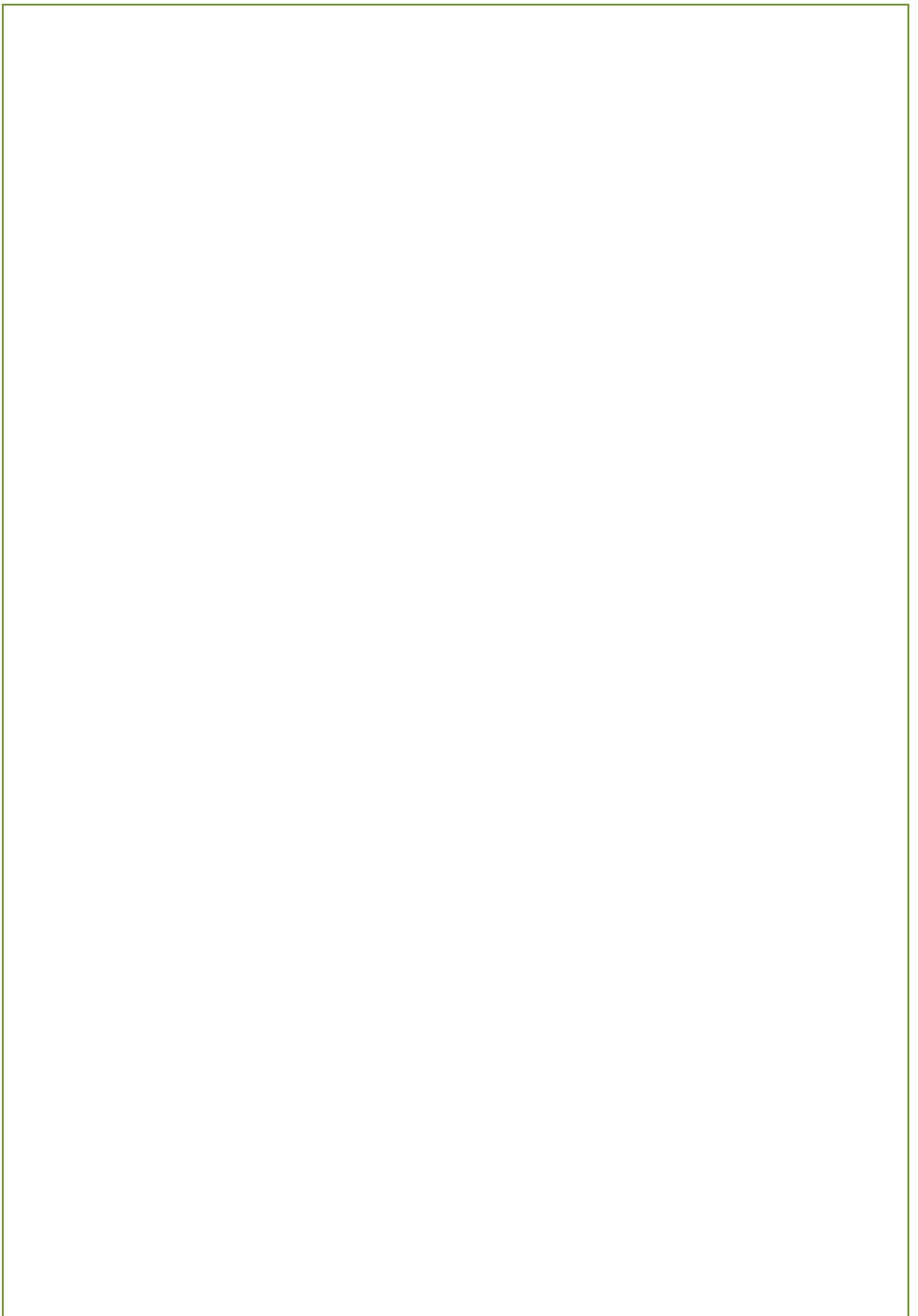




Food Safety Assured Advice



**Horsham
District
Council**



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Display if required. See manager for PDF version to print.

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Amendments Record

DATE	SECTION	PAGE	APPROVAL	COMMENTS
12/05/2019	S.8.2.5	10	Paul Hobbs	Added the definition of local retail establishment
26/05/2019	S.6.2	6	Paul Hobbs	Added using a barrier between foods and the work surface when using time to separate the production of raw or unwashed foods and ready to eat foods.



1. Company

In this section you will find:

- 1.1. How to use this manual
- 1.2. Food safety policy statement
- 1.3. Responsibilities
- 1.4. Declaration of responsibilities
- 1.5. Hazard analysis
- 1.6. Foods prepared on site

1.1. How to use this manual

This assured advice should demonstrate that the food safety management system you have in place is legally compliant. It is designed to ensure high standards of food hygiene are maintained and that the food you supply is safe to eat.

In some cases, controls described may not be needed for your particular operation. There may also be alternative methods to achieve the same effect. In these situations you are not required to implement these procedures but alternative food safety controls may not be covered by the Primary Authority Co-ordinating Partnership that the Craft Bakers Association have with Horsham District Council.

It is not enough to just have this manual on site, it should be customised to reflect your operation and the system implemented. There are 5 main steps:

1. Work your way through the manual confirming food safety objectives (Section 1.2) and responsibilities on site (Section 1.3).
2. Confirm the food handling stages on site (Section 1.5) and the type of food prepared (Section 1.6).
3. Train your managers and food handlers in the relevant safe methods outlined in each section of this manual (the '10 Cs')
4. Make sure they understand and record the critical control checks that they make in the daily diaries (Section 11).
5. Regularly verify that food safety controls are in place and working.

The manual has been designed in a similar style to the Food Standards Agency SFBB (Safer Food Better Business) pack. It consists of a number of safe methods to ensure our food is safe. These have been categorised into the 10 Cs: company; colleagues; customers; cleaning; controlling stock; contamination; chilling; cooking & baking; contingencies; and compliance. Safe methods consist of:

SAFE METHOD	WHAT IT MEANS
SAFETY POINT	Our controls to make food safe
WHY	The reason the safety point is important
MANAGE IT	How we ensure controls work and are followed
WHAT TO DO IF THINGS GO WRONG	How we tackle any problems
HOW TO STOP THIS HAPPENING	How we prevent problems recurring

We recommend all food safety records created should be kept for a minimum of three years.

1.2. Food Safety Policy Statement

It is our policy to maintain the highest standards of food hygiene within our business at all times.

We operate in accordance with the relevant food safety laws and to the strict requirements of our own food safety management system (FSMS).

Our procedures have been developed to ensure that identified food safety hazards within our business are controlled and that the food we provide to our customers is safe and wholesome.

Our food safety objectives are:

- To ensure compliance with food safety legislation
- To ensure good standards of personal hygiene are practised by all team members
- To maintain good food handling practices at all times
- To ensure that all food areas and equipment are maintained to a high standard of cleanliness and are in good condition
- To maintain efficient monitoring procedures which highlight problem areas
- To achieve training standards which will equip team members with the necessary skills and knowledge to conform to our food safety management system

Signature:

Name in capitals:

Job title:

Date:

1.3. Responsibilities

PERSON	FOOD SAFETY RESPONSIBILITY
Team members	Ensure they do nothing to make the food harmful and follow the SAFE METHODS.
Allergen Trained persons: INSERT NAME & Job title(s):	Ensure ingredients lists of substitute ingredients are checked for allergens if reported by someone taking in deliveries Respond to customer requests for allergen information on our food and supervises the preparation and sale of products to customers with allergies. Ensure they are aware of all product changes.
INSERT NAME & Job title(s):	Supervises and instructs team members in SAFE METHODS and ensures D1 Forms are completed and signed off daily. Makes sure corrective action is taken if SAFE METHODS are not followed.
INSERT NAME & Job title(s):	Ensures food allergen information is accurate and up-to-date.
INSERT NAME & Job title(s):	Completes HAZARD ANALYSIS chart in Section 1.5. and devises specific safe methods when required. Completes FOODS PREPARED ON SITE chart in Section 1.6.

10 Cs of Food Safety in Baking - Section 1. Company

PERSON	FOOD SAFETY RESPONSIBILITY
INSERT NAME & Job title(s):	Verifies that the FSMS is being implemented properly by carrying out weekly checks in the D2 Forms.
INSERT NAME & Job title(s):	Verifies that the FSMS is being implemented properly by carrying out monthly checks in the D3 Forms.
INSERT NAME & Job title(s):	Ensures pest control contractors' recommendations followed.
INSERT NAME & Job title(s):	Examines recipes of new and amended products to ensure that they follow the safe methods in this food safety management system.
INSERT NAME & Job title(s):	Examines new and existing food supplier documentation to determine whether safe to supply.
INSERT NAME & Job title(s):	Organises in-house and external food safety training programmes.

10 Cs of Food Safety in Baking - Section 1. Company

PERSON	FOOD SAFETY RESPONSIBILITY
INSERT NAME & Job title(s):	Ensures outstanding actions from EHO inspections and third party audits are completed within the required time-scales.
INSERT NAME & Job title(s):	Acts as the first point of contact for managers with food hygiene queries.
INSERT NAME & Job title(s):	Carries out a food safety management system review whenever significant issues are brought to light and at least once/year.
INSERT NAME & Job title(s):	Liaises with relevant parties and reviews any operational issues in implementation.
INSERT NAME & Job title(s):	Ensures the necessary financial and human resources are made available to implement the food safety management system.

1.4. Declaration of responsibilities

I have checked and understand my food safety responsibilities.

Signature:

Name in capitals:

Job title:

Date:

Signature:

Name in capitals:

Job title:

Date:

Signature:

Name in capitals:

Job title:

Date:

Signature:

Name in capitals:

Job title:

Date:

Signature:

Name in capitals:

Job title:

Date:

Signature:

Name in capitals:

Job title:

Date:

10 Cs of Food Safety in Baking - Section 1. Company

I have checked and understand my food safety responsibilities.

Signature:

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Job title:

Date:

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Job title:

Date:

10 Cs of Food Safety in Baking - Section 1. Company

I have checked and understand my food safety responsibilities.

Signature:

Name in capitals:

Job title:

Date:

Signature:

Name in capitals:

Job title:

Date:

Signature:

Name in capitals:

Job title:

Date:

Signature:

Name in capitals:

Job title:

Date:

Signature:

Name in capitals:

Job title:

Date:







Signature:

Name in capitals:







Job title:

Date:



1.5. Hazard Analysis

PROCESS STEP	HAZARD	CRITICAL CONTROLS
Purchase  	Contamination with harmful bacteria, toxic chemicals, hidden allergens or foreign bodies	Authorised suppliers with high standards of food safety
Transportation  	Contamination with harmful bacteria, toxic chemicals, hidden allergens or foreign bodies Multiplication of food poisoning bacteria, formation of toxins and/or germination of spores	Authorised suppliers with high standards of food safety
Intake of deliveries  	Contamination with harmful bacteria, toxic chemicals, allergens or foreign bodies Multiplication of food poisoning bacteria, formation of toxins and/or germination of spores	Incoming food covered, in good condition and in-date Substitute approval Chilled food between pack temperature 8°C or below Frozen food between pack temperature at -15°C or below Chilled & frozen food put away within 30 mins Certain chilled foods delivered at colder temperatures if lower storage temperature specified on the label or delivery note.



10 Cs of Food Safety in Baking - Section 1. Company

PROCESS STEP	HAZARD	CRITICAL CONTROLS
<p>Chilled storage </p> 	<p>Contamination with harmful bacteria, toxic chemicals, allergens or foreign bodies</p> <p>Multiplication of food poisoning bacteria, formation of toxins and/or germination of spores</p>	<p>Raw or unwashed food stored away from ready to eat food</p> <p>Food covered, in good condition and in-date</p> <p>Chilled food stored at an air temperature of 5°C or below (to ensure food is at or below 8°C)</p> <p>Certain chilled food stored at colder temperatures if specified on the label.</p> <p>Specific safe methods for high risk foods that may not need to be kept chilled can be found in the FOODS THAT NEED EXTRA CARE section</p>
<p>Freezing </p> 	<p>Contamination with harmful bacteria, toxic chemicals, allergens or foreign bodies</p> <p>Multiplication of food poisoning bacteria, formation of toxins and/or germination of spores</p>	<p>Raw or unwashed food stored away from ready to eat food</p> <p>Food covered, in good condition and in-date</p> <p>Frozen food stored at an air temperature of -18°C or below</p>
<p>Ambient storage </p> 	<p>Contamination with harmful bacteria, toxic chemicals, allergens or foreign bodies</p>	<p>Raw or unwashed food stored away from ready to eat food</p> <p>Food covered, in good condition and in-date</p>





10 Cs of Food Safety in Baking - Section 1. Company

PROCESS STEP	HAZARD	CRITICAL CONTROLS
<p>Production □</p> 	<p>Contamination with harmful bacteria, toxic chemicals, allergens or foreign bodies</p> <p>Multiplication of food poisoning bacteria, formation of toxins and/or germination of spores</p>	<p>Food used in good condition and in-date</p> <p>Raw or unwashed food prepared away from ready to eat food or at separate times</p> <p>Unwashed fruit and vegetables washed thoroughly before use</p> <p>Proper handwashing and good team members habits</p> <p>Food contact equipment used in good condition</p> <p>Separate or cleaned and disinfected equipment used for raw or unwashed food and ready to eat food</p> <p>Sources of foreign bodies not above production surfaces</p> <p>Chemicals and any EU named allergens (unless in unopened packaging or containers with tight fitting lids) stored away from production surfaces</p> <p>Chilled ready to eat food kept out of fridge for 30 mins or less</p> <p>Safe shelf-life given to foods</p>
<p>Defrosting □</p> 	<p>Contamination with harmful bacteria, toxic chemicals, allergens or foreign bodies</p> <p>Multiplication of food poisoning bacteria, formation of toxins and/or germination of spores</p>	<p>Raw food defrosted away from ready to eat food</p> <p>Food covered, in good condition and in-date</p> <p>Defrosting ready to eat food kept out of fridge for 30 mins or less before refrigerating</p> <p>Safe shelf-life given to foods</p>

