# FOOD SAFETY POLICY

**Reviewed: October 2014**

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# INTRODUCTION

Somerset County Council's activities are diverse; however, a common element in several of its main functions involves the provision of food.

The aim of this document is to confirm Somerset County Council's commitment to maintaining the highest standard of food safety and to give guidance and instruction to all relevant personnel on the Council's requirements to satisfy both the applicable legislation and good industry practice.

The Somerset County Council Food Safety Group has been formed to provide advice to the Council on all issues relating to food and food safety and will play a leading role in the implementation and development of this policy.

In many cases food facilities are operated by Council Services within Somerset County Council which directly employ food handlers. In these cases the Council is the operator of a food business within the meaning of Article 3 (3) Regulation 178/2002.

Where the provision of food is contracted or franchised to persons or businesses which are not employed by or part of the Council, the Council may **not** be deemed to be the operator of the food business within the meaning of the Regulations. In exercising all due diligence it is essential that all such concerns providing food on behalf of the Council are required, through contractual or other means, to maintain standards comparable to those required of the Council itself.

Council Services have the responsibility of ensuring that not only is there fundamental compliance with legislation, but that best practice is applied in all food operations.

## FOOD SAFETY POLICY STATEMENT

It is the policy of Somerset County Council (the Council) to protect the health and welfare of all individuals who consume food produced, processed, prepared or otherwise handled by any food facility operated by the Council or contracted by or on behalf of the Council.

The Council will develop, standardise, implement and review effective controls and procedures to ensure that all of the afore-mentioned food facilities comply fully with the Food Safety Act 1990, all Regulations made thereunder and all EU and other relevant legislation in force in the UK which relate to manufacture, storage and distribution of food.

## RESPONSIBILITY

The County Council is responsible for ensuring that the food it provides is safe. The implementation of the Food Safety Policy is a line management responsibility .Devon and Somerset Trading Standards Service will provide professional advice, assistance and expertise to each service area or operating entity in the implementation of the Policy and the development and establishment of necessary controls, in co-ordination with the appropriate line management.

# 1. ORGANISATION TO IMPLEMENT THE POLICY

**The purpose of this section is to clarify the delegation of responsibilities for implementation of the policy. See also 1.6.**

## 1.1 Members of the County Council

For the purposes of the Food Safety Act 1990 and its relevant statutory provisions, the Somerset County Council is deemed to be the proprietor of a food business and is accountable as such in law. The Chief Executive represents the Council and would be the focus of any formal enforcement action taken against the Council by a food authority**.**

## 1.2 Somerset County Council Food Safety Group

The Food Safety Group has a leading role in the implementation of this Policy. The Food Safety Group consists of representatives from Children and Learning, Adults and Health, the Corporate Health and Safety Unit and the Contract Support Service representing schools, Somerset's Environmental Health Officer and a representative from Devon and Somerset Trading Standards Service. Other attendees will include those who have specific contributions to make from time to time, such as representatives from within Public Health England.
The Group is chaired by the Chair of the Central Safety Committee which takes reports from the Group and refers policy issues to the Health and Safety Policy Steering Group.

### 1.2.1 Terms of Reference

- To ensure that Somerset County Council complies with all relevant food legislation in a coherent and consistent manner.

- To steer and co-ordinate all activities of the County Council and its Services which have a bearing on food quality, food safety and nutrition.

### .2.2 Tasks and Scope

1) Formulate and maintain a Corporate Food Safety Policy, oversee its implementation and monitor its operation.

2) Communicate with the enforcing authorities for food legislation.

3) Formulate guidance and advice on legislative requirements.

4) Direct the corporate monitoring and reviews of food safety performance.

5) Advise the Cabinet on food safety and nutrition issues and act as a forum for exchange of experience, views and ideas.

6) Promote a Healthy Somerset to ensure the health and well being of people in Somerset with regard to food quality, food safety and nutrition.

1.3 **County Environmental Health Officer**

The County Environmental Health Officer is employed within the Devon and Somerset Trading Standards Service with the following food safety responsibilities:

a) reports to and advises the Food Safety Group on formulation of corporate policy, implementation and monitoring.

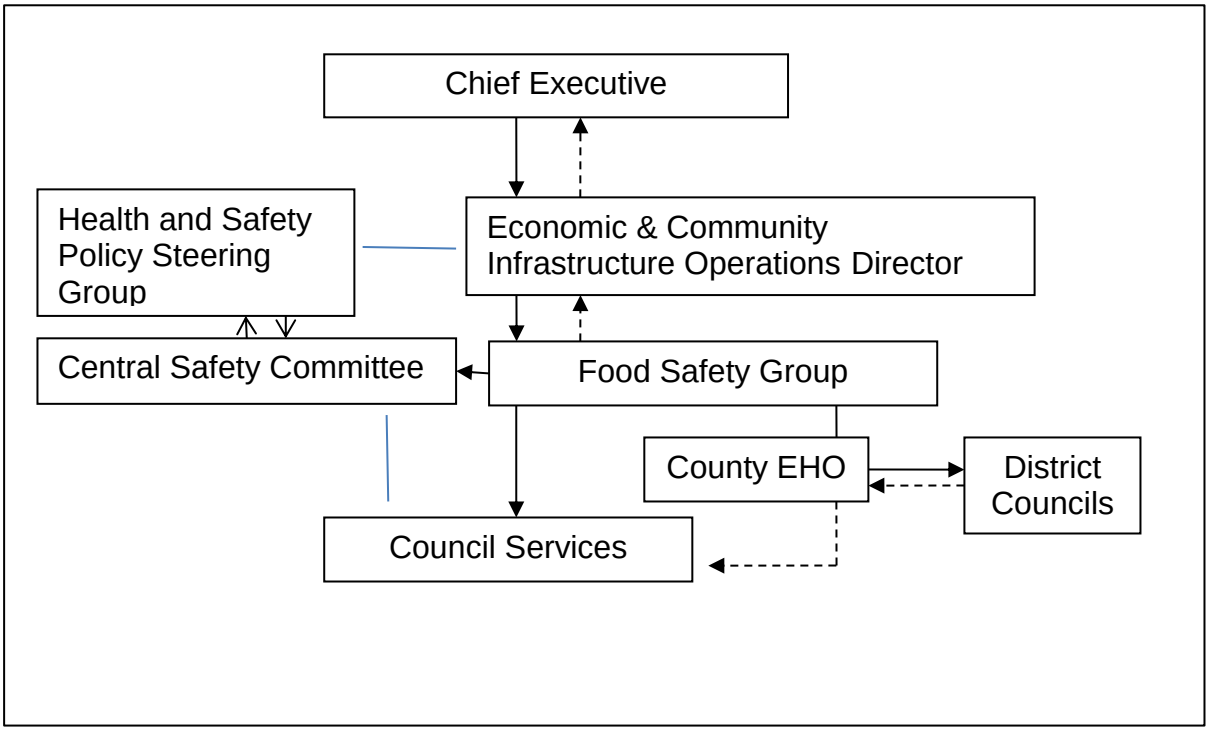
b) is directed in her duties by the Food Safety Group in order to achieve the aims of the Group.

c) provides professional advice, assistance and expertise to all service areas.

