. The applicant should show willingness to maintain the ethos of the Guild and participate in the activities of the Guild.
7. Where an applicant is new and unknown to the Q Guild, the business must have been operational for 12 months before applying for membership.
8. New business outlets should have been trading for a minimum of 12 months before applying for membership.
9. Concessions within retail outlets can only apply for Guild membership for the outlet if they are already fully paid up Q members, and the unit is branded with their own company name.
10. Should an outlet that has a Q Guild concession be branded with the name of any major multiple retailers, then Q membership will be cancelled with immediate effect and all Q Guild material removed.
11. Where a Q Guild business is sold or changes hands, re-application is necessary, including approval at Regional level and a quality audit by the Q Guild manager following the sale.

MEMBERSHIP JOINING CRITERIA

New Members Application Timeline

Once a prospective member has completed and returned an application form to join the Q Guild, the steps to becoming a full member will be as follows:

1. On receipt of the application, the Guild's admin office will check the applicant's current hygiene rating. If the rating meets the minimum standard, the Guild manager will be notified and an email will be sent to all members in the region of the applicant.
2. Regional members will have 14 days to object to an applicant joining the Guild. Any objections to an applicant joining the Q Guild must be valid i.e. personal differences would not count as a valid reason.
3. If an objection is received, it will be referred to the management committee for a final decision with comment from the regional chairman of the applicant's region.
4. Following the 14 day period, the Guild Manager will contact the applicant and arrange a date for a quality standard audit to take place. The Guild manager has six weeks to complete the quality audit.
5. If the applicant fails the quality audit, membership to the Guild will not be given and feedback from the audit will be provided to help the applicant make a successful future application. Future applications will be subject to a six-month waiting period from the date of the applicant's previous audit.
6. If the applicant passes the quality audit, their hygiene rating score will once again be checked. If the rating meets the minimum required Q Guild standard, then the applicant will be confirmed as a new member and the Q Guild's Members Manual pack will be sent out.
7. The maximum time from the application being received to an applicant being made a member is eight weeks.

THE MANAGEMENT OF THE Q GUILD

The Q Guild is a limited company, The Guild of Q Butchers Limited. The board of directors of the company is made up of the national chair, national vice chair, immediate past national chair, finance convenor and company secretary.

The board of directors also form the management committee with the addition of the Q Guild manager. The management committee discuss ideas and strategies for the running of the Guild. These ideas and strategies are then taken to executive meetings and put in front of the executive council. The management committee meets three times a year.

Any decisions on how the Q Guild is ran are ultimately decided on by the executive council at executive meetings that are held three times per year. The executive council is made up of the management committee, the TAC chair and the seven regional chairs. The Guild's Manager and Secretariat from the admin office attend to assist and take minutes.

As well as the management committee bringing forward ideas and strategies, the regional chairs also bring forward ideas and strategies from the members of their region. There are seven regions in the Q Guild – East, North East, North West, Midlands, Scotland, South & South West, and Wales.

Regional chairs are voted on annually at the regional AGM meetings in January. Positions on the board of directors are voted on annually by the executive council at the executive AGM held in February.

Administration of the Guild and role as Company Secretary is conducted by the Guild's admin team, while the day-to-day running of the Guild and communication with the members, regional chairs and management are conducted by the Guild's Manager.

The Technical and Advisory Committee (TAC) is appointed to help set Q Guild standards and assist members to achieve and maintain these standards. Where audits are referred, or appeals registered, they are done so under code to the TAC for consideration, and necessary action required.

The Guild's PR is provided by a contracted company to deal with all national related PR matters. The PR contract is reviewed at the end of each calendar year.

Minutes of all Q Guild meetings can be found on the Q Guild Back Office System.

THE Q GUILD DIGITAL PLATFORM

The Q Guild digital platform provides a consumer-facing website and Back Office System (BOS), the content of which can be managed by the Q Guild. The digital platform provides the Guild with a consumer-facing website that promotes and builds brand awareness of the Q Guild and its members.

The BOS provides the Guild's members with up-to-date news and information along with marketing services that can benefit the members' businesses. The digital platform is a long-term project that will be continually evolving.

Each member has a page listing on the consumer-facing website. This page is fully editable from the BOS so each member can update their Q Guild listing to reflect current news, events or promotions of their businesses. Members who do not have a website can also use this page address as their URL.

For example - www.qguild.co.uk/cranstons

Members are encouraged to log onto the BOS on a weekly basis.

THE Q GUILD DIGITAL PLATFORM

The Guild aims to build consumer awareness from the consumer-facing website with all of the following:

1. A consumer recipe bank with downloadable recipes.
2. A news page with all the latest news from the Q Guild.
3. A 'Find your Local Q Guild butcher' section directing consumers to their closest Q Guild butchers, using the member's directory page.
4. A Q Guild Butcher of the Month page – a monthly feature on a Q Guild butcher.
5. News pages reporting on national award winners.
6. An embedded YouTube Channel with consumer-facing videos.
7. Twitter feed and links to Facebook page and other social media platforms.
8. 'How to Become a Q Guild Butcher' – e-form to complete and submit for new shops to apply for membership.
9. Continued improvement in content to get consumers returning with content being updated by the Guild manager.

The BOS will provide members with all the following:

1. An editable member's page listing.
2. A bank of butcher's product recipes.
3. The latest Q Guild trade news.
4. Latest news stories from the Guild's members.
5. Key Partners pages featuring exclusive offers to Guild members.
6. Corporate member's listings.
7. A member's asset bank (see below).

The asset bank offers the following benefits to members:

1. Downloadable bank of product images for use in members marketing materials. This bank will be added to as appropriate and affordable.
2. Downloadable POS material.
3. Brand guidelines and downloadable logos.
4. Access to the Guild manager's photograph albums featuring all other Q Guild butchers shops and Q Guild tours.

THE Q GUILD DIGITAL PLATFORM

The BOS will also host a marketing suite. The marketing suite will offer all the following:

1. Marketing Templates – Members can access a number of marketing templates such as flyers, posters, strip cards and other point of sale materials. The members can populate these templates with their own unique offers and promotions and then either download in PDF format for printing locally or have the option to be printed and mailed by the Q Guild's print partner.
2. Email Marketing – E-newsletter templates to allow members to build a unique customer database to communicate news and special offers with their own customers.
3. Message Centre – Open forum on Q Guild for questions between members, corporate members and key partners. An informative forum, where members have access to other members in a free and relaxed environment.
4. Q Guild Shop – An online shop for members to purchase items such as Q Guild ties and generic marketing material like cooking guides.
5. In-store TV Screen Presentations – The marketing suite offers members access to templates that can be displayed on in-store TV screens. On-line templates will be provided that will allow members to create slides featuring products or promotions that can be scheduled to play on TV screens at different times and/or days of the week. An additional annual fee will be required to access this service.