10 Cs of Food Safety in Baking - Section 1. Company

PROCESS STEP	HAZARD	CRITICAL CONTROLS
<p>Baking or cooking</p> <div style="text-align: center; margin: 10px 0;">  </div> <div style="text-align: center; margin: 10px 0;">  </div>	<p>Contamination with toxic chemicals, allergens or foreign bodies</p> <p>Survival of harmful bacteria and/or toxins</p>	<p>Food used in good condition and in-date</p> <p>Raw meat not touching or dripping onto food already baking or cooking</p> <p>Food contact equipment used in good condition.</p> <p>Separate or cleaned and disinfected equipment for handling raw and cooked food</p> <p>Sources of foreign bodies not above open baking or cooking areas</p> <p>Chemicals and any EU named allergens (unless in unopened packaging or containers with tight fitting lids) stored away from 'open food' baking or cooking areas</p> <p>Proper handwashing and good team members habits</p> <p>Foods cooked to a centre temperature of 75°C for 30 seconds or equivalent time and temperature combination</p> <p>Specific safe methods for high risk foods that may not be cooked to these time and temperature combination (or that may form high acrylamide levels) in the FOODS THAT NEED EXTRA CARE section</p>



10 Cs of Food Safety in Baking - Section 1. Company

PROCESS STEP	HAZARD	CRITICAL CONTROLS
<p>Cooling</p>  	<p>Contamination with harmful bacteria, toxic chemicals, allergens or foreign bodies</p> <p>Multiplication of food poisoning bacteria, formation of toxins and/or germination of spores</p>	<p>Food contact equipment used in good condition, clean and disinfected</p> <p>Food covered and cooled to a centre temperature of 20°C or less within 2 hours then refrigerated.</p> <p>Specific safe methods for high risk foods that may not be refrigerated after cooling or may take longer to cool can be found in the FOODS THAT NEED EXTRA CARE section</p> <p>Safe shelf-life given to foods</p>
<p>Reheating</p>  	<p>Contamination with toxic chemicals, allergens or foreign bodies</p> <p>Survival of harmful bacteria and/or toxins</p>	<p>Food used in good condition and in-date</p> <p>Raw meat cooked away from reheated food</p> <p>Food contact equipment used in good condition, clean and disinfected</p> <p>Sources of foreign bodies not above 'open food' reheating areas</p> <p>Chemicals and any EU named allergens (unless in unopened packaging or containers with tight fitting lids) stored away from 'open food' reheating areas</p> <p>Foods reheated to a centre temperature of 75°C for 30 seconds or 70°C for 2 minutes.</p> <p>Foods reheated only once with a maximum reheat time of 2 hours.</p> <p>If warming foods to taste, they are reheated quickly, served and consumed straightaway.</p>



10 Cs of Food Safety in Baking - Section 1. Company

PROCESS STEP	HAZARD	CRITICAL CONTROLS
<p>Hot holding □</p> 	<p>Contamination with harmful bacteria, toxic chemicals, allergens or foreign bodies</p> <p>Multiplication of food poisoning bacteria, formation of toxins and/or germination of spores</p>	<p>Food contact equipment used in good condition, clean and disinfected</p> <p>Sources of foreign bodies not above hot holding areas</p> <p>Chemicals stored away from hot holding areas</p> <p>Foods held at a centre temperature of 63°C or above or discarded within 2 hours</p>
<p>Ambient holding □</p> 	<p>Contamination with harmful bacteria, toxic chemicals, allergens or foreign bodies</p> <p>Multiplication of food poisoning bacteria, formation of toxins and/or germination of spores</p>	<p>Food used in good condition and in-date and raw or unwashed food away from ready to eat food</p> <p>Scombroid (e.g. tuna, sardines, herring and mackerel) fish never kept at ambient</p> <p>Proper handwashing and good team members habits</p> <p>Food contact equipment used in good condition</p> <p>Separate or cleaned and disinfected equipment used for raw or unwashed and ready to eat food</p> <p>Sources of foreign bodies and chemicals not above ambient hold surfaces</p> <p>Foods discarded within 4 hours</p> <p>Specific safe methods for high risk foods that may not need to be discarded after 4 hours can be found in the FOODS THAT NEED EXTRA CARE section</p>

10 Cs of Food Safety in Baking - Section 1. Company

PROCESS STEP	HAZARD	CRITICAL CONTROLS
<p>Cold holding □</p> 	<p>Contamination with harmful bacteria, toxic chemicals, allergens or foreign bodies</p> <p>Multiplication of food poisoning bacteria, formation of toxins and/or germination of spores</p>	<p>Food used in good condition and in-date and raw or unwashed food away from ready to eat food</p> <p>Proper handwashing and good team members habits</p> <p>Food contact equipment used in good condition</p> <p>Separate or cleaned and disinfected equipment used for raw or unwashed and ready to eat food</p> <p>Sources of foreign bodies and chemicals not above cold holding surfaces</p> <p>Foods held throughout at a temperature of 8°C or below or discarded within 4 hours</p>
<p>Service □</p> 	<p>Hidden allergens</p>	<p>Accurate allergen information</p> <p>Team members communicate customer dietary requirements</p>

10 Cs of Food Safety in Baking - Section 1. Company

PROCESS STEP	HAZARD	CRITICAL CONTROLS
<p>Delivery off-site</p> <div style="text-align: right; margin-bottom: 10px;"> <input style="width: 30px; height: 30px; border: 2px solid #76b82a;" type="checkbox"/> </div> 	<p>Contamination with harmful bacteria, toxic chemicals, allergens or foreign bodies</p> <p>Multiplication of food poisoning bacteria, formation of toxins and/or germination of spores</p>	<p>Food covered, in good condition and in-date</p> <p>Food contact equipment used in good condition, clean and disinfected</p> <p>Chilled food between pack temperature 8°C or below</p> <p>Specific safe methods for high risk foods that may not need to be transported at a between pack temperature of 8°C or below can be found in the FOODS THAT NEED EXTRA CARE section</p> <p>Hot food between pack temperature 63°C or above</p> <p>Frozen food between pack temperature at -15°C or below</p>
<p>Retail sales off-site</p> <div style="text-align: right; margin-bottom: 10px;"> <input style="width: 30px; height: 30px; border: 2px solid #76b82a;" type="checkbox"/> </div> 	<p>Contamination with harmful bacteria, toxic chemicals, allergens or foreign bodies</p> <p>Multiplication of food poisoning bacteria, formation of toxins and/or germination of spores</p> <p>Hidden allergens</p>	<p>This will be dependent on the type of event or market and the food to be sold.</p>

Declaration

I have checked this process chart and ticked the steps carried out. I have devised a specific safe method based on HACCP principles if there were additional steps (e.g. mail order sales) or processes that require additional controls (e.g. hog roasting at events).

Signature:

Name in capitals:

Job title:

Date:

1.6. Foods prepared on site

FOODS	APPLICABLE * / ✓	SAFE METHOD
Fresh cream cakes		Foods that need extra care
Baked egg and milk pastry products		Foods that need extra care
Cooked pies & pasties		Foods that need extra care
Sausage rolls		Foods that need extra care
Bread and fine bakery wares		Foods that need extra care
Deep fried potato products		Foods that need extra care
Eggs		Foods that need extra care
Rice		Foods that need extra care
Shellfish		Foods that need extra care
Scallops		Foods that need extra care
Oysters		Foods that need extra care
Vacuum packed foods		Foods that need extra care
Large meat & poultry joints		Foods that need extra care
Oysters served raw		Site specific HACCP required
Sous-vide foods		Site specific HACCP required

10 Cs of Food Safety in Baking - Section 1. Company

FOODS	APPLICABLE ✘/✓	SAFE METHOD
Cold smoked foods		Site specific HACCP required
Bottled or canned foods		Site specific HACCP required
Fermented foods		Site specific HACCP required
Dehydrated foods		Site specific HACCP required
Other (describe)		Site specific HACCP required

Declaration

I have checked our recipes and ticked the foods that need extra care that we prepare on site.

Signature:

Name in capitals:

Job title:

Date:



2. Colleagues

Team members must follow good personal hygiene practices to help prevent bacteria from spreading to food. Team members and managers need to be well trained so that they understand the importance of following the safe methods and are confident to challenge team members who may not be.




In this section you will find these safe methods:

- 2.1. Work clothes
- 2.2. Personal hygiene
- 2.3. Hand washing
- 2.4. Illness and infection
- 2.5. Training and supervision

2.1. Work clothes

SAFETY POINT	WHY?
<p>Team members wear clean work clothes when working with food.</p>	<p>Clothes can bring dirt and bacteria into food production areas. Wearing clean clothes helps to prevent this.</p>
<p>Bakery team members wear sufficient overclothing to cover their street clothes. They change into this on site before starting work.</p> <div data-bbox="290 779 624 1216" data-label="Image"> </div> <p>Bakery team members wear suitable footwear: non-slip, closed toe with a low heel either leather or man-made equivalent (fabric or absorbent uppers must not be worn). Safety shoes are worn if they have been identified as necessary by our health and safety risk assessment.</p>	<p>This helps to stop hairs, buttons, fibres etc. getting into food.</p> <div data-bbox="948 786 1281 1216" data-label="Image"> </div> <p>Unsuitable shoes can lead to accidents such as slips or injuries from heavy items being dropped or hot items being spilt.</p>
<p>Bakery team members wear clean aprons over their work clothes. If dirty or disposable, these are changed after working with raw meat or poultry or unwashed vegetables or fruit.</p> <p>Bakery team members remove their aprons when they leave the premises, go on a break or to the toilets.</p> <p>We store any additional protective clothing e.g. freezer coats away from open food.</p>	<p>Aprons help to stop dirt and bacteria from getting onto work clothes and then on to food. They can be removed easily for washing, or thrown away if disposable.</p> <div data-bbox="948 1720 1281 1944" data-label="Image"> </div>

10 Cs of Food Safety in Baking - Section 2. Colleagues


MANAGE IT	WHY?
<p>Bakery team members have enough sets of overclothing and aprons to change whenever they are dirty.</p> <p>These are washed following the manufacturer's instructions.</p>	 <p>Having sufficient clean overclothing will encourage team members to change when it is dirty.</p>
<p>Team members change and store their outdoor clothes in a designated area which is supplied with lockers or cupboards and/or coat hangers or hooks.</p> <p>We provide separate storage for clean and dirty overclothing.</p>	 <p>Clothes could be a source of bacteria if they are left lying around food production areas or changing areas.</p>
<p>Team members toilet facilities are cleaned thoroughly at least once/day, preferably by someone who does not handle food. If unavoidable, food handlers protective overclothing is removed first.</p>	 <p>Germs can be transferred easily if facilities are dirty.</p>

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING
<p>If a team member is wearing dirty work clothes, they must change.</p>	<p>Train team members again on this safe method.</p> <p>Improve team members supervision.</p>



2.2. Personal hygiene

SAFETY POINT	WHY?
<p>Team members keep their hair neat and tidy with long hair tied back or covered if handling food.</p>	 <p>If hair is not tied back, it is more likely to fall into food and team members more likely to touch their hair.</p>
<p>Team members do not eat while handling food (apart from necessary tasting using a clean spoon) or smoke on the premises.</p> <p>They also avoid spitting, licking their fingers, blowing into bags, touching their face or nose, or coughing and sneezing near open food.</p>	 <p>All of these can lead to team members touching their face or mouth.</p> <p>Harmful bacteria can be spread from someone's face or mouth to their hands and then onto food.</p>
<p>Bakery team members do not wear false eyelashes or jewellery. They can wear plain wedding bands and, if ears have been recently pierced, one piece sleepers (not studs with butterfly backs).</p>	<p>False eyelashes and jewellery can harbour bacteria and can fall into food.</p>
<p>Bakery team members keep their fingernails short and clean. We do not allow false nails and nail varnish.</p>	 <p>GermS harbour beneath long fingernails.</p>


10 Cs of Food Safety in Baking - Section 2. Colleagues


MANAGE IT	WHY?
<p>We carry out spot checks that team members practise good personal hygiene.</p>	<p>This will reduce the risk of food becoming contaminated by foreign bodies or germs.</p>
WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING
<p>If a team member is not practising good personal hygiene, any contaminated food should be discarded.</p> 	<p>Train team members again on this safe method.</p> <p>Improve team members supervision.</p>

2.3. Hand washing

SAFETY POINT	WHY?
<p>Whenever practicable, food handlers have separate designated toilet facilities.</p> <p>If food handlers have to share toilet facilities with customers or other staff, they wash their hands thoroughly on their return to the bakery as well as after using the toilet.</p> 	<p>Germs can be transferred easily if facilities are dirty.</p> <p>Customers and other staff may have used the toilets whilst suffering symptoms of food borne illness.</p>
<p>Team members who work with food wash their hands properly:</p> <ul style="list-style-type: none"> ✓ when entering the bakery e.g. after a break and/or smoking ✓ after going to the toilet ✓ before handling ready-to-eat foods ✓ after handling raw food and its packaging including unwashed fruit and vegetables ✓ after removing waste ✓ after cleaning ✓ after touching a cut or changing a dressing ✓ after blowing their nose, scratching their head or touching mouth or ears ✓ before putting on or taking off disposable gloves <p>We may use hand sanitising gels (ideally those that comply with BS EN 1500) as an additional level of protection but never as a replacement to hand washing.</p> <p>We use a paper towel to turn off hand operated taps when we have finished washing our hands.</p>	<p>Harmful bacteria can spread very easily from People's hands to food, work surfaces, equipment etc. Effective hand washing helps to prevent this.</p>  <p>This prevents hands becoming re-contaminated.</p>

10 Cs of Food Safety in Baking - Section 2. Colleagues

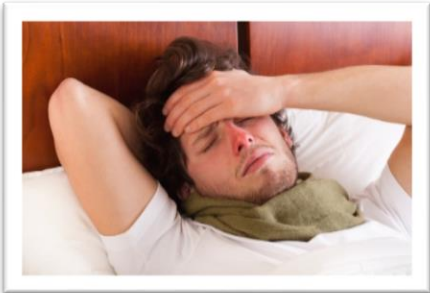

SAFETY POINT	WHY?
<p>If team members wear disposable gloves, they:</p> <ul style="list-style-type: none">• wash their hands before putting them on and after taking them off• change them at the same frequency and times as they should wash their hands and when damaged. 	<p>Germ can be transferred to the outside of the gloves when putting them on or taking them off.</p> <p>Gloves sometimes give team members a false sense of security - as their hands remain clean they don't think to change them at the same times as they would wash their hands.</p>

MANAGE IT	WHY?
<p>We check that hand basins are unobstructed and have hot and cold water (or suitably mixed).</p> <p>We check hand basins are fully equipped with liquid bactericidal soap (ideally one that complies with BS EN 1499) and paper towels (or air dryer).</p> <p>We monitor team members hand washing.</p>	<p>Harmful bacteria can spread very easily from people's hands to food, work surfaces, equipment etc.</p> 