1.4 **Service Areas**

Each County Council Service will have a nominated Senior Officer responsible for food safety who will place duties on relevant line managers, local managers, supervisors and employees. They may also be required to place duties upon or co-operate with contractors, the self-employed and the public.

1.5 **Delegation Scheme**



# 2. HAZARD ANALYSIS AND CRITICAL CONTROL POINT (HACCP)

**Somerset County Council food facilities shall have documented systems in place to control food safety problems. Any protocol in use will be based on the principles of HACCP.**

## 2.1 Legal Requirement

Article 5 of Regulation 852/2004 requires that:

(1) Food business operators shall put in place, implement and maintain a permanent procedure or procedures based on the following HACCP Principles:

a) identifying any hazards that must be prevented, eliminated or reduced to acceptable levels;
b) identifying the critical control points at the step or steps at which control is essential to prevent or eliminate a hazard or reduce it to acceptable levels:
c) establishing critical limits at critical control points which separate acceptability from unacceptability for the prevention, elimination or reduction of identified hazards;
d) establishing and implementing effective monitoring procedures at critical control points;
e) establishing corrective actions when monitoring indicates that a critical control point is not under control;
f) establishing procedures, which shall be carried out regularly, to verify that the measures outlined in subparagraphs(a) to (e) are working effectively; and
g) establishing documents and records commensurate with the nature and size of the food business to demonstrate the effective application of the measures outlined in subparagraphs (a) to (f).

(2) Food operators shall:

a) provide the competent authority with evidence of their compliance with the above in the manner that the competent authority requires, taking into account of the nature and size of the food business;
b) ensure that any documents describing the procedures developed in accordance with the above are up-to-date at all times;
*c)* retain any other documents and records for an appropriate period.

## 2.2 Hazard Analysis Critical Control Points (HACCP)

The principles (a) - (g) in 2.1 (1) form the basis of a formal system known as HACCP which may be applied to any catering operation. However, the nature

and complexity of any system used will, in practice, depend on the nature and complexity of the food operation. For example, where a selection of higher risk foodstuffs is prepared, hazard analysis may need to address each catering step for each ingredient. A less complex operation may take a more general approach in analysing each step.

Food facilities coming under the purview of Somerset County Council vary widely from large scale catering to tea and biscuits provision. Detailed HACCP systems will not be appropriate for all facilities, but all facilities must have a system which should include the following elements:

Preparation of a flow chart of catering steps.
Identification and analysis of hazards at each step.
Identification of controls to minimise or eliminate each hazard.
Determination of control points which are critical to food safety.
Establishment of controls.
Monitoring of controls.
Recording of checks (as appropriate).
Periodic review.

### 2.3 Record Keeping

In accordance with Regulation 852/2004 relevant documentation and adequate records are required to be kept in all Somerset County Council controlled food facilities for a minimum period of 12 months.

The level of documentation in each case will be determined by the competent person or team (see 2.4) carrying out the hazard analysis.

### 2.4 Competent Persons

In accordance with Regulation 852/2004, Annex ll, Chapter Xll those responsible for the development and maintenance of the procedures referred to in Article 5(1) of the above Regulation or for the operation of relevant guides must receive adequate training in the application of the HACCP principles.

## 3. TRACEABILITY AND WITHDRAWAL OF UNSAFE FOOD

### 3.1 **Somerset County Council food facilities shall have documented systems and procedures in place to ensure unsafe food can be readily identified and removed from service or sale.**

### 3.2 Legal Requirement

Articles 18 and 19 of EC Regulation 178/2002, brought into force by the General Food Hygiene Regulations 2004, require that the traceability of food shall be established at all stages of production, processing and distribution by the food business operator and that, if it believes food is not in compliance with food safety requirements, it shall immediately initiate procedures to withdraw the food and inform the competent authorities thereof.

### 3.3 Record Keeping

To comply with the legal requirements of Article 18, the following records must be kept:

- Name, address of supplier, nature of products which were supplied from him.
- Name, address of customer, nature of products which were delivered to him.

  This requirement is not necessary when the customer is the final consumer.

- Date of transaction /delivery.

These records must be kept for a minimum period of 12 months.

### 3.4 Withdrawal of Unsafe Food

To comply with the legal requirements of Article 19, a documented procedure should be in place and be immediately initiated for the withdrawal of food, should the food not meet or is suspected of not meeting food safety requirements. The County Environmental Officer shall be contacted as soon as possible so she can take the appropriate action.

## 4. FOOD HYGIENE TRAINING

**All personnel employed in Somerset County Council food facilities shall be properly and adequately trained in food hygiene matters.**

### 4.1 Legal Requirement

Regulation 852/2004, Annex ll, Chapter Xll requires that:

**Food business operators are to ensure:**

a) that food handlers are supervised and instructed and/or trained in food hygiene matters commensurate with their work activity;

b) that those responsible for the development and maintenance of the procedure referred to in Article 5(1) of this Regulation (see 2.1) or for the operation of relevant guides have received adequate training in the application of the HACCP principles.

**'Food handler'** means any person involved in a food business who handles or prepares food whether open (unwrapped) or packaged. Food includes all drink (water, alcoholic beverages, etc.) and ice.

Training must be commensurate with work activities and it follows that, for example, staff who handle and prepare high risk food will require more in-depth training than those handling low risk or wrapped food. However, supervisory or managerial staff who may not actually handle any food could be expected to undergo a higher level of training in order to effectively supervise handlers of high risk food.

## 4.2 Staff Who Must be Trained

In order to demonstrate compliance with the legislation Somerset County Council categorises food facility employees who **must** be supervised and instructed and/or trained as follows:

A Those not directly involved in the preparation and personal handling of open (unwrapped) food, but who are employed as support staff to the food facility, e.g. handlers of wrapped food, hot food delivery persons, cleaners, dedicated maintenance personnel.

B Those handling, preparing and serving open (unwrapped) food, e.g. cooks, kitchen assistants, servery staff, etc.

C Managers or supervisors who are responsible for staff handling any type of food. This category may include managers or supervisors who do not actually handle food themselves.

## 4.3 Level of Training Required

A food hygiene training regime must be applied to all food facilities coming under the purview of Somerset County Council and must meet or exceed the following requirements:

**Stage 1** **The Essentials of Food Hygiene Applicable to the Specific Food Facility or Activity**

Before starting work all categories of staff (A, B&C) must receive written or verbal instruction in the essentials of food hygiene and be able to demonstrate clear understanding.

**Stage 2** **Awareness Training**

All categories of staff (A, B &C) must undergo hygiene awareness training within 4 weeks of commencement of duties. This instruction may duplicate training already received but must also provide training specific to particular jobs/tasks, controls or monitoring points, etc. This training will also form a module of formal training.

