



# *Food safety policy*

What is the fundamental objective of the company's food safety policy?

The fundamental objective of the Food Safety Policy is to protect human life and health.

The Policy also aims to identify procedures for safe practice for all food handlers, to prevent cross-contamination and potential food-related illness for service users, staff and visitors.





# *HACCP*

What does HACCP mean?

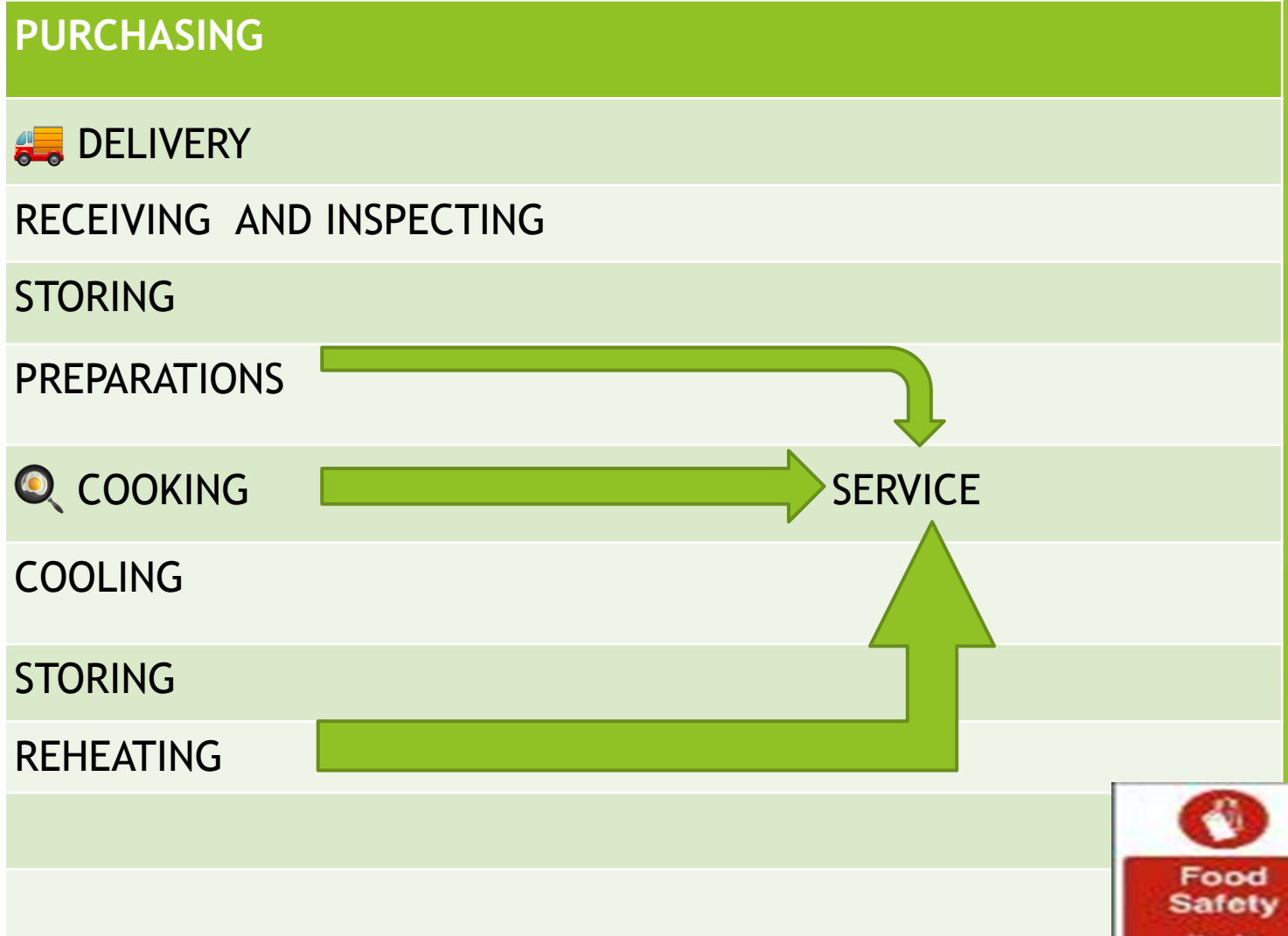
- ▶ Hazard Analysis Critical Control Points is a management system in which food safety is addressed through the analysis and control of biological, chemical, and physical hazards from raw material production, procurement, and handling, to manufacturing, distribution and consumption of the finished product.
- ▶ As part of this analysis Critical Control Points (CCP's) will be established which are points, steps or procedures that can be applied to prevent, eliminate, or reduce a food hazard to an acceptable level.