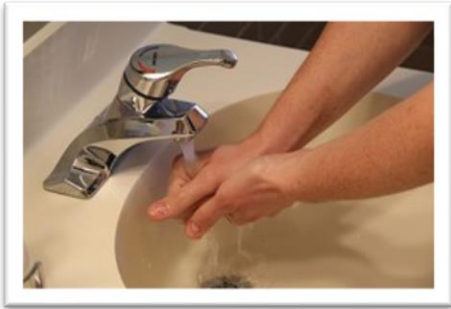
10 Cs of Food Safety in Baking - Section 2. Colleagues

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING
<p>If you think a team member has not washed their hands, make sure they wash them straight away. Emphasise how important it is to wash their hands when working with food.</p> <p>Discard any ready to eat food which may have been handled by that team member.</p>	<p>Make sure that hand basins are convenient with plenty of soap and disposable towels.</p> <p>Train team members again on this safe method.</p> <p>Improve team members supervision.</p>

2.4. Illness and infection

SAFETY POINT	WHY?
<p>Team members must be 'fit for work' at all times - not be suffering from, or carrying, an illness that could cause a problem with food safety e.g. food poisoning; typhoid, paratyphoid; dysentery; hepatitis A; VTEC E.coli; norovirus</p> <p>Team members must also report if anyone in their household is suffering from any of these illnesses.</p>	 <p>People who are not 'fit for work' could spread harmful bacteria to food.</p>
<p>Team members with diarrhoea and/or vomiting must report it to their manager immediately and either stay at home or go home straight away.</p> <p>Team members must also tell their manager if they have: infected wounds; skin infections; sores; heavy colds; discharges from eyes, ears or mouth; threadworm or tapeworm.</p>	<p>People suffering from these symptoms often carry harmful bacteria on their hands and can spread them to food or equipment they touch.</p>
<p>Cuts, wounds, healing skin or other skin conditions on hands and exposed parts of the body must be covered. A blue plaster or other waterproof dressing should be used.</p>	 <p>This is to prevent bacteria from the cut or sore spreading to food. Blue plasters are used so that they can be easily identified if they fall in food.</p>
<p>Team members must not return to work until they have had no symptoms for at least 48 hours (and they must not have taken anti-diarrhoeal drugs during that time).</p> <p>If team members with symptoms have been abroad in the last six weeks, they should visit their doctor and inform them that they work with food and have been abroad recently.</p>	<p>Even if the diarrhoea and vomiting has stopped, someone can still carry harmful bacteria for at least 48 hours afterwards.</p> <p>Some illnesses picked up abroad can cause more serious problems if they are spread by food handlers e.g. typhoid.</p>

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MANAGE IT	WHY?
<p>All bakeries are supplied with at least one well stocked first aid box.</p>	<p>This is to prevent bacteria from cuts or sores spreading to food.</p> 
<p>Team members complete a medical questionnaire before starting work for the first time</p>	<p>This is to determine whether they are 'fit to work' and not likely to spread harmful bacteria to food.</p>
<p>Team members complete a food hygiene induction before starting work for the first time.</p>	<p>This is so they understand how some types of illness can affect the safety of food and that they must tell their manager if they have these types of illness.</p>
<p>Managers check that team members returning to work maintain high standards of personal hygiene, particularly hand washing practices.</p> 	<p>Team members returning to work after being symptom-free for 48 hours may still be carrying harmful bacteria (albeit in small numbers)</p>

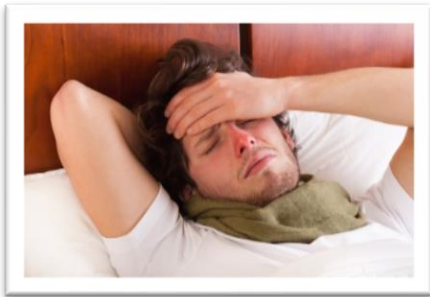
MANAGE IT	WHY?
<p>Managers consult the exclusion table at the end of this safe method to decide when team members can return to work safely.</p> <p>Doctor's certificates are provided and kept on file if microbiological clearance is required.</p>	<p>This is to determine whether they are 'fit to work' and not likely to spread harmful bacteria to food. Some types of illness (particularly those contracted in other parts of the world) are more serious and require longer exclusion periods.</p>

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WHAT TO DO IF THINGS GO WRONG

If team members are not 'fit for work', move them out of food handling areas or send them home.

Throw away any unwrapped foods they have handled and clean and disinfect any surfaces, utensils, equipment and hand contact surfaces (e.g. taps) that they may have touched.



HOW TO STOP THIS HAPPENING

Train team members again on this safe method.


Improve team members supervision.


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Exclusion Table for Team Members with Illness or Infection


Septic lesions on visible parts of the body.	When lesions have healed (unless the infected area is completely covered)
Discharges from eyes, ears or mouth	When discharges have ceased.
Any diarrhoea and/or vomiting	No vomiting or loose stools for 48 hours (after stopping any treatment)
Cholera	Microbiological clearance – 2 consecutive negative stools at least 24 hours apart
Hepatitis A	7 Days after onset of jaundice and/or other symptoms
Bacterial dysentery	Microbiological clearance – 2 consecutive negative stools at least 48 hours apart and after sufferer has stopped any treatment
Bacterial dysentery contacts	Microbiological clearance – 2 consecutive negative stools at least 48 hours apart and after sufferer has stopped any treatment
Amoebic dysentery	Microbiological clearance – 1 negative stool at least a week after treatment
Typhoid/Paratyphoid	Microbiological clearance – seek advice from local council – usually 6 consecutive negative stools at least 1 week apart, commencing 3 weeks after stopping any treatment
Typhoid/Paratyphoid contacts	Microbiological clearance – seek advice from local council – usually 2 consecutive negative stools at least 48 hours apart and after sufferer has stopped any treatment
VTEC E.coli (& contacts)	Microbiological clearance – seek advice from local council – usually 2 consecutive negative stools at least 48 hours apart
Norovirus	No vomiting or loose stools for 48 hours (after stopping any treatment)
Norovirus contacts	24 hours unless any symptoms develop
Threadworm	When treated
Pork tapeworm	Microbiological clearance – 2 consecutive negative stools at least a week and 2 weeks after treatment

2.5 Training and supervision

WHAT WE DO	WHY?
<p>We use the safe methods in this pack to train team members.</p> <p>We show the team member what to do, question them carefully on their knowledge.</p> <p>We make comments and observations to help the team member improve the way they work.</p> <p>We reward good performance by giving positive feedback when the team member has followed the safe method successfully.</p>	<p>We need to be sure that each team member knows the safe methods for all the tasks they do.</p> 
<p>We make sure that all those responsible for completing weekly and monthly managements checklists are trained in all our safe methods.</p>	<p>We need to prove that our team members are properly trained.</p>

MANAGE IT	WHY?
<p>We keep a food hygiene training record for each team member.</p> 	<p>We need to prove that all food handlers are suitably trained and/or supervised as required by law.</p>
<p>We make sure team members follow our safe methods by regular observation and questioning.</p>	<p>We need to be sure that each team member knows the safe methods for all the tasks they do.</p>
<p>We ensure that team members receive the training outlined below within the time-frames.</p> <p>We supervise team members closely who have not undertaken the Level 2 Award in Food Safety.</p>	<p>We need to prove that all food handlers are suitably trained and/or supervised as required by law.</p>

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JOB ROLE	TRAINING	WHEN DONE
All team members and agency staff	Food Hygiene Induction 	Prior to starting work
All team members	Relevant SAFE METHODS	Within 2 months
Team members handling high risk open food	Level 2 Award in Food Safety	Before handling high risk open food unsupervised
Managers	Level 2 Award in Food Safety	Prior to commencing role
Those responsible for developing site specific HACCPs for foods or processes not covered by this guide	Level 3 Award in Food Safety or HACCP	Prior to developing site specific HACCP

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING
<p>If a safe method is not being followed by a team member, we tell them how they are going wrong and why it is important to follow the safe method.</p> <p>We follow disciplinary procedures if improvements are not made or they are very serious failures.</p>	<p>Train team members again on this safe method.</p> <p>Improve team members supervision.</p> 



3. Customers

Ensuring that customers are satisfied and do not become ill after eating our food is essential. It is important that any new recipes are checked to ensure that they follow our safe methods.

We need to listen to customers carefully especially those that have special dietary requirements or allergies, communicate this information to relevant team members and provide customers with accurate information on the foods that we sell. We need to investigate any complaints thoroughly.

In this section you will find these safe methods:

- 3.1. Our products
- 3.2. Food allergens
- 3.3. Feedback and complaints
- 3.4. Delivery off-site
- 3.5. Retail sales off-site

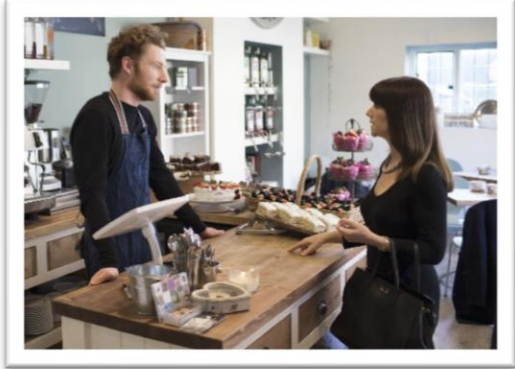

3.1. Our products

SAFETY POINT	WHY?
<p>We use tried and tested product specifications or recipes for each of our products. These reflect our safe methods.</p>	<p>We need to ensure that our foods are prepared safely and consistently.</p>
<p>If our customers may assume they can be eaten, we only use cake decorations that are suitable for human consumption e.g. edible glitter or flowers.</p> 	<p>Suppliers of cake glitter have in the past used products shown to be harmful to health and then claimed that the glitter was supposed to be removed before eating.</p> <p>Some flowers are poisonous.</p>
<p>We only use food additives (including colours and sweeteners and miscellaneous additives such as preservatives and antioxidants) contained on the EU's permitted list.</p> <p>We obtain confirmation from our supplier that additives we use comply with additives legislation and which foods they are allowed to be used in.</p> <p>We always follow the instructions supplied. If there are no instructions or if the instructions are not clear, we ask our supplier for further details in writing.</p> <p>We do not use colouring additives in our bread products. Although we may use caramel in malt bread.</p>	<p>There are specified conditions of use for additives in foods, including maximum limits and the prohibition of additives in certain foods.</p>  <p>Certain foods (e.g. rice, tea, coffee, fresh vegetables, meat, fish, shellfish and bread) are not allowed to be coloured.</p>

10 Cs of Food Safety in Baking - Section 3. Customers

SAFETY POINT	WHY?
<p>We ensure that the descriptions on our product lists and labels accurately describe the food and the origin of any of the ingredients.</p> <p>For detailed information on product labelling and declarations, please refer to the CBA Trading Standards Assured Advice.</p>	 <p>By law we must not mislead customers as to the nature, quality or substance of foods.</p>
MANAGE IT	WHY?
<p>New or amended product specifications or recipes are checked and approved to ensure that they follow our safe methods and that any of the 14 EU named food allergens are identified.</p>	<p>There are many unsafe recipes on the internet and in recipe books.</p>
<p>If we wish to deviate from any of the SAFE METHODS, an alternative safe method based on HACCP principles should be in place.</p> 	<p>By law, you must control food safety hazards and at critical points these procedures must be monitored and recorded.</p>
WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING
<p>If a team member is not following an approved product specification or recipe, we tell them why and how important it is.</p>	<p>Train team members again on this safe method.</p> <p>Improve team members supervision.</p>

3.2. Food allergens

SAFETY POINT	WHY?
<p>Allergen trained persons</p> <p>These team members have specific responsibilities relating to food allergen information (See Section 1.3) which include:</p> <ul style="list-style-type: none"> • Ensuring our allergen information is correct • Ensuring ingredients lists of substitute ingredients are checked for allergens if reported by someone taking in deliveries • Responding to customer requests for allergen information on our food • Supervising the preparation and/or sale of products specifically for someone that has a food allergy • Ensuring they are aware of all product changes <p>As well as full briefing in this safe method, these team members also complete free online training at: http://allergytraining.food.gov.uk/ (or similarly detailed course).</p> <p>We ensure at least one allergen trained person is on site at all times.</p>	<p>If customers are mistakenly sold foods containing ingredients that they are allergic to they could become very ill and even die.</p> <p>It is important that only trained team members are given these responsibilities as they will fully understand:</p> <ul style="list-style-type: none"> • The effects of providing the wrong information • How to reduce the risk of cross-contamination 
<p>Intake of deliveries</p> <p>We check deliveries and inform of any substitutes or product changes to an Allergen Trained Person straight away.</p> <p>If practical, we refuse any substitutes.</p>	 <p>This is so they can check the ingredients and make amendments to our allergen information.</p>

10 Cs of Food Safety in Baking - Section 3. Customers

SAFETY POINT	WHY?
<p>Free from allergens claims</p> <p>We take particular care with food described as suitable for allergy sufferers and exercise extreme caution.</p> <p>We only make 'free from' claims if we have carried out an allergy risk assessment that has determined the risk of cross-contamination to be negligible.</p> <p>It is important that customers with food allergens are provided with accurate information on how well we are able to avoid cross-contamination in the bakery.</p> <p>If appropriate, an Allergen Trained Person explains to customers that as their food is prepared in a bakery where food allergens are present, we cannot guarantee the food will be completely free from a particular allergen.</p>	<p>Some customers particularly if nut or milk allergic could suffer a fatal reaction from minute levels of contamination.</p> <p>There are no allowed thresholds for a free from allergens claim (except gluten and sulphites)</p> <p>Customers with allergies can tolerate differing amounts depending on the severity of their allergy. The more information they have the safer the choice they can make.</p> <p>If they are given a false sense of security that a product is 'free from' a particular allergen, a person with a severe allergies could become extremely ill or even die.</p>
<p>Chilled, frozen and ambient storage</p> <p>We cover all foods and store opened dried products in individual clean containers with lids or in sealed bags.</p> <p>We avoid storing opened packets of different foods together in the same container.</p> <p>When decanting, we try to attach or save the ingredients list and batch number at the same time so this information is retained.</p>	<div data-bbox="826 1323 1174 1559" data-label="Image"> </div> <p>This is to prevent other foods becoming contaminated.</p>