**Stage 3** **Formal Training**

All category B and C staff must, within 3 months of appointment, undergo training to level 2 which equates to a standard, certificated food hygiene course, accredited by one of the following organisations:

- The Chartered Institute of Environmental Health (CIEH)
- The Royal Society for Public Health (RSPH)
- The Royal Environmental Health Institute of Scotland (REHIS)
- Society of Food Hygiene Technology
- Highfield Awarding Body for Compliance (HABC)

Where training is not accredited by any of the organisations listed above, the person operating the food business must be able to demonstrate that training given is of the appropriate standard and equates to level 2.

Food hygiene training to level 2 is incorporated into other vocational courses and employees who have already undergone such training need not repeat it.

Where appropriate, category C staff (managers and supervisors) may be required to undertake formal training to intermediate (level 3) or advanced level (level 4).

**Stage 4** **Refresher Training**

Having undergone formal certificated training, all food handlers must receive, as well as any appropriate, ongoing in-house food hygiene training, refresher/update training at least every five years. Such refresher training should be accredited by one of the afore-mentioned organisations and result in award of a renewed certificate. Where training is not accredited by any of the organisations listed, the person operating the food business must be able to demonstrate to the satisfaction of the County Environmental Health Officer that training given is of the appropriate standard.

### 4.4 Implementation

Where Somerset County Council is the proprietor of the food business, Council Services must identify training needs, formulate a training plan and maintain records to demonstrate compliance.

Where Somerset County Council is not the proprietor of the food business, the relevant Council Service must ensure that the same criteria are applied in order for the proprietor of the food business to demonstrate compliance.

The Devon and Somerset Trading Standards Service will provide advice and assistance to Council Services on the availability of suitable training courses.

## 5. TEMPERATURE CONTROL OF FOOD

**Effective systems and procedures for temperature control shall be instituted in all Somerset County Council food facilities to prevent the significant growth of harmful organisms and food borne infections.**

### 5.1 Legal Requirement

Requirements for temperature control of food are embodied in the Food Hygiene (England) Regulations 2006, Regulation 30, Schedule 4.

These regulations address all steps from storage to service and apply to foods which, without temperature control, might support the growth of harmful (pathogenic) bacteria or the formation of poisons (toxins).

Note: All temperature control provisions relate to the temperature of the food and not the air temperature of the holding unit.

## 5.2 Chilled Food

The legal requirement for the maximum temperature of chilled food is 8°C.

In order to maintain this temperature, refrigeration equipment used in all food facilities coming under the purview of Somerset County Council must be capable of maintaining an air temperature of 5°C or less.

Cold food on display or for service may be warmer than 8°C, but only once for a period not exceeding 4 hours. In all Somerset County Council food facilities, food that has been on display at a temperature warmer than 8°C for a period in excess of 4 hours must be discarded and properly disposed of.

## 5.3 Hot Food

Hot food must be kept at 63°C or hotter when it is:

- in the kitchen awaiting service or dispatch.
- being transported to a servicing point at any distance.
- on display in a serving area where hot holding display facilities are available.

Where there is no equipment for temperature controlled display at the place of service, hot food may be held for one period at a temperature cooler than 63°C, provided that the period does not exceed 2 hours from the time that the food is packed into insulated containers (in the case of transported food), or from the time that food is removed from hot holding for service. If food remains uneaten after this time it must be discarded and properly disposed of.

## 5.4 Containers for Transporting Food

Regulation 852/2004, Annex ll, Chapter IV specifies requirements for conveyances and/or containers used for transporting foodstuffs. See Appendix ll.

In any situation where food is required to be transported from/to a Somerset County Council food facility, the specification of conveyances, containers and procedures must satisfy the above requirements and be capable of achieving the temperature requirements of this policy.

## 5.5 Cooling Food

If it is necessary to cool food in order to refrigerate it after final cooking or preparation it must be cooled as quickly as possible.

In all Somerset County Council food facilities, fast chilling to 8°C or below within 90 minutes is required. Where local conditions or the lack of suitable equipment do not facilitate fast chilling, a core temperature of less than 8°C must be achieved within 4 hours, subject to the provisions of 5.6.

### 5.6 Deviations from Requirements

Where local conditions, the lack of suitable equipment or other extenuating circumstances hinder compliance with the requirements above, or any deviation from requirements is necessary, any alternative procedure adopted must be:

a) addressed in the hazard analysis for the food business, and
b) assessed and approved by the County Environmental Health Officer

## 6. MAINTENANCE OF PREMISES AND EQUIPMENT

**The structure of Somerset County Council food facilities and the equipment used therein shall be of appropriate, sound construction and shall be properly and efficiently maintained.**

### 6.1 Legal Requirement

Article 4(2) Regulation 852/2004, Annex ll, Chapter l specifies general requirements for food premises and Chapters ll and lll contain specific requirements relating to maintenance of premises, surfaces, articles, fittings and equipment (see Appendix lll). Terminology varies but has the overall purpose of facilitating easy cleaning and avoiding or minimising risk of contamination.

### 6.2 Responsibility for Maintenance

Responsibility for maintenance of the structure of food facilities and the equipment used therein varies throughout Somerset County Council food facilities and may depend on the ownership of the premises, leasing and/or contractual arrangements, etc. For example, a contractor operating a

Somerset County Council food facility would not normally be responsible for repair or maintenance of the structure, but might be contractually responsible for repair or maintenance of equipment. In any circumstances the allocation of responsibility must be clear and the proprietor of the food business must be able to demonstrate the ability to comply with the requirements whether he is directly responsible or not.

## 6.3 Maintenance Procedure

Directorates must ensure that, for all Somerset County Council food facilities, a documented procedure is in place by which defects can be reported to the responsible party. The procedure must ensure that urgent matters are prioritised and that appropriate time limits are imposed for compliance.

Records of maintenance requests and stages of progress to completion must be kept by the proprietor of the food business, the party responsible for maintenance, or both where appropriate, in order to demonstrate the effectiveness of the procedure.

# 7. DISTRICT COUNCIL ENFORCEMENT OF FOOD SAFETY LAW

**Personnel employed in Somerset County Council food facilities shall co-operate fully with the authorised officers of enforcing food authorities.**

## 7.1 Legal Provisions

Administration and enforcement of food safety legislation is embodied in the Food Safety Act 1990. Sections 5 and 6 of the Act deal with "food authorities", "authorised officers" and "enforcement authorities" as amended by the Food Hygiene (England) Regulations 2006, Part 1, Regulation 2(1). The powers of entry of premises by authorised officers are found in section 32, as amended by the Food Hygiene (England) Regulations 2006, Part 3, Regulation 14.

For Somerset County Council food facilities, the **enforcing authority** for the enforcement of the Food Safety Act 1990 and its relevant statutory provisions will be the District Council in whose area the facility is situated.

The **authorised officer** for the District Council will usually be an Environmental Health Officer who has the power to enter Somerset County Council food facilities at "all reasonable hours". This would normally be taken to mean any time that the premises is manned and access to the food facility is possible.

The officer should always be requested to produce a duly authenticated document showing their authority before entering the premises.

## 7.2 Routine Inspections

Inspections by the District Council Environmental Health Officer will normally be routine. The principal purpose of a routine inspection is to determine compliance with legislation; however, the officer will also carry out a risk assessment which will determine the frequency of future routine inspections.

