AQUA

FOOD SAFETY

POLICY

1. INTRODUCTION

This Food Safety policy has been produced in line with the EU regulation No 852/2004 which is applied in the UK by The Food Hygiene (England) Regulations 2013.

Regulations 852/2004 lay down requirements for food business operators. One of these requires Food business operators to put in place procedures which manage food safety within their establishment.

Article 5 (1) of Regulation 852/2004 requires that the procedure or procedures be based upon the HACCP (Hazard Analysis and Critical Control Point) principles set out in Article 5(2).

Aqua Hazard Analysis identifies generic areas of risk to food safety and establishes control measures and clearly sets out company policy and procedures. The result is this Food Safety Policy Manual can be used by all food handlers.

As most sites have exactly the same standard menus and procedures, the hazard analysis has been carried out generically. Where menus or operational procedures differ, the site manager is responsible for producing a hazard analysis to support this.

2. ORGANISATIONAL RESPONSIBILITIES

KITCHEN / BAR STAFF

- Ensuring high standards of cleanliness and food safety
- Carry out required food safety checks and complete kitchen diary
- Carry out daily cleaning tasks and complete cleaning schedule
- Complete daily closedown check

HEAD CHEF / DUTY MANAGER

- Check and sign daily closedown check for bar and kitchen to ensure daily tasks have been completed to a satisfactory standard. Complete action log if deficiencies are found.
- Check and review food policy yearly

GENERAL MANAGER

- Check and sign kitchen diary and daily closedown checks at end of week to ensure they are being completed correctly
- Carry out monthly food safety/hygiene audit.
- Complete product specific hazard analysis if menu or operational procedure changes within business.
- Check and review food policy yearly

OPERATIONS MANAGER

- Carry out quarterly food safety/hygiene audit, completing action log and sending report to head office.

3. FOOD SAFETY POLICY STATEMENT

The company wishes to ensure that food safety standards are maintained at all times within the business, in order to provide a guarantee to our guests that any food purchased in an Aqua Italia restaurant is safe.

All team members and line management must ensure that the food safety standards in the company policies and procedures are maintained.

Our policy objectives are to ensure that:

- All legal requirements are met, in particular: Food Hygiene (England) Regulations 2013
- High standards of personal hygiene are practised by all employees
- Correct food handling practices are observed at all times
- Temperature controls are maintained at all times.
- Cleaning of all areas and equipment is maintained.
- Appropriate training for all team members and line management is provided.
- All businesses receive risk related external audits.
- Critical control points are maintained under control.

4. HAZARD ANALYSIS FOR BAR AND CATERING OPERATIONS AND PROCEDURES

Food Handlers

Within Aqua Italia including those who "manage and supervise" food handlers then the following are included (this is not an exhaustive list):

- General Manager, Assistant Managers, Duty Managers
- Head Chef, Chef
- Kitchen Porters
- Bar Staff, Waiting Staff

Risks

Within Aqua Italia food service operation, four main areas of food safety risk are identified:
Risk to different types of customer

- Risk from different types of food
- Risk from unsatisfactory food handling practices
- Risk from different types of food operation

1. Risk to different types of customer

People at varying stages of their life will have different tolerances to food poisoning organisms. The customers most at risk are the:-

- Young
- Infirm
- Elderly

For example, a relatively healthy person in their middle age could consume the same number of Salmonella

bacteria as an elderly person but only the elderly person might suffer from food poisoning.

Food handlers at Aqua Italia must therefore:
- Be aware of the relative inherent risk to our customers.
- Pay particular attention to reducing risks in the other three areas, i.e. food types, food handlers and food operations.

2. Risk from different types of food

Food can be categorised into degrees of risk depending on various factors.

These include:
- Whether food has food poisoning organisms occurring naturally within it.
- The protein and moisture content of food.
- Whether the food is ready to eat or will be cooked
- The number of stages of preparation and handling required to produce the finished product.

Particular care must be taken with high risk food i.e. food that supports the growth of food poisoning bacteria and will be eaten without further cooking. Examples include cooked meat dishes.

All types of food handled and served in Aqua Italia food operation have been considered and procedures put in place to ensure safe food. An example is the policy to use pasteurised egg products and not raw shell eggs in uncooked or partly cooked products containing eggs.

Food is only purchased from approved suppliers or national supermarkets.

3. Risk from unsatisfactory food handling practices

Food safety risks associated with staff handling or preparing foods are usually directly related to bad practices. That is why it is imperative that all food handlers are trained or instructed and supervised in food safety matters.

Appropriate training is also required by law i.e. The Food Hygiene (England) Regulations 2013 states that food handlers should be "supervised and instructed and/or trained in food hygiene matters commensurate with their work activity".

Aqua Italia is committed to staff training and sets the following standards:

Externally validated courses

All key staff working in or supervising food areas are trained to Level 2 Food Hygiene certificate or equivalent.

All identified relevant managers and/or supervisory staff are trained to the Level 3 Food Hygiene certificate or equivalent.

Records of training are kept in the employees training record file.

In-house training courses

The successful implementation of Aqua Italia Food safety policy manual largely depends upon the training of staff in the documented procedures. Staff will be trained in any procedure for which they are responsible and a record kept. Staff must not carry out procedures for which they have not been trained.

All staff will complete the Aqua Italia in-house induction training programme within 7 days from employment. All online training courses will be completed within 13 weeks from employment.

4. Risk from different types of food operation

The majority of food safety risks lie in food preparation and service. It is for this reason that separate sections for front of house and beverage operations are included in operational procedures.

There are a number of hazards which threaten to put food safety at risk, from delivery through to preparation and finally to service.

The purpose of the hazard analysis is to identify the hazards at each stage of the Aqua Italia food operation, implement measures to control the hazards and establish effective monitoring procedures.

Detailed standard operating procedures SOP's are provided which staff must follow to ensure that the hazards are controlled. Standards are set and corrective action detailed if those standards are not met. Effective monitoring and recording is essential to ensure effective due diligence.

Monitoring procedures requiring the completion of a record sheet are indicated by reference to the specific form to be used.

PRE-REQUISITES

Certain requirements are considered essential in protecting food safety and are detailed below:

Personal Hygiene

- Sufficient wash hand basins are conveniently accessible and labelled for hand washing only.
- Hot water, liquid bactericidal soap, and disposable paper towels and bin provided at each basin.
- Staff to wash hands on the following occasions:
  - **a)** start of work
  - **b)** after using toilet
  - **c)** after smoking / eating / wiping nose
  - **d)** handling raw foods
  - **e)** handling refuse

- Smoking, eating and drinking, are not permitted in any food room, bar, cellar or store.
- All staff to have been trained on recruitment and have annual refresher training and ongoing training in safe food handling as detailed on pages 3 & 4 above.
- Pre-employment health questionnaire to have been completed by all food handlers (issued with induction package).
- All food handlers to notify their manager of any food poisoning symptoms, septic lesions, infectious diseases or return from foreign holidays. General Manager to record notifications and 'return to work' interviews.
- All cuts, wounds, and septic conditions to be covered with blue waterproof plasters and first aid kit to be provided in main kitchens and bars.
- No personnel permitted to food production areas permitted unless wearing correct protective clothing.

Jewellery Code / Policy

- Jewellery worn by food handlers shall be restricted to a single, plain band 'wedding' ring with no stones and a single pair of 'sleeper' earrings;
- No watches or other jewellery shall be worn whilst working in food preparation areas.

Laundry, Changing and Protective Clothing

- Suitable protective over-clothing must be worn. This must be clean and regularly laundered and not worn outside.
- Hair nets and/or hats must be worn in all food preparation areas. In all other areas except bars and restaurants, hats must be worn.
- Staff rooms and toilets to be kept clean and tidy at all times.
- All personal belongings and outdoor clothing should be stored separately, away from food areas.

Foreign Body Contamination

- On a weekly basis, inspect and check all potential sources in food preparation areas and discard chipped or cracked items of crockery.
- Protect all fluorescent light fittings in sheath covers.
- Keep food covered wherever possible.
- The use of wooden utensils, chopping boards and equipment handles is to be avoided.
- All knives and can openers should be well maintained and all can contents inspected for swarf after opening.
- No drawing pins / staples to be used on signs in food areas.
- Structure, equipment and utensils to be maintained in good condition with no flaking paint; rust or damage and checked weekly.
- All containers should be stored/covered or inverted when not in use.
- Follow cleaning schedule to ensure no build up of foreign matter on equipment.