10 Cs of Food Safety in Baking - Section 3. Customers

SAFETY POINT	WHY?
<p>Production</p> <p>Bakers strictly follow our product specifications or recipes for all products.</p> <p>As well as ingredients our recipes specify particular processing aids.</p> <p>Ingredient substitutions are notified to an Allergen Trained Person.</p> <p>Where practical (or if we make 'free from' claims) we use various methods to prevent cross-contamination e.g.</p> <ul style="list-style-type: none"> • Goods consisting of or containing any of the EU named allergens are stored away from areas where open foods are handled (unless they are in unopened packaging, in containers with tight fitting lids or in sealed bags) • When weighing and dispensing ingredients, we clean equipment between products • When preparing sandwiches to order we clean down surfaces between each order and wash hands • We avoid using the same utensils for different ingredients (i.e. double dipping) • We use different fryers or change the oil after using for products containing allergens. 	<p>This is to ensure that food allergens are not added to a product without the Allergen Trained Persons being aware.</p> <p>This is to prevent hidden allergens in the finished product if, for example a cooking oil were used that was infused with peanuts.</p> <p>This is so they can make amendments to our allergen information.</p> <p>This is to prevent small amounts of the food that a person is allergic to getting into the product.</p> <div data-bbox="884 936 1337 1240" data-label="Image"> </div>

10 Cs of Food Safety in Baking - Section 3. Customers



SAFETY POINT	WHY?
<p>Declarations and labelling</p> <p>We have compiled allergen charts or similar by checking all the ingredients in each of our products (and what each ingredient contains). C2</p> <p>As well as including on our allergen chart or similar which allergens are deliberate ingredients, we may also highlight if products contain an ingredient that a supplier has given a 'may contain' warning to. We always do this if we produce 'free from' (a certain allergen) products</p> <p>If we are supplied with ingredients without labels, we contact the supplier to obtain information about the allergens present.</p> <p>All added allergenic ingredients and their components must be declared if they are present in the finished product, even in an altered form, including the following:</p> <ul style="list-style-type: none"> • carry over additives • processing aids e.g. cooking oils • solvents and media for additives or flavourings • any other substances used as processing aids <p>Any products we package to be sold off-site must have an ingredient list with any of the 14 EU named allergens highlighted.</p>	<p>By law we must declare if any of our products contain any of the 14 EU named allergens.</p> <div style="text-align: center; margin: 20px 0;">  </div> <p>For detailed information on product labelling and declarations, please refer to the CBA Trading Standards Assured Advice.</p>
<p>Distance selling</p> <p>If we are distance selling, we make allergen information available and easily accessible by consumers at the place where they are making their food choice e.g. if our customers can order online, allergen information (or details of how it can be obtained) is available on our website.</p> <p>We also provide allergen information at the point of delivery e.g. on labels, delivery notes</p>	<p>This is required by law</p>

10 Cs of Food Safety in Baking - Section 3. Customers


SAFETY POINT	WHY?
<p>Allergen information requests</p> <p>If someone asks if a food contains a certain ingredient, we refer them to one of our Allergen Trained Persons.</p> <p>The Allergen Trained Person will refer to our allergen chart and provide advice. They do this even when they think they remember as the consequences of getting this wrong is very serious.</p> <p>We highlight customers with allergies' orders to ensure that everyone involved in the preparation and/or sale is aware. This may be written on an order ticket or similar.</p> <p>If someone has an allergy to a food other than the 14 EU named allergens, an Allergen Trained Person checks all the ingredients as detailed above - or explains that we do not have that information available.</p> <p>If we have agreed to prepare a special product that does not contain a certain allergen, an Allergen trained person will supervise bakery team members to ensure that they thoroughly clean work surfaces, equipment and their hands before preparing the product.</p>	<p>If someone has a severe allergy, they can react to even a tiny amount of the food they are sensitive to.</p> <p>We must provide accurate allergen information.</p> 
<p>Service and display</p> <p>When practical, open foods consisting of or containing any of the 14 EU named allergens are not displayed close to other open foods if there is a risk of cross-contamination e.g. a product with loose nuts on top.</p> <p>When providing buffets for events, dishes are labelled with their allergen content and sufficient utensils provided.</p>	<p>This is to ensure that the allergic person is not sold a product that might contain food they are allergic to.</p>

10 Cs of Food Safety in Baking - Section 3. Customers



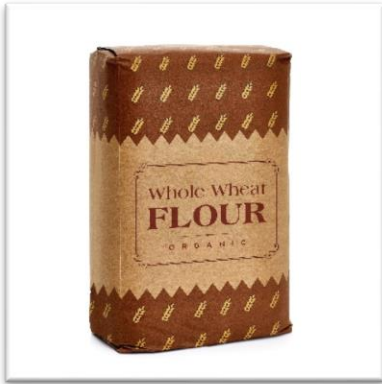

SAFETY POINT	WHY?
<p>Delivery</p> <p>We double bag and identify any products that have been prepared specifically for someone with an allergy or intolerance e.g. with a sticker.</p>	<p>This is to ensure that the product does not become contaminated and that the allergic person does not eat the wrong product</p>

MANAGE IT	WHY?
<p>The ingredients of new or amended products are checked and approved and the allergen chart or file updated. </p> <p>We also carry out a routine review of all allergen information each year.</p> <p>Any changes are clearly communicated to all Allergen Trained Persons.</p>	<p>The allergen chart or file must be up-to-date to reduce the risk of customers having a reaction to foods that they are allergic to.</p>
<p>We state on our product lists, chalk boards and/or allergen signs similar wording to: </p> <p><i>Food allergies and intolerances: If you have any food allergies or intolerances, let us know so we can help you choose.</i></p> <p>We provide this wording at the point where the customer makes their order</p> <p>If appropriate, we also state:</p> <p><i>As our products are prepared in a bakery where food allergens are present, we cannot guarantee they will be completely free from a particular allergen.</i></p>	<p>If we intend to inform customers verbally which of the 14 EU named allergens are in products, we must inform them that this information is available and how to obtain it.</p> <p>This is required by law if choosing to signpost rather than label products with the allergens that they contain.</p>





10 Cs of Food Safety in Baking - Section 3. Customers

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING
<p>Remove any product which may be contaminated with an allergen which should not be there. If for example a team member has not followed a product specification sheet or obtained an ingredient from a different supplier or if one product might have spilled on to another.</p> <p>If you have supplied another business you may need to instigate a product recall.</p>	<p>Train team members again on this safe method.</p> <p>Improve team members supervision</p>
<p>If you think a customer is having a severe allergic reaction:</p> <ul style="list-style-type: none"> ➤ Ask the customer (or friends and family) if they have adrenaline on them (they may have an auto-injector). Check if they are wearing a medi-bracelet or necklace. ➤ Do not move them and ideally lie them down with their legs up ➤ Ring 999 and ask for an ambulance with a paramedic straight away. Explain that your customer could have anaphylaxis (pronounced 'anna-fill-axis') ➤ Call the first aider and ask if there is a doctor on site. ➤ Send someone outside to wait for the ambulance. ➤ Stay with the customer until help arrives. 	<p>Make sure all team members understand how important it is to inform an Allergen Trained Person if someone informs them that they have a food allergy.</p> <p>Anaphylaxis is an extreme and severe allergic reaction. The whole body is affected, often within minutes of exposure to the allergen but sometimes after hours.</p> <p>The symptoms are:</p> <ul style="list-style-type: none"> • generalised flushing of the skin • nettle rash (hives) anywhere on the body • sense of impending doom • swelling of throat and mouth • difficulty in swallowing or speaking • alterations in heart rate • severe asthma • abdominal pain, nausea and vomiting • sudden feeling of weakness (drop in blood pressure) • collapse and unconsciousness <p>Nobody would necessarily experience all of these symptoms.</p>





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14 EU NAMED ALLERGENS	WHAT TO LOOK FOR
<p>Crustaceans</p> 	<p>People who are allergic to shellfish often need to avoid all types, including scampi, prawns, lobsters and crab.</p> <p>Watch out for shrimp paste in Chinese and Thai products.</p>
<p>Molluscs</p> 	<p>E.g. mussels, oysters, whelks, squid, land snails.</p> <p>Watch out for oyster sauce in Chinese and Thai products.</p>
<p>Cereals containing gluten</p> 	<p>People can be allergic or intolerant to cereals that contain gluten such as wheat, oats, rye, spelt, kamut and barley, and foods made from these. Coeliac disease is not uncommon and is a life long auto-immune condition which has serious consequences unless gluten is avoided altogether.</p> <p>Wheat flour is used in many foods such as bread, pasta, cakes, pastry and meat products. Watch out for vinegar, soups and sauces thickened with flour, foods that are dusted with flour before baking, batter and breadcrumbs.</p> <p>It is not enough to just declare gluten, you must state which cereal.</p>
<p>Sesame</p> 	<p>Sesame seeds are often used on bread and breadsticks (be careful because the seeds can fall off and get into other foods.) Sesame paste (tahini) is used in some Greek and Turkish products, including houmous.</p> <p>Watch out for sesame oil used for baking or cooking or in dressings.</p>



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14 EU NAMED ALLERGENS	WHAT TO LOOK FOR
<p>Celery</p> 	<p>People who are allergic can react to celery stalks, leaves and celeriac (which is in the same family). Celeriac and celery are sometimes used in salads and soups, or served as a vegetable.</p> <p>Watch out for celery salt and celery seeds, which are used as a seasoning in lots of foods, such as soups and meat products.</p>
<p>Fish</p> 	<p>Some types of fish, especially anchovies, are used in salad dressings, sauces (e.g. Worcestershire sauce), relishes and on pizzas. Fish sauce is commonly used in Thai products.</p>
<p>Tree nuts</p> 	<p>Found in sauces, desserts, crackers, bread, ice cream, marzipan, ground almonds, nut oils</p> <p>Coconut (which is a palm nut) and pine nuts (which is a seed) do not have to be declared.</p> <p>It is not enough to just declare this, you must state which tree nut i.e. almonds, hazelnuts, cashew nuts, pecan nuts, brazil nuts, pistachio nuts and macadamia nuts.</p>
<p>Peanuts</p> 	<p>Found in sauces, cakes, desserts, groundnut oil, peanut flour.</p>

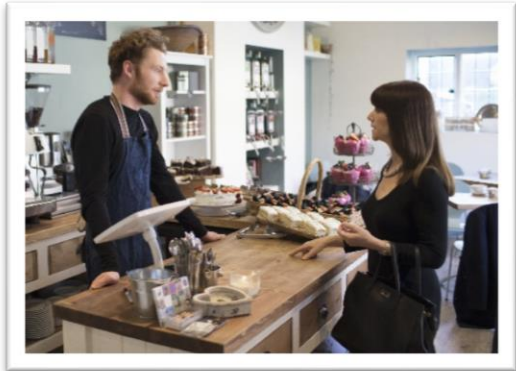



10 Cs of Food Safety in Baking - Section 3. Customers

14 EU NAMED ALLERGENS	WHAT TO LOOK FOR
<p>Mustard</p> 	<p>People who are allergic to mustard will react to any food that comes from the mustard plant, including liquid mustard, mustard powder, the leaves, seeds and flowers, sprouted mustard seeds and mustard oil.</p> <p>Mustard is sometimes used in salad dressings, marinades, soups, sauces, curries and meat products.</p>
<p>Sulphur dioxide</p> 	<p>Some people with asthma can react to sulphur dioxide. This is used as a preservative in a wide range of foods, particularly meat products such as sausages, and dried fruit and vegetables.</p> <p>Sulphur dioxide can also be found in wine, cider and beer</p>
<p>Lupin</p> 	<p>Lupin seeds and flour are found in some types of bread and pastries (usually products from Mediterranean countries).</p> <p>Lupin beans are sometimes ingredients in tapas.</p>
<p>Soya</p> 	<p>Soy comes from soybeans, a type of legume.</p> <p>Soybeans can be made into soy sauce, soy flour, soy milk, tofu and oil, among other products.</p>

10 Cs of Food Safety in Baking - Section 3. Customers

14 EU NAMED ALLERGENS	WHAT TO LOOK FOR
<p data-bbox="165 324 229 353">Eggs</p> 	<p data-bbox="810 324 1390 454">Found in a wide range of food stuffs – cakes, mousses, sauces, pasta, quiche, some meat products, mayonnaise, foods brushed with egg.</p>
<p data-bbox="165 721 229 750">Milk</p> 	<p data-bbox="810 721 1362 813">Found in a wide range of foods – yoghurt, cream, cheese, butter, milk powders, food glazed with milk.</p> <p data-bbox="810 853 1209 882">Lactose is a constituent of milk.</p>

3.3. Feedback and complaints



SAFETY POINT	WHY?
<p>We listen to complaints.</p> 	<p>Listen to any complaints carefully and re-assure the customer that you take their complaint very seriously.</p> <p>Do not accept any responsibility for foreign bodies in food or alleged illness, and do not try to offer an explanation. Explain that it is our policy to investigate all complaints and that you'll need to get some details from them.</p> <p>We may send one of these forms to the customer:</p> <ul style="list-style-type: none"> • Foreign body complaint  • Food poisoning allegation (or allergic reaction)  <p>Remember to keep the foreign body safe. If you have it, keep it separately from food.</p>
<p>We find the source of the problem.</p> 	<p>Work out how the problem arose. This is especially important if it is a problem affecting food safety. The investigation by management should include the following:</p> <ul style="list-style-type: none"> • Product details gathered for the relevant period • Check whether any food handlers had been ill over the relevant period • Check all monitoring documents i.e. that hot & cold temperature checks and delivery checks are completed • Check with the bakers whether there have been any particular problems that might have caused this.

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MANAGE IT	WHY?
We solve the problem.	To prevent the same thing happening again.
We get back in touch with the customer.	It is important that we feedback to the customer at the end of the investigation.