KEY PARTNERS AND CORPORATE MEMBERS

The Q Guild has a number of key partners and corporate members that pay an annual subscription to the Q Guild. Members of the Q Guild are encouraged to support the Guild's Key Partners and corporate members where ever possible. The Guilds trade partnerships are set up as follows:

The Q Guild's Key Partners

The Q Guild has a small number of Key Partners. Key Partners pay a premium subscription to the Q Guild and as such receive additional trade member benefits. These primarily are:

1. Key partners page on the Back Office of the Q Guild website..
2. One full page advert in 'The Guildsman' twice per annum.
3. Company logo on Q Guild website (Consumer-facing site and BOS).
4. 30-minute marketing/product presentation at the Q Guild annual business conference.
5. Free corporate stand at the Q Guild annual business conference.
6. One annual advert in the Q Guild 'Hot off the Block' e-newsletter.

Q Guild's Corporate Members:

The Q Guild has around 40 corporate members. The corporate members pay an annual subscription to gain a trade membership to the Q Guild and are made up of companies that offer a broad selection of products and services applicable to the retail meat industry. Corporate members receive the following benefits from their Q Guild corporate membership:

1. A corporate member's listings page on the Back Office of Q Guild website.
2. An annual listing in the corporate members' section of 'The Guildsman'.
3. Invitation to attend Q Guild Regional Meetings.
4. Discounted advertising in 'The Guildsman' and 'Hot off the Block' e-newsletter.
5. Discounted advertising on the BOS landing page.

REGIONAL MEETINGS

The Q Guild is made up of seven regions – Scotland, North East, North West, Midlands, South and South West, Wales and East. Each region holds a series of regional meetings which are a great place to network and meet like-minded businessmen and women. The Q Guild regional meetings are run by the regional chair who aims to hold successful meetings that are interesting and informative, and that also give key partners and corporate members the opportunity to present to regional members.

Regional chairs have overall responsibility for the meetings and will communicate with the Guild manager to ensure their members are kept up to date with what is happening in their region. A manual to assist the regional chair on how to run successful meetings is provided by the Q Guild and is updated on an annual basis. Networking is crucial to both members and corporate members. Corporate suppliers wishing to introduce new products or specialist offers must contact the regional chair of each region to discuss and arrange.

Each Region must have a Chair and a Secretary who will take the minutes of each meeting. Minutes of each meeting are sent to the Q Guild administration office for distribution to all the Guild's membership and inclusion on the BOS.

Regions should hold a minimum of four meetings per annum, and members in each region are encouraged to attend a minimum of two meetings per annum. The Guild manager will attend a minimum of two meetings per year in each region and where possible more. The Guild manager is responsible for sharing ideas amongst the regions to make meetings more interesting by reporting on the successes being achieved in and around all the national regions.

COMMUNICATIONS AND POS MATERIALS

The Q Guild communicates with all its members on a regular basis to keep them up to date with the latest news from the Guild. The Guild also aims to provide members with high-quality point of sale marketing material on a regular basis. Information will be provided by way of hard copy through the post and electronically by email. POS material will be provided both in hard copy in the form of leaflets, flyers, brochures and posters as well as being available in downloadable format from the Guild's website BOS. All of the above is achieved as follows...

The Guildsman:

A membership publication, 'The Guildsman', is produced twice annually. The magazine provides members with all the latest news from the Guild along with ideas such as recipes and marketing stories. The magazine also contains adverts from key partners and corporate members.

Hot off the Block e-newsletter:

An electronic newsletter called 'Hot off the Block' is sent to all members periodically. The aim of 'Hot off the Block' will be to provide a low-cost newsletter to the membership that contains the latest news from the Q Guild and to help drive traffic to the Q Guild BOS through 'clickable' links. Key partners will also be given sections to promote themselves with 'clickable' links to their BOS pages.

POS Material:

During the year, the Q Guild will supply its members with high-quality point of sale material for use in their shops. The point of sale material provided will vary from themes such as cooking guides, recipe cards and themed promotions such as Valentine's Day and Christmas.

Templates on the Q Guild's BOS are also available for members to create marketing materials that can be downloaded as a pdf document to take to their local printers or to have printed by the Guild's print partner at an additional cost.

Q GUILD EVENTS

The Q Guild holds a number of national events for its members. The Q Guild events take place across the country throughout the calendar year. Q Guild events aim to deliver maximum value to members who attend and create the opportunity to network with other Q Butchers on a national level, sharing information and increasing knowledge.

The Guild holds its annual national conference in May. This event also incorporates the Guild's national BBQ Championships. The venue for the national conference is moved around the various Q Guild regions annually.

The Guild continues to arrange an annual trip abroad; open to members from all regions. These trips will look to take in places of relevance and interest to Q Guild butchers. Often numbers for this annual trip are limited and are awarded on a first come first served basis.

Finally, the Q Guild continues to hold its annual product evaluation and 'Smithfield Awards' dinner. An evaluation event is held in October, with the winners being announced at an awards ceremony in London in early spring of the following year.

Members are encouraged to get involved with and to attend national events.

Q GUILD PR

The Q Guild keeps in regular contact with key trade and consumer publications with the aim of positioning itself as the industry experts for comment on all matters related to the UK Independent butchery sector and for advice from either publications or consumers themselves.

The Q Guild aims to generate PR for winners of all Q Guild events and evaluations or National competitions, and be a source of PR for individual members where appropriate for the good of the Guild. The Guild manager will be responsible for deciding on what member stories are worthy of promoting the Q Guild at a national level from the PR budget.

The Q Guilds PR contract is reviewed at the end of each Calendar year. The Guild will use PR to maximise all of the following:

1. Build the profile of the Guild through national food publications.
2. Publicise news of Q Guild events.
3. Publicise Q Guild winning products.
4. Publicise any news from members that is deemed worthy of promoting the Q Guild brand at a national level.
5. Provide PR to new members on entry to the Guild.
6. Provide PR to new corporate members.
7. For an additional fee, provide PR services and advice where there is no national benefit for the Q Guild.

Q GUILD SOCIAL MEDIA

The Q Guild utilises social media platforms such as Facebook, Twitter and Instagram to increase awareness of the Q Guild and its members. The Q Guild has in place a strategy that aims to maximise the awareness of the Q Guild as a national brand through the use of social media.