What are the different stages of ccp we follow in our restaurants?

## CCP stages



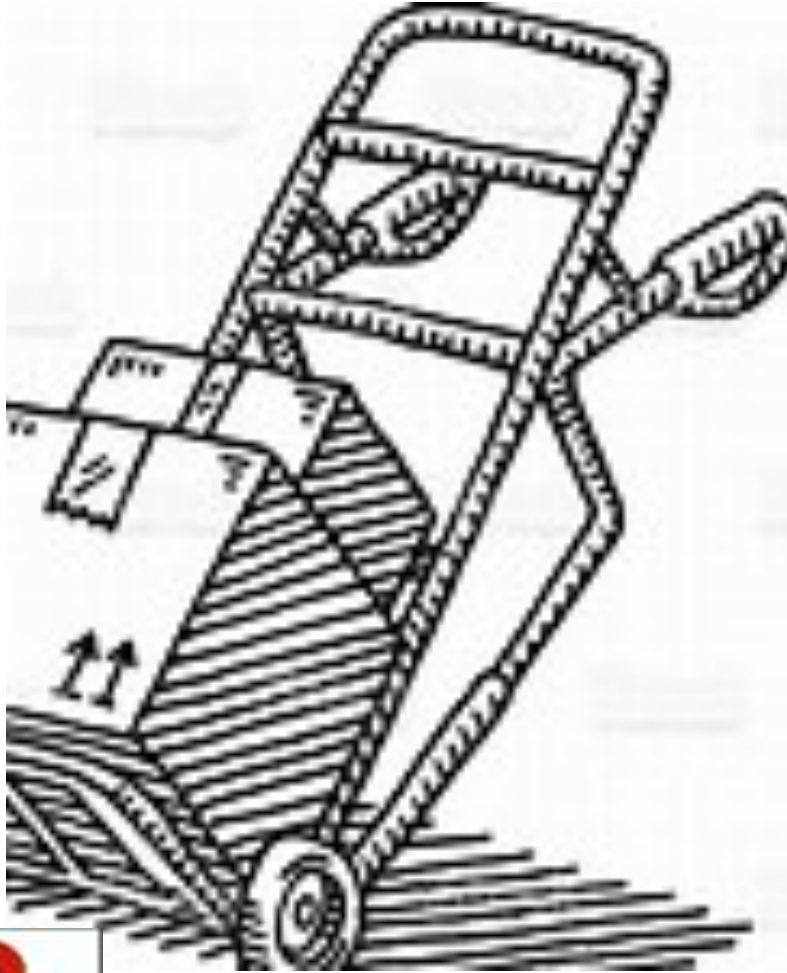


Are we / supplier allowed to substitute ingredients other than the ones agreed upon?

- ▶ All our suppliers must conform with UK legislation with regards to allergen labelling to enable the company to ensure there is no inadvertent contamination of food. If they do not, The Company will find alternative suppliers that meet the company's requirements.
- ▶ Under no circumstances are ingredients substituted for alternatives without prior agreement from the Executive Chef or Head Chef and that all the ingredients for a product must have been checked thoroughly before it is used.

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## *Delivery*

Why is it important to check the deliveries on arrival?

- ▶ Products may be transferred in dirty vehicles which can contaminate both the packaging and the product.
- ▶ Products may be supplied to The Company when they have past their used-by dates, or when they are of poor quality or not in temperature regulated vehicles.
- ▶ It is particularly important that goods are checked on arrival so that any unsatisfactory products can be rejected straightaway.
- ▶ Product temperatures should be checked at the time of delivery in the presence of the driver. They should not however be taken by entering the delivery vehicle.





# Receiving and Inspecting



Who is responsible to check the delivery on arrival?

- ▶ The Chef/Prep Chef present at the time of arrival.
- ▶ He/She needs to report to the kitchen manager straightaway in case of any concerns.
- ▶ All deliveries need to be recorded on trail with all the required details including temperature and batch code as part of due diligence, ccp and traceability.