Glass and Briele Plastic Control

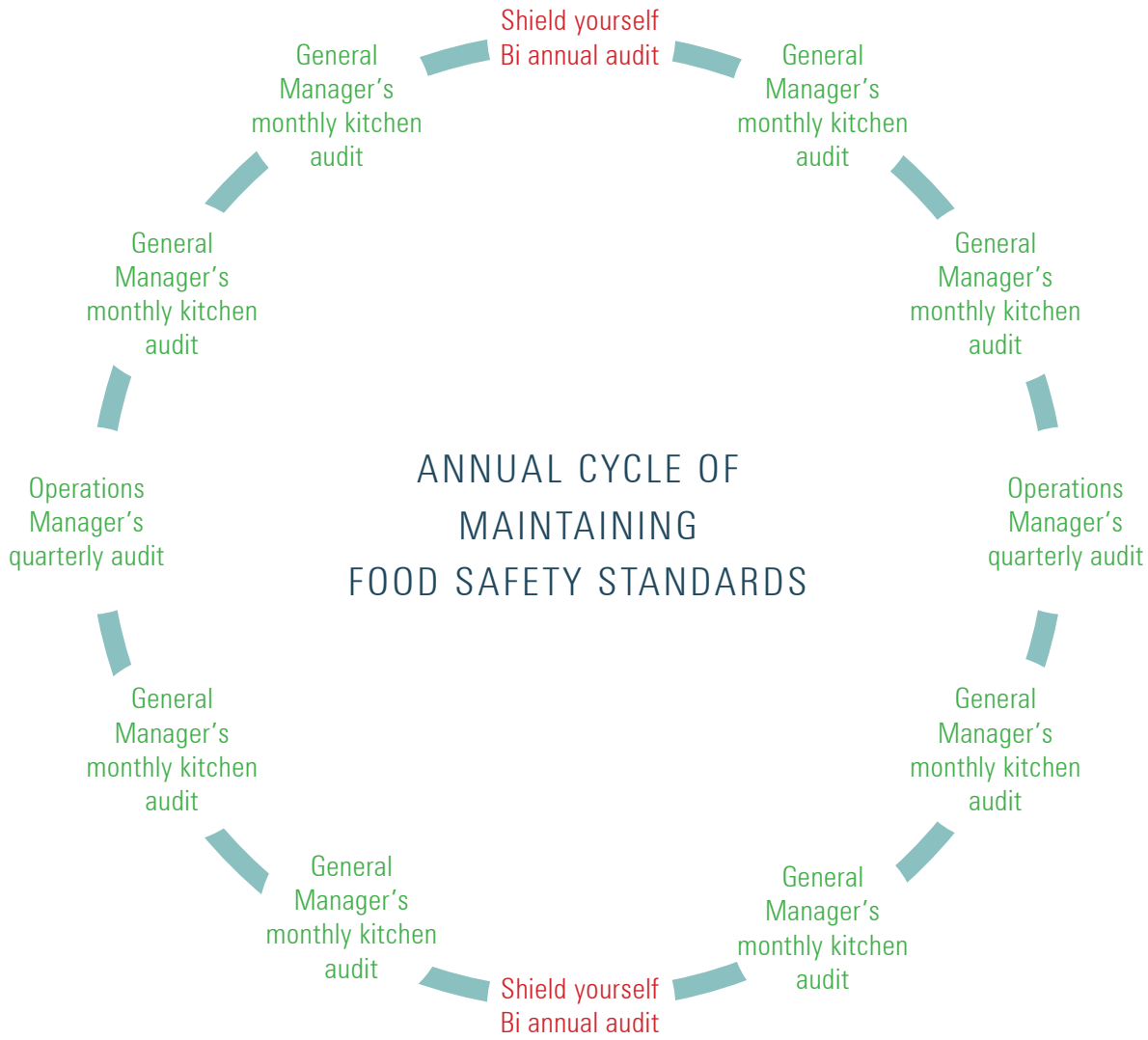
- To reduce the risk of glass or briele plastic contamination of product, such items must be effectively controlled. Where glass is in use, it will be strictly controlled and kept to a minimum.
- Glass will not be used in the open food preparation areas.
- Any existing glass containers or equipment will, where possible be replaced with plastic or other material alternatives.
- Any ingredients supplied by manufacturers in glass will be stored away from open food preparation areas or the ingredient decanted into other packaging materials.
- All fluorescent lights must be protected from breakage with diffusers or shields.
- On a monthly basis, the food storage and handling areas must be inspected for any potential sources of glass. The condition of any glass or briele Perspex must be examined for any signs of damage or replaced with the appropriate documented record made.
- All glasses and glass dishes should be kept away from food preparation areas.
- These should be inspected after washing and discarded if cracked, chipped or broken.
- Discarded glass should be wrapped, clearly identified and placed directly in external waste containers.

Breakage Procedure

- In the event of a breakage, inform the Head Chef or Duty manager immediately.
- In the event of a glass breakage, all surrounding uncovered food and ingredients must be removed, isolated and disposed of within a radius of 5m.
- The area, including work surfaces, equipment and surrounding floor must be thoroughly inspected for broken glass. Aim to collect all fragments to make up the entire object.
- If any glass is subsequently found in food product batches, the entire batch must be discarded and the supplier notified.
- A full clean-down of all suspected contaminated equipment and structural finishes using vacuum equipment if available or a suitable brush will be undertaken.
- All cleaning equipment used for removing glass will be clearly identified and disposed of to prevent any potential spread of glass.

- Monthly/quarterly management audit will include check on condition of all glass containers and other sources of glass/briele plastic contamination.

As part of Aqua Italia Hazard Analysis, the process flow of all products has been established in a flow diagram for food operations. On this, each stage of the process is identified and where it is a step critical to the safety of food it is a 'Critical Control Point' or CCP. Each of these has an associated procedure which details the controls to be exercised to ensure food safety.



CONTROL PROCEDURE

This Food Safety Management system has been prepared by Aqua with the input from the Operations Manager and Executive Chef.

This document is the first version and any changes must be agreed and recorded as part of the document control procedure.

APPROVAL

The signatures below certify that this procedure has been reviewed and accepted, and demonstrated that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

	NAME	SIGNATURE	POSITION	DATE
PREPARED BY	J Edwards		Head of Group BOH operations	OCT 2022
REVIEWED BY	L Staddon		Head of Food Development	OCT 2022
APPROVED BY	B Smithson		Managing Director	OCT 2022

AMENDMENT RECORD

This procedure is reviewed to ensure its continuing relevance to the systems and process that it describes.

A record of contextual additions or omissions is given below;

Page	Context	Revision	DATE
	Having reviewed the policy, no amendments were required		Oct 2022

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STANDARD OPERATING PROCEDURES

FOOD HANDLING

PURCHASING SOP1

WHAT CAN GO WRONG

Purchase of goods from unapproved suppliers increases the risk of bacterial, chemical or foreign body contamination of foods. It also makes it difficult to ensure that suppliers are following the practices as determined by Aqua to ensure that the food being sold to customers is safe. All approved suppliers are selected for their ability to manage the supply of consistent product and food safety.

CONTROLS

- Approved suppliers
- Written specifications for all food supplied
- All food delivered in suitable vehicle/containers and under temperature control where necessary

AQUA SAFE METHODS

- Food ordered only from approved suppliers.
- Orders made giving consideration to the shelf life of products and frequency of delivery to determine the quantity
- Written specifications for all food supplied.
- All food is delivered within suitable vehicle/containers and under temperature control where necessary.
- Where making a contingency purchase, products sourced only from a recognised supplier with a good reputation.
- Where self-collection is necessary the correct temperatures are maintained, the product is transferred in hygienic conditions and transferred without delay into the Fridge or freezer (where applicable).
- Self-collection is only used as a last resort.
- Food is transported in original packaging when self-collecting.
- Any self-collection, food must be stored within 30 minutes of purchase.
- Shellfish must only be sourced through approved suppliers.

DUE DILIGENCE DOCUMENTATION

Approved supplier's details readily available.
Records of any emergency purchases kept in Kitchen Diary.

RECEIVING DELIVERIES SOP2

WHAT CAN GO WRONG

- High risk foods contaminated by food poisoning bacteria or toxins
- Foreign body
- Chemical contamination
- Insufficient shelf life
- Deterioration in product quality during transport

Checking food on delivery reduces the possibility of food entering Aqua sites that has been contaminated or been exposed to high temperatures which allow the growth of food poisoning bacteria.

CONTROLS

- Product packaging undamaged / un-dented / not torn or split
- Satisfactory use-by dates /best before dates
- Temperature during delivery 0-5°C for chilled and -15°C minimum for frozen products
- Delivery notes and invoices kept and filed

AQUA SAFE METHODS

- Staff are trained to take deliveries
- All deliveries must be visually checked. Food should be rejected or labelled as 'reject' and stored in a quarantine area away from other foods, if packaging is damaged or seals are broken on airtight packaging, e.g. torn vacuum packs or dented cans. Record all noncompliances in the Kitchen Diary.
- Check all incoming goods for intact packaging, broken boxes, leaky packages or dented cans. This may be a sign of mishandling and could be grounds for rejecting the product.
- Check condition of delivery vehicle and driver for cleanliness and protection of food from contamination. Reject any food exposed to contamination and record.
- Check shelf life dates and quality of fresh food and reject if insufficient shelf life and record comments in Kitchen diary.
- Check and record the temperature in the Kitchen Diary of chilled and frozen food from each delivery by placing a calibrated probe between packs. This is the responsibility of the person signing off the delivery.
- Accept delivery if between pack temperatures less than 5°C (chilled) or -15°C (frozen).
- If temperature between packs for chilled is above 5°C, probe sample product, reject if above 8°C and record in comments.
- If temperature between packs for frozen is above -15°C, reject delivery and record in comments.
- Check all deliveries against original order and invoice/delivery note, and initials as correct and acceptable.
- All frozen and chilled products must be stored in freezers and chillers within 30 minutes of delivery.

DUE DILIGENCE DOCUMENTATION

Record all monitoring checks, temperatures and comments in Kitchen diary - DELIVERY CHECK.
Any deficiencies must be recorded in action log.
Invoice and delivery notes to be initialled when checked.

AMBIENT STORAGE SOP3

WHAT CAN GO WRONG

- Growth of spoilage/food poisoning bacteria or moulds if dry goods become damp
- Physical contamination by rodents, insects or birds
- Chemical contamination including taints
- Product quality impaired by prolonged/unsatisfactory storage

CONTROLS

- Stock rotation and controlled stock levels
- Maintenance of structure and storage conditions
- Pest control contract and regular inspections
- Separate chemical storage
- Non-food items stored separately from food product
- Food is kept covered

AQUA SAFE METHODS

- All reject stock to be labelled and kept in quarantine area awaiting return / disposal.
- Operate a first in, first out, stock rotation system.
- The storerooms are of adequate size, cool, dry and free from high humidity, well lit.
- All items should be stored off the floor and away from walls, on racking or mobile units.
- The store and goods are inspected weekly to ensure free from pests, clean and no food is damaged.
- Area must be adequately pest proofed and rodent baited with regular inspections, as per requirement or Pest Control Contract.
- All non-food items and cleaning materials must be kept separately.
- Ensure all goods are stored and sealed in original packaging or decanted into covered labelled containers.
- The monthly management audit must include a check on ambient stock rotation and shelf life labelling.
- A weekly dry stores check must contain stock rotation, shelf life and cleanliness and logged on shield yourself compliance.

DUE DILIGENCE DOCUMENTATION

Daily and weekly checks should be made to ensure all items are covered, labelled, that packaging is intact and items are in the correct storage temperature. And all units are clean. Any problems and action taken should be recorded in the Kitchen diary - ACTION LOG.