As part of its strategy, the Q Guild runs a number of competitions on its social media platforms. Members are encouraged to help the Q Guild grow its social media platforms by liking and sharing the Guild's posts through their own individual social media platforms.

The Q Guild continues to expand its YouTube channel by producing consumer videos that help build awareness of the Guild and its membership.

The Guild manager is responsible for administering and monitoring progress on social media platforms.

Q GUILD BRAND GUIDELINES

The Logos

How to Use the Logo

Master Logo



The Q Guild Medal



Full Logo



The Q Guild Medal



Black & White Variations



Black & White Variations



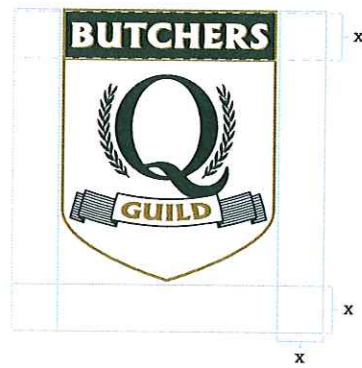
USING THE LOGO

Logo Safe Zone

✓ Do

The Q Guild logo must have the designated amount of clear space (marked by 'x') around it. The top of the logo can touch objects above it.

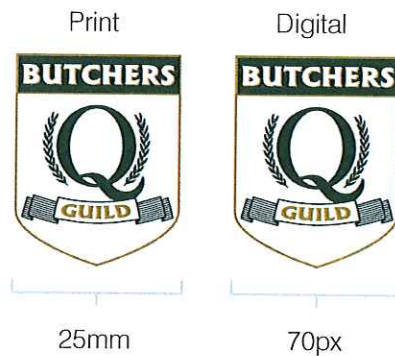
'x' is determined by the height of the green strip.



Minimum Size

✗ Don't

The Q Guild logo must not be used below 25mm in width to ensure the text is legible.



HOW TO USE THE LOGO

Logo Safe Zone

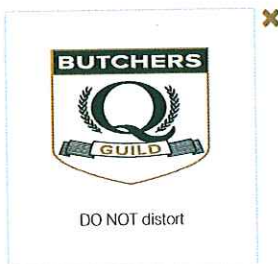


Any time the logo is used on promotional material and print emanating from the Guild, it will be reproduced in the official Guild colours of green and gold. The Guild realises, however, that these colours may not always suit individual businesses and for costing purposes a single colour may be preferred. If the logo is reproduced in only one colour, any colour can be used. If budgets permit, however, the Guild suggests that the gold element of the logo be included.

When commissioning new material e.g. letterheads, carrier bags, van livery etc., members should ensure that the logo is used correctly.

Q Guild branding on as many business materials as possible is encouraged, but members are reminded that Q branding should only be used on premises that are members of the Guild. Wholesaling can only be accompanied with Q branding if the wholesaling is to another member of the Guild. If for any reason the business leaves the Guild, all Q branding must be removed and any materials belonging to the Guild returned.

Logo Safe Zone



CONDITIONS OF MEMBERSHIP

Membership of the Q Guild will be considered within the framework of the following:

1. Membership must be renewed every year. Annual fees are invoiced in January, and the normal procedure is to pay by direct debit on 1st February.
2. Membership of the Q Guild is not transferable. If the business of an existing member is sold or otherwise transferred to a new owner, the new owner must apply for membership in their own name within one month of acquiring the business. If no application has been received after this one month period, all Q Guild branding must be removed from the business with immediate effect.
3. Members must take whatever action is reasonable to comply with the provisions of the quality and hygiene standards while they remain in membership. During membership, members of the Q Guild must disclose to the Q Guild's admin office if they have been convicted of offences or expect to be involved in legal proceedings relating to food safety, hygiene, health and safety, labelling or any issue either business or personal which may cause the Guild to be brought into disrepute. The Q Guild reserves the right to suspend or cancel membership of the Q Guild on consideration of the offences disclosed or until the outcome of legal proceedings is known.
4. Members must disclose situations that may affect the reputation of their business and/or the reputation of the Q Guild. The Q Guild reserves the right to suspend or cancel membership on consideration of the offences disclosed or until the outcome of legal proceedings is known.
5. Members will be advised of changes to the Guild's quality and hygiene standards and changes to the member's manual. In any instance of changes to the fore mentioned, replacement inserts will be provided for the member to update their member's manual.
6. The Guild will use wherever possible, electronic communications to reduce costs from the Guilds budget. To assist the structure and speed of the information flow, all members should provide an active e-mail address to the Guild's administration office and should ensure all communications are being opened.
7. The Q Guild will encourage the exchange of ideas among members to assist in the promotion of individual businesses and the Q Guild as a whole. This will be through the medium of regional meetings, events, regular newsletters and other information channels. Members should strive for maximum participation at regional meetings and events to gain the main benefits of Q Guild membership with opportunities for dialogue and exchange of ideas. A members newsletter 'The Guildsman' will be published and circulated to the membership with member and trade news, topical subjects, advice and news from Corporate members along with an electronic newsletter called 'Hot off the Block' being delivered by email.
8. The Q Guild will provide its members with appropriate material for generic or specific campaigns or promotions, and offer advice and assistance on PR matters to gain publicity on an individual and corporate basis. Members will be encouraged to participate in promotions and, if necessary, prepare and market products to Q recipes/seasonal offers, etc., to allow the Q Guild to publicise nationally. Consideration will be given to the electronic distribution of promotional material allowing members to personalise material and produce locally. Encouraging members to 'opt-in' to promotions will bring dramatic savings in production and distribution costs. Media releases tied into promotions or promotional material will be issued to members for use in local Media. Advice on how to gain media exposure will be available to encourage members to adopt a pro-active DIY attitude to publicising their business.

CONDITIONS OF MEMBERSHIP

Membership of the Q Guild will be considered within the framework of the following:

9. Although seasonal exceptions will be acceptable, members should at all times favour British Meat, supporting British and/or local producers of beef, lamb, pork and other meats.
10. This will communicate that Q Guild Butchers are loyal supporters of the British brand and British agriculture and in many instances are key purchasers of locally sourced meat, mainly produced by the smaller farmer. The Q Guild will liaise regularly with AHDB, QMS, HCC, British Turkey Federation and similar organisations to explore promotional and funding opportunities for British meat and produce.
11. Product innovation will remain key to Q Guild activity with encouragement through Product Evaluations, ideas exchange, etc. Product development through dialogue with other members, either formally or informally, is a distinct advantage of Q Guild membership. The Q Guild will organise regular Product Evaluations to encourage product innovation and development. Member should enter these evaluations wherever possible. The Guild will also assist members in capitalising on the PR opportunities emanating from evaluation awards and to build the Q Guild's reputation as an organisation for innovation and imagination in meat and meat products. Winning product recipes will be made available to all of the membership.
12. Membership of the Guild is subject to the terms and conditions of the Q Guild. All members must accept the terms of membership by signing them and returning them to the Guilds admin office. The terms of membership can be found at the end of this section.