## Receiving and Inspecting

Under what condition is the food delivery are deemed unsatisfactory and rejected according to our company policy?

- ▶ Chilled foods above 5°C
- ▶ Frozen foods above -15°C ●
- ▶ Cans visibly blown, affected by rust, badly dented, with damaged seams, leaking.
- ▶ Unlabeled, pre-packed foods.
- ▶ Expired use by or best before dates.
- ▶ Inadequate use by or best before date period remaining (depends on food type).
- ▶ Badly soiled packaging / container material.
- ▶ Badly damaged packaging.
- ▶ Food unfit or of poor, unsalable quality.

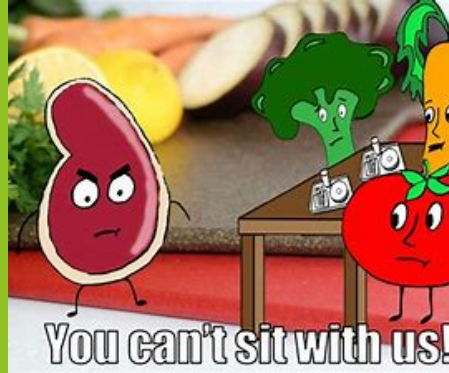




## Storing

Why do you think the company policy say to put the delivery away within 15mins of receipt or as soon as possible?

- ▶ Food borne illnesses can be caused by bacteria, toxins, viruses, and physical contamination.
- ▶ If delayed and under the right condition between 5°C and 63°C they can all multiply to harmful level, so it is important to put away the delivery as quickly as possible.



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## Storing

What is the importance of putting the delivery away in the right and dedicated place?

- ▶ To avoid cross contamination and proper rotation of stock





In what order would you put the following delivery away? Vegetables, Ice cream, Chicken Breast, Peanut butter.

- ▶ Chicken breast
- ▶ Ice cream
- ▶ Vegetable
- ▶ Peanut butter

## Storing

Any high-risk products always need to be put away first.



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# Storing

Is it necessary to remove the outer packaging where possible when storing the products and what should you do if you do so?

- ▶ Outer packaging should, wherever possible, be removed from food deliveries before the food is stored away to avoid foreign body contamination - this is essential where the packaging is soiled.
- ▶ Information from the packaging should always be retained including use by/best before date, supplier information product code and allergen information.





## Storing

Can you store food below the condenser unit of the walk-in fridge?

- ▶ Not recommended as it is the warmest area of the unit but if you do so you will need to keep checking the temperature and if above 8°C should be discarded.

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# Storing

Why do we need to have a clean clear plastic curtains in the walk in and the rubber seals around the door of the refrigeration unit?

- ▶ It helps to keep the temperature of the unit intact.





When do you think you should wash your hands?

We should wash hands on the following occasions and as frequently as possible

- ▶ start of work.
- ▶ after using the toilet
- ▶ after smoking/eating/wiping nose
- ▶ handling raw foods (including eggs)
- ▶ handling refuse.
- ▶ touching hair
- ▶ taking a break
- ▶ Between tasks.

Are we allowed to smoke in our kitchen?

- ▶ Smoking isn't permitted in the kitchen or food store.

What is the adequate temperature required for a hand wash sink and how often should we check and record?

- The hand wash sink water temperature from the tap should be between 40°C - 45°C and needs to be checked twice daily and recorded on trail.
- Any issues should be reported immediately.



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# Preparation



What would you do whilst prepping or preparing the food?

When preparing food:

- ▶ Ensure that work benches are clean.
- ▶ Rinse fruit, salad, and raw vegetables well in plain water and remove visible dirt particles.
- ▶ Ensure equipment or utensils that will come into contact with food are clean.
- ▶ Temperature-sensitive food should not be left at ambient temperatures during prepping.
- ▶ Thorough cleaning of work surfaces, equipment and utensils with the wash, rinse and sanitise system must be undertaken between raw and cooked processes.





## Preparation

What are the different color-coded utensils that we use in our kitchen?

- ▶ Knives and chopping boards.

At what temperature should the chopping boards be washed?

- ▶ 82 degree and above

Can we use our personal knives and other equipment when working in our kitchen?

- ▶ No as it against the company food and health safety policy.

Where should be the knives and chopping boards be stored?

- ▶ In the designated space and holder provided in the kitchen



# Best Defrost Practice



When and How should the defrost be done according to the company policy and standards?