The officer will also have regard to the Food Standards Agency's *E.Coli* 0157 Control of Cross-contamination Guidance for food business operators and enforcement authorities which provides guidance on compliance with applicable food hygiene legislation contained in Regulation (EC) No 852/2004

To access the full guidance and relevant documents see:
http://www.food.gov.uk/business-industry/guidancenotes/hygguid/ecoliguide
For *E.coli* 0157 factsheet see Appendix lV

Also, the food facility may be rated by the officer under the Food Standards Agency's National Food Hygiene Rating System which aims to provide consumers with at-a-glance information about hygiene standards in food businesses.
On completion of the inspection, the officer will prepare an inspection report and, if appropriate, a schedule detailing works necessary to comply with legislation and the time allowed to comply. The officer may also incorporate recommendations into the report but should always confirm that they are not legal requirements. If the report is prepared at the food facility, it may be handed to the person the officer considers to be managing the facility. If the report is prepared elsewhere after the inspection, it will be sent by post to the person that the officer considers is the food business operator, within the meaning of Article 3(6) Regulation 178/2002.

## 7.3 Forwarding of Reports

When a District Council Environmental Health Officer presents a report that includes requirements or recommendations in respect of any Somerset County Council food facility, a copy of the report must be forwarded to the County Environmental Health Officer at Devon and Somerset Trading Standards Service without delay.

## 7.4 Non-Routine Visits

Non-routine visits by the District Council Environmental Health Officer may arise as a result of an incident, such as food poisoning, or perhaps following a complaint. The County Environmental Health Officer must be advised of all non-routine visits as soon as possible by telephone or email.

## 7.5 Food Incident Notification

In the event that staff at a food facility become aware of a possible food poisoning outbreak or complaint, the County Environmental Health Officer must be contacted as soon as possible by telephone or email so that she can advise the correct course of action.

## 7.6 Food Facilities Operated by Others

Where Somerset County Council is not the proprietor of the food business, e.g. a contractor or franchisee operates the food facility:

1) the requirements of 6.2 and 6.3 must be incorporated into the relevant contract or agreement, and;

2) the contract or agreement must include the requirement for a formal waiver to be given by the proprietor of the food business in order to permit the District Council to disclose food safety enforcement information, specific to the subject food facility, to the Somerset County Council.

# 8. REGISTRATION OF FOOD PREMISES

**Somerset County Council food facilities shall be registered as food premises with the relevant food authority.**

## 8.1 Legal Requirement

Article 6(2) Regulation 852/2004 requires that all food premises register with the food authority (District Council) in whose area the premises is situated. The obligation to register and notify changes falls on the operator of the food business; however, if the premises is used by more than one business the responsibility rests with the owner of the premises.

## 8.2 The Purpose of Registration

Registration is required in order to:

- provide information to food authorities so that they can target their enforcement resources more effectively.
- identify particular premises in the case of a hazard warning.
- identify hygiene training needs.
- contact food businesses with information on food law.

**It is an offence for food premises not to be registered.**

## 8.3 Registration of Somerset County Council Food Premises

Although there are some exemptions for certain low risk premises and activities, it is currently assumed that all Somerset County Council food facilities are registerable as food premises and have been registered with their District Council. This will be confirmed for any particular premises if the District Council Environmental Health Officer routinely inspects.

Where a responsible department or officer of the Council suspects that a Somerset County Council food facility has not been registered as a food

premises they should contact the County Environmental Health Officer in the Devon and Somerset Trading Standards Service for advice.

### 8.4 Notification of Changes

Where significant changes occur in a food facility, for example a change of contractor, the relevant District Council must be informed so that registration details can be amended. The responsible Directorate must ensure that the proprietor of the food business notifies the District Council of the changes in registration details.

## 9. FOOD LABELLING

**All Somerset County Council food facilities shall have established procedures in place to be able to inform customers about foods that contain allergens and genetically modified ingredients or derivatives thereof.**

### 9.1 Food Allergens

Labelling requirements are embodied in:

Regulation 1169/2003 through Articles 44 and 9(1c).

These are enacted into UK legislation by the Food Information Regulations 2014.

These relate to the labelling of non-prepacked food served and sold from food facilities and catering premises. In general terms, from 13th December 2014 accurate information about 14 specific allergenic ingredients for all foods displayed or served will need to be available, either written or verbal for the consumer.

All Somerset County Council food facilities shall have documented systems and procedures in place to ensure that they are able to give the consumer sufficient and accurate information on the specified food allergens.

For more information see Appendix V

### 9.2 Genetically Modified Foods

9.2.1 Legal Requirement

Labelling requirements for specific foodstuffs that have been genetically modified or contain genetically modified ingredients are embodied in:

Regulation1829/2003 through Articles 12 and 13.

These are enacted into UK legislation by the Genetically Modified Food (England) Regulations 2004.

These relate to the labelling of products for retail and catering sale. In general terms, all foods containing ingredients derived from genetically modified foods will now have to be labelled irrespective of whether GM material remains in the ingredient.

9.2.2 Labelling

All foods served must be individually labelled with information about GM ingredients or derivatives.

Current rules require that all foods which are genetically modified, or contain genetically modified ingredients, should be labelled with information about this fact.

Foods that are bought in pre-packed and supplied in that state should already be labelled in compliance with the new rules.

For food supplied non-pre-packed or pre-packed for direct sale, each food item must be labelled with information about the presence of GM ingredients. In the case of food that is packed and sold on the same premises ('pre-packed for direct sale'), each pack should be individually labelled. Where food is sold loose, a label accompanying the food should indicate the presence of GM ingredients.

Where the food is not on display – for example, where food is ordered from a menu – the indication should be given by each item on the menu.

Wording of the information

This is defined in Article 13 of Regulation 1829/2003

In summary though, the wording should be 'genetically modified' or 'produced from genetically modified (*name of the ingredient*)' or 'contains genetically modified (*name of the ingredient*)'. Where ingredients are listed the words should accompany the appropriate ingredient; otherwise the statement should be clear on the labelling.

Other Labelling

It is also a requirement to give further information about the genetically modified ingredient if, as a result of the modification, it is different from its conventional counterpart in respect of:-

i) composition
ii) nutritional value or nutritional effects
iii) intended use of the food
iv) the implications for health of certain sections of the population

or if it may give rise to ethical or religious concerns

Although these are unlikely possibilities, care should be exercised if using GM ingredients (or foods containing them) to ensure that all information supplied with the food is reflected in the final labelling.

9.2.3 Determining Compliance

Departments must ensure that operators of food facilities take all reasonable steps to identify the GM content of foods supplied to them.

Such steps will require all suppliers to provide information in writing as to whether foods that they supply contain genetically modified ingredients or derivatives thereof.

In any situation where a supplier indicates that it is not practicable to determine GM content of any particular product, details should be forwarded to the County Environmental Health Officer for confirmation that the reasons given are valid.