FROZEN STORAGE SOP4

WHAT CAN GO WRONG

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

CONTROLS

- Minimum time from delivery to storage
- Temperature control food below -18°C in frozen storage
- All foods covered / wrapped and dated
- Stock rotation
- Separation of raw and cooked food
- Effective cleaning
- Maintenance and servicing of equipment

AQUA SAFE METHODS

- Place all frozen foods into storage immediately after delivery and no longer than 30 minutes.
- Frozen foods are stored below -18°C.
- Freezer temperatures to be checked and recorded twice daily:
- All freezers to be fitted with a digital display or have internal thermometer. AM/PM – Record digital display reading if applicable or take probe measurement if not.
- Once a week use a sanitised probe to check and record a between pack temperature of a food product in each freezer
- If temperature is between -18°C and -15°C, report non-compliance to Manager/General Manager.
- If temperature is above -12°C defrost food, label and use as chilled. Record on Kitchen logbook.
- Defrost units regularly or ensure auto defrost is effective and no ice build-up.
- Do not overload units.
- All foods must be thoroughly packaged or covered to avoid freezer burn or other damage.
- Aqua allergen labels must be used for prepared foods and when original labels no longer exist.
- Follow storage instructions on manufacturers/packaging label.
- The monthly management audit must include a check on stock rotation and shelf life labelling.
- On a monthly basis, clean internally and ensure air intake grills are clean.
- Cooked foods to be safely and thoroughly cooled before placing in a freezer within 90 minutes.
- If freezer breakdown occurs, then food may be used in accordance with defrost procedures.
- In the event of equipment failure or defect, report to the General Manager.

DUE DILIGENCE DOCUMENTATION

Record freezer temperatures twice daily in the FREEZER TEMPERATURES CHECKS - Kitchen diary.
Freezer failure

CHILLED STORAGE SOP5

WHAT CAN GO WRONG

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

Poor food storage can lead to unsafe food. If food is stored beyond its shelf life and/or at unsafe temperatures bacteria can grow. If ready to eat food is stored next to or underneath raw food, bacteria could transfer to the food. All these issues could lead to food poisoning, which must be prevented at all times.

CONTROLS

- Temperature control - store below 5°C, minimum time at ambient temperatures
- Separation of raw and cooked foods
- All foods covered, wrapped and dated
- Stock rotation
- Effective cleaning and sanitising
- Maintenance and servicing of refrigeration equipment

NB - It is a legal offence to sell or possess food beyond its Use By date. It is an offence to possess or sell unfit/contaminated food.

AQUA SAFE METHODS

- Store all chilled foods within 30 minutes of delivery.
- Fridge units and chill stores must operate at between 0-5°C.
- Temperature of fridges and chill stores to be checked and recorded in the Kitchen diary twice daily AM – record digital display temperature if applicable, take probe measurement if not. PM – record product temperature using sanitised probe.
- All units (including any on the bar used to hold high risk foods) must be labelled with a number and records made specific to it.
- If temperature is above 5°C (digital display), a product temperature must be recorded.
- If product temperature is above 5°C but below 8°C, notify Manager/General Manager.
- If product temperature is above 8°C discard food, record in the Kitchen Logbook and
- In the event of equipment failure or defect, report to General Manager and Operations Manager and record in Kitchen diary.
- Check condition of equipment including door and lid seals; ensure a servicing contract is in place.
- Different fridges should be allocated to specific food type's e.g. raw meat wherever possible.
- Store raw foods totally separately, or if only one unit, then store raw below cooked items NB this includes raw shell eggs.
- Unwashed vegetables and salad items which may have soil contamination should be stored below ready to eat/prepared foods.
- All foods to be stored in covered containers / wrapped.

DUE DILIGENCE DOCUMENTATION

Record fridge temperatures twice daily in FRIDGE TEMPERATURE CHECKS - Kitchen diary.
Record refrigerator failure in the Kitchen diary.

DEFROSTING SOP6

WHAT CAN GO WRONG

- Growth of food poisoning bacteria and toxins
- Contamination by foreign bodies
- Contamination by chemicals
- Deterioration in product quality
- Cross contamination from defrost liquor to ready to eat foods
- Food may still be frozen in the centre and subsequent heating will not be sufficient to make food safe

Food that is not defrosted correctly may result in the growth of food poisoning bacteria.

CONTROLS

- Defrost under chill conditions at all times
- Keep raw and cooked foods separate
- Ensure effective and thorough defrost throughout food
- Label all items. Maximum product life from defrost to be in accordance with company date code policy.

AQUA SAFE METHODS

- Defrost in Fridge at less than 5°C.
- Ensure raw defrosting foods are covered and stored separately or below high risk foods.
- Allow sufficient time and plan to defrost in advance of usage.
- Check food is thoroughly defrosted in advance of usage.
- Dispose of any thaw liquor carefully to prevent cross contamination.
- All defrosted food must be labelled immediately with an allergen label when removed from the freezer.
- No food to be refrozen.

WASHING FRESH PRODUCE SOP7

WHAT CAN GO WRONG

- Cross contamination from pathogens on salad and fresh produce
- Presence of insects and soil/growing materials

Fresh produce must be washed to reduce the risk of contamination by foreign bodies and bacteria.

CONTROLS

- Purchased from approved suppliers
- Inspected on delivery
- Washed in cold water in a raw prep sink

AQUA SAFE METHODS

- Any ready to eat produce that is served without cooking must first be washed thoroughly in cold running water to remove soil and other debris.
- All vegetables which are to be cooked should be washed or peeled and washed in clean cold water before cooking.
- Always use a clean and sanitized food preparation sink including plugs and taps.
- Washing of fresh produce should be done away from other food preparation.
- Produce must be washed using the salad wash process which involves agitation in water. All of the vegetable must be washed thoroughly. The leaves must be separated during washing process to ensure all surface areas are cleaned.
- Produce that will be cooked prior to serving may be washed thoroughly in cold running water to remove soil and other debris.
- Soft fruits and herbs must be washed in running water but no agitation wash needed.
- After preparation, i.e. chopping, cutting etc., drain thoroughly, transfer to clean dry container and label.
- Store washed produce chilled until required for use. If multi uses, ensure the cover is placed back securely between use

MARINATING SOP8

WHAT CAN GO WRONG

- Growth of food poisoning bacteria or their own toxins
- Cross contamination from marinating liquor to ready to eat foods

CONTROLS

- Marinade not to be made up too far in advance
- Marinating to be undertaken for no more than 24 hours
- Container to be stored covered in the refrigerator throughout marinating

AQUA SAFE METHODS

- Marinade to be made up within 1 hour of use.
- Meat, prawns, etc. not to be marinated for more than 24 hours.
- Food marinating must be kept covered.
- Marinade to be stored in refrigerator at less than 5°C and treated as raw product.
- Marinade to be disposed of once product removed.
- Marinade to be used for one product only (e.g. chicken or beef or lamb).
- The time food enters marinade must be recorded on the label.

PREPARATION SOP9

WHAT CAN GO WRONG

- Contamination by food poisoning bacteria and toxins
- Cross contamination of high risk foods from raw food including vegetables
- Bacterial growth on high risk foods held at ambient temperatures
- Physical contamination by foreign bodies

Food which has been subjected to poor handling during preparation and portioning may become contaminated with food poisoning bacteria or dirt.

CONTROLS

- Use separate areas, utensils and equipment for raw and high risk foods and minimise direct hand contact with food
- Regular cleaning (as per cleaning schedule), maintenance of equipment, structure and work surfaces (cleaning of food where applicable)
- Good personal hygiene practices, provide personal hygiene facilities
- Endorse preventative measures to prevent physical contamination
- Keep to minimum time food is at ambient temperatures

AQUA SAFE METHODS

- Minimise the time food is held between 5°C - 63°C. In particular, sauces should not be left out throughout service and should be discarded if held for longer than 4 hours at room temperature.
- Use small quantities during preparation.
- Cool prepared hot food quickly and reduce size to increase cooling rates, and place in a blast chill or fridge within 1.5 hours of cooking. Chooses the coolest place and avoid piping hot food in the fridge.

Cross Contamination

- Raw meat must only be handled in a designated 'raw meat' area. Ideally this area should not be used for any other food preparation. If this is not possible due to limited space then raw meat preparation should be at separate times and the area must be thoroughly cleaned and disinfected afterwards using the two stage cleaning process as per SOP10. For all other food preparation, use clean area of the kitchen, preferably designated area and it must be away from potential sources of contamination.
- Keep all raw food separate from high risk food at all times.
- Clean and sanitise work surfaces and equipment after use, particularly knives and chopping boards.
- Colour coded equipment to provided, used and stored separately. Ensure raw and cooked foods are handled using separate equipment.
- Use the correct colour coded chopping board for the type of preparation being carried out.
- Use the colours as displayed on the signs displayed in the kitchen area.
- Thoroughly wash all vegetables before preparation.
- Use blue roll to clean areas after use following SOP10.
- The slicer should be sanitised before and after use and only used for cooked meats and washed vegetables.
- A supply of the company approved disinfectant / sanitiser must be available in each working area.
- Once prepared, cover food and label as required. Place in Fridge immediately to store until required.
- Ensure there is no risk of food contamination by foreign objects. If there is a concern with the fabric of the kitchen, move preparation area to a safer place if possible and report to the person in charge.

E COLI CONTROLS SOP10

WHAT CAN GO WRONG

E. coli 0157 is found on raw meat and unwashed vegetables. Unlike other food poisoning bacteria serious illness can be caused by very low numbers of the bacteria. Strict cross contamination controls are essential to prevent such an occurrence.