In conclusion, membership of the Q Guild will promote traditional craft butchery skills, modern innovation, consumer knowledge and advice and outstanding customer service. The culture of the membership of the Q Guild will allow members to build their businesses through the open sharing of ideas and information. Members, through their participation, will help the Guild achieve national brand recognition and consumer awareness through the use of in-store branding, POS materials, promotions and PR.

TERMS OF MEMBERSHIP

1. Definitions

In these Terms:

Agreement	has the meaning given to it under clause 2.3;
Audit Approval Procedure	means the procedure outlined in the 'Overview' section of the Member Standards Manual as more particularly set out in the remaining sections of the Member Standards Manual;
Applicant	means an applicant for Membership of the Guild;
Guild, we, us, our	means The Guild of Q Butchers, a private company limited by guarantee (registered in England and Wales with company number 03375895);
Mark	means each of all of the following marks: <ul style="list-style-type: none">• "Q Guild"• "The Guild of Q Butchers"• the Guild's crest as depicted in Schedule 1 (as updated by the Guild from time to time);
Member, you, your	means a member of the Guild;
Membership	means membership of the Guild;
Member Standards Manual	means the Guild publication "The Members Manual", A Members Guide to The Guild of Q Butchers and Steps to Quality Audit' as may be updated and amended by the Guild from time to time;
Purpose	means use of the Mark for the purposes of identification of Membership of the Guild and promotion of the Guild, limited to the scope of use set out in the Member Standards Manual;
Renewal Payment Date	means 1 February each calendar year;
Renewal Fee	means the fee set from time to time by the Guild for Members to renew their Membership;
Surveillance Audits	means the ongoing routine surveillance audits as referred to in the Member Standards Manual;
Terms	means these Membership terms, as supplemented and/or amended from time to time by the Guild;
Territory	means the territory of the United Kingdom;
Website	means www.qguild.co.uk and/or such other websites as designated by the Guild from time to time.

TERMS OF MEMBERSHIP

2. Membership

- 2.1. Membership of the Guild is only open to independent retail meat traders based in the United Kingdom, and is subject to the requirements set out in the '**Membership Joining Criteria**' section of the Member Standards Manual.
- 2.2. In order to become a Member, Applicants must complete the application process set out in **Clause 3**.
- 2.3. These Terms, along with the requirements set out in the Member Standards Manual, comprise the full conditions of Membership (together this "Agreement"), and by becoming a Member you agree to comply with the terms of this Agreement.
- 2.4. Membership, and the rights and obligations you have as a Member, are personal to you and are incapable of transfer, assignment or sub-licence in whole or in part, and the Guild may immediately terminate your Membership upon your attempt to transfer, assign or sub-licence your Membership.
- 2.5. We reserve the right at our sole discretion to change, alter or modify the Terms at any time. We will endeavour to give you not less than 30 days' notice of such change, alteration or modification, but such action shall not be invalidated by failure to provide notice.

TERMS OF MEMBERSHIP

3. Membership Application Process

- 3.1. Applicants for Membership must submit their duly completed application form as prescribed by the Guild accompanied by the applicable Membership fee.
- 3.2. Upon submission of an application, the Applicant must also disclose all information requested by the Guild, including without limitation:
 - 3.2.1. The names and contact details of the proposer and seconder of the Applicant's application;
 - 3.2.2. If the Applicant has been convicted of offences or expect to be involved in legal proceeding relating to food safety, hygiene, health and safety or labelling;
 - 3.2.3. Situations that may affect the reputation of their business and/or reputation of the Guild.
- 3.3. On receipt of the application and the full payment of the relevant fee, we will:
 - 3.3.1. Provide the Applicant with a copy of the Member Standards Manual, which includes an outline of the Audit Approval Procedure; and
 - 3.3.2. Commence the Audit Approval Procedure, which will be carried out by the Guild's audit and inspection agency. The Audit Approval Procedure must be completed satisfactorily before the Applicant is eligible to be granted Membership. All fees paid are non-refundable whether or not Membership is granted.
- 3.4. Once the Audit Approval Procedure has been completed, we will determine whether to allow the Applicant to become a Member. Once we have made a decision on whether to grant Membership to the Applicant, we will inform the Applicant.
- 3.5. By agreeing to these Terms, you agree to submit to the Audit Approval Procedure, and if granted Membership, to the further Surveillance Audits throughout the duration of your Membership.
- 3.6. If an audit identifies any non-compliance with the requirements of the Guild and the Guild in its absolute discretion considers that a re-audit is required, then the Member shall pay for the cost of such re-audit at the prevailing rate.
- 3.7. We reserve the right to refuse Membership at our absolute discretion.

TERMS OF MEMBERSHIP

4. Renewals And Cancellations

- 4.1. Each Membership is granted on an annual basis from 1 January to 31 December. Membership shall automatically renew unless terminated in accordance with the terms of this Agreement.
- 4.2. If you wish to cancel your Membership, you must inform us of your intention to terminate in accordance with Clauses 9.6 and 9.7. A notice to terminate by you must be served at least 30 days prior to the Renewal Date. Failure to serve your termination notice at least 30 days prior to the Renewal Date will result in your Membership being renewed and the Renewal Fee for the year shall be payable.
- 4.3. Each Member shall pay the applicable Renewal Fee on or before the Renewal Payment Date in the relevant Membership year.
- 4.4. If payment of the Renewal Fee is not received within 30 days after the Renewal Payment Date, Membership will automatically lapse but the Renewal Fee for the relevant year shall still be payable. Former Members must complete a new application if they wish to become a Member after their Membership has terminated.
- 4.5. We may charge interest on the outstanding unpaid fees from day to day at the higher of (i) the rate of 4% p.a. over the prime base lending rate of the Bank of England applying from time to time and (ii) the then prevailing rate under the Late Payment of Commercial Debts (Interest) Act 1998, compounding monthly, both before and after judgment in respect of all invoices outstanding from their due date until payment is actually received.
- 4.6. We reserve the right to cancel, suspend or terminate your Membership if you breach any terms of this Agreement (including without limitation failure to pay any fees when due), or any requirements of the Member Standards Manual, or for any other reason at our absolute discretion, except to the extent that such reason is prohibited by the laws of England and Wales.