- All frozen food, except bread is to be defrosted in a chiller overnight that is running below 5°C or in cold running water for a maximum of two hours.
- Ensure raw defrosting foods are stored separately from other foods.
- Allow sufficient time and plan to defrost in advance of usage.
- Ensure that the cooking of food takes place within 24 hours after defrosting is complete.
- All defrosting needs to be done in high sided containers so the water released does not cross contaminate.

Are we allowed to refreeze partially thawed products?

- ▶ No

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# Labelling Procedure



where do you find the products use by labelling procedure?

- ▶ Most of the products use by would be listed on the chart provided by the company unless your Head Chef, or Manufacturers labels or instructions indicate otherwise.
- ▶ Refer to the Head Chef for any products which are not listed on the chart.





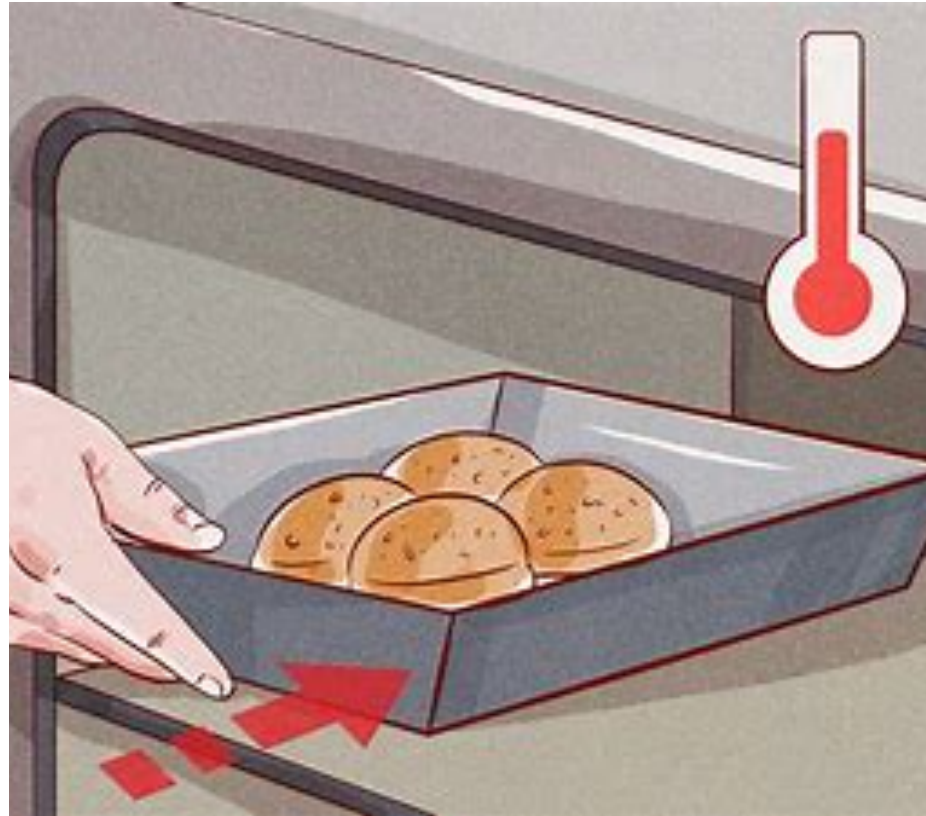
# *Cooking and Reheating*





What cooking and reheating policy do we have in place?

- ▶ Hot food temperatures must be monitored and recorded on trail during each food service period.
- ▶ This check will be done using a sanitized probe thermometer inserted into thickest part of the food.
- ▶ Food must be thoroughly cooked throughout to a time and temperature combination effective in destroying pathogens.
- ▶ A minimum 75°C internal temperature for a period of 30 seconds (or equivalent) is required, or to a point where you can easily tell visually that the food is thoroughly cooked (i.e., for foods which cannot be probed or have no considerable core).
- ▶ Some menu options would not allow the cooking temperature to raise so high to achieve the desired cooking requirements (such as steaks to be served blue or rare etc.).
- ▶ Reheating can be carried out once only and all foods must reach a minimum 75°C internal temperature for a period of 30 seconds (or equivalent).
- ▶ Any leftover food after reheating must be discarded.



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In our kitchen we use sous vide method of cooking, do you know what cooking time and temperature combination do we use?