CONTROLS

- Separation
- Cleaning and Sanitising (Disinfection)
- Personal Hygiene and Handwashing

AQUA SAFE METHODS

All raw foods such as raw meats and unwashed (i.e. not supplied as ready to eat) fruit and vegetables must be handled as if they were contaminated with E. coli. The key control measures include;

1. Separation of raw food equipment and staff from ready to eat food equipment and staff
2. Effective cleaning and disinfection
3. Effective personal hygiene including hand washing

Separation of raw food equipment & staff from ready to eat food equipment & staff

- Wherever possible separate designated areas should be established for the preparation, storage and handling of raw and ready to eat foods.
- The designated area includes any space or shelving above a work surface and care must be taken to ensure that any raw foods are not stored or carried above ready to eat preparation areas.
- If full separation is not possible managers and supervisors must ensure a full clean and disinfection of any areas equipment and utensils before handling ready to eat foods
- As with preparation areas there should be separate fridges for raw and ready to eat foods. Where this is not possible there should be clear identification and separate shelving between raw and ready to eat foods.
- Separate equipment including colour coded chopping boards, knives, colour coded tongs etc must be provided for raw and ready to eat food unless thoroughly cleaned and heat disinfected between use.
- Separate, washable weighing scales must be used for raw and ready-to-eat foods, adequately labelled.
- External packaging must be removed from food which is stored in a ready-to-eat area.
- Whilst cooking food on a grill staff will ensure that utensils such as spatula's or tongs used for raw foods are not allowed to come into contact with any cooked product.
- A separate 'RAW' only probe thermometer will be provided at each site to use for temperature monitoring raw products. Probe must be cleaned before and after every use with sanitiser and blue roll. Temperature probes must be heat disinfected between uses when monitoring minced or ground meat products.
- Strict controls should also be in place to ensure there is no cross contamination when handling waste bins, cleaning equipment paperwork/pens etc.

E COLI CONTROLS SOP10 CONTINUED

Effective Cleaning and Disinfection

- Only company approved detergents and sanitisers are used in accordance with correct procedures and training.
- Dishwasher used whenever possible to clean and disinfect equipment and utensils.
- Dishwashers temperature is checked and recorded twice a day in the kitchen diary, using the external display.
- Any sinks used to wash equipment used for raw foods must be cleaned and sanitised after use following SOP10.
- Blue roll must be used to wipe down worktops following SOP10
- Effective cleaning and disinfection should be completed in two stages (known as a two stage clean)
- The physical removal of all food debris, visible dirt, food particles and debris from surfaces, equipment and fittings using hot water and detergent. Use blue roll to remove any residue.
- Apply Company approved sanitiser using the correct dilution and contact time, according to the manufacturer's instructions and dry with paper roll.
- Food contact surfaces must be thoroughly cleaned and sanitised using the two stage clean before, after and between uses if used for both raw and ready-to-eat foods.
- A ‘clean as you go’ process must be adhered to. 'Clean as you go' refers to cleaning down and sanitising an area as soon as one task is finished and before beginning a new task

COOKING & REHEATING SOP11

WHAT CAN GO WRONG

- Survival of food poisoning bacteria due to inadequate centre temperatures.
- Multiplication of any food poisoning bacteria present in warm food.
- Food may still be cold or frozen at centre.
- Post process contamination by food poisoning bacteria.
- Physical contamination with foreign bodies.

Food that has not been correctly cooked or reheated thoroughly may result in the survival of harmful bacteria.

CONTROLS

- Cooked foods (with only permitted exceptions) must be thoroughly cooked and achieve centre temperature of 75°C.
- Clean, well maintained ovens, cookers, microwaves and utensils must be used.
- Separation of handling between pre and post cooking.

AQUA SAFE METHODS

- All hot foods with the permitted exception of fish, vegetables, steaks and whole muscle cuts of beef or lamb must be cooked to minimum core temperatures of 75°C. The temperature should be monitored and recorded using a sanitised probe thermometer inserted into the centre or thickest part of the food. If the temperature is less than 75°C continue to heat until the correct temperature is achieved, the cooking procedure must be reviewed to ensure that 75°C is attained. Where exceptions are in place the food must be sear
- Check temperatures of all meat composite meals.
- Check temperatures of burgers to ensure they reach 75°C or above for at least 30 seconds.
- Complete cooked food temperature chart in the Aqua food diary. Records must show:
    - Two cooked from raw items
    - Two reheated items
    - One ragout, ie. ox cheek ragout
    - One burger, ie. beef or vegan
- Preheat all ovens before placing food in them to ensure temperatures are achieved rapidly.
- Ensure utensils used for raw food and cooked food are kept separately
- Never use a Bain Marie to re-heat or cook food.
- Ensure all defrosted items are completely thawed before cooking.
- Scheduled weekly cleaning must be carried out for all ovens. All cooking utensils and pans, microwaves, should be cleaned daily or after use.
- Ensure hand washing between pre and post cook handling.
- Follow cooking procedures according to the product specification or manufacturer's instructions as necessary.
- Treat cooked food as high risk and protect from post cooking contamination.
- Serve cooked food immediately or hold above 63°C or cool quickly and store below 5°C

DUE DILIGENCE DOCUMENTATION

Record three core temperatures of high risk items per day using COOKING & REHEATING - Kitchen diary

PREPARING & COOKING BURGERS SOP 12

WHAT CAN GO WRONG

- Contamination by food poisoning bacteria and toxins.
- Cross contamination from raw food to high risk foods.
- Survival of food poisoning bacteria due to inadequate centre temperatures.
- Multiplication of any food poisoning bacteria present in warm food.
- Food may still be cold at centre.
- Post process contamination by food poisoning bacteria.
- Physical contamination with foreign bodies before or after preparation and / or cooking

Food which has been subjected to poor handling during preparation and portioning may become contaminated with food poisoning bacteria or dirt.

E. coli 0157 is found on raw meat and unwashed vegetables. Unlike other food poisoning bacteria serious illness can be caused by very low numbers of the bacteria. Strict cross contamination controls are essential to prevent such an occurrence.

Food that has not been correctly cooked or reheated thoroughly may result in the survival of harmful bacteria.

CONTROLS

- Personal Hygiene such as Hand washing and use of disposable gloves.
- Use separate areas, utensils and equipment for raw and high risk foods and minimise direct hand contact with food.
- Segular cleaning (as per cleaning schedule), maintenance of equipment, structure and work surfaces (cleaning of food where applicable).
- Good personal hygiene practices, provide personal hygiene facilities.
- Endorse preventative measures to prevent physical contamination.
- Keep to minimum time food is at ambient temperatures.
- Cooked foods (with only permitted exceptions) must be thoroughly cooked and achieve centre temperature of 75°C.
- Clean, well maintained ovens, cookers, microwaves, grills and utensils must be used.
- Separation of handling between pre and post cooking.

AQUA SAFE METHODS

All raw foods such as raw meats must be handled as if they were contaminated with E. coli. The key control measures include;

- Separation of raw food equipment and staff from ready to eat food equipment and staff
- Effective cleaning and disinfection
- Only company approved detergents and sanitisers are used in accordance with correct procedures and training.
- Dishwasher used whenever possible to clean and disinfect equipment and utensils.
- Internal temperature of dishwasher recorded from panel twice a day and recorded in the kitchen diary.
- Any sinks used to wash equipment used for raw foods must be disinfected after use.
- Effective personal hygiene including hand washing and use of disposable gloves.
- Check temperatures of burgers to ensure they reach 75°C or above for at least 30 seconds.
- Complete cooked food temperature chart in the Aqua food diary at least daily.
- Preheat all ovens before placing food in them to ensure temperatures are achieved rapidly.
- Ensure utensils used for raw food and cooked food are kept separately
- Scheduled weekly cleaning must be carried out for all grills. All cooking utensils and pans, microwaves, should be cleaned daily or after use.
- Ensure hand washing between pre and post cook handling.
- Follow cooking procedures according to the product specification or manufacturer's instructions as necessary.
- Treat cooked food as high risk and protect from post cooking contamination.
- Serve cooked food immediately or hold above 63°C or cool quickly and store below 5°C

COOKING BURGERS

- To reduce the potential for survival of E coli and cross contamination during burger cooking these procedures must be followed exactly
- Raw burgers are placed on the grill using designated raw equipment.
- Once the burger is sealed on the underside it is turned over using a flipper.
- Designated cooked equipment is used to remove the cooked burger from the grill.
- All burgers to be cooked to a core temperature of 75°C for 30 seconds and monitored using a sanitised probe thermometer. Where the probe is inserted into a product which has not achieve a cooking temperature of 75°C then the probe must be disinfected using hot water at a temperature of over 82°C.

COOLING SOP13

WHAT CAN GO WRONG

- Growth of any surviving food poisoning bacteria or their spores
- Production of toxins (poisons) by bacteria
- Contamination by food poisoning bacteria
- Physical contamination by foreign bodies/flies/chemicals

Food that has been cooked and subsequently cooled from hot to cold too slowly may result in the growth of harmful bacteria.

CONTROLS

- Cool food quickly using a blast chiller where possible
- Keep food protected from contamination

AQUA SAFE METHODS

Food must be cooled rapidly. Where the equipment is available, a blast chiller should be used.
Food must be cooled to 8°C within a maximum time of 90 minutes from the end of cooking.
Products should be discarded that exceed critical limits.

The following active cooling techniques should be used:

- Reduce the size/bulk of the food into smaller or shallow containers no more than 50mm (two inches) deep after cooking has finished.
- Use a plug in a sanitised food prep sink and fill with cold water or ice and place shallow containers into speed cooling.
- Boiled eggs should be cooled under running cold water and shelled.
- Hot food should not be put directly in chiller as this may cause other food in the chiller to heat up before the chiller can cool down the hot food.
- Keep any area used for cooling clean, free from contamination risks, insect proof and in good repair.
- Always cover food during the cooling process to prevent contamination and always label.
- Any food lei at ambient for more than 90 minutes should be used immediately or discarded.

Blast Chiller

- If available use a blast chiller in accordance with the manufacturer's instructions.
- Blast chilling must commence within 30 minutes of the completion of cooking.
- Food must reach 8°C within 90 minutes.
- Foods must not be added in the middle of a cooling cycle.
- The blast chiller must not be used to store food or food in there overnight.
- In the event of equipment failure or defect, report to the general manager.
- Record of cooling must be made in Kitchen Logbook.

DUE DILIGENCE DOCUMENTATION

COOK/COOL in Kitchen diary completed for cooling of foods using blast chiller and for cooling of foods without blast chiller. One item per batch of all cooled food logged.

WHAT CAN GO WRONG

- Growth of any surviving food poisoning bacteria or their spores
- Production of toxins (poisons) by bacteria

Food that has been cooked and subsequently cooled from hot to cold too slowly may result in the growth of harmful bacteria.