5. Membership Benefits

- 5.1. As a Member, you will receive access to the benefits set out in the Website and the Member Standards Manual.
- 5.2. Members may also enjoy use of the Mark subject to the terms set out in Clause 6.

TERMS OF MEMBERSHIP

6. Intellectual Property Rights

- 6.1. We hereby grant you a non-exclusive licence to use the Mark in the Territory for the Purpose, subject to and on the conditions set out in these Terms and in accordance with Member Standards Manual.
- 6.2. You shall comply with all requirements and directions of the Guild in relation to the use of the Mark;
- 6.3. You may not assign, charge, dispose or otherwise deal with your licence to use the Mark, nor may you grant any sub-licence for the use of the Mark.
- 6.4. You shall not use the Mark for any purpose or in any matter that is outside the scope of these Terms or in relation to your Membership.
- 6.5. You shall ensure that your use of the Mark complies with all applicable laws, regulations, industry standards and codes of practice.
- 6.6. In making use of the Mark, you acknowledge that we are the owner of the Mark and any goodwill associated with the Mark. Any goodwill derived from your use of the Mark shall accrue to us.
- 6.7. Without prejudice to your right to bring a formal legal challenge to the registration of the Mark at the relevant registry or court, you shall not do or omit to do, or permit there to be done, any act which would or might:
 - 6.7.1. Jeopardise or invalidate the registration of the Mark, or assist or give rise to an application to remove the Mark from the trade mark registers;
 - 6.7.2. Prejudice the right or title to the Mark;
 - 6.7.3. Diminish the goodwill associated with the Mark; Reduce the commercial value to us of the Mark; or
 - 6.7.4. Cause or bring the Mark or us into disrepute.
- 6.8. You shall at all times (notwithstanding the termination of your Membership) be liable for, indemnify and hold us harmless (together with our officers, servants and agents) against any and all liability, loss, damages, claims, costs (including legal costs and professional and other expenses of any nature whatsoever) which we have incurred or suffered arising out of or in connection with your performance or non-performance of these Terms or your use of the Mark, save to the extent that such liability, loss, damages, claims, costs are a direct result of our breach of the terms of these Terms.
- 6.9. In the event of cancellation, termination or suspension of your Membership howsoever arising:
 - 6.9.1. All rights and licence granted for the use of the Mark pursuant to these Terms shall immediately cease;
 - 6.9.2. You shall immediately cease all use of the Mark or any marks confusingly similar thereto and at our sole discretion destroy or return to us all materials in your possession bearing the Mark; and
 - 6.9.3. Without limiting the generality of the foregoing, you shall, at your own cost, cease to display all materials and remove all signage bearing the Mark from all premises that you control or occupy.
- 6.10. Property in the Member Standards Manual and all rights therein shall remain with the Guild and upon termination of your Membership, you shall return to the Guild all copies of the Member Standards Manual in your control or possession.
- 6.11. Images downloaded from Q Guild websites are for the exclusive use of fully paid up members and any further use when not in membership causes the terms and conditions to be broken.

TERMS OF MEMBERSHIP

7. Privacy, Data Protection And Personal Data

- 7.1. By agreeing to these Terms, and by becoming a Member, you warrant that all the information provided by you (whether as part of your Membership application or for any other reason) is correct and not misleading.
- 7.2. By becoming a Member, you agree to keep information relating to these Terms and your Membership private and confidential to the extent that such information is not trivial, obvious or already in either party's possession or in the public domain, except that while you are a current Member, you may represent to the public that you are so.
- 7.3. We process information about you in accordance with our Privacy Policy. By submitting your personal information to us, you consent to such processing, and you warrant that all data provided by you is accurate and that, if it changes, you will tell us promptly.
- 7.4. The Website uses cookies. For more information on our use of cookies, please see the 'How we use cookies' section of our Privacy Policy.

8. Limitation Of Liability

- 8.1. We shall have no liability to you in connection with these Terms for any:
 - 8.1.1. Loss of profits, sales, business or revenue;
 - 8.1.2. Business interruption;
 - 8.1.3. Loss of opportunity; or
 - 8.1.4. Other losses that you suffer in relation to your Membership.
- 8.2. We will not be responsible to you for any loss or damage unless it is a reasonably foreseeable consequence of our breach of (or another failure in connection with) these Terms. We are not responsible for indirect losses which happen as a side-effect of the main loss or damage.
- 8.3. Nothing in these Terms shall limit or exclude our liability for:
 - 8.3.1. Death or personal injury caused by negligence;
 - 8.3.2. Fraud;
 - 8.3.3. Fraudulent misrepresentation; or
 - 8.3.4. Anything which may not be limited or excluded by law.

TERMS OF MEMBERSHIP

9. General

- 9.1. This Agreement constitutes the entire agreement between you and the Guild in relation to your Membership, and override any contrary terms or conditions in relation to your Membership. To the extent that these Terms and the Member Standard Manual conflict, these Terms shall apply.
- 9.2. Nothing in these Terms confers or purports to confer on any third party any benefit or any right to enforce any part of the Terms which that third party would not have had but for the Contracts (Rights of Third Parties) Act 1999.
- 9.3. These Terms are governed by and will be construed in accordance with the laws of England and Wales.
- 9.4. By becoming a Member, you consent to the exclusive jurisdiction of the courts of England and Wales in determining all issues arising under the Terms.
- 9.5. These Terms are drafted in the English language and its text will prevail over the text of any version of the Terms translated into another language.
- 9.6. Any notice to terminate your Membership must be in writing and may be served by the serving party either:
 - 9.6.1. Personally to the other party;
 - 9.6.2. By registered or recorded delivery mail to the last known address of the other party; or
 - 9.6.3. By email to the last known email address of the other party.
- 9.7. Notices will be deemed duly served:
 - 9.7.1. If served in person, at the time of service;
 - 9.7.2. If served by registered or recorded delivery mail, 48 hours after it was posted;
 - 9.7.3. and If served by email, at the time it was sent provided that the sender does not receive any error message in the delivery of the email.
- 9.8. Neither you nor the Guild shall be liable for any breach of these Terms which is caused by any event beyond the reasonable control of that party.
- 9.9. All provisions of this Agreement which in order to give effect to their meaning need to survive its termination shall remain in full force and effect after termination, including without limitation clauses 6, 7.2, 8, 9.1, 9.2, 9.3, 9.4, 9.5, 9.8 and 9.9 of these Terms.