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING
<p>If any of our safe methods were not being followed by a team member, we tell them how they are going wrong and why it is important to follow the safe method.</p> <p>If food may be unsafe, it should be discarded and if it has been supplied to another business you will need to instigate a product recall.</p>	<p>Train team members again on this safe method.</p> <p>Improve team members supervision.</p>



3.4. Delivery off-site

SAFETY POINT	WHY?
<p>We deliver chilled foods at or below 8°C, frozen foods at or below -15°C and hot foods at or above 63°C.</p> <p>If the journey time is more than 30 minutes we use a refrigerated vehicle or insulated boxes that will keep foods at the right temperature for the whole journey.</p>	<p>This will prevent harmful bacteria growing.</p> 
<p>We clean and disinfect trays, baskets and containers regularly if they come into contact with food.</p> <p>We discard cardboard trays used for unwrapped products after each use.</p> <p>If we use wooden trays or trays with perforated or latticed bases, we line them with food grade paper.</p> <p>We ensure that the bottom of trays which may have been in contact with the floor do not contaminate any products when the products are stacked.</p> <p>We stack trays of unwrapped products on top of each other to cover the food.</p>	<p>This is to prevent foods being contaminated.</p> 
<p>Ideally deliveries are made when someone is on site to check and put them away.</p> <p>If we have to leave deliveries outside a customer's premises, we ensure that foods are properly covered.</p> <p>We do not place on the ground any trays or baskets unloaded in delivery yards or the street.</p>	<p>This is to prevent foods being contaminated.</p>


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MANAGE IT	WHY?
<p>We check that our delivery vans are switched on and are at the correct temperature before loading i.e. refrigerated air temperatures are at or below 5°C and freezer air temperatures are at or below -18°C. D1</p> <p>We keep all order forms and copy invoices that include details of the products provided including the quantity and the date.</p> <p>We keep a Business customer list (with contact details) F9</p> <p>We ensure pre-packaged foods are correctly labelled and that mandatory information (including durability dates) is provided with or prior to delivery for loose foods.</p> <p>For detailed information on product labelling and declarations, please refer to the CBA Trading Standards Assured Advice.</p>	<p>This will help ensure foods are kept at safe temperatures.</p> <p>Traceability is a legal requirement and is so that you or an enforcement officer can recall or withdraw any products which you may find out are unsafe.</p> <div style="text-align: center;">  </div>
WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING
<p>If customers reject deliveries, we clarify the reasons for this, return the foods to the bakery and carry out an investigation as to how the problem occurred.</p>	<p>Train team members again on this safe method.</p> <p>Improve team members supervision.</p>



3.5. Retail sales off-site

SAFETY POINT	WHY?
<p>Planning</p> <p>When we plan to trade at an event or market, we try to obtain information about available facilities on site e.g.</p> <ul style="list-style-type: none"> • Refrigeration & cold holding equipment • Hot holding equipment • Equipment sinks • Food preparation sinks • Hand wash sinks • Toilets and changing facilities • Gas and electric services • Hot and cold water • Mains or private water supply • Waste water disposal • Refuse disposal <p>Whenever practical, we visit the site to check the facilities prior to the event or market.</p>	<p>We need to make sure that the products that we are planning on selling can be kept safely in this location. If this is not possible, we change the products or do not trade at this event or market.</p> 
<p>Packing</p> <p>We check and maintain equipment that we take to events and markets in good repair and working condition.</p> <p>We take necessary supplies e.g.</p> <ul style="list-style-type: none"> • Detergent and sanitiser • Blue paper roll towel • Hand wash soap and paper towels • First aid kit with blue plasters • Blue disposable gloves • Clean overclothing and hats • Disposable aprons • Colour coded boards & knives • Probe thermometer and wipes • Bin bags & cling wrap • Allergen information on all products • Allergen advice notice 	<p>Portable equipment is more likely to become damaged and needs to be checked before every event. We cannot guarantee that these will be available or be suitable.</p> 

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SAFETY POINT	WHY?
<p>Staffing</p> <p>We check that anyone we schedule to handle open food unsupervised at the event or market has a Level 2 Award in Food Safety.</p>	<p>Event and market trading often involves unplanned situations which require a good understanding of food safety.</p>
<p>On arrival</p> <p>We check that the facilities expected are available, in good working order and suitable for the weather conditions if an outside event.</p> <p>When we arrive on site (and each morning if relevant) we sanitise all food contact surfaces that we may use e.g.</p> <ul style="list-style-type: none"> • Work benches • Equipment and utensils • Food preparation sinks <p>We also sanitise all hand contact points e.g.</p> <ul style="list-style-type: none"> • Fridge handles • Door handles 	<p>If they are not, we need to speak to the event or market organiser to arrange or put in place a contingency plan to manage the situation</p> <p>This is to ensure that no harmful germs that may be on these surfaces can pass on to the food.</p> 
<p>Preparation and storage</p> <p>We follow the safe methods in this food safety management system.</p> <p>When this is not practical (e.g. the water supply cannot be used for washing foods), we determine a safe alternative procedure which will be suitable in the circumstances.</p>	<p>These safe methods have been devised to provide safe food and meet legal requirements.</p>

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SAFETY POINT	WHY?
<p>Service</p> <p>We display our allergy advice notice in a conspicuous place </p> <p>We either provide information verbally when asked or display a sign next to the food which details which of the 14 EU named allergens are present in each product. </p> <p>We clearly label each product with the name of the food.</p>	<p>This is required by law to inform customers that allergen information is available for all our products.</p> <p>It is a legal requirement to provide allergen information at the point of delivery to the consumer.</p> <p>This will prevent incorrect allergen information being given.</p>

MANAGE IT	WHY?
<p>We carry out and record opening, closing and critical control checks at each event.</p>	<p>This will ensure that we take corrective action if any controls are not in place and prove that we are controlling food safety</p>

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING
<p>If it is not possible to follow the relevant safe methods on site and there is no safe alternatives, we do not trade.</p>	<p>Prior to the event, make clear to the organiser what is required.</p>



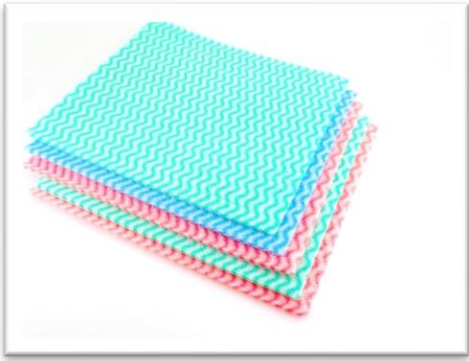


4. Cleaning

Effective cleaning is essential to get rid of harmful bacteria or unwanted food allergens and stop them spreading to food. It also helps to prevent pest infestations by removing a food source for rats, mice and insects.

In this section you will find these safe methods:

- 4.1. Cloths
- 4.2. Cleaning effectively
- 4.3. Cleaning schedules
- 4.4. Cleaning up vomit (or similar)
- 4.5. Waste
- 4.6. Pests

4.1. Cloths

SAFETY POINT	WHY?
<p>If we store food on cloths (to drain or to keep them moist) we discard these cloths after use.</p> <p>We only use cloths for this purpose if the manufacturer has confirmed them to be suitable for food contact.</p>	
<p>We use paper towel for:</p> <ul style="list-style-type: none"> ✓ mopping up spills ✓ wiping hands ✓ wiping splashes on food containers ✓ drying ingredients <p>We dispose of these after each task.</p>	 <p>This will make sure that any bacteria picked up by the cloth will not be spread.</p>
<p>We use paper towel or a new or freshly cleaned cloth when disinfecting work surfaces, equipment or utensils that will be used with ready-to-eat food.</p> <p>We may use scourers and sponges in the bakery to effectively wash equipment and surfaces but never to disinfect surfaces or equipment that comes into contact with ready to eat foods. These are replaced regularly and discarded when in disrepair.</p>	<p>It is especially important to protect ready-to-eat food from bacteria. This is because the food will not be cooked, so any bacteria on the food will not be killed.</p> 
<p>We use separate cloths in our 'ready to eat food areas' than we use elsewhere.</p>	<p>This will help prevent cross-contamination of surfaces via cloths used in areas other than the 'ready to eat food areas'.</p>



10 Cs of Food Safety in Baking - Section 4. Cleaning

SAFETY POINT	WHY?
<p>We rinse our re-usable cloths between tasks.</p> <p>We discard or take them away for thorough washing after use with raw meat/poultry, fish, eggs, unwashed fruit and vegetables – and surfaces that have touched these foods.</p>	<div data-bbox="831 304 1134 680" data-label="Image"> </div> <p>Raw meat/poultry, fish and eggs are more likely to contain harmful bacteria than other foods. The soil on vegetables can also contain harmful bacteria.</p>



MANAGE IT	WHY?
<p>We discard or wash re-usable cloths when they are dirty and always at the end of the day.</p> <p>We wash them in the washing machine on a hot cycle which achieves 82°C or higher.</p> <p>When we use an external laundry, we instruct them to wash them in the same way as just described.</p>	<p>A hot wash cycle will clean the cloths thoroughly and kill bacteria (disinfect).</p> <div data-bbox="1007 831 1401 1133" data-label="Image"> </div>
<p>We have a labelled container in the bakery where we store dirty re-usable cloths.</p>	<p>This is to prevent them being re-used before they have been washed.</p>
<p>We keep a good supply of paper towel and clean cloths in the bakery.</p>	<p>Team members are more likely to use clean cloths if plenty are available.</p>

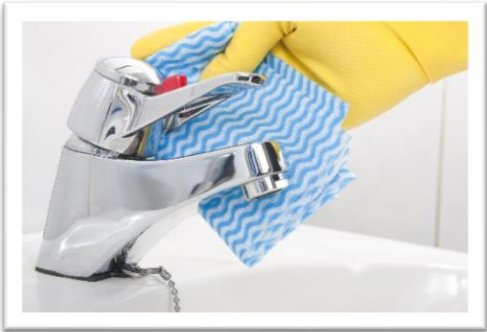
WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING
<p>If you notice dirty cloths in the bakery, remove them for cleaning immediately or throw them away.</p> <p>If you think team members have used a dirty cloth, wash, disinfect and dry any equipment, work surfaces or utensils it has touched.</p>	<p>Increase your supply of single-use and/or clean cloths.</p> <p>Train team members again on this safe method.</p> <p>Improve supervision</p>

4.2. Cleaning effectively

SAFETY POINT	WHY?
<p>We clear away small bakery equipment as soon as possible and put it in the washing up area.</p>	<p>Work surfaces are easier to keep clean when they are not cluttered. It is also important to clear away used equipment to prevent bacteria spreading from it to surfaces or food.</p>
<p>We wash or wipe away spills as soon as they happen. We clean and disinfect work surfaces after wiping up spills from raw meat/poultry, unwashed fruit/vegetables, fish or eggs.</p>	<p>This stops dirt building up and helps prevent bacteria from spreading.</p> 
<p>When we are cleaning, we move food out of the way, or we cover it.</p>	<p>This is to prevent dirt, bacteria or cleaning chemicals from getting onto food.</p>
<p>We avoid using the same work areas for both raw or unwashed foods and ready to eat foods. However, if we have to we:</p> <ol style="list-style-type: none"> 1. Remove debris then wash thoroughly with hot soapy water. Rinse with clean water and wipe dry. 2. Spray work surfaces with sanitiser and wipe with paper towel or a new or freshly cleaned cloth. 3. Leave the sanitiser on the work surface for the correct contact time. 4. Rinse a wiping cloth in clean water and remove sanitiser from the surface. <p>If we use a sanitiser to do this rather than a separate detergent and disinfectant, we use it twice i.e. once to provide a clean surface and then again to disinfect the surface.</p>	<p>This prevents dirt and germs spreading onto other foods from the surface.</p> 

10 Cs of Food Safety in Baking - Section 4. Cleaning

SAFETY POINT	WHY?
<p>We follow the manufacturer's instructions on how to use and when necessary how to dilute cleaning chemicals.</p> <p>We make sure that we leave disinfectants on surfaces for the effective contact time stipulated by the manufacturer before we rinse them off.</p>	<p>This is important to make sure that chemicals work effectively.</p> <p>This is to ensure that it will reduce harmful germs to safe levels.</p> 
 <p>If we have manufacturer's cleaning instructions for a piece of equipment, we follow these.</p>	<p>The instructions will tell you how to clean this particular piece of equipment effectively.</p>

HIGH PRIORITY CLEANING	WHY?
<p>We regularly wash/wipe and disinfect all the items people touch frequently, such as work surfaces, sinks, taps, fridge and freezer and other door handles, switches and can openers.</p>  <p>Where possible, we allow these to dry naturally at the end of each day/shift.</p>	<p>It is important to keep these clean to prevent dirt and bacteria being spread to people's hands and then from their hands to food or other areas.</p> <p>Drying naturally helps prevent bacteria being spread back to these items from a towel/cloth used for drying.</p>

10 Cs of Food Safety in Baking - Section 4. Cleaning



HIGH PRIORITY CLEANING	WHY?
<p>We wash and disinfect fridges regularly. We transfer food to another fridge or a safe cold area and keep it covered whilst we do this.</p>	<p>To clean a fridge thoroughly, you should take out all the food and keep it cold somewhere else. If food is left out at room temperature, bacteria could grow.</p>
<div data-bbox="191 542 518 967" data-label="Image"> <p>A close-up photograph of a person's hands using a brush to clean the interior of a large, stainless steel industrial mixer. The mixer has a large mixing bowl and a top-mounted motor with a mixing attachment.</p> </div> <p>We pay special attention to how we clean pieces of equipment that have moving parts.</p> <p>We always unplug or isolate this type of machine first.</p>	<p>These can be more difficult to clean, but it is important to clean equipment properly to stop bacteria and dirt building up.</p> <p>This is to prevent accidents should there be a power surge.</p>
<p>We wash equipment and utensils that are used for both raw or unwashed foods and ready-to-eat foods in a dishwasher if possible.</p> <p>Or, we wash them in hot soapy water (diluted detergent) to remove grease and any food and dirt. Then we immerse them in hot clean water with suitable sanitiser added. We leave them to air dry, or dry them with a clean disposable cloth.</p> <p>Our dishwashers are properly maintained and we do not interrupt the full cycle once it has started.</p> <p>We follow the manufacturer's instructions of use which includes removal of food, correct loading, pre-rinsing equipment and utensils, removal of limescale from water jets, filters and drains, and regular cleaning of the machine.</p> <p>We ensure that the quality of the cleaning chemicals used in the dishwasher is suitable.</p>	<p>Dishwashers wash items thoroughly at a high temperature so this is a good way to clean equipment and kill bacteria (disinfect).</p> <div data-bbox="858 1205 1364 1550" data-label="Image"> <p>A photograph of a commercial dishwasher in a kitchen setting. The dishwasher is stainless steel and has a green curtain hanging over the open door. A blue hose is coiled on the floor next to it. The background shows a tiled wall and other kitchen equipment.</p> </div>

10 Cs of Food Safety in Baking - Section 4. Cleaning

OTHER CLEANING	
<p>Items that do not touch food are not as high a priority but we still clean them effectively. Examples include floors and ceilings.</p> <p>We vacuum up flour and ingredient spillages and do not dry sweep. This reduces dust in the air which can cause respiratory diseases and explosion.</p> <p>We avoid storing foods on the floor as this makes it harder to clean these areas.</p>	<div data-bbox="826 315 1190 779" data-label="Image"> </div> <p data-bbox="1222 327 1401 611">This prevents dirt and bacteria building up in the bakery and pests being attracted to these areas.</p>