CONTROLS

- Practices to achieve thorough cooking/reheating to prevent cold spots forming in the product
- Cool food quickly using a blast chiller where possible
- Keep food protected from contamination

AQUA SAFE METHODS

- Quantities must be controlled so that it is not difficult to achieve the safe time/ temperature controls
- Stocks must be brought to a rapid/rolling boil and stirred frequently to ensure the temperature is the same throughout
- Food must be cooled rapidly. Where the equipment is available, a blast chiller should be used. Food must be cooled to 8^{o}C within a maximum time of 90 minutes from the end of cooking. Products should be discarded that exceed critical limits.
- The cooling of food is to be recorded in the blast chilling/ cooling section in the kitchen diary.

The following active cooling techniques should be used:

- Following cooking stock must be transferred from stock pans to smaller or shallow containers to reduce the bulk
- Containers should be transferred to a cooler area and placed in a sanitised food prep sink filled with cold water or ice initially to speed cooling
- Stock should be stirred frequently during cooling
- Hot food stock must not be put directly in chiller as this cause other food in the chiller to heat up before the chiller can cool down the hot food.
- Keep any area used for cooling clean, free from contamination risks, insect proof and in good repair.
- Always cover stock during the cooling process to prevent contamination and always label.
- Any stock left at ambient for more than 90 minutes should be used immediately or discarded.
- Label all stock with the date of production and date of use by, normal shelf life policy applies
- Stock must not be reheat more than once

Blast Chiller

If available use a blast chiller in accordance with the manufacturer's instructions.

- Blast chilling must commence within 30 minutes of the completion of cooking.
- Food must reach 8^{o}C within 90 minutes.
- The cooling of food is to be recorded in the blast chilling/ cooling section in the kitchen diary.

DUE DILIGENCE DOCUMENTATION

COOK/COOL in Kitchen diary completed for each batch of stock produced and cooled.

HOT HOLDING SOP 15

WHAT CAN GO WRONG

- Multiplication of food poisoning bacteria and production of toxins
- Contamination by foreign bodies
- Deterioration of product quality by prolonged hot holding
- Allergic reactions

Food that does not maintain a safe holding temperature may result in the growth of harmful bacteria

CONTROLS

- Heat food thoroughly before placing it in hot holding unit
- Keep food hot i.e. above 63°C
- Restrict display times and post holding storage and use
- Protect food from contamination by foreign bodies and customers
- Take steps to prevent allergic reactions (i.e. nut control)

AQUA SAFE METHODS

- Follow the manufacturer's instructions in the use of hot holding equipment such as Bain Marie.
- Ensure Bain Marie and hot buffet counters are switched on well before use.
- Routinely check that units are up to temperature of above 63°C before use, to ensure the food temperature stays above 63°C
- Heat food thoroughly to above 75°C and immediately transfer to hot holding equipment.
- Ensure that the food is held at above 63°C. If temperature falls below 63°C discard immediately
- Check the core temperature of product on hot hold at least once per hour using a sanitised probe thermometer. Record in Kitchen Logbook.
- If joints are lei over and they have been held above 63°C, they may be chilled following the procedures detailed in SOP12 labelled and used as cold meat

DUE DILIGENCE DOCUMENTATION

Record items every hour that are being hot held using HOT HOLDING TEMPERATURES – Kitchen diary.

WHAT CAN GO WRONG

- Survival of food poisoning organisms due to insufficient cooking
- Paralytic and Diarrheic shellfish poisoning
- Any bacteria present may multiply in warm foods
- Physical contamination with foreign bodies.
- Allergen contamination of foods.

CONTROLS

- Temperature control - store between 0-4°C and minimum time at ambient temperatures
- Separation of raw and cooked foods
- All foods stored correctly
- Stock rotation
- Effective cleaning and sanitising
- Maintenance and servicing of refrigeration equipment

AQUA SAFE METHODS

Mussels/clams

- Wash and sanitise hands and utensils that come into contact with mussels before and after handling.
- All mussels must be bought from a nominated supplier.
- Mussels must be undamaged, in good condition and closed on delivery.
- Delivery temperature must be lower than 4°C.
- Store sufficiently segregated as a raw and high risk food.
- Store in a sanitised lidded container between 0-4°C.
- Wash in cold water, discard open mussels, de-beard and remove any obvious physical debris.
- Oysters and Mussels should be prepare within 10 minutes of being removed from the fridge to ensure the temperature is controlled.
- Sanitise the sink and surrounding preparation areas immediately after preparation.
- Cook prepared mussels immediately.
- Keep and use mussels for up to 3 days including the day of delivery and always use within the date on the packaging.
- Mussels that do not open after cooking should be discarded.
- On receipt of the mussels & clams attach the health mark information to the kitchen logbook.

Oysters

- All packages of live oysters must be accompanied by a health mark on an indelible, water resistant label shows the identification number of the establishment from which they have come (in the oval) and a batch number. On delivery check the health mark. If there is no health mark, reject the consignment.
- Mussels & oysters- all shells must be closed, otherwise discarded.
- On receipt attach the oysters health mark information to the kitchen logbook and record in the oyster section to enable this to be kept for a minimum of 60 days.
- Store the oysters with the curved (convex) side downwards to help retain the fluid in the shell and keep them alive.
- Store the oysters without a lid on the container as they are a live product.
- Store the oysters in a deep sanitised container (to prevent leaks) and away from other open foods.
- Store at 0-4°C NB these are live so you do not want to freeze them.
- Do NOT immerse oysters in water as they will have been purified at the purification centre and any further immersion risks re-contaminating them.
- Store for a maximum of 3 days including day of delivery.

DUE DILIGENCE DOCUMENTATION

Health mark information to be stored for minimum of 60 days in the Kitchen diary.
Record storage temperatures twice daily in HIGH RISK FISK/SHELLFISH TEMPERATURE CHECKS - Kitchen diary.

WHAT CAN GO WRONG

Some fish if not processed properly or stored at a cold enough temperature (below 4ºC), may contain histamine which is formed by bacteria acting on the flesh of the fish. This could cause a reaction when consumed that is like an allergic reaction, histamine fish poisoning (Scrombrotoxin). Fish involved includes raw tuna, mackerel, bonito, mahi-mahi (dolphin fish) and bluefish. Other fish that have also been implicated include anchovy, herring, marlin and amberjack

CONTROLS

- Temperature control - store between 0-4°C and minimum time at ambient temperatures
- Separation of raw and cooked foods
- All foods covered, wrapped and dated
- Stock rotation
- Effective cleaning and sanitising
- Maintenance and servicing of refrigeration equipment

AQUA SAFE METHODS

Fresh fish (raw tuna, mackerel, bonito, and anchovy)

- Purchased only from nominated suppliers.
- Accepted only if the probed delivery temperature is less than 4°C.
- Stored between 1°C and 4°C (storage on an ice bath can assist in achieving temperature)
- Used within the supplier's 'use by' date.
- Discarded if the storage temperature exceeds 4°C.

Frozen Raw Fish (tuna, swordfish, mackerel) listed above;

- Purchased from nominated suppliers.
- Accepted if the temperature is at -18°C or below.
- Stored at -18°C or below.
- Defrosted and stored at 4°C or below (an ice bath may be required).
- Used within 24 hours of the day it is defrosted.

DUE DILIGENCE DOCUMENTATION

Delivery and storage temperature s recorded in the Kitchen diary.
Record storage temperatures twice daily in HIGH RISK FISK/SHELLFISH TEMPERATURE CHECKS - Kitchen diary.

CARPACCIO OF MEAT OR FISH SOP18

WHAT CAN GO WRONG

- Contamination by food poisoning bacteria and toxins
- Cross contamination of high risk foods from raw food
- Bacterial growth on high risk foods held at ambient temperatures
- Physical contamination by foreign bodies

Food which has been subjected to poor handling during preparation and portioning may become contaminated with food poisoning bacteria or dirt.

E- Coli and other harmful bacteria such as Clostridium, can be found on raw meat and fish like tuna. These bacteria can increase in numbers when exposed to ambient temperatures for prolonged periods. This risk is hugely minimised by following the controls described in this policy. Once seared we treat the product as ready to eat (RTE)

CONTROLS

- Personal Hygiene and Hand washing Use separate areas, utensils and equipment for raw and high risk foods and minimise direct hand contact with food
- Regular cleaning (as per cleaning schedule), maintenance of equipment, structure and work surfaces (cleaning of food where applicable)
- Good personal hygiene practices, provide personal hygiene facilities
- Endorse preventative measures to prevent physical contamination
- Keep to minimum time food is at ambient temperatures

AQUA SAFE METHODS

All raw foods such as raw meats must be handled as if they were contaminated with E. coli. The key control measures include;

1. Separation of raw food equipment and staff from ready to eat food equipment and staff
2. Effective cleaning and disinfection
    - Only company approved detergents and sanuitisers are used in accordance with correct proceedures and training.
    - Dishwasher used whenever possible to clean and disinfect equipment and utensils.
    - Internal temperature of dishwasher recorded from panel twice a day and recoreded in the kitchen diary.
    - Any sinks used to wash equipment used for raw foods must be disinfected after use.
3. Effective personal hygiene including hand washing

Separation of raw food equipment & staff from ready to eat food equipment & staff

- Wherever possible separate designated areas should be established for the preparation, storage and handling of raw and ready to eat foods.
- The designated area includes any space or shelving above a work surface and care must be taken to ensure that any raw foods are not stored or carried above ready to eat preparation areas.
- If full separation is not possible managers and supervisors must ensure a full clean and disinfection of any areas equipment and utensils before handling ready to eat foods
- As with preparation areas there should be separate fridges for raw and ready to eat foods. Where this is not possible there should be clear identification and separate shelving between raw and ready to eat foods.
- Separate equipment including chopping boards, knives, tongs etc must be provided for raw and ready to eat food unless thoroughly cleaned and heat disinfected between use.
- Separate, washable weighing scales must be used for raw and ready-to-eat foods, adequately labelled.
- External packaging must be removed from food which is stored in a ready-to-eat area.
- Whilst cooking food on a grill staff will ensure that utensils such as spatula's or tongs used for raw foods are not allowed to come into contact with any cooked product.
- As soon as the meat is seared it is treated as a ready to eat product and appropriate equipment used.
- A separate 'RAW' only probe thermometer will be provided at each site to use for temperature monitoring raw product. Sanitised probe wipes must be used before and after every use to ensure that the probe is disinfected. Temperature probes must be heat disinfected between uses when monitoring minced or ground meat products.
- Strict controls should also be in place to ensure there is no cross contamination when handling waste bins, cleaning equipment paperwork/pens tec.
- The surface area of the fillet must be fully sealed during preparation.
- Once the carpaccio is fully sealed it is treated as a ready to eat product and treated as such with regards to storage and labelling

Effective Cleaning and Disinfection

- Only company approved detergents and sanitisers are used in accordance with correct
- procedures and training.
- Dishwasher used whenever possible to clean and disinfect equipment and utensils.
- Any sinks used to wash equipment used for raw foods must be disinfected after use.
- Blue roll must be used to wipe down worktops
- Effective cleaning and disinfection should be completed in two stages (known as a two stage clean)
- The physical removal of all food debris, visible dirt, food particles and debris from surfaces, equipment and fipngs using hot water and detergent. Wipe down with blue roll after detergent has been used.