TERMS OF MEMBERSHIP

Schedule 1

Mark (Guild Crest)



Q GUILD STEPS TO QUALITY

The Quality Audit – What is Expected of a Q Guild Butcher?

Marketing, Promotion, Image & Branding

Adopts a professional, responsible and progressive approach to meat retailing, developing a trustworthy image, with good promotional and marketing materials, and Q branding throughout.

Q Culture

Adopts a sharing culture amongst fellow Q Butchers, takes part in Guild activities, and strives for excellence in every aspect of the business, serving as a benchmark for others in the trade. Seeks to maximise publicity for their business and the Q Guild.

Quality Meats

Sells quality meats with credible sourcing, with special features highlighted, and with minimum maturation periods for steaks and roasts of beef. Has knowledge of what is being sold with regard to production methods.

Quality Meat Products

Strives to achieve excellence in "own make" products, often specialising in one or more products, which reflect the passion to make and sell the best, with a variety of "Smithfield" awards to support this claim.

Shop Appearance

Has a well maintained, clean, eye-catching shop exterior with the Q Guild sign prominent. The shop interior will be well maintained, clean, tidy, well laid out, well lit, customer friendly, and welcoming.

Display

Displays of meat and meat products should be well lit, well ticketed and with enough variety to make the shopping experience interesting and enticing to the general public.

Shopping Experience

Provides the best possible shopping experience where customers are welcomed and service is the first priority, with smart, helpful staff able to give assistance and advice on meat selection and cooking as required.

Provides good information for customers on sourcing, recipes, etc. by way of leaflets, screen presentations, websites etc.

Provides additional services, such as delivery, mail order, catering, hot food, take away, buffets, online selling etc.

QUALITY STANDARDS

1. Shop Appearance and Display
2. Shopping Experience
3. Product Quality
4. Marketing and Promotion
5. Q Guild Branding
6. Q Guild Culture

AUDIT & CONSULTANCY QUALITY STANDARDS

1. Shop Appearance and Display

1.1. Shop appearance – Outside

- 1.1.1. The appearance of the outside of the shop should be eye-catching and must provide reassurance to customers that the business operates to the highest standards of hygiene.

1.2. Shop Appearance – Inside

- 1.2.1. The appearance of the shop inside must create a good overall impression to customers, and should provide reassurance to the customers that the business operates to the highest standards of hygiene. The shop interior should be well maintained, well laid out, well lit and customer friendly.

1.3. Display

- 1.3.1. Product displays must be eye catching, well laid out and sufficient to generate interest.
- 1.3.2. All ticketing and labelling should be clear, easy to read, and consistent with a quality image.
- 1.3.3. All displays, including non-meat products, should show a level of promotion including special offers, new lines and award winning products.
- 1.3.4. All meat displays must show a good range and include basic meat lines.

AUDIT & CONSULTANCY QUALITY STANDARDS

2. Shopping Experience

2.1. Staff Appearance

- 2.1.1. All staff must be smart and clean in appearance and wear the appropriate clean protective clothing, including hats, and present a standard corporate image.

2.2. Staff Knowledge

- 2.2.1. All staff must have a good knowledge of what the Q Guild represents and the important role they have in the success of the business.
- 2.2.2. All staff who have contact with customers must have a good knowledge of the range of meat and meat products offered for sale, the most suitable methods of handling and storage of meat in the home and suitable methods of cooking.
- 2.2.3. All staff who have contact with customers must have a good knowledge of the types of meat including different cuts and their suitability for alternative cooking methods including roasting, grilling, braising and barbecue.

2.3. Staff – Customer Greeting

- 2.3.1. All staff who have contact with customers must always offer a polite and friendly greeting and goodbye. All staff should be encouraged to use the customer's name when known.

2.4. Services Offered

- 2.4.1. Shops should have a means of advertising the services they provide such as home delivery, on-line ordering, catering and barbecues and attention should be drawn to the Guild's website.
www.qguild.co.uk

2.5. Information & Advice

- 2.5.1. Customer information should be on hand to offer guidance on products, recipes, storage and correct cooking instructions.
- 2.5.2. Customer receipts should be given

2.6. Customer Complaints

- 2.6.1. A Customer Complaint Procedure should be in place, and records should be kept giving: - Date, Product, Reason, Name and Action Taken.

2.7. Ease of Shopping

- 2.7.1. The layout of the shop should provide a pleasant and easy shopping experience.

AUDIT & CONSULTANCY QUALITY STANDARDS

3. Product Quality Meats

3.1. Provenance

3.1.1. Preference should be given to purchasing locally sourced meats and/or "British Speciality Meats".

3.1.2. Sourcing of all meats should be from nominated listed suppliers.

3.2. Carcase Meats

3.2.1. Preference should be given to handling carcase meats from beef, lamb and pork.

3.3. Buying Specifications

3.3.1. Buying specifications should be listed for all meats purchased, whether carcase or primals, outlining quality standards required.

3.3.2. Specifications should list production/rearing methods where possible.

3.4. Maturation

3.4.1. All carcasses, primal or boxed meats from beef, lamb or pork must be marked with a kill date.

3.4.2. A reliable system should be set up to ensure the proper maturation of selected cuts, in line with shop policy, but with the following minimum limits applying to beef.

Roasts, Rump, Sirloin, Rib Eye – min. 14 days

Quality Products – "Own Make"

3.5. Sausages

3.5.1. Businesses should be encouraged to produce a selection of "own make" sausages.

3.6. Burgers

3.6.1. Businesses should be encouraged to produce a selection of "own make" burgers.

3.7. Bacon & Cured Meats

3.7.1. Businesses should be encouraged to produce a selection of "own make" bacon and cured meat products.

3.8. Value Added Products

3.8.1. Businesses should be encouraged to produce a selection of "own make" value added products.

3.9. Innovative Products

3.9.1. Businesses should be encouraged to produce a selection of "own make" innovative products.

AUDIT & CONSULTANCY QUALITY STANDARDS

Quality Products – “Own Make” – Cooked

3.10. **Pies & Pastries**

3.10.1. Businesses should be encouraged to produce a selection of “own make” pies and pastries.

3.11. **Other Cooked Products**

3.11.1. Businesses should be encouraged to produce products from the categories below.
(Ready Meals, Cooked Meats, Puddings e.g. Black Pudding, Processed Meats)

3.12. **Smithfield Awards**

3.12.1. Businesses should strive to achieve recent Smithfield Awards (last three years), for the product categories above.