- ▶ The cooking time and temperature combinations for the Sous Vide method we should follow are Lamb and Beef.
- ▶ They are cooked to 60°C and maintained at 60°C for a minimum of 45 minutes.
- ▶ Pork: is cooked to 80°C and maintained at 80°C for a minimum of 6 seconds.





What process do we follow on site while using sous vide?

- ▶ We use sous vide to cook certain meats.
- ▶ We cook sous vide on site using a thermocirculator and water bath.
- ▶ Meat is delivered vacuum packed from the supplier, if the seal is broken the product should be refused and returned.
- ▶ Chefs will check the integrity of each pack upon delivery.
- ▶ Vacuum packed products should be stored under temperature control, following manufacturer's instructions and use-by dates, until ready to use.





What process should we follow while probing and recording the food temperature?

- ▶ Sanitise the probe thermometer.
- ▶ Remove food from the heat and insert the thermometer through the thickest part of the product, all the way to the middle.
- ▶ Wait until the temperature reaches 75°C and then check that the temperature is maintained for 30 seconds (or time/temperature equivalent).
- ▶ Sanitize the probe again before you put it back.
- ▶ Record the temperature on trail.

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How should you calibrate and maintain a probe?

- ▶ The probe thermometers should be checked monthly.
- ▶ This should be recorded on trail.
- ▶ If there are multiple probes used, they should be numbered to ensure that all probes have been calibrated.
- ▶ Checks are to be completed by either holding the needle probes in a cup filled with ice and topped with cool water or in a pan of boiling water, taking care not to touch the surfaces of the container.
- ▶ The probes should stabilize for 2 minutes and read  $-1^{\circ}\text{C}$  to  $1^{\circ}\text{C}$  or  $99^{\circ}\text{C}$  -  $101^{\circ}\text{C}$  retrospectively.
- ▶ Probes not meeting the specified standard should be replaced.
- ▶ A spare supply of batteries and probes should be held on site.
- ▶ Antibacterial probe wipes should be used to maintain the cleanliness of probes in-between uses.
- ▶ The expiry date is to be checked regularly to ensure they are within date.

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# *Service*





What are the requirements when hot holding and cold holding products according to the company's policy?

When held prior to service food must be maintained at the following temperatures:

- ▶ Hot food at 63°C or above
- ▶ Cold food at 0°C to 5°C. Hot food can be held below 63°C for up to 2 hours.
- ▶ Cold food can be held above 8 °C for up to 4 hours.
- ▶ These periods should be monitored, and the times should be recorded on trail.
- ▶ After the above periods, chilled food must be brought back within temperature control and only served from these temperatures, or reheated food discarded.
- ▶ Hot held leftover foods must be thrown away after the time has expired and can only be reheated once.
- ▶ Cold food is not allowed to exceed 8°C for more than 4 hours and should be served chilled.

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How do we communicate between the FOH and BOH on any specific allergen requirements of the customer?

- ▶ Staff can escalate any concerns a customer may have directly to the senior chef via the ticketing system.
- ▶ The server will inform the senior FOH and BOH manager/chef with concerns regarding the specific allergy/intolerance of the individual in question and the ticketing system for the kitchens will print in red where a customer with an allergen is dining.
- ▶ It is the senior chef's responsibility to monitor the specific cheque to ensure that best practice is administered.





What should we do in case of a food complaint relating to foreign body and food poisoning?

- ▶ In case of complaints relating to foreign bodies allegedly found in food the details and results of the subsequent investigation will be recorded via Safety Cloud.
- ▶ Retain the suspect food in a refrigerator, together with foreign bodies.
- ▶ Southalls will be contacted for further advice where required.
- ▶ In the case of alleged food poisonings, the relevant information should be completed on the alleged food poisoning form.
- ▶ The details will be recorded via Safety Cloud. Southalls will be informed via Safety Cloud and, where necessary will assist with the investigation.
- ▶ On completion of the investigation, the customer will be informed of the outcome of their complaint.
- ▶ Any actions arising from the investigation will be appropriate to the seriousness and nature of the complaint and will be carried out promptly by the appropriate staff.

A chalkboard with the word "COMPLAINT" written in white chalk. A hand is visible at the bottom right, pointing towards the board. The background of the slide features a green and blue geometric pattern.

# COMPLAINT

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Where can we find the allergen information for our Menu?