ALLERGENS SOP19

WHAT CAN GO WRONG

Food allergies involve the body's immune system. The body reacts to certain allergens in food by Producing antibodies, which can cause immediate and severe symptoms such as swollen lips or eyes, vomiting, skin hives, difficulty breathing and a severe fall in blood pressure: this can lead to collapse, unconsciousness and anaphylactic shock. Food allergies can kill.

Any food can cause an allergic reaction, however some foods have been known to commonly cause allergic reactions. Some of the foods that may cause severe allergic reaction, even in tiny traces are listed below.

So that people with allergens and intolerances can easily identify ingredients that they may need to avoid, the law says that we must be able to offer accurate information on any of the 14 common allergens contained within the food and drinks that we serve.

- Celery (including celeriac)
- Cereals containing Gluten (wheat, rye, barley, oats, spelt and kamut or their hybridised strains)
- Crustaceans, such as crabs, lobsters and prawns
- Eggs
- Fish
- Lupin
- Milk
- Molluscs
- Mustard
- Nuts (such as almonds, hazelnuts, walnuts, brazil nuts, cashew nuts, pecans, pistachio nuts, macadamia nuts and Queensland nuts)
- Peanuts (also called groundnuts)
- Sesame seeds
- Soybeans (sometimes called soya)
- Sulphur dioxide and sulphites at levels above 10 mg/kg or 10 mg/litre

CONTROLS

- Ensure that all Team Members are adequately trained, instructed and supervised so that they are competent to carry out the management of food allergies and intolerances consistent with their job requirements. This will include allergy awareness training refreshed at appropriate intervals
- Accurate labelling and information about allergens and the ingredients in food is made available
- Statement directing guests to ask a Team Member for information about allergens can be found in all menus
- Ensure food is prepared with the correct ingredients
- Prevent allergen cross contamination of foods at all stages of food production, including purchasing & ordering; delivery & receiving; storage; preparation & cooking; specification & service.

AQUA SAFE METHODS

- When ordering supplies and receiving deliveries:
    - Only use approved suppliers
    - Ensure suppliers provide information on which foods contain allergens
    - Check to ensure no substitutions as substituted items oien have different ingredients.
    - Ensure packaging is intact when delivered. If ingredients information is missing, inaccurate or hard to read, or the packaging is torn or unsealed, do not use the product
    - To ensure that contamination between these foods is avoided, store allergenic ingredients separately, in closed containers ideally below other items.

- When serving a guest with an allergy or intolerance:
    - Inform the manager / person in charge
    - Listen carefully to what the guest is asking/telling you
    - Give the guest accurate information on what the dish contains and how it is prepared (this information must be made available by law)
    - It is the guest's responsibility to use the information provided to make their own decision on what is safe for them to eat or drink
    - Be very clear in informing the kitchen team of the allergy order
    - Ask the kitchen team exactly which dish is for the guest with the allergy
    - Make sure that the correct meal is served to the guest. Tell them the exact name of the dish as you serve it

- If you are preparing any food for a guest with an allergy or intolerance:
    - Complete a 2 stage clean of the workspace
    - Wash hands thoroughly
    - Ensure clothing does not contaminate food. If dirty, please change your jacket/apron before preparing food and/or wear a disposable apron
    - Use freshly cleaned equipment/materials
    - Care must always be taken during the preparation and cooking of our foods. We cannot guarantee that any of our dishes are completely free from allergens, particularly for guests who are very sensitive to peanuts and nuts.

DUE DILIGENCE DOCUMENTATION

- Follow up any incidents or alleged incidents Food Poisoning Allegation/Allergic Reaction
- Ensure all Team Members are instructed on allergen awareness
- Maintain training records -the business will keep records of what training has been given; who has received it and when; the training content, method of delivery and testing of the trainee's understanding
- Ensure Team Members have refresher training sessions at appropriate intervals

VEGAN FOODS

Vegan choices are not considered to be allergens and do not present physical danger to those with this dietary preference. However we treat vegan food with the same degree of segregation in order to prevent cross contamination from non-vegan foods.

This means we use separate utensils and kitchen equipment including the fryer.

Vegan fryer well

We use the well furthest away from the flour / tempura section to avoid cross contamination

We include this information when we induct and train our employees and is to be included in refresher training when due.

We only use the freshest oil in this well and use a completely different fryer where applicable.

Please note that this is a vegan fryer but will have been in contact with other known allergens such as GLUTEN.

STANDARD OPERATING PROCEDURES

GENERAL

CLEANING SOP20

WHAT CAN GO WRONG

- Food waste/debris may accumulate.
- Pests and vermin will be aeracted to the site.
- Chemical contamination of food.
- Physical contamination of food.
- Dirty equipment and surfaces can cause accidents

Cleaning and sanitizing are fundamental to food safety by preventing the cross contamination of food with food poisoning bacteria and viruses. Premises in which food and drinks are prepared, served or stored must be kept clean at all times. All equipment and structures must be visibly free of all food debris, grease and dirt at the end of every session. Hand/food contact surfaces and equipment/utensils must be both cleaned and disinfected in order to reduce bacteria to a safe level and prevent cross-contamination. Effective cleaning is essential to get rid of harmful bacteria such as E. coli O157 and to stop them spreading to food.

CONTROLS

- A documented and systematic cleaning routine
- Only approved food grade chemicals used at correct concentrations
- Hazard Data Sheets available for all cleaning chemicals used on site
- 'Clean as You Go' procedures for food and hand contact surfaces
- Cleaning equipment well maintained and kept away from food
- Structure and equipment well maintained.

AQUA SAFE METHODS

- Each area must have a cleaning schedule which is available detailing the following:
    - all areas to be cleaned
    - frequency
    - chemicals
    - person responsible
- Weekly and daily tasks must be clearly identified and signed off
- External display on dishwasher to be checked regularly and recorded twice a day in the kitchen diary
- The schedule should be reviewed every three months or where equipment / personnel change by Manager.
- Only approved chemicals should be used at correct dilutions. Purchase cleaning products only from the nominated supplier.
- Bleach must not be used or stored in food areas so as to avoid contamination risks.
- Chemicals should not be decanted from original containers unless clearly labelled.
- Once the hazard has been assessed for the cleaning chemicals used on site, ensure staff are trained in their safe use and application.
- A ‘clean as you go’ policy should be adopted and food and hand contact surfaces sanitised after use.
- Chemicals and cleaning equipment should be stored in a separate cabinet and away from food areas.

- All cleaning equipment (mop, mop bucket, cloths etc.) should be kept clean, no offensive odours & must be in good condition, when they get old, they must be disposed of. Action any repairs to structure and equipment, that are not easy to keep clean.
- Ensure any dishwashers and plate washers are operating to correct temperatures using the external display, record this in the kitchen diary (as per manufacturer's instructions) and daily check their supply of detergent and rinse aid is available.
- Kitchen has separate cleaning equipment and chemicals.
- Contract cleaners clean the rest room areas and all front of house sections
- Our sanitiser complies with bsen1276

DUE DILIGENCE DOCUMENTATION

Use cleaning schedule for reference. Once cleaning task has been completed, sign off using Kitchen diary.

FRONT OF HOUSE CLEANING SOP21

WHAT CAN GO WRONG

- Bacteria and yeast will grow and multiply on dirty surfaces and pipes
- Chemical contamination of alcohol and soi drinks
- Foreign body contamination

CONTROLS

- Documented and systematic cleaning routine
- Approved food grade chemicals used at correct concentrations
- Structure and equipment well maintained
- Hazard Data Sheets available for cleaning

AQUA SAFE METHODS

Cleaning schedule is available for the bar is in the managers compliance diary bar and restaurant & associated areas are kept on checklists in the managers folder

These detail:
a) all areas/equipment to be cleaned
b) frequency
c) methods
d) chemicals to be used
e) person responsible
f) safety precautions

- Manual cleaning tasks should be identified in a schedule and recorded when complete.
- Ensure the correct contact time is observed to allow for thorough disinfection.
- Only approved chemicals should be used at correct dilutions – measuring jugs / vessels should always be used.
- Record of cleaning must be carried out by completion of the cleaning record associated with the cleaning schedule.

DUE DILIGENCE DOCUMENTATION

Use cleaning schedule for reference. Once cleaning task has been completed, sign off using Bar service log.

WASTE & REFUSE SOP22

WHAT CAN GO WRONG

- Paper and packaging provide harbourage for pests.
- Decomposing waste causes odours.
- Handling of waste poses a risk of cross contamination.

Improper refuse disposal can lead to pest issues and food contamination.

CONTROLS

- Internal bins to be clean and lined with polythene sacks.
- Observe personal hygiene rules after handling refuse.
- Refuse areas kept clean and tidy.
- Waste containers to have non-hand operated lids.
- Waste removed from premises by licensed waste contractor

AQUA SAFE METHODS

- Rubbish is placed in lined lidded bins, which need to be emptied regularly before they overflow or, where provided, placed in waste disposal unit.
- Hands must be washed after handling refuse.
- Containers must be cleaned weekly. Sufficient bins should be provided.
- Kitchen refuse bins are kept open to minimise cross contamination and emptied oien.
- Remove cardboard outers and packaging containers from products when receiving goods prior to storage.
- Dispose of outer packaging crates etc. or return to supplier immediately.
- Kitchen refuse bins must be kept clean and should be included in the cleaning schedule.
- The designated area for the external bins must be kept clean at all times.