3.12.2. Businesses should strive to achieve Diamond Awards for their products.

4. Marketing and Promotion

4.12.1. A marketing plan should be in operation outlining promotions throughout the year.

4.12.2. Evidence of previous marketing activity should be available.

4.12.3. These promotions should include the use of some of the following – “A” Boards, In-Store Boards, Banners, Posters, Leaflets, Radio Advertising, PR activity, Direct mailing, Newspaper/Magazine Adverts, Website, Apps, Social media, In-Store Demos, Screen Presentations, etc.

AUDIT & CONSULTANCY QUALITY STANDARDS

5. Q Guild Branding

- 5.1. The shop is encouraged to display their most recent "Smithfield Awards".
- 5.1.1. A generic Q Guild poster should be on display.
- 5.1.2. The Businesses own posters/leaflets and general advertising should include the Q Guild logo where possible.
- 5.1.3. A current membership certificate should be on display.
- 5.1.4. Counter tickets should include the Q Guild logo where possible.
- 5.1.5. The shop must display prominently one of the external Q Guild signs supplied by the Q Guild, unless expressly forbidden to do so.
- 5.1.6. Staff who have contact with customers are encouraged to wear uniforms, and where appropriate ties, which clearly displays the Q Guild logo
- 5.1.7. The shop is encouraged to use the Q Guild logo on all packaging and carrier bags
- 5.1.8. All shop vehicles are encouraged to display the Q Guild logo.

6. Q Guild Culture

- 6.1. All members should have a website that links to and from the Q Guild website.
- 6.1.1. All members must have an e-mail address to enable efficient communication between them and the Q Guild.
- 6.1.2. All members should attend at least two Regional Q Guild meetings annually, and retain the minutes of the meetings attended.
- 6.1.3. Members should endeavour to visit fellow Q Guild members in other regions.
- 6.1.4. Members should adopt an open door policy to fellow Q Guild members to allow visits to take place.

QUALITY STANDARD GUIDELINES

A	Excellent
B	Good but requires improvement
C	Satisfactory, however, major improvements required
D	Does not meet Q Guild requirements

	Clause	Guidelines
1	Shop Appearance and Display	
1.1.	Shop Appearance – Outside	
1.1.1.	Is the appearance of the outside of the shop eye-catching and does it provide reassurance to customers that the business operates to the highest standard of hygiene?	<p>A. Good colour co-ordination and all in excellent condition and very suitable for the area and style of trade. Modern or old world</p> <p>B. Smart very reasonable conditions and clean</p> <p>C. Satisfactory in style, condition and cleanliness</p> <p>D. Poor style cheap quality and dull</p>
1.2.	Shop Appearance – Inside	
1.2.1.	Does the appearance of the inside of the shop create a good overall impression to customers? Does it provide reassurance to the customers that the business operates to the highest standards of hygiene, product quality and customer service? Is the shop interior well-maintained, well-lit and customer-friendly?	<p>A. The whole shop is smart, tidy, clean and in excellent condition</p> <p>B. All in very reasonable condition</p> <p>C. Satisfactory condition</p> <p>D. Poor condition, shop showing very visible signs of many of the following: cracked tiles, flaking paint, stained ceilings, old posters, grime in corners, etc.</p>
1.3.	Display	
1.3.1.	Are the product displays eye-catching, well laid out and sufficient to generate interest?	<p>A. Eye-catching, well laid out and sufficient to generate interest</p> <p>B. Adequate and reasonable display</p> <p>C. Satisfactory display</p> <p>D. Poor with empty trays</p>
1.3.2.	Are all ticketing and labelling clear, easy to read and consistent with a quality image?	<p>A. Very clear professional clean and quality image labelling with both shop name and Q logo present</p> <p>B. Clear, clean and easy to read smart labels</p> <p>C. Satisfactory labels</p> <p>D. Rather poor quality and some dirty</p>

QUALITY STANDARD GUIDELINES

1.3.3.	Do all displays, including non-meat products, show a level of promotion including special offers, new lines and award winning products?	A. All 3 B. 2 C. 1 D. None
1.3.4.	Do all meat displays show a good range and include basic meat lines?	A. Excellent range of basic and more unusual lines suitable for the local trade B. Good range of products C. Satisfactory display D. Poor product range and lack of some seasonal lines
2.	The Shopping Experience	
	Staff Appearance	
2.1.1.	Are all staff smart and clean in appearance and wearing the appropriate clean protective clothing, including hats, and presenting a standard corporate image?	A. Very smart and clean standard of uniform throughout the serving staff B. A clean and uniform standard throughout C. Other than white coats & hats, no standard D. No standard & some dirty
	Staff Knowledge	
2.2.1.	Do all staff have a good knowledge of what the Q Guild represents and the important role they have in the success of the business?	A. Yes all B. Most C. Some D. None
2.2.2.	Do all staff who have contact with customers have a good knowledge of the range of meat and meat products offered for sale, the most suitable methods of handling and storage of meat in the home and suitable methods of cooking?	A. All relevant staff have good knowledge B. All relevant staff have reasonable knowledge C. Limited knowledge D. No knowledge
2.2.3.	Do all staff who have contact with customers have a good knowledge of the types of meat, including different cuts and their suitability for alternative cooking methods including roasting, grilling, braising and barbecuing?	A. All relevant staff have good knowledge B. All relevant staff have reasonable knowledge C. Limited knowledge D. No knowledge
	Staff – Customer Greeting	
2.3.1.	Do all staff who have contact with customers offer a polite and friendly greeting and goodbye? Are staff encouraged to use the customer's name when known?	A. Yes, all staff appear very good B. Yes, most of the staff appear very good C. All staff satisfactory D. All staff rather poor