MANAGE IT	WHY?																																																																																																																																																																																																																																										
<p>We follow a cleaning schedule.</p> <div data-bbox="619 943 743 1025" data-label="Image"> </div> <div data-bbox="220 1048 703 1339" data-label="Table"> <table border="1"> <caption>EXAMPLE CLEANING SCHEDULE (1 of 2)</caption> <thead> <tr> <th>Area / Equipment to be cleaned</th> <th>At least once</th> <th>At least once</th> <th>At least once</th> <th>At least once</th> <th>At least once</th> <th>At least once</th> <th>At least once</th> <th>At least once</th> <th>At least once</th> <th>At least once</th> <th>Insert cleaning substances you use</th> <th>Method</th> </tr> </thead> <tbody> <tr> <td>Work benches</td> <td><input checked="" type="checkbox"/></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>Clean and polish</td> </tr> <tr> <td>Light equipment & luminaires</td> <td><input checked="" type="checkbox"/></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>Clean & 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down how you do your cleaning, so you can show what you do. It is also useful for team members to be able to check how they should clean things.</p>
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<p>We make sure we always have a good supply of cleaning chemicals, materials and equipment.</p> <p>We use sanitisers that meet the requirements of BS EN 1276:1997 or BS EN 13697:2001.</p>	<div data-bbox="826 1417 1171 1682" data-label="Image"> </div> <p data-bbox="1206 1424 1406 1709">Team members are more likely to clean properly if the right cleaning chemicals, materials and equipment are available.</p> <p data-bbox="810 1753 1342 1809">This is to ensure that it will reduce harmful germs to safe levels.</p>																																																																																																																																																																																																																																										

10 Cs of Food Safety in Baking - Section 4. Cleaning

MANAGE IT	WHY?
<p>For equipment or areas that are hard to clean, e.g. high ceilings, we may use contract cleaners on a periodical basis.</p>	<p>Contract cleaners have special equipment and experience of more difficult cleaning.</p> 
<p>Extraction ducting and fans are cleaned by a specialist company at least annually.</p> <p>We may ask the specialist cleaning company to provide us with before and after photos of the inside of the ducting (timed and dated) so that we can ensure it is properly cleaned.</p>	<p>This is to ensure that the extraction system will work efficiently and to reduce the risk of a fire starting in the ducting and which could spread rapidly to other parts of the building.</p> 

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING
<p>If you find that work surfaces or equipment are not properly clean, wash, disinfect and dry them before using them to prepare food.</p>	<p>Review your clearing and cleaning practices.</p> <p>Review staffing levels.</p> <p>Consider changing the order/timing of tasks to make it easier to keep surfaces clear and clean.</p> <p>Train team members again on this safe method.</p> <p>Improve team members supervision.</p>

4.3. Cleaning schedules

SAFETY POINT	WHY?
<p>We follow a cleaning schedule.</p> <div style="text-align: right; border: 1px solid black; border-radius: 50%; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center; margin: 0 auto;">C1</div> 	<p>It is important to write down how you clean, so you can show what you do. It is also useful for team members to be able to check how they should clean things.</p>
<p>We check our standard cleaning schedule to make sure it includes everything that needs cleaning.</p> <p>We check that the frequency is adequate for the operation.</p>	<p>We need to make sure that all parts of the premises and equipment are clean.</p> <p>Some sites e.g. busy ones will require more frequent cleaning of items.</p> 
<p>We ensure that items touched by food and frequently touched items such as door handles are disinfected as well as cleaned.</p>	<p>These are high priority cleaning items and as well as being clean they need to be germ free.</p>

10 Cs of Food Safety in Baking - Section 4. Cleaning

MANAGE IT	WHY?
We assign cleaning tasks daily and check that they have been carried out.	We need to make sure that all parts of the premises and equipment are kept clean to prevent food contamination and avoid attracting pests.

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING
<p>If you find that any item in your bakery is not properly clean, wash and disinfect it and allow it to dry.</p> 	<p>Review the cleaning schedule, including how you clean and how often.</p> <p>Make sure your cleaning chemicals, materials and equipment are suitable for the tasks you use them for and are being used correctly.</p> <p>Train team members again on this safe method.</p> <p>Improve team members supervision.</p>

CLEANING TERMS	
<p>Detergent</p> <p>A chemical (e.g. washing-up liquid) used to remove grease, dirt and food. Used for general cleaning.</p>	<p>Disinfectant</p> <p>A chemical used for disinfecting, which kills bacteria. Check that surfaces are clean of grease, dirt and food before you use a disinfectant.</p>
<p>Sanitiser</p> <p>A two-in-one product that acts as a detergent and a disinfectant. If you use a sanitiser, make sure you follow the manufacturer's instructions.</p>	<p>Biodegradable</p> <p>A chemical that breaks down in the environment. This does not mean that it kills germs.</p>



4.4. Cleaning up vomit (or similar)

WHAT TO DO	WHY?
<p>This procedure also applies to any major spillage of blood, faeces or urine.</p> <p>Remove the ill person to a more suitable area e.g. team members facilities, customer toilets.</p> <p>Call a First Aider or team member to take care of the person. Team members who are ill are to be sent home.</p>	
<p>Isolate the area immediately.</p> <p>Open external doors and windows to improve air circulation.</p> 	<p>The immediate and effective cleaning and disinfection of areas where a team member or customer has vomited is critical in preventing a viral gastro-enteritis outbreak.</p> <p>Viruses are easily spread in the air, on food and between people. Remember it takes less than 10 norovirus particles to cause illness.</p>
<p>Use team members that do not handle food to clean up the spillage and remove any contaminated food and equipment. Bakery team members should not clean up or touch any contaminated items.</p> <p>Team members who may have been contaminated should remove their protective clothing, bag up and label as 'hazardous'. They should wash their hands and arms thoroughly.</p>	<p>Potentially all surfaces and foods in the room could be contaminated. Although raw foods may be cooked at a later stage prior to service, they can still cause a risk because of cross-contamination. The low infective dose means that extreme measures may need to be taken to eradicate the problem</p>

10 Cs of Food Safety in Baking - Section 4. Cleaning

WHAT TO DO	WHY?
<p>Remove and discard any unopened food that may have been contaminated. Any bottled or canned foods must be dipped in a sanitising solution.</p> <p>Equipment and utensils must be sanitized away from the bakery by team members that do not handle food and may be returned after sanitizing to be put through the dishwasher.</p>	 <p>Norovirus can survive for a long time and is hard to remove from soft furnishings.</p> <p>People touching these surfaces could then transfer the virus to food, themselves or others and an outbreak could occur.</p>
<p>Keep the area out of use until it has been disinfected using a suitable bleach based disinfectant on cleansable surfaces. Other liquid disinfectants and/or steam cleaning should be considered on soft furnishings and carpets. In some cases, destroying the furniture may be the best way to eliminate germs such as norovirus.</p>	
<p>Dispose of any protective clothing and cloths that have been used for wiping up – put in a bin sack and put outside. Do not put in the bakery bin.</p>	



4.5. Waste

SAFETY POINT	WHY?
<p>If practical, we take off outer packaging and throw it away before we bring food into the bakery or storeroom.</p>	<p>This will prevent dirty outer packaging or leaks from deliveries from spreading bacteria. Packaging can also contain pests.</p>
<p>We take extra care with how we throw away packaging and food waste from raw meat/poultry, unwashed fruit and vegetables, fish and eggs.</p>	<p>Packaging and food waste from these foods are more likely to spread harmful bacteria to food and surfaces.</p>
<p>We empty internal bins regularly and always at the end of a shift.</p> <p>We never leave waste in bins overnight.</p>	<p>This reduces the risk of pests being attracted to the building.</p>
<p>We avoid touching bin lids unless we are emptying the bin or we wash our hands afterwards.</p> <p>We use the foot pedal, if provided, or remove bin lids from internal bins.</p>	<p>Bin lids are likely to be contain germs.</p> 
<p>We keep lids closed on outside bins.</p> 	<p>This reduces the risk of pests being attracted to the building.</p>



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MANAGE IT	WHY?
<p>We locate our external refuse areas conveniently accessible but not in such a location to attract flies or vermin into the building and where possible away from bakery doors and windows.</p> <p>Bins are capable of being effectively cleaned, are regularly cleaned and external bins and waste oil containers are fitted with tight fitting lids.</p> <p>We ensure adequate waste collection contracts are set up with licensed waste collectors so that refuse does not accumulate.</p>	
WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING
<p>If waste is accumulating inside or outside, we instruct team members to empty bins regularly and/or increase the frequency of bin collections.</p>	<p>Train team members again on this safe method.</p> <p>Improve team members supervision.</p>





4.6. Pests

SAFETY POINT	WHY?
<p>We keep the bakery and shop areas clean, rotate stock regularly and remove redundant equipment where possible.</p> <p>We do not store open or soft packaged foods (e.g. bags of flour or sugar) on the floor and try to avoid storing packaged foods on the floor.</p>	<p>Undisturbed areas with a food source can encourage pests to breed on site.</p> <p>This can provide pest harbourage as well as making it harder to clean these areas.</p>
<p>We keep external doors and windows closed unless they have fly screens.</p> 	<p>By law, fly screens to doors and windows must be in place whenever they are used for ventilation and there is evidence of pest problems.</p>
<p>We make sure no uncovered food or unwashed equipment is left out at night.</p>	 <p>These can be a source of food for pests.</p>
<p>We do not move any bait stations that have been laid by a pest controller.</p>	<p>These will have been carefully placed in the most effective place to monitor pest activity.</p>
<p>We do not accept a delivery if it shows signs of pests such as gnawed packaging or insects.</p>	<p>Pests could come into your premises in a delivery.</p>






10 Cs of Food Safety in Baking - Section 4. Cleaning

MANAGE IT	WHY?
<p>We keep our building in good repair and ensure that there are no gaps which would allow pests to enter from outside or from non-food handling areas.</p>	<p>By law, food premises must be pest proofed to prevent access to pests under doors, through windows or via pipe and cable runs.</p>
<p>We keep external areas tidy and free from weeds.</p> <p>We make sure external bins/skips and waste oil containers have close-fitting lids and that they are kept closed.</p>	<p>Weeds and rubbish can attract pests and provide them with food and shelter.</p> <div style="text-align: center;">  </div>
<p>We check our premises for signs of pests.</p>	<p>Pests carry harmful bacteria.</p>
<p>A competent pest control controller checks the premises for signs of pests on a regular basis. Ideally these are BPCA (British Pest Control Association) members.</p> <p>A record of their visits is kept on site and we follow their recommendations.</p>	<p>These are professionally trained and equipped to spot signs of pest activity.</p>
<p>We do not locate electronic fly killers above food production areas (unless glue board variety).</p> <div style="text-align: center;">  </div>	<p>This is to ensure that dead flies do not drop into foods.</p>

10 Cs of Food Safety in Baking - Section 4. Cleaning

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING
<p>If you see signs of a pest activity, ensure the pest controller is called immediately and an emergency visit arranged.</p> <p>If you think any equipment, surfaces or utensils have been touched by pests, they should be washed, disinfected and dried to stop harmful bacteria from spreading.</p> <p>If you think food has been touched by pests in anyway, throw it away.</p>	<p>Always follow the pest control contractors recommendations.</p> 
<p>If the pest controller confirms that there is an active pest infestation in any food handling areas:</p> <ul style="list-style-type: none"> • Follow all recommendations and find out when they will be returning for a follow up visit. Further visits should be carried out regularly until there is no longer a pest infestation. • Arrange for any proofing works to be carried out immediately and improve and closely supervise cleaning. 	 <p>Pest infestations are the most common reason EHOs close food businesses down.</p> <p>If pest infestations are ongoing or regularly recur you should get a second opinion on the best solution to prevent this.</p>
<p>Until the pest controller confirms that there is no longer a pest infestation:</p> <ul style="list-style-type: none"> • Check all foods prior to opening each day and dispose of any foods that show evidence of infestation or damage. • Ensure all opened ambient foods are stored in pest proof containers. • Ensure all empty food and drink storage containers are stored upside down. • Sanitise all food contact surfaces (e.g. worktops, equipment, utensils) prior to opening each day as well as after use. • It is a good idea to record these pest management checks 	

10 Cs of Food Safety in Baking - Section 4. Cleaning

TYPE OF PEST	SIGNS OF PEST
<p>Rats and mice</p> 	<p>Small footprints in dust, droppings, holes in walls and doors, nests, gnawed goods or packaging, grease or smear marks, urine stains on food packaging.</p>
<p>Flies and flying insects e.g. moths, fruit flies</p> 	<p>Bodies of insects, live insects, webbing, nests, droning or buzzing, maggots</p>
<p>Cockroaches</p> 	<p>Eggs and egg cases, moulted 'skins', the insects themselves, droppings.</p>
<p>Garden and Pharaohs ants</p>	<p>Small piles of sand or soil, the insects themselves, flying ants on hot days</p>
<p>Beetles and weevils</p> 	<p>Moving insects, particularly in dry food, small maggots</p>
<p>Birds</p> 	<p>Feathers, droppings, nests, noise, the birds themselves</p>



5. Controlling Stock

Ensuring that food stocks are in good condition and within date is essential for both food safety and quality. It will also reduce wastage and therefore costs.