PEST CONTROL SOP23

WHAT CAN GO WRONG

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

Controlling any pest activity helps protect us from the damage they inflict. This damage includes, but is not limited to: Contaminating food, spreading disease, threatening health. Disease can spread rapidly if correct procedures are not followed to prevent pest infestation. Pests include mice, rats, flies, cockroaches, ants and also birds and cats.

CONTROLS

- Internal controls - good housekeeping and cleaning.
- Proofing of building to prevent entry points.
- External controls - pest control contractor to visit as per pest control contract and place permanent bait stations.
- Regular inspection of stock and store areas for signs of infestation.
- Use of electronic fly killing units.
- Regular removal of waste.

AQUA SAFE METHODS

- Premises shall be maintained free from pests.
- Doors and windows to food storage areas are to be kept closed or fly proofed with mesh.
- Buildings are to be pest proofed as far as is practicable.
- All pipes and cable runs and holes through walls are to be proofed or foam filled, and gaps under doors sealed as far as is practicable.
- All sites to have a pest control contract with regular and emergency call out facilities.
- Pest control records to be available on site at all times.
- Rodent bait boxes should not be tampered with or moved.
- All sightings and evidence of pests to be recorded in Kitchen diary immediately and contractor informed.
- All food contaminated or suspected of being contaminated must be removed immediately from food areas, clearly labelled as unfit and disposed of after the contractor has inspected it.
- Electric fly killing units to be switched on at all times, and maintained in good working order. Tubes to be replaced at least annually or where showing dark patches at ends.
- Catch trays to be emptied regularly, at least weekly and in compliance with company Working at Height guidance.

DUE DILIGENCE DOCUMENTATION

Pest control record book is available at all times and kept up to date by contractor.
Recommendations made in pest book must be actioned by the general manager in accordance with the operations manager.

WHAT CAN GO WRONG

The temperature of food is fundamental to food safety. The correct storage and cooking temperatures ensure that bacteria are killed or restricted from growing. The Aqua HACCP has identified stages in the food operation where temperature control is critical.

CONTROLS

It is a legal requirement to comply with the General Food Regulations 2004, the Food Hygiene (England) Regulations 2013, the Food Hygiene (Scotland) Regulations 2006, the Food Hygiene (Wales) Regulations 2006, Food Hygiene (Amendment) Regulations (Northern Ireland) 2007 and the General food law regulation (EC) 178/2002.

In order to comply with current temperature legislation, the following measures are in place:

- Purchasing chilled and frozen food from approved suppliers.
- Distribution of food on temperature controlled vehicles and monitoring the temperature of food at the point of delivery.
- Chilled food is stored under refrigeration prior to preparation and service. Refrigeration is set and maintained at 5°C or less in normal working conditions (with a critical limit of 8°C).
- The temperatures of the refrigerators are checked and recorded twice a day in the Kitchen diary.
- Frozen food is stored under refrigeration (frozen conditions) prior to preparation and service. The freezer is set and maintained at -18°C or less in normal working conditions (with a critical limit of -15°C).
- The temperatures of the freezers are checked and recorded twice a day in the Kitchen diary.
- Food preparation times are limited to avoid food being kept between 5°C and 65°C.
- Only small amounts of food are removed from storage during service.
- Food is cooked to a core temperature of 75°C, except fish, vegetable, steaks, whole muscle cuts of beef and lamb.
- Sample checks are completed and recorded in the Kitchen diary.
- Food is cooled from its original cook temperature to 8°C within 90 minutes.
- Food is reheated to a core temperature of 75°C (or 82°C in Scotland).
- Sample checks are completed and recorded in the Kitchen diary.
- Food is hot held at 63°C or over. If food falls below 63°C food is to be discarded.

AQUA SAFE METHODS

The basic method for measurement of the temperature of a food product is by inserting a calibrated temperature probe. However, a reasonable reading can be obtained by measuring the air temperature of the fridge or placing the probe between packs. These methods have the advantage of not interfering with the integrity of the packaging and removing the risk of cross contamination. However, the due diligence defence would not be effective unless the product is directly probed regularly to confirm these temperatures are met. The Aqua Italia temperature monitoring procedures are as follows:

FOOD TEMPERATURES

Between Packs method (Frozen or Chilled Food)
Method for measuring the temperature of all goods when they arrive on site. Until this check has been completed, the product should not be signed as received.
Insert probe between packs while in a refrigerator/ freezer.
Wait for reading to stabilize, minimum 30 seconds.
Log temperature in Kitchen diary.
If unsatisfactory, retest or use Direct Test method. If still unsatisfactory, take action as per SOP2.

Direct Test method (Chilled or Hot Food)
Wash hands.
Sanitise probe using approved sanitised spray & disposable blue roll to clean.
Open the packaging first, do not push the probe through the packaging. Insert probe into the thickest part of the food and wait for reading to stabilize, minimum 30 seconds.
Log temperature in Kitchen Logbook. If unsatisfactory, retest or take action as per the relevant SOP2.
Clean and sanitize probe again ready for use.

Checking Core Temperature of Cooked Food, Hot Held and Hot and Cold Displayed Food

- Probe product directly using sanitised calibrated probe.
- For non-compliance follow corrective action detailed in appropriate SOP.

AIR TEMPERATURES OF CHILLERS AND FREEZERS

Integral Temperature Dials or Internal Thermometer
Do not take reading if the unit is on defrost cycle.
Ensure fridge door has been closed for at least 10 minutes.
Log temperature in Kitchen diary.
If unsatisfactory, take action as per the relevant SOP.

DUE DILIGENCE DOCUMENTATION

Temperature Records in Kitchen diary.

THERMOMETER CALIBRATION SOP25

WHAT CAN GO WRONG

Temperature control is critical to food safety, so it is essential that thermometers used to measure temperatures are accurate.

CONTROLS

Hot and cold thermometer calibration.

AQUA SAFE METHODS

Each thermometer must be approved and measure to 0.1oC and be accurate to a specification of +/- 1.0°C for the range of temperatures to be measured, e.g., frozen, chilled and cooked food (-20°C to +100°C)
A minimum of two digital thermometers should be available in the business.
Ensure you always have sufficient thermometers for the tasks required.
Ensure there is always a spare thermometer or a spare battery.
Each probe must be calibrated weekly.

Calibration in ice water:

Mix ice and cold water (50/50) to a clean container to form an ice and water mix (add extra ice if necessary).
Place thermometer probe into the water ice mix for at least one minute, taking care to not let the tip of the probe touch the container.
The reading should be 0°C (plus or minus a 1°C) then re-check against another ice-water mix. If it is still inaccurate then change the battery.
Record the readings on the probe calibration section of the Kitchen diary along with the date and initials of the person performing the calibration procedure.
If the thermometer does not work correctly then arrange for it to be professionally serviced or replaced.

Calibration in boiling water:

Place probe in boiling water, reading should be 100°C (plus or minus 1°C). If this is not achieved, check or replace the battery.

DUE DILIGENCE DOCUMENTATION

WEEKLY PROBE CALIBRATION – Kitchen diary

WHAT CAN GO WRONG

- Growth of pathogens or spoilage organisms.
- Deterioration of food products.
- Foods used beyond their 'use by' or 'best before' dates.

If products are not labelled correctly, it may be difficult to determine what a product is, and whether it is still safe to be eaten. To ensure that all foods are safe to eat, each food item must be labelled clearly and given the correct shelf life. It is illegal to have available for sale any food beyond its 'use by' date.

CONTROLS

Safe shelf life applied to foods
Shelf life labelling guide

AQUA SAFE METHODS

- Any food/ packaged food that is either opened, prepared in house, defrosted, frozen, chilled needs to be labelled clearly.
- One label per product.
- Product may be used until close of business on the date of expiry.
- Product must be discarded immediately on expiry.
- Labels must be completely removed from containers before washing to prevent dual labelling.
- Labels must never be altered as this may indicate an extension to shelf life. If an error is made during labelling, the label must be discarded and a new one produced.

Chilled Food

All food stored in chillers must have a manufacturers date code or a company approved allergen label with the shelf life of the item.

Company approved date labels should be applied to any food container stored in chillers when:

- No other 'use by' labelling is available
- Items have been prepared
- Food has been removed from a freezer for defrosting
- Menu items have been pre-staged

Food must be used by or discarded by the end of the use by date written on the date label. High risk foods should be kept for a maximum period of 3 days (day of production plus 2). The exceptions to this would be where the manufacturers instructions state a different shorter shelf-life e.g. use within 24 hours of defrosting or use within 21 days of opening or this item is subsequently frozen on site.

Cheeses

All Hard Cheeses in un-prepared block form are dated for 10 days inclusive of day of opening.

- Examples of hard cheeses - Cheddar and Parmesan

All Soft Cheeses in un-prepared block are dated for 5 days inclusive of day of opening

- Examples of soft cheeses - Gorgonzola, Goats Cheese and Asiago

Cured Meats and Salamis

All unsliced cured meats are to be labelled with the manufactures use by information. if for any reason this is unavailable then the delivery is rejected, if the item is on site the item is discarded.

Sliced meats are treated as a high risk item and labelled for 3 days inclusive of day of production.

Frozen Storage

All food stored in freezers must be clearly labelled with a 'best before date' provided by the manufacturer or with a company approved product information label which must show:

- What the product is
- The date of freezing
- The product's 'best before date'

The following instructions must be followed when freezing food items onsite:

The packaging must be intact and not damaged

A company approved product information label must be applied to the packaging with the following information as illustrated above:

- Item description
- Its original use by date
- The date it was placed in the freezer
- Date it must be removed from the freezer and placed into the chiller for defrosting
- A maximum of 28 days is allowed

Defrosting Food

Frozen items taken out for defrost must be labelled with the date it was taken out for defrost and a use by date (allowing 24 hours of defrosting plus 3 days). E.g. taken out of the freezer and placed into chiller for defrost on Monday, product must be used by Thursday. This gives sufficient time for defrost and usage. No food can be refrozen.