Allergen information is kept up to date on the online allergen platform.

This information can be accessed via QR code or the allergen tablet within the restaurants.



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## Why do we follow the food allergen policy?

- ▶ Food allergen policies are not just in place as it is a legal requirement, but it is also our company's commitment to ensure that the food served to customers by the Company is stored and handled safely for all consumers including those who may have food allergies.
- ▶ Our policy acknowledges the importance of the appropriate action being taken for customers with a food allergy and ensure that suitable control measures and practices are in place both at kitchen and front of house levels to reduce the likelihood of contamination. Anyone in contact with food is required to follow this policy.



[Information about Food Allergies | Food Standards Scotland | Food Standards Scotland](#)

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What are the five key factors that our company reviews to manage the harmful allergens effectively?

The five key factors our company reviews towards the successful management of harmful allergens:

- Supplier monitoring
- Good hygiene practices
- Managing cross contamination
- Effective training
- Good communication.

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▶ How should we manage cross contamination on receipt of an allergen cheque?

- ▶ On receipt of an allergen check, all equipment to be used for the preparation of that dish is replaced with clean equipment including chopping boards and utensils.
- ▶ Allergens in question in the preparation areas will be removed and/or covered.
- ▶ Chefs will wash their hands and sanitise all the preparation work surfaces prior to handling any foods or equipment to be used for preparation of the dish.
- ▶ Chefs will correspond with the Head Chef or Sous Chef throughout the preparation of the dish.
- ▶ Where specification cooking procedures cannot be followed due to the significant risk of contamination (i.e., frying in oils used for allergen ingredient in question), alternative methods will be sought, discussed with the customer, and followed (i.e., oven cooking).
- ▶ There are strict control measures in place in the kitchen to prevent products from being inadvertently contaminated (i.e., the fryers used to cook certain foods are labelled accordingly, where appropriate).
- ▶ Other measures include allergenic ingredients e.g., nuts and flour being stored in lidded/sealed containers and kept on the bottom shelves in the dry store areas.
- ▶ If customers request dishes without specific allergens, a senior member of the kitchen team e.g., the Head chef or Sous chef will oversee the handling and preparation of the foods to minimize the risk of contamination.
- ▶ If any food is suspected of becoming contaminated, it is thrown away immediately.
- ▶ If a menu item or product has a specific allergenic ingredient e.g., sesame seeds or nuts, it will be stored in a lidded/sealed container whilst in storage to reduce the chance of accidental spillages.
- ▶ When placed out for service (i.e., in fridge wells), separation controls are implemented to reduce cross contamination.
- ▶ When serving snacks in the bars, staff will wash their hands before and after serving them.







# Cleaning and Breakdown

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Where do we find the kitchen cleaning schedule?

- ▶ We can access the kitchen cleaning schedule on trail.
- ▶ Monthly, weekly, and daily tasks must be clearly identified and signed off on the cleaning schedules.
- ▶ A 'clean as you go' policy should be adopted, and food and hand contact surfaces sanitized after use following two stage cleaning.

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How do we carry out two stage cleaning ?

- ▶ Remove food debris particles, wash, and scrub the surface with a suitable detergent and dry.
- ▶ Disinfect the surface with a properly dosed sanitizing solution.
- ▶ Contact time for sanitizer is 30 seconds

Please note:

- ▶ Chemicals and cleaning equipment should always be stored in a separate cabinet and away from food area.
- ▶ All cleaning equipment itself should be kept clean and in good condition.

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What should you do in case of an equipment breakdown?

- ▶ Any breakdowns / malfunction should be immediately reported to the senior manager in the kitchen.
- ▶ It should then be marked clearly and kept out of use till it is fixed.
- ▶ The manager in turn should log it on pronett and place a callout straightaway.

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What do the company policy say when you return to work after sickness?

- ▶ A fitness to work questionnaire need to be completed and reviewed by the h/c or manager before the staff member can return to food handling duties.
- ▶ Any staff member suffering from diarrhoea and/or vomiting should not come to work until asymptomatic for 48 hours, or longer depending on the infecting organisms and the risk group category.
- ▶ All staff suffering from diarrhoea, vomiting, throat infections, skin rash, boils or other skin lesions should report the condition to their manager, prior to coming to work so that recognized procedures could be followed.

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# Food Safety Test (office.com)