# DEFINITIONS

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|---|---|
| **Allergen** | A substance, usually a protein, capable of inducing an allergic reaction. |
| **Authorised Officer** | Any person authorised in writing by a food authority to act in matters arising under the Food Safety Act 1990 as amended by the Food Hygiene (England) Regulations 2006, Regulation 2 |
| **Critical Control Point** | A step in a food operation where hazards must be controlled to ensure that a hazard is eliminated or reduced to a safe level. |
| **Due Diligence** | The legal defence, available in Section 21 of the Food Safety Act as amended by the Food Hygiene (England) Regulations 2006, Regulation 11, that a person took all reasonable precautions and exercised all due diligence to avoid the commission of the offence by himself or by a person under his control. |
| **Enforcing Authority** | For the purposes of this document, the relevant District Council. |
| **Essentials of Food Hygiene** | Fundamental instruction in food hygiene given before a food handler is allowed to start work for the first time. |
| **Food Authority** | For the purposes of this document, the relevant District Council. |
| **Food Business** | Any undertaking, whether for profit or not and whether public or private, carrying out any of the activities related to any stage of production, processing and distribution of food (Regulation 178/2002). |

| | |
|---|---|
| **Food Handler** | Any person involved in a food business who handles or prepares food whether open (unwrapped) or packaged. [Food includes drink and ice] |
| **Food Facility** | Any location where arrangements are in place to facilitate the provision of food as an element of Somerset County Council activities. |
| **Food Standard Agency** | The FSA is an independent government department responsible for food safety and hygiene across the UK. It works with businesses to help them produce safe food, and with local authorities to enforce food safety regulations. |
| **Food Premises** | Any premises used for the purposes of a food business. |
| **HACCP** | Hazard Analysis, Critical Control Point - a management tool that gives a structured approach to identification and control of hazards. |
| **Hygiene Awareness Training** | Training to be given to food handlers within 4 weeks of commencement of duties which reinforces earlier training, gives instruction specific to the food facility and forms a module of formal training. |
| **Hazard** | A biological, chemical or physical agent in, or condition of, food with the potential to cause an adverse health effect (Regulation 178/2002). |

| | |
|---|---|
| **Hazard Analysis** | Identifying hazards, the steps at which they could occur, and the introduction of measures to control them. |
| **Regulation 178/2002** | Regulation (EC) No.178/2002 of the European Parliament and of the Council laying down the general principles and requirements of food law, establishing the European Food Safety Authority and laying down procedures in matters of food safety. |
| **Regulation 1829/2003** | Regulation (EC) No.178/2002 of the European Parliament and of the Council on genetically modified feedstuffs. |
| **Regulation 852/2004** | Regulation (EC) No.853/2004 of the European Parliament and of the Council on the hygiene of foodstuffs. |
| **Regulation 1169/2011** | Regulation (EU) No 1169/2011 of the European Parliament and of the Council of 25 October 2011 on the provision of food information to consumers, amending Regulations (EC) No 1924/2006 and (EC) No 1925/2006 of the European Parliament and of the Council, and repealing Commission Directive 87/250/EEC, Council Directive 90/496/EEC, Commission Directive 1999/10/EC, Directive 2000/13/EC of the European Parliament and of the Council, Commission Directives 2002/67/EC and 2008/5/EC and Commission Regulation (EC) No 608/2004 |
| **Traceability** | The ability to trace and follow food, feed, food producing animal or substance intended to be, or expected to be incorporated into a food or feed, through all stages of production, processing and distribution (Regulation 178/2002) |

**APPENDIX I**

# CONTACTS FOR CORPORATE FOOD SAFETY ADVICE

**Chair of Somerset County Council Food Safety Group:**

**Paul Clarke, Strategic Manager, Community and Environmental Services**
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**APPENDIX II**

# TRANSPORTING FOOD IN CONTAINERS

**Regulation 852/2004, Annex II, Chapter IV specifies requirements for conveyances and/or containers used for transporting foodstuffs namely;**

a) Conveyances and/or containers used for transporting food stuffs are to be kept clean and maintained in good repair and condition to protect foodstuffs from contamination and are, where necessary, designed and constructed to permit adequate cleaning and/or disinfection.

b) Receptacles in vehicles and/or containers are not to be used for transporting anything other than foodstuffs where this may result in contamination.

c) Where conveyances and/or containers are used for transporting anything in addition to foodstuffs or for transporting different foodstuffs at the same time, there is, where necessary, to be effective separation of products.

d) Where conveyances and/or containers have been used for transporting anything else other than foodstuffs or for transporting different foodstuffs, there is to be effective cleaning between loads to avoid risk of contamination.

e) Foodstuffs in conveyances and/or containers are to be so placed and protected as to minimise the risk of contamination.

f) Where necessary, conveyances and/or containers are used for transporting foodstuffs are to be capable of maintaining foodstuffs at appropriate temperatures and allow those temperatures to be monitored.

**APPENDIX III**

# MAINTENANCE OF PREMISES AND EQUIPMENT

**Article 4(2) Regulation 852/2004, Annex II, Chapter I**

**General requirements for food premises**

1. Food premises are to be kept clean and maintained in good repair and condition.

2. The layout, design, construction, siting and size of food premises are to:

   a) permit adequate maintenance, cleaning and/or disinfection, avoid or minimise air-borne contamination, and provide adequate working space to allow for hygienic performance of all operations;

   b) be such as to protect against the accumulation of dirt, contact with toxic materials, the shedding of particles into food and the formation of condensation or undesirable mould on surfaces;

   c) permit good food hygiene practices, including protection against contamination and, in particular, pest control;

   and

   d) where necessary, provide suitable temperature controlled handling and storage conditions of sufficient capacity for maintaining foodstuffs at appropriate temperatures and designed to allow those temperatures to be monitored and, where necessary, recorded.

3. An adequate number of flush lavatories are to be available and connected to an effective drainage system. Lavatories are not to open directly into rooms in which *food is handled.*

4. An adequate number of washbasins is to be available, suitably located for cleaning hands. Washbasins for cleaning hands are to be provided with hot and cold running water, materials for cleaning hands and for hygienic drying. Where necessary, the facilities for washing food are to be separate from the hand-washing facility.

5. There is to be suitable and sufficient means of natural or artificial ventilation.

Mechanical airflow from a contaminated area to a clean area is to be avoided. Ventilation systems are to be so constructed as to enable filters and other parts requiring cleaning or replacement to be readily accessible.

6. Sanitary conveniences are to have adequate natural or mechanical ventilation.

7. Food premises are to have adequate natural and/or artificial lighting.

8. Drainage facilities are to be adequate for the purpose intended. They are to be designed and constructed to avoid the risk of contamination. Where drainage channels are fully or partially open, they are to be so designed as to ensure that waste does not flow from a contaminated area towards or into a clean area, in particular an area where foods likely to present a high risk to the final consumer are handled.