In this section you will find these safe methods:

- 5.1. Suppliers
- 5.2. Incoming deliveries
- 5.3. Shelf-life and product sampling
- 5.4. Temperature monitoring
- 5.5. Traceability, recall and withdrawal

5.1. Suppliers

SAFETY POINT	WHY?
<p>We use reputable suppliers that produce, store, pack and transport their goods in a hygienic way.</p> <p>We require deliveries of chilled or frozen foods to be made in a temperature controlled vehicle, designated for the delivery of food.</p>	<p>It is important to have suppliers that you can trust to handle food safely, as well as delivering on time etc.</p> <p>The starting point for making food safely is to be confident about the safety of your raw ingredients and any ready-made products you buy in.</p> 
<p>We require suppliers to notify us if there has been a change in ingredients of a product or if there is a substitution on the order.</p>	<p>This is so that we can update the allergen information that we must keep for all the foods that we sell.</p>
<p>We arrange times with suppliers when ordering so that foods are only delivered when there is someone on site to receive them (or if ambient goods, secure equipment is provided to store them).</p>	<p>It is important that incoming food has not been kept at temperatures that would allow bacteria to grow.</p>
<p>If we go out to buy goods, we only do so from a reputable cash and carry or supermarket.</p> <p>We make sure that the vehicle we use to transport them is clean and that we bring chilled and frozen food back as soon as possible and put it straight into a fridge or freezer.</p> <p>If the journey time is more than 30 minutes we use an insulated container and ice packs to keep the foods cold.</p>	 <p>This is to prevent foods becoming warm enough for harmful bacteria to grow.</p>

10 Cs of Food Safety in Baking - Section 5. Controlling Stock

MANAGE IT	WHY?
<p>If practical, we may send a supplier quality assurance questionnaire to suppliers of high risk ready to eat foods.</p> <p style="text-align: right;">F8</p>	<p>This can help us be confident about the safety of our ingredients and bought in products.</p>
<p>We keep an Authorised Suppliers list (with suppliers names, addresses etc.).</p> <p style="text-align: right;">F7</p>	<p>This is a legal requirement and is so that you or an enforcement officer can check back to see where a food came from.</p>


WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING
<p>Contact the supplier and let them know if there are any problems with food deliveries.</p> 	<p>If you have repeated problems with a supplier, cease ordering from them and remove from the Authorised Suppliers list.</p> <p style="text-align: right;">F7</p>

5.2. Incoming deliveries

SAFETY POINT	WHY?
<p>Suppliers ensure that any raw foods (they may be for another customer) in the vehicle are kept well away from any ready-to-eat foods and that it is in a clean condition.</p>	<p>It is important to have suppliers that you can trust to handle food safely, as well as delivering on time etc.</p>
<p>We only accept chilled and frozen foods delivered at these between pack (or surface) temperatures:</p> <p>Chilled foods at or below 8°C Frozen foods at or below -15°C</p>	<div data-bbox="815 663 1074 999" data-label="Image"> </div> <p>It is important that incoming food has not been kept at temperatures that would allow bacteria to grow.</p>
<p>We put chilled and frozen food in the designated fridges within 30 minutes of delivery.</p> <p>We check and follow manufacturers' recommendations on the temperature that foods should be stored at for food safety reasons.</p> <p>If this is lower than an air temperature of 5°C, we either turn the temperature down or store the product on ice.</p>	<p>Foods left out could quickly become warm enough for harmful bacteria to grow.</p> <div data-bbox="874 1167 1350 1487" data-label="Image"> </div>
<p>If practical, we remove outer packaging and throw it away but retain any mandatory information (e.g. ingredient listing) if not included on the inner packaging.</p>	<p>This will prevent dirty outer packaging or leaks from deliveries from spreading bacteria. Packaging can also contain pests.</p>
<p>We only accept foods in good condition, within the expiry date and with no signs of pest infestation, damage or inappropriate soiling.</p>	<div data-bbox="954 1742 1270 1957" data-label="Image"> </div>



10 Cs of Food Safety in Baking - Section 5. Controlling Stock

SAFETY POINT	WHY?
<p>We inform an Allergen Trained Person of any supplier substitutes in case there are additional allergens to be aware of.</p> <p>If practical, we refuse any substitutes.</p>	<p>This is so that we can update the allergen information that we must keep for all the foods that we sell.</p>

MANAGE IT	WHY?
<p>We carry out regular checks on incoming foods. D1</p> <p>We check at least three items per delivery and record the highest temperature.</p>	<p>This is to ensure foods are cold enough, in date and not damaged.</p>
<p>We check the 'between pack' temperature of foods we have gone out to buy when back on site.</p> <p>We discard chilled foods exceeding 8°C and record the temperature on the receipt and keep.</p>	
<p>We keep all the delivery notes and receipts for foods. These include details of the products including the supplier, quantity and the date.</p>	<p>This is a legal requirement and is so that you or an enforcement officer can check back to see where a food came from.</p>
<p>We retain consignment notes or traceability labels for any live bivalve molluscs (e.g. oysters, or mussels) with the delivery note.</p>	<p>This is a legal requirement to ensure that the batch can be easily traced if there is a problem.</p>

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING
<p>Return rejected products to the supplier with the driver or hold them until collected, clearly segregate and mark 'DO NOT USE' or similar.</p>	<p>If you have repeated problems with a supplier, cease ordering from them and remove from the Authorised Suppliers list. F7</p>

5.3. Shelf-life and product sampling





SAFETY POINT	WHY?
<p>We plan ahead to make sure we have the right amount of stock and order carefully by:</p> <ul style="list-style-type: none"> ✓ Planning stock needed for each shift. ✓ Making sure team members know the stock requirements for each shift. ✓ Checking current stock before placing an order. 	 <p>Not having too much stock is best for food safety – and profits.</p>
<p>We keep dry food storage areas cool, dry, well lit and in good repair.</p> <p>We cover all foods and store opened dried products in individual clean containers with lids or in sealed bags.</p>	<p>This will help keep foods in good condition, assist with cleaning and deter pests.</p> <p>This prevents foods losing quality as well as preventing contamination.</p>
<p>We follow the 'first in, first out' system of stock rotation, so that older stock is used first.</p>	<p>This helps to avoid waste.</p>
<p>We check foods in storage and before use to avoid:</p> <ul style="list-style-type: none"> • Food with damaged packaging • Swollen or badly dented cans • Packs that have lost their vacuum • Bottles or jars with broken seals • Food past its use by date • Food in poor condition 	 <p>These foods may contain harmful bacteria.</p>
<p>We ensure that all food is date labelled with the supplier's date code and/or an in-house date label.</p> <p>If a supplier has not applied a date to uncooked and uncut fruit and vegetables, instead of applying dates we may instead carry out regular checks to ensure they are in good condition. Deteriorated foods should be discarded.</p>	<p>This prevents out of date foods being used.</p> <p>Suppliers of these foods do not legally have to apply a durability date. To reduce unnecessary wastage and because these are low risk foods, condition checks may replace date labelling.</p>

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SAFETY POINT	WHY?
We apply safe shelf-lives to our ingredients and food products.	This will ensure that any germs will not grow to dangerous levels.



FOOD TYPE	RECOMMENDED GUIDANCE
Chilled – prepared in-house	USE BY 3 days (include day made)
Chilled – bought in	USE BY manufacturer's 'once opened...' advice
Chilled – vacuum packed in-house (Ready to eat foods)	USE BY 5 days (include day packed) or original use by date whichever is shorter
Chilled – vacuum packed in-house (Raw foods)	USE BY 10 days (include day packed)
Frozen – prepared in-house or bought in	BEST BEFORE 3 months (only freeze if ≥ 2 days shelf-life left)
Frozen – defrosting	USE BY 2 days (include day thawed)
Ambient – chill after opening	USE BY manufacturer's 'once opened...' advice
Ambient – decanted	BEST BEFORE manufacturer's best before date (keep ingredient listing for allergy advice)
Chilled - pooled shell egg	USE BY 2 days (include day eggs pooled)
Fresh cream cakes kept at 9-12°C after filling	USE BY 16 hours from preparation
Baked egg & milk pastry products kept at ambient after baking	USE BY 24 hours from production
Cooked pies & pasties (to which nothing has been added after baking) kept at ambient	USE BY day of production or next day
Sausage rolls kept at ambient after baking	USE BY day of production or next day

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MANAGE IT	WHY?
<p>We display a shelf-life guide for team members to refer to.</p> <p style="text-align: right;"></p>	<p>It can be confusing determining different shelf-lives and the shelf-life guide acts as a quick reference.</p>
<p>If we wish to assign different dates to those recommended on the previous page, we validate that these are appropriate by:</p> <ul style="list-style-type: none"> • Referencing technical guidance recognised by the Food Standards Agency; or • Carrying out shelf-life and/or challenge testing in conjunction with an accredited laboratory; or • Carrying out durability studies on products incapable of supporting the growth of pathogenic bacteria <p>We may also routinely send samples of these products for laboratory testing to verify that our baking processes are safe and to monitor any trends.</p>	<p>It can be dangerous to give foods too long a shelf-life.</p> 
<p>We carry out daily stock checks of our fridges and weekly stock checks of freezers and dry food storage areas.</p> <p style="text-align: right;"> </p>	<p>We need to make sure foods are in good condition and in date.</p>

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING
<p>If you find that food that has passed its 'use by' date has not been thrown away, throw it away immediately.</p>	<p>Review your stock rotation system.</p> <p>Train team members again on this safe method.</p> <p>Improve team members supervision.</p>




5.4. Temperature monitoring

SAFETY POINT	WHY?
<p>We use a new probe wipe to clean and disinfect our probes before and after inserting them into food.</p> <p>We also use the probe wipe to regularly clean the hand held part of the probe.</p>	<p>It is very important that we keep our probes clean and disinfected, otherwise they could spread dirt and harmful bacteria to the food we are testing.</p> <p>This will reduce the risk of cross-contamination.</p>
<p>We do not leave digital probes inside our fridges or freezers, or on hot surfaces. When we are not using them, we store them safely, away from extreme temperatures and liquids.</p> <p>We keep probes in their cases, if they have them and avoid banging or dropping probes. If the battery is low, we replace it immediately.</p>	<p>We need to look after our probes to prevent them from getting damaged and help keep them working properly.</p> 
MANAGE IT	WHY?
<p>We number our probes and check them each month by using test caps or putting them in ice (that is just starting to melt) and boiling water:</p> <p>D3</p> <ul style="list-style-type: none"> • The readings in iced water should be between -1°C and 1°C. • The readings in boiling water should be between 99°C and 101°C. <p>We keep spare batteries and a spare probe thermometer on site.</p>	 <p>It is essential to know that our probes are working properly, so we can rely on their readings.</p>


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WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING
<p>If the readings are outside this range, we replace our probes.</p>	<p>Purchase better quality probes which are more durable.</p> <p>Train team members again on this safe method.</p>

D3

WHERE TO USE THE PROBE	HOW TO USE THE PROBE
<p>Digital thermometer These are generally easy to use and accurate. They can be used with lots of foods, but they are not suitable to go in the oven.</p> 	<p>Insert the probe. Wait for the display to stabilise before taking a reading. Clean the probe thoroughly and disinfect it before you use it again. This helps to prevent cross-contamination.</p> 
<p>Infrared thermometers These are easy to use and quick to take multiple readings.</p> <p>They measure surface rather than core temperatures so are not suitable for checking foods are thoroughly cooked.</p>	<p>Point the probe at the food and wait for the display to stabilise before taking a reading.</p> 

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WHERE TO USE THE PROBE	HOW TO USE THE PROBE
<p>Dishwasher thermometers</p> <p>These are used to check the temperature that equipment is being rinsed at in the dishwasher.</p> <p>This temperature is not the same as the temperature of the rinse water reservoir. There can be a drop of much as 5°C as the water is sprayed over the equipment.</p>	<p>Switch the thermometer on and put it through a normal dishwasher cycle.</p> <p>Remove the thermometer and press the button that indicates the highest temperature that has been reached.</p> 

5.5. Traceability, recall & withdrawal

SAFETY POINT	WHY?
<p>We can easily trace who supplied our ingredients and any businesses that we supply products to.</p> <div style="display: flex; justify-content: center; gap: 20px;"> <div style="border: 1px solid black; border-radius: 50%; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center;">F7</div> <div style="border: 1px solid black; border-radius: 50%; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center;">F9</div> </div>	<p>This is a legal requirement so that if unsafe food products were found, they could be traced back and withdrawn from the market or recalled if they had already been supplied.</p>
<p>We may keep records detailing the batch numbers of our ingredients and the batches numbers of the products they went into.</p> <div style="text-align: center; margin-top: 20px;">  </div>	<p>This increased level of traceability is sometimes a requirement of business customers. If a problem were found it would mean that it would be easier to pinpoint affected products.</p>
MANAGE IT	WHY?
<p>We keep all the delivery notes and receipts for foods. These include details of the products including the supplier, quantity and the date.</p>	<p>This is a legal requirement and is so that you or an enforcement officer can check back to see where a food came from.</p>
<p>We retain consignment notes or traceability labels for any live bivalve molluscs (e.g. oysters, or mussels) with the delivery note.</p>	<p>This is a legal requirement to ensure that the batch can be easily traced if there is a problem.</p>

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WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING
<p>If we have supplied unsafe food, seek expert advice immediately to determine the best course of action.</p> <p>You must also notify the competent authorities (the Food Standards Agency and your local council).</p>	<p>We are required by law to withdraw food from the market if products are unsafe (i.e. either injurious to health or unfit for human consumption).</p>
<p>We may be notified by one of our food suppliers (or via the council) that they have supplied us with unsafe food.</p> <p>We follow their instructions and act immediately to withdraw the food from sale.</p> <p>We isolate the suspected food from other food and mark it 'DO NOT USE' or similar.</p> <p>We make arrangements for disposing of the food (or returning the supplier)</p>	<p>A Product Withdrawal Information Notice or a Product Recall Information Notice is issued where a solution to the problem has been put in place – the product has been, or is being, withdrawn from sale or recalled from consumers, for example.</p> <p>A Food Alert for Action is issued where intervention by enforcement authorities is required. These notices and alerts are often issued in conjunction with a product withdrawal or recall by a manufacturer, retailer or distributor.</p>



WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING
<p>Carry out a thorough investigation as to how and why it happened.</p>	<p>Train team members again on relevant safe methods</p>



6. Contamination

Cross-contamination is one of the most common causes of food poisoning. It happens when harmful bacteria are spread onto ready-to-eat food e.g. from other food, pests, surfaces, hands or equipment. Allergen cross-contamination is a term used when an allergen gets onto or in a product that is not supposed to contain that ingredient (see Section 3.2)




These harmful bacteria often come from raw meat/poultry, raw molluscs (e.g. oysters and mussels), unwashed vegetables/fruit and eggs. So it is especially important to handle these foods carefully.

We must also protect food from 'foreign bodies' (objects that get into food, e.g. broken glass or pieces of packaging) and 'chemical contamination' (where chemicals get into food, e.g. cleaning products or pesticides).