QUALITY STANDARD GUIDELINES

	Service Offered	
2.4.1.	Does the shop have the means of advertising the services that they provide, such as home delivery, on-line ordering, catering and barbecues? Is attention drawn to the Q Guild website?	A. All these things are in place where appropriate B. Are mostly in place C. Few are in place D. No mention of any of these things even where appropriate
	Information & Advice	
2.5.1.	Is the customer information on hand to offer guidance on products, recipes, storage and correct cooking instructions?	A. Yes, excellent all written B. Yes, good mostly written C. Some D. None apparent
2.5.2.	Are customer receipts given?	A. Receipt handed to customer by sales staff B. Receipt placed into bag by sales staff C. Receipt placed on display counter D. Few or none given
	Customer Complaints	
2.6.1.	Are all staff who have contact with customers aware of the Customer Complaint Procedure? Are records kept detailing: - date; product; reason; name and action taken?	A. All staff are aware of the procedure and full records are kept B. Mostly aware and reasonable records kept C. Mostly aware, but no records kept D. Not aware and no records kept
3.	Maturation	
3.3.1.	Are carcasses, primal or boxed meats from beef, lamb or pork marked with a kill date?	E. Yes, all marked F. Mostly marked G. Some marked H. None marked
3.3.2.	Does the shop have a reliable system to ensure the proper maturation of beef in line with shop policy? Minimum limits for Roasts, Rump, Sirloin and Rib Eye 14 days.	A. All compliant B. Mostly compliant C. Some compliant D. None compliant
	Quality Products – “Own Make”	
	Sausages	
3.4.1.	Does the business produce a selection of “own make” sausages?	A. Yes, 8 or more varieties B. Yes, 6 or more varieties C. Yes, 4 or more varieties D. Less than 4 varieties
	Burgers	
3.4.2.	Does the business produce a selection of “own make” burgers?	A. Yes, 6 or more varieties B. Yes, 4 or more varieties C. Yes, 2 or more varieties D. Less than 2 varieties

QUALITY STANDARD GUIDELINES

	Bacon and Cured Meats	
3.4.3.	Does the business produce "own make" bacon and cured meat products?	A. Yes B. No
	Value added Products	
3.4.4.	Does the business produce a selection of "own make" value added products?	A. Yes, 8 or more B. Yes, 6 or more C. Yes, 4 or more D. Less than 4
	Innovative Products	
3.4.5.	Does the business produce "own make" innovative products?	A. Yes B. No
	Quality Products - "Own Make" - Cooked	
	Pies & Pastries	
3.5.1.	Does the business produce a selection of "own make" pies and pastries?	A. Yes, a good range all "own make" B. Yes, a good range "own make" C. A limited range, some "own make" D. None, "own make"
	Other Cooked Products	
3.5.2.	Does the business produce "own make" products from the following categories: (Ready Meals, Cooked Meats, Savouries, e.g. Black Pudding, Haggis and Processed Meats)	A. Yes, all 4 categories B. Yes, 2-3 categories C. Only 1 category D. None
	Smithfield Awards	
3.6.1.	Has the business won Smithfield Awards in the last 3 years? (Gold, Silver or Bronze)	A. Yes, 6 or more B. Yes, 3-5 C. Yes, 1 or 2 D. None
3.6.2.	Has the business won a Diamond Award for its products?	A. Yes B. No

QUALITY STANDARD GUIDELINES

4.	Marketing and Promotion	
4.1.1.	Is a marketing plan in operation outlining promotions throughout the year?	A. Full marketing plan in place covering whole year B. Marketing plan in place for immediate future (3 months) C. Only current marketing evident D. No marketing plan
4.1.2.	Is evidence of previous marketing activity available? These should include the use of the following - "A" Boards, In-Store Boards, Banners, Posters, Leaflets, Radio Advertising, PR Activity, Direct Mailing, Newspaper/Magazine Adverts, Website, Apps, Social Media, In-Store Demos, Screen Presentations, etc.	A. Most of these (5 or more) B. Some (3-5) C. Few (1-2) D. None
5.	Q Guild Branding	
5.1.1.	Does the shop display their most recent "Smithfield Awards"?	A. Yes B. No
5.1.2.	Is a generic Q Guild poster on display?	A. Yes B. No
5.1.3.	Where a business produces their own posters/leaflets and general advertising, including van livery, do these include the Q Guild logo where possible?	A. Yes, all do B. Yes, most do C. Some do D. None
5.1.4.	Is the current membership certificate on display?	A. Yes B. No
5.1.5.	Does the Q Guild logo appear on ticketing?	A. Yes, on all B. Yes, on some C. On few D. None
5.1.6.	Does the shop display the external Q Guild sign supplied by the Q Guild?	A. Yes B. No
5.1.7.	Do staff who have contact with customers wear uniforms, including ties, which clearly display the Q Guild logo?	A. Yes, all do B. Yes, most do C. Some do D. None
5.1.8.	Does the shop use the Q Guild logo on all packaging and carrier bags?	A. Yes, logo used on all B. Yes, logo used on some C. Logo used on few D. None
5.1.9.	Does the shop use the Q Guild logo on shop vehicles?	A. Yes, logo used on all B. Yes, logo used on some C. Logo used on few D. None

QUALITY STANDARD GUIDELINES

6.	Q Guild Culture	
6.1.1.	Does the member have a website that links to and from the Q Guild website?	A. Yes B. Yes, but not linked to Q Guild C. No
6.1.2.	Does the member have an active email address and is the Q Guild office aware of it?	A. Yes B. Yes, but not linked to Q Guild C. No
6.1.3.	Can the member provide evidence of attendance at two Regional meetings in the last 12 months? (included in Minutes of meeting)	A. Yes B. One meeting only C. No
6.1.4.	Does the member endeavour to visit fellow Q Guild members in other regions?	A. Yes, photographs seen or other evidence seen B. No, hasn't visited
6.1.5.	Does the member adopt an open door policy to fellow Q Guild members?	A. Yes, evidence of visit/s having taken place B. Verbal evidence only C. No visits taken place D. No visits allowed

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.

HYGIENE STANDARDS GUIDELINES

Q Guild Hygiene Standards 2017

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

HYGIENE STANDARDS GUIDELINES

Q Guild Hygiene Standards 2017

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

HYGIENE STANDARDS GUIDELINES

Q Guild Hygiene Standards 2017

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. Carcases 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

HYGIENE STANDARDS GUIDELINES

Q Guild Hygiene Standards 2017

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

HYGIENE STANDARDS GUIDELINES

Q Guild Hygiene Standards 2017

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

HYGIENE STANDARDS GUIDELINES

Q Guild Hygiene Standards 2017

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

HYGIENE STANDARDS GUIDELINES

Q Guild Hygiene Standards 2017

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>

HYGIENE STANDARDS GUIDELINES

Q Guild Hygiene Standards 2017

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>

HYGIENE STANDARDS GUIDELINES

Q Guild Hygiene Standards 2017

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	Documented Procedure Site Layout Evidence of use of thermal disinfection indicators Evidence of completed maintenance (Maintenance records, job sheets, invoices) Water Sampling Certificates of Analysis or Water provider Quality Reports

HYGIENE STANDARDS GUIDELINES

Q Guild Hygiene Standards 2017

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>

HYGIENE STANDARDS GUIDELINES

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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

HYGIENE STANDARDS GUIDELINES

Q Guild Hygiene Standards 2017

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>

HYGIENE STANDARDS GUIDELINES

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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
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														
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