9. Where necessary, adequate changing facilities for personnel are to be provided.

10. Cleaning agents and disinfectants are not to be stored in areas where food is handled.

**Article 4(2) Regulation 852/2004, Annex ll, Chapter ll**

**Specific requirements in rooms where foodstuffs are prepared treated or processed (excluding dining areas and movable and/or temporary premises).**

1. In rooms where food is prepared, treated or processed the design and layout are to permit good food hygiene practices, including protection against contamination between and during operations. In particular:-

   a) floor surfaces are to be maintained in a sound condition and be easy to clean and, where necessary, to disinfect. This will require the use of impervious, non-absorbent; washable and non-toxic materials unless food business operators can satisfy the competent authority that other materials used are appropriate. Where appropriate, floors are to allow adequate surface drainage;

   b) wall surfaces are to be maintained in a sound condition and be easy to clean and, where necessary, to disinfect. This will require the use of impervious, non-absorbent; washable and non-toxic materials and require a smooth surface up to a height appropriate for the operations unless food business operators can satisfy the competent authority that other materials used are appropriate;

c) ceilings (or where there are no ceilings, the interior surface of the roof) and overhead fixtures are to be constructed and finished so as to prevent the accumulation of dirt and to reduce condensation, the growth of undesirable mould and the shedding of particles;

d) windows and other openings are to be constructed to prevent the accumulation of dirt. Those which can be opened to the outside environment are, where necessary, to be fitted with insect-proof screens which can be easily removed for cleaning. Where open windows would result in contamination, windows are to remain closed and fixed during production;

e) doors are to be easy to clean and, where necessary, to disinfect. This will require the use of smooth and non-absorbent surfaces unless food business operators can satisfy the competent authority that other materials used are appropriate;

and

f) surfaces (including surfaces of equipment) in areas where foods are handled and in particular those in contact with food are to be maintained in a sound condition and be easy to clean and, where necessary, to disinfect. This will require the use of smooth, washable corrosion-resistant and non-toxic materials, unless food business operators can satisfy the competent authority that other materials used are appropriate;

2. Adequate facilities are to be provided, where necessary, for the cleaning, disinfecting and storage of working utensils and equipment. These facilities are to be constructed of corrosion-resistant materials, be easy to clean and have an adequate supply of hot and cold water.

3. Adequate provision is to be made, where necessary for washing food. Every sink or other such facility provided for the washing of food is to have an adequate supply of hot and/or cold potable water and be kept clean and, where necessary, disinfected.

**Article 4(2) Regulation 852/2004, Annex ll, Chapter ll**

**Requirements for movable and/or temporary premises (such as marquees, market staffs, mobile sales vehicles), premises used primarily as a private dwelling house but where foods are regularly prepared for placing on the market and vending machines.**

1 Premises and vending machines are, so far as is reasonably practicable, to be so sited, designed, constructed and kept clean and maintained in good repair

and condition as to avoid the risk of contamination, in particular by animals and pests.

2 In particular, where necessary :-

(a) appropriate facilities are to be available to maintain adequate personal hygiene (including facilities for the hygienic washing and drying of hands, hygienic sanitary arrangements and changing facilities).

(b) surfaces in contact with food are to be in a sound condition and be easy to clean and, where necessary, to disinfect. This will require the use of smooth, washable, corrosion-resistant and non-toxic materials, unless food business operators can satisfy the competent authority that other materials used are appropriate.

(c) adequate provision is to be made for the cleaning and, where necessary, disinfecting of working utensils and equipment.

(d) where foodstuffs are cleaned as part of the food business' operations, adequate provision is to be made for this to be undertaken hygienically.

(e) an adequate supply of hot and/or cold potable water is to be available.

(f) adequate arrangements and/or facilities for the hygienic storage and disposal of hazardous and/or inedible substances and waste (whether liquid or solid) are to be available.

(g) adequate facilities and/or arrangements for maintaining and monitoring suitable food temperature conditions are to be available.

(h) foodstuffs are to be so placed as to avoid the risk of contamination so far as is reasonably practicable.

**APPENDIX IV**

# FSA'S FACTSHEET: E. *COLI* 0157: AN INVISIBLE THREAT TO YOUR BUSINESS

Bacteria, such as *E. coli* O157, are invisible to the naked eye, so they can easily be spread to food without you realising. These bacteria could make your customers seriously ill, and can even kill. Food businesses must practise good food hygiene at all times to make sure the food they produce is safe.

If your business handles raw food, which could be contaminated with *E. coli* O157, in the same establishment as ready-to-eat food, there will be a greater risk. Raw food, such as meat, fruit and vegetables, that have been in contact with the soil and are not supplied as ready-to-eat, should be handled as if they are contaminated by *E. coli* O157.

This factsheet highlights the strict measures that are necessary to control *E. coli* O157. Local authority enforcement officers will consider these measures as part of their inspections.

***The key control measures involve:***

- *separation of equipment and staff involved in handling raw food from staff that handle ready-to-eat food*
- *effective cleaning and disinfection*
- *personal hygiene and handwashing*

If there has been a risk of contamination, all work must stop until the surfaces and equipment in the area have been sufficiently cleaned and disinfected, or replaced. Any potentially contaminated food should not be supplied for consumption. If it is suspected that contaminated food has gone to consumers, appropriate action must be taken.

**For more information on good food hygiene and keeping food safe, refer to your food hygiene information packs at:** www.food.gov.uk/goodbusiness

## Always separate

Cross-contamination is one of the most common causes of food poisoning. It happens when harmful bacteria are spread onto ready-to-eat food from other food, surfaces, hands or equipment.

Identifying separate work areas, surfaces and equipment for raw and ready-to-eat foods is the only certain way of preventing *E. coli* O157 contamination.

**Stop *E. coli* O157 spreading**

**Work areas:** Provide separate working areas, storage facilities, clothing and staff for the handling and storage of ready-to-eat food. This is the designated clean area.

**Storage:** Use separate storage and display facilities, including refrigerators and freezers. Where separate units are not provided, the clean areas should be sufficiently separated and clearly identifiable.

***Equipment:*** *Use separate machinery and equipment, such as vacuum packing machines, slicers and mincers, for raw and ready-to-eat foods. Where this equipment is used for ready-to-eat food, it should be kept in the designated clean area.*

**Utensils:** Separate chopping boards and utensils must be used for raw and ready-to-eat foods unless cleaned and disinfected in a commercial dishwasher betweenuses.

**Packaging:** Packaging materials for ready-to-eat food should be stored in a designated clean area and the outside surfaces of any wrapping materials for ready-to-eat food brought into a clean area must be free from contamination. It may be possible to establish an assurance of cleanliness with your supplier.

**Cash registers:** Cash registers and other non-food equipment should not be shared by staff handling ready-to-eat food and staff working in other areas. A single cash register can be used, but staff must ensure their hands and clothing are clean when moving into the designated clean area.

**Cleaning products:** Separate cleaning materials, including cloths, sponges and mops should be used for the designated clean area. Use disposable, single-use cloths wherever possible.

## Clean effectively

Effective cleaning is essential to get rid of harmful bacteria and stop them spreading to food. Work surfaces and equipment should be washed regularly and disinfected between tasks. Single-use, disposable cloths should be used wherever possible.

**Cleaning and disinfecting**

Disinfection can be used to destroy bacteria from surfaces. However, chemical disinfectants only work if surfaces have been thoroughly cleaned first to remove grease and other dirt.