Ambient Storage

All foods in ambient storage must display a 'best before date'. Foods that are decanted into lidded containers must clearly labelled with a 'best before date' and item description.

- The manufacturer's 'use by' date, 'best before' date, or 'use by' instructions must always be checked adhered to and never extended.

ICE SOP27

WHAT CAN GO WRONG

- Growth of food poisoning bacteria, slime, mould and algae.
- Physical contamination by foreign bodies.
- Chemical contamination.

If ice is not stored or handled correctly this may result in the ice becoming contaminated with bacteria which could be passed onto the consumer.

CONTROLS

- Ensure the ice making machine is connected up to the mains water only supply
- Carry out systematic cleaning in accordance with cleaning schedule
- Use correct dispensing utensils only

AQUA SAFE METHODS

- Ensure the ice making machine is connected up to the mains water only supply.
- Ensure the ice making machine is located away from sources of contamination such as cleaning chemicals.
- Ensure the machine is regularly serviced and maintained by an approved contractor.
- The machine should be cleaned and sanitised internally on a minimum weekly basis using approved food grade chemicals.
- Particular attention should be paid to cleaning any slime / mould on both sides of dispense flaps and chute.
- Metal or plastic shovels used for dispensing ice – never glasses.
- Shovels checked prior to each service and discarded if showing signs of damage – if any doubt that piece of plastic has broken off dispose of ice in well, clean thoroughly and replenish with fresh ice
- Metal or plastic shovels stored in a dilute sanitising solution which is replenished daily.
- The ice machine should never be used for chilling of food or drinks.
- If ice is suspected of being contaminated in any way discarded immediately.
- In the event of a power cut or water stoppage to the machine the contents should be discarded and the machine cleaned, sanitised and the remaining water discarded prior to further use.

Ice Buckets and Tongs:

Before filling visual check to ensure ice tongs and buckets are undamaged and sanitised. Where practicable ensure all buckets have lids. Clean and sanitize after each use. Melted water should be removed as necessary. Any unused ice at the end of the session MUST be discarded and never returned to the machine Ice tongs/ scoops should be kept in designated container / holder.

Ice Machine cleaning

1. Remove all ice and switch off machine
2. Prepare a fresh hot water bucket (Just hot water no chemicals).
3. Use hot water to clean all insides of ice chamber – (make sure all sides lid and floor are clean).
4. Prepare sanitiser in a bucket.
5. Sanitise insides of the ice chamber – (Make sure all sides, lid and base are clean).
6. Prepare a new fresh hot water bucket (Just hot water no chemicals).
7. Wash out all areas that have been sanitised using blue roll.
8. Once completed turn ice machine back on.
9. Remove Filter from the front of the machine (if applicable) and clean and place back in machine.

DUE DILIGENCE DOCUMENTATION
Bar Log/ICE MACHINE CLEANING RECORDS

BAR SOP28

WHAT CAN GO WRONG

- Physical contamination by foreign bodies (including broken glass) and flying insects.
- Chemical contamination.
- Contamination by food poisoning bacteria.
- Cross contamination by food spoilage/food poisoning bacteria.

CONTROLS

- Thorough cleaning of all glasses and optics/measures
- Thorough cleaning of all glasswashers
- Thorough cleaning of all ice machines
- Correct storage of cleaned glasses
- Bar counter surfaces are sanitised
- Ice Buckets and serving tongs are sanitised
- Fruit chopping boards are sanitised
- Only plastic boards are used for chopping fruit
- Personal hygiene standards of bar staff
- Avoiding poor bar practices

AQUA SAFE METHODS

- If high risk food (e.g. milk) is stored in the bar area, it must be held below 8oC and temperature recorded twice daily in the Bar Service Log
- Adhere to the cleaning schedule and check that glass wash detergent and rinse aid are connected and full and filter is emptied on a daily basis.
- Glasswasher is cleaned daily – arms stripped down, drain filter removed, door recess cleaned.
- Store all clean glasses inverted on appropriate drainage mats.
- Bar top surfaces to be sanitised daily.
- Ice buckets and tongs to be sanitised daily.
- Fruit chopping boards to be sanitised daily.
- Wash hand basin should be provided with liquid, antibacterial soap and hand drying facilities.
- Wash hand basins must not be used for other purposes and should be accessible for hand washing at all times.
- Bar cloths and mats must be changed after each session or when soiled.
- Complete the bar service log.
- All Glasses are inspected daily to prevent foreign body contamination. Also ensure that a sensible amount of glassware is used.
- All bar fruit washed before use including soi fruit and herbs that may be used for cocktails.
- All prepared bar fruit and fresh juices must be date coded. Store opened fruit juice and milk in a fridge once opened.
- Remove all dispense nozzles at the end of session, clean in hot soapy water, rinse and air dry.
- Check bottle products for best before dates and ensure rotation.

DUE DILIGENCE DOCUMENTATION

Bar Service Log

VISITORS & CONTRACTORS SOP29

WHAT CAN GO WRONG

Visitors must be monitored when visiting the Restaurants. They may potentially cause contamination of products.

AQUA SAFE METHODS

Request to see the ID of the visitor prior to allowing access.
All visitors should be accompanied at all times during their visit
There are different categories of visitors those that are delivering products and those that will be visiting all areas of the facility.

Delivery - Visitors that are delivering products and visiting only the receiving area of the facility.

Other Visitors - Visitors that will be visiting the full facility should be asked to fill in the visitors log.
Protective clothing may need to be worn. This usually is a hair net or cap and coat.
Hand washing must be carried out by the visitor before entering the kitchen.
Visitors must not touch anything they have not been authorised to do so.
Food, drinks and sweets must not be consumed in the kitchen areas.
All cuts, grazes etc. must be covered e.g. with a blue waterproof plaster.

WHAT CAN GO WRONG

It is essential that we comply with the law at all times. The Environmental Health Officer (EHO) Is responsible for enforcing the food law in food retailers, restaurants, etc and has powers to destroy food, issue fines and close stores so they cease to trade. It is important the law relating to Food Safety is fully complied with, as non-compliance may lead to:

- Legal Notices
- Prosecution
- Closure

AQUA SAFE METHODS

- Introduce yourself, be polite and courteous at all times, treat the EHO as you would a guest.
- Carry out a credential check of the EHO (they all carry official identification from their employers) and record name. Ask the EHO to show identification allowing them to check the premises and then establish the reason for the visit, which will usually be one of the following:
- Co-operate fully with the EHO. Do not obstruct the EHO, allow them to look at all food areas/equipment/documents/take photographs or food samples.
- After the inspection you should request the EHO to give a brief summary of the action required. Make notes of the points requiring your action.
- Immediately inform Operations manager when the EHO arrives at your premises.
- Request that the correspondence if sent to head office.

ACTION IN CASE OF STATUTORY NOTICE OR LEGAL PROCEEDINGS

If, after the completion of the inspection, the EHO intimates that it is his/her intention to serve a statutory notice (e.g. Improvement Notice):

- Request a verbal indication of the items which will require your attention (make a detailed note of these).
- Enquire as to the time period you are to be allowed for compliance.
- Information your Operations Manager immediately.
- Manager or nominee to accompany EHO during visit.

If after completion of the inspection, the EHO intimates that a prosecution is to be taken or issues a 'PACE' caution:

- Be as helpful as possible in answering questions
- Make no comment when asked under caution, but offer to provide a written statement after you have consulted with your employer.
- Inform your Manager.
- Any communications must be sent to Head Office.

DUE DILIGENCE DOCUMENTATION

The National Food Hygiene Rating Scheme is operated by most UK local authorities. Following an inspection, enforcement officers will rate the restaurant operation. They will issue a certificate detailing the rating and/or window sticker and publish this information on a website. Unless mandatory display is in force, only display a rating of 4 or 5 or Pass in Scotland.

AQUA SAFE METHODS

Log time and date of complaint and further communications.

Ask the following questions of the complaint and log the replies:

Name
Home Address
Telephone Number

Record the details of the complaint as follows:

- Manufacturers name
- Suppliers name
- All codes, i.e. dated, production
- Description of product
- Description of complaint, e.g. small area of mould to about one third of the surface, or contained a sliver of glass approximately 2cm x 0.5cm
- BE AS DETAILED AS YOU CAN
- Set aside all the suspect food products including any associated batch from your stock holding. Mark the suspect items NOT FOR RE SALE.
- Request custody of the food item for further investigation.
-

Put the above information together and complete a Report. Send a copy of this report to the Operations Manager.

DO NOT DELAY AS PROMPT INVESTIGATION WILL BE NECESSARY

DUE DILIGENCE DOCUMENTATION

Food Complaint AFP Report Form (A)

ALLEGED FOOD POISONING SOP32

AQUA SAFE METHODS

Firstly apologise for the customer feeling unwell but accept no liability that we have caused this Ask the following questions of the complainant and log the replies:

Name?
Home Address?
Telephone Number?
Date of meal?
Time of meal?
How many people in the party were ill?
What was eaten that day?
Is it ok if a member of our Food Safety Team contacts you to begin a full investigation?
Request that the complainant visits a doctor.

Record the details of the complaint on the helpline section in the Compliance centre:

Shieldyourself will issue an action plan including the following:

- Number of similar meals served on the relevant day.
- Review of food handling procedures
- Check monitoring forms for relevant period.
- Check health of staff over the relevant period.
- Check delivery records for 7 days before the incident

Shieldyourself will also send a ltteer to the complainant asking for them to fill in a food diary.
Shield can only do this if the guest consents to be contacted by them.

DUE DILIGENCE DOCUMENTATION

Log all cases on the Shield helpline

CONTROLS

It is necessary to carry out food safety audits in order to verify that the procedures are being carried out as per the company requirements. These audits will highlight any areas where there is an opportunity for improvement.

AQUA SAFE METHODS

- A monthly internal audit will be carried out by the General Manager
- A quarterly internal audit will be carried out by the Operations Manager
- A third party specialist audit company will undertake bi-annual audits of all sites at an agreed frequency to verify that food safety standards are maintained.

DUE DILIGENCE DOCUMENTATION

Monthly Internal Audit
Quarterly Internal Audit
AUDIT CHECKLIST & SCORING GUIDANCE