*This is the two-stage process for effective disinfection:*

- *use a cleaning product to remove visible dirt, food particles and debris, and rinse to remove any residue*
- *apply disinfectant using the* ***correct dilution and contact time,*** *according to the manufacturer's instructions, and rinse with drinking water*

Sanitisers have both cleaning and disinfection properties in a single product, but the two-stage cleaning and disinfecting process must still be carried out as above to ensure the sanitiser works effectively, that is, to first provide a clean surface and then again to disinfect.

*Any disinfectant or sanitiser used must at least meet the official standards of* ***BS EN1276:1997*** *or* ***BS EN 13697:2001****. You can check with your supplier that they meet the required standards.*

**Heat cleaning**

Heat is one of the best ways of killing bacteria, but the temperature and contact time must be sufficient to destroy harmful bacteria. For example:

**Utensils:** If using a dishwasher, water reservoirs should be kept above 80°C for at least 15 seconds. Dishwashers should be cleaned regularly, including the removal of food debris, plastic wrapping and limescale from the water jets, filters and drains.

**Cloths:** Re-usable cloths should be washed on a hot cycle, at 82°C or above, and dried between tasks.

## Handle food hygienically

It is vital for staff to follow good personal hygiene practices to help prevent harmful bacteria spreading to ready-to-eat food by cross-contamination.

**Handwashing**

Staff should wash and dry their hands thoroughly, using a recognised technique, for example from the Department of Health or the NHS, before handling food.

It is particularly important to wash your hands before touching ready-to-eat food, after going to the toilet, after touching raw meat or surfaces that might have come into contact with staff handling raw food.

Separate handwashing basins with hot water, liquid soap and drying facilities must be made available. The use of non-hand-operable taps is recommended, but if they are not available, taps should be turned off using a paper towel.

Single-use towels or air driers are recommended for drying hands hygienically.

*Anti-bacterial hand gels should not be used instead of thorough handwashing*

**Handling food**

Minimising direct contact with food will reduce the risk of harmful bacteria spreading.

**Safety tips:**

Use tongs and other utensils to handle food

- keep hands clean to prevent contamination of handles

Use disposable gloves

- change gloves between tasks, as well as at every break, and when they become damaged
- remember to wash hands thoroughly before putting on gloves and after taking them off
- the use of separate packs of disposable gloves for different activities
- contaminated gloves must never enter a clean area used for handling or storing ready-to-eat foods

Wear clean clothing or disposable aprons

- change outer clothing (e.g. aprons and overalls) before handling ready-to-eat food or entering a clean area
- wash hands after changing contaminated clothing and before putting on clean clothing

**APPENDIX V**

# FOOD ALLERGENS

The following information is taken from the FSA's publication; "**Allergen information for loose foods - advice on the new Food Information Regulations for small and medium food businesses**", published June 2014

All managers should click on the link for the complete information, follow the guidance, print off the leaflet and put a copy into the facility's food safety file

http://www.food.gov.uk/sites/default/files/multimedia/pdfs/publication/loosefoodsleaflet.pdf

## Introduction

There are big changes to the information that food businesses must give to their customers.

From 13 December 2014, the EU Food Information for Consumers Regulation (EU FIC) comes into force. These European rules will be enforced in the UK by the Food Information Regulations 2014 (FIR).

FIR will change the way you and your staff provide information to your customers. You can find out more about FIR here:

http://food.gov.uk/science/allergy-intolerance/label/

## Who is this booklet for?

This booklet is for you if, for example, you:

- provide meals in a café or restaurant
- sell food that you wrap yourself, such as loose bread rolls, sandwiches, cakes, deli products or other unpackaged foods
- provide institutional catering such as in schools, hospitals and care homes

During the preparation of loose food, you may be using prepacked foods as ingredients in your recipe. Allergenic ingredients will be emphasised within the ingredients list of prepacked foods.

If you want to know more about prepacked foods and how to identify allergenic ingredients contained within them, you should refer to the leaflet on prepacked food "Allergy: what to consider when labelling food" which you can find here:

## Why food allergy matters

Allergic reactions can make people very ill and can sometimes lead to death. However, there is no cure for food allergy. The only way someone can avoid getting ill is to make sure they don't eat the foods they are allergic to

If you work with food, it is important to take food allergy seriously. When the new FIR rules come in, you will have a **legal responsibility** to provide the correct allergen information about the ingredients that is in the food you make or serve, to your customer.

### New rules for loose foods

The EU law has listed 14 allergens that need to be identified if they are used as ingredients in a dish. This means that from 13 December 2014, all food businesses will need to provide information about the allergenic ingredients used in foods sold or provided by them.

There are also new requirements for businesses which are providing loose food, such as supermarket food counters, delicatessens, restaurants, takeaways.

As a food business serving loose foods, you will have to supply information for every item on your menu that contains any of the 14 allergens as ingredients

### How to provide this information

Details of these allergens will have to be listed clearly in an obvious place such as:

- a menu
- chalkboard
- information pack

If it is not provided upfront, you will need to signpost to where it could be obtained, either in written or oral formats.

[A sign at the point of display saying, "**Food allergies and intolerances** – Before ordering please speak to our staff about your requirements", could be used].

If the allergen information is provided orally there must be a way for:

- this information to be checked by others (verifiable)
- it to be confirmed as accurate
- the same information to be given every time (consistent)

.

**Other ways of selling**

If food is sold at a distance, such as through a telephone order for a takeaway, the allergen information must be provided:

- before the purchase of the food is complete (this could be in writing or orally)
- in a written format when the food is delivered

**The 14 allergens**

There are 14 major allergens which need to be declared when used as ingredients. The following list tells you what these allergens are and provides some examples of foods where they may be found:

| | |
|---|---|
| **Celery** | This includes celery stalks, leaves and seeds and celeriac. It is often found in celery salt, salads, some meat products, soups and stock cubes. |
| **Cereals containing gluten** | This includes wheat (such as spelt and Khorasan wheat/Kamut), rye, barley and oats. It is often found in foods containing flour, such as some baking powders, batter, breadcrumbs, bread, cakes, couscous, meat products, pasta, pastry, sauces, soups and foods dusted with flour. The cereal will need to be declared. However, it is up to you if you want to declare the presence of gluten with this. |
| **Crustaceans** | This includes crabs, lobster, prawns and scampi .It is often und in shrimp paste used in Thai curries or salads. |
| **Eggs** | This is often found in cakes, some meat products, mayonnaise, mousses, pasta, quiche, sauces and foods brushed or glazed with egg |
| **Fish** | This is often found in some fish sauces, pizzas, relishes, salad dressings, stock cubes and in Worcestershire sauce. |
| **Lupin** | This includes lupin seeds and flour, and can be found in some types of bread, pastries and pasta. |
| **Milk** | This is found in butter, cheese, cream, milk powders and yoghurt .It is often used in foods glazed with milk, powdered soups and sauces. |

| | |
|---|---|
| **Molluscs** | This includes mussels, land snails, squid and whelks. It is often found in oyster sauce or as an ingredient in fish stews. |
| **Mustard** | This includes liquid mustard, mustard powder and mustard seeds. It is often found in breads, curries, marinades, meat products, salad dressing, sauces and soups. |
| **Nuts** | This includes almonds, hazelnuts, walnuts, cashews, pecan nuts, Brazil nuts, pistachio nuts, macadamia or Queensland nuts. These can be found in breads, biscuits, crackers, desserts, ice cream, marzipan (almond paste), nut oils and sauces. Ground, crushed or flaked almonds are often used in Asian dishes such as curries or stir fries. |
| **Peanuts** | This can be found in biscuits, cakes, curries, desserts and sauces such as for satay. It is also found in groundnut oil and peanut flour. |
| **Sesame seeds** | This can be found in bread, breadsticks, houmous, sesame oil and tahini (sesame paste). |
| **Soya** | This can be found in beancurd, edamame beans, miso paste, textured soya protein, soya flour or tofu. It is often used in some desserts, ice cream, meat products, sauces and vegetarian products. |
| **Sulphur dioxide** | This is often used as a preservative in dried fruit, meat products, soft drinks and vegetables as well as in wine and beer. |

### Recording information about ingredients

When preparing a dish, think about the ingredients you use in your recipe, and then carefully record the ones which are used in each dish.

If you are using prepacked foods as an ingredient in your recipe, please remember that some products (such as tinned or dried food) have a long shelf life. This means that you may see both types of labelling (old and new) being used on these products for a few years after December 2014.Always remember to read the label!

To help to identify which dishes contain allergens:

- make sure that your kitchen staff use the same recipes every time

- keep a copy of the ingredient information on labels of pre-packed foods for example, sauces, desserts etc.
- keep ingredients in the original containers where possible, or keep a copy of the labelling information in a central place (either on paper
- ensure that containers are clearly labelled, for ingredients which are delivered in bulk, and then transferred or stored in smaller containers
- make sure that staff are aware of where this allergen information is stored and how it is kept
- ensure that the allergen information is kept up to date (for example, if recipes are changed or products substituted)
- always check deliveries to make sure what is delivered is what was ordered. Ensure that the relevant labelling information is provided with the order
- make sure that any records are updated, to help trace back to the source of your information
- check that the food delivered is the same brand that is normally used, as different brands might have different ingredients

**How to provide allergen information**

There are a number of ways in which allergen information can be provided to your customers. You will need to choose the method which is best for your business and the type of food you serve.

**Keep staff trained and informed**

Businesses should ensure, as a minimum, that all their staff are aware of the procedures and policies of the business when it comes to handling all requests for allergen information.

All staff should receive training on handling allergy information requests from their first day in the job.

As a food business, it is your responsibility to know which allergenic ingredients are present in the foods you sell. Where you have a group of foods such as cereals containing gluten, crustaceans, fish, nuts and molluscs, you will need to say what they are; for example wheat, prawns, cod, almonds and mussels

.Make sure the allergen information is accessible to all staff and that it is kept up-to-date. If you use part-prepared ingredients, make sure you know what's in them and make sure they are clearly labelled. When handling and preparing foods, consider the risk of allergen cross-contamination.

## Signposting allergen information

Where allergen information is not provided upfront in writing, signposting a customer to where they can get this information will be required.

Your sign should be where customers expect to find this information; for example where they would be making their food orders such as at the till point, on menu board, or on the menu

## Written allergen information

This can be provided on menus, menu boards or on websites, when selling online. For example:

- Chicken Korma – Contains: Milk, Almonds (nuts)
- Carrot cake – Contains: Milk, Egg, Wheat, Walnuts (nuts)

**Allergen menu folders** Allergen menu folders that contain:

- product specification sheets
- ingredients labels
- recipes or charts of the dishes provided and the allergen content could be used to communicate or aid communication of allergen information to the consumer.

## Telling a customer about allergens

Allergy information can also be provided as part of a conversation with the customer as well as using any of the ways described above. You can also use methods you have devised yourself to ensure that the information provided is correct and consistent.

## Effective communication

Effective communication among your staff, with the customer and with your suppliers will help to ensure that customers with food allergy are given accurate information.

Remember that customers use the information you provide about the allergenic ingredients in the dishes you offer, to make the final decision on whether or not to buy and eat the food you provide. You will need to think carefully about how:

- you handle these requests for allergen information
- you provide the information to your customer
- to make sure your staff can access the information

.

**Gluten-free and no gluten containing ingredients**

If you say that any of the foods you serve are gluten-free, please note that there are strict rules surrounding this. The foods that you serve to your customer that are declared as gluten-free must not contain more than 20mg/kg of gluten.

If you are making a gluten-free claim on a loose food that you sell, consider whether you have the required processes in place to prevent cross-contamination

If your processes cannot be guaranteed or controlled sufficiently, consider more factual statements, such as 'no gluten containing ingredients' which is also known as NGCI.

Either way, you will need to prevent cross-contamination as much as you can.

If you want more gluten-free guidance, please go to:

www.food.gov.uk/business-industry/allergy-guide/gluten/

**Dealing with severe allergic reaction**

When someone has an allergic reaction to a food it is important that all staff should know what to do. If someone is having an allergic reaction, this is what you should do:

- Do not move the customer, because this could make them worse.
- Call 999 immediately and describe what is happening; explain that you think the customer may be having a serious allergic reaction or anaphylaxis (pronounced anna-fill-axis).It is important to mention the word anaphylaxis to ensure that the urgency of the situation is communicated and that appropriate medication will be available.
- Ask the customer if they carry an adrenaline pen and, if necessary help them retrieve it. If a staff member or first aider is trained in administrating adrenaline and the customer is struggling to self-administer, then offer to assist them.
- Send someone outside to wait for the ambulance while you stay with your customer until help arrives.

**Dealing with allergen information: Your quick checklist**

1. When someone asks you if a food contains a particular ingredient, always check every time – never guess.
2. If you are selling a food that contains one or more allergenic ingredients, list them on the card, label, chart or menu – and make sure the information is kept up to date and is accurate.
3. Keep up-to-date ingredients information for any ready-made foods that you use (for example, ready-made sandwich filling).The ingredients are usually on the label or invoice.
4. When you are making food, keep a record of all the ingredients (and what they contain), including cooking oils, dressings, toppings, sauces and garnishes

1. If you change the ingredients of a food, make sure you update your ingredients information and tell your staff about the change.
2. If someone asks you to make food that does not contain a particular ingredient, don't say yes unless you can be absolutely sure that none of that ingredient will be in the food.
3. If you're making food for someone with an allergy, make sure work surfaces and equipment have been thoroughly cleaned. And wash your hands thoroughly before preparing that food. Control the risks

**More information**

Free online allergen training can be obtained on:

http://allergytraining.food.gov.uk/

For information and advice about food allergies and intolerances, visit the Food Standards Agency website:

www.food.gov.uk/allergy

For information on the EU Food Information for Consumers Regulation 1169/2011 visit:

http://ec.europa.eu/food/food/labellingnutrition/foodlabelling/proposed_legislation_en.htm

For information on gluten, visit the Coeliac UK website:

www.coeliac.org.uk