In this section you will find these safe methods:

- 6.1. Ready-to-eat foods
- 6.2. Separating foods
- 6.3. Layout and design
- 6.4. Maintenance
- 6.5. Foreign bodies (includes glass)
- 6.6. Chemicals






6.1. Ready-to-eat foods

SAFETY POINT	WHY?
<p>We are especially careful with ready-to-eat foods.</p> <p>Ready-to-eat foods are foods that do not need to be cooked or reheated before serving.</p> <p>These include salads, cooked meats such as ham, desserts, sandwiches, cheese and foods that you have cooked in advance to sell cold.</p>	<p>Because they will not be cooked or reheated before serving, there is no further stage that will kill any germs they may become contaminated with.</p> 
<p>To protect ready to eat foods from harmful bacteria:</p> <ul style="list-style-type: none"> ✓ We keep them separate from raw meat/poultry, eggs, fish and unwashed fruit and vegetables. ✓ We clean and disinfect any surfaces before they come into contact with them e.g. work surfaces, chopping boards and knives. ✓ We keep them covered when in storage and whenever practical. ✓ We avoid keeping them out of chilled storage for longer than 30 minutes during production. 	<p>This is to prevent harmful bacteria getting onto the foods.</p>  <p>This prevents those ready to eat foods that can support bacterial growth becoming unsafe.</p>
<p>When preparing fruit and vegetables:</p> <ul style="list-style-type: none"> ✓ We peel, trim, or remove the outer parts, as appropriate ✓ We wash them thoroughly in drinking-quality water. 	 <p>Dirt can contain harmful bacteria and pesticides. Peeling and washing helps to remove this.</p>




10 Cs of Food Safety in Baking - Section 6. Contamination

MANAGE IT	WHY?
<p>We check team members handle these foods properly.</p> 	<p>These foods need extra care to ensure that they do not cause food poisoning.</p>
WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING
<p>If ready-to-eat fruit or vegetables have not been washed properly, wash them again and clean any work surfaces etc. they have touched.</p> <p>If ready-to-eat food has been prepared on a work surface or with a knife that has been used for raw meat/poultry, fish, eggs or unwashed fruit/vegetables, throw the food away.</p>	<p>Review the way you store and prepare ready-to-eat foods.</p> <p>Train team members again on this safe method.</p> <p>Improve team members supervision.</p>


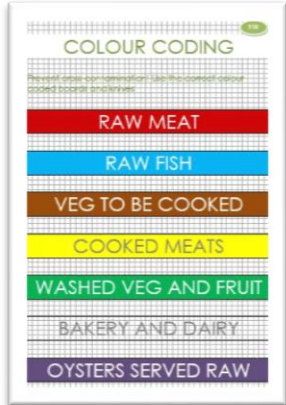
6.2. Separating foods

SAFETY POINT	WHY?
<p>Delivery</p> <p>If practical, we remove outer packaging and throw it away.</p> 	<p>This will prevent dirty outer packaging or leaks from deliveries from spreading bacteria. Packaging can also contain pests.</p>
<p>Storage</p> <p>Where practical, we store raw and ready-to-eat foods in separate fridges.</p> <p>If they are in the same fridge or freezer, we store ready to eat foods in a 'ready to eat food area' above raw foods.</p> <p>To help identify the 'ready to eat food area' in chilled and frozen storage, we may use shelf labels  or a laminated poster .</p> <p>We do not store food in wooden crates or opened tins.</p>	 <p>This helps to prevent harmful bacteria spreading from raw foods to ready-to-eat foods.</p> <p>This prevents food becoming contaminated by wooden splinters or chemical reactions between foods and certain metals.</p>
<p>Defrosting</p> <p>We keep raw meats that are defrosting in the fridge in a high sided container, below ready-to-eat foods, or in a separate area of the bakery away from ready-to-eat foods.</p> <p>We cover foods whilst they are defrosting.</p>	 <p>When foods defrost, the liquid that comes out can contain harmful bacteria.</p>



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SAFETY POINT	WHY?
<p>Wrapping and packaging</p> <p>We keep foods covered when practical using kitchen foil, cling film, plastic boxes with lids or freezer bags.</p> <p>Wrapping and packaging materials are kept in clean storage areas and protected from contamination.</p> <p>Cling wrap is kept in a dispenser and ideally labelled 'FOR READY TO EAT FOODS ONLY' or 'FOR RAW FOODS ONLY' (or similarly separated).</p> <p>When we cover food:</p> <ul style="list-style-type: none">✓ we check manufacturer's instructions to see if the covering is suitable for what you are using it for (especially 'cling' coverings)✓ we don't re-use foil, cling film or freezer bags.✓ we make sure that plastic boxes are washed, disinfected and dried between uses✓ we do not use j-cloths unless they are suitable for food use.	<p>This is to prevent foods from becoming contaminated.</p>  
<p>Sink usage</p> <p>If practical, we have separate sinks for raw and ready to eat foods and equipment. If not, we clean and disinfect the sink, taps and all fittings between uses.</p> <p>We ensure that ready to eat foods do not come into contact with the sink by placing in a container e.g. colander.</p>	<p>This is to prevent ready to eat foods becoming contaminated.</p> 

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SAFETY POINT	WHY?
<p>Production</p> <p>When possible, we prepare ready-to-eat foods in a separate area to that which may be used for raw or unwashed foods. S11</p> <p>If there is not enough room to do this, we prepare these foods at different times and thoroughly clean and disinfect work surfaces and surrounding areas between uses.</p> <p>When using time separation, we do not prepare foods directly on work surfaces. Instead we use a suitable barrier, such as a chopping board or container. However, when preparing raw meat products and it is not possible to use equipment as a barrier (e.g. the need to roll out pastry for sausage rolls directly on the work surface) we use food which is not a source of E.coli (e.g. pastry) as a barrier.</p> <p>We do not store any equipment or materials used for ready to eat foods close to or below a work bench that might be used for raw foods.</p> <p>We make sure our ready to eat work benches are not too close to wash basins.</p> <p>If we use the same equipment or utensils for ready to eat foods and raw or unwashed foods we clean and disinfect them between uses by placing in a commercial dishwasher or rinsing at temperatures of 82°C or above.</p> <p>We use different chopping boards for ready-to-eat foods than those used for raw or unwashed foods.</p> <p>We may display colour coded chopping board guides. S10</p> <p>We never use the same complex equipment (e.g. vacuum packers, slicers, mincers) for raw and ready-to-eat foods.</p> <p>We store complex equipment for ready-to-eat foods in a 'ready to eat food area'</p>	<p>This is so there is no risk of cross-contamination via splashes, hands, clothing or packaging.</p> <div style="text-align: center; margin: 10px 0;">  </div> <p>This is to prevent splashes contaminating the materials and equipment.</p> <div style="text-align: center; margin: 10px 0;">  </div> <p>Harmful bacteria can spread from chopping boards and utensils to ready to eat foods.</p> <p>This is to help remind staff that separate boards are used for different purposes.</p> <p>This is not safe practice even if this type of equipment is thoroughly cleaned and disinfected between uses.</p>

10 Cs of Food Safety in Baking - Section 6. Contamination

SAFETY POINT	WHY?
<p>Cooking e.g. grilling</p> <p>When we add raw meat or fish, we make sure they do not touch or drip onto the food already cooking.</p> <p>We do not use the same utensils before and after cooking meats and poultry unless they have been cleaned and disinfected in between.</p>	<p>Bacteria could spread from the raw meat or fish to the other food and stop it being safe to eat.</p>
<p>Non-food equipment</p> <p>If practical, we ensure cash registers, tablets and similar equipment are not shared by team members working in ready to eat food areas and team members working in raw food preparation areas.</p> <p>If this is unavoidable, thorough hand washing is taken:</p> <ul style="list-style-type: none"> • before use by team members using equipment located in a ready to eat food area • after use by team members using equipment in raw food preparation areas. 	<p>Bacteria could spread from team members hands to the equipment to another set of hands to ready-to-eat foods.</p> 
<p>Team members handling</p> <p>We minimise direct hand contact of ready-to-eat foods by using utensils whenever practical.</p> <p>We minimise team members handling both ready to eat food and raw food whenever practical.</p>	<p>Bacteria could spread to ready-to-eat foods from germs present on team members hands or contaminated outer clothing.</p>
MANAGE IT	WHY?
<p>We check these procedures are followed.</p> 	<p>This is to prevent ready to eat foods becoming contaminated.</p>


10 Cs of Food Safety in Baking - Section 6. Contamination

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING
<p>If you think that ready-to-eat food may have been contaminated, throw away the food.</p> <p>If equipment/surfaces/utensils have been touched by raw foods wash, disinfect and dry them to prevent harmful bacteria from spreading.</p>	<p>Train team members again on this safe method.</p> <p>Improve team members supervision.</p>

6.3. Layout and design

SAFETY POINT	WHY?
<p>When we build or extend bakeries, we ensure that our plans will meet legal requirements. In particular, there is:</p> <ul style="list-style-type: none"> ✓ sufficient production and storage space to keep raw/unwashed and ready to eat foods separate. ✓ sufficient chilling equipment so that it is not overloaded ✓ sufficient ventilation. Extraction hoods are suitably located over hot equipment and there is sufficient incoming fresh air. ✓ suitable floor drainage installed especially in wet areas such as pot wash areas. Open drainage channels should flow from clean to dirty areas. ✓ sufficient accessible hand basins with hot and cold (or suitably mixed) water. ✓ sufficient sinks for both food and equipment with hot and cold water. ✓ covers are fitted to lights if they could be subject to impact damage. ✓ commercial dishwashers of sufficient size. <div data-bbox="178 1554 453 1906" style="border: 1px solid black; padding: 5px;">  </div> <p>For more specific guidance, refer to the Baking Industry Guide to Good Hygiene Practice (available from the CBA)</p>	<div data-bbox="879 465 1342 779" style="border: 1px solid black; padding: 5px;">  </div> <p>This will ensure that chilled air can freely circulate therefore keeping food cold.</p> <p>This will prevent the build up of dangerous gases and keep the bakery cool.</p> <p>This will prevent water pooling which could cause slips, attract pests and can lead to bacterial growth.</p> <p>This is to encourage regular hand washing and therefore prevent food contamination.</p> <p>This is to reduce the risk of contamination.</p> <p>This will stop glass accidentally getting in to food.</p> <p>These will kill any harmful germs.</p> <div data-bbox="863 1570 1353 1899" style="border: 1px solid black; padding: 5px;">  </div>

10 Cs of Food Safety in Baking - Section 6. Contamination

SAFETY POINT	WHY?
<p>We also ensure that:</p> <ul style="list-style-type: none"> ✓ the surfaces of walls, floors, ceilings and fittings are easy to clean. ✓ openable doors and windows are insect screened and there are no gaps around pipes, under doors etc. ✓ equipment purchased is easy to clean and preferably moveable ✓ sufficient storage areas are provided to keep chemicals and non-food items separate from food. 	<p>Clean premises reduce the risk of contamination and deter pests.</p> <p>Food premises must be proofed to prevent pest access.</p> <p>The floor beneath it can be more easily cleaned.</p> <p>This is to reduce the risk of chemical and foreign body contamination.</p>
<p>If our water is not mains supplied (e.g. it is from a borehole, well or spring) we ensure that it is sampled and tested regularly.</p> <p>We use potable water when required as an ingredient or to wash hands, food and food contact equipment.</p> <p>We mark any non-potable water outlets clearly.</p>	<p>Private water supplies can become contaminated and are not tested routinely by the water companies.</p> 

MANAGE IT	WHY?
<p>We choose contractors carefully.</p>	<p>It is important to have contractors you can trust to deliver these services effectively.</p>
<p>We choose equipment carefully by buying from reputable dealers and making sure it has a guarantee/warranty.</p>	<p>To allow you to make food safely, it is very important for equipment to work effectively.</p>

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING
<p>Call in the contractor to discuss any problems.</p>	<p>Plan carefully.</p>

6.4. Maintenance

SAFETY POINT	WHY?
<p>We arrange for the repair of structural damage as soon as it happens e.g. damp/chipped plaster, broken tiles, holes in walls or windows.</p>	<div data-bbox="826 459 1090 840" data-label="Image"> </div> <p>Structural damage can make the premises harder to clean and can attract pests.</p>
<p>We replace chopping boards that are stained or worn (well before they reach this state).</p> <div data-bbox="242 1025 679 1339" data-label="Image"> </div>	<p>Dirt and harmful bacteria can collect in any areas where the board is not smooth.</p>
<p>We repair or replace any equipment or utensils that are damaged or have loose parts.</p>	<p>Dirt and harmful bacteria can collect in damaged equipment/utensils. Loose parts may fall into food.</p>
<p>We check extractor fans and filters regularly to make sure they are working properly and are free from grease and dirt.</p>	<p>This is to make sure the fans and filters can do their job properly</p>
<p>We choose maintenance contractors carefully and communicate with them closely.</p>	<p>To reduce the risk of contamination and to make sure that any repairs will be effective.</p>

10 Cs of Food Safety in Baking - Section 6. Contamination

SAFETY POINT	WHY?
<p>Before maintenance takes place</p> <p>Ensure all open food is covered and moved away from the area where the maintenance is taking place.</p> <p>Discuss with the contractor what the work will involve. This will inform any decisions of precautions to take based on the type and likelihood of contamination.</p>	<p>Maintenance workers or their tools could contaminate food.</p> 
<p>After maintenance has taken place</p> <p>Check areas to ensure any tools, nails, wire etc have not been left.</p> <p>Clean and disinfect any equipment or surfaces that may have become contaminated.</p> <p>Where maintenance may have involved high level work on overhead drains, there is potential for viral or bacterial spray into the air. Thoroughly clean and sanitise all potentially contaminated surfaces.</p> <p>Keep the area out of use until it has been checked by a manager.</p>	
MANAGE IT	WHY?
<p>We make sure our baking and cooking, hot holding, chilling equipment and dishwashing equipment is well maintained and working properly.</p>	<p>If this equipment is not operating correctly, germs could multiply to dangerous levels.</p>
<p>We check the premises regularly for any structural damage or problems with equipment.</p> <p>We put problems right as soon as possible, before they get worse or affect food safety.</p>	<p>Structural damage can make the premises harder to clean and can attract pests.</p>

10 Cs of Food Safety in Baking - Section 6. Contamination

WHAT TO DO IF THINGS GO WRONG

If you think that equipment might not be working properly, check it straight away. Do not wait until it has broken down. Check that team members are using the equipment properly.

Look at the manufacturer's instructions to see if there is a troubleshooting section.

Contact the equipment manufacturer or your maintenance contractor, if you have one.

Use alternative equipment until the fault has been corrected.

Ensure food temperatures are controlled when food storage equipment is faulty.

HOW TO STOP THIS HAPPENING



Make your maintenance checks more frequent.

Train team members again on this safe method.



Improve team members supervision.





6.5. Foreign bodies (includes glass)




SAFETY POINT	WHY?
<p>We clear and clean as we go and take care to throw away packaging, string etc. as soon as it is removed.</p>	<p>Keeping surfaces clear and clean will help prevent chemicals and objects getting into food, as well as preventing the spread of bacteria.</p>
<p>We don't open ingredients over mixing bowls.</p> 	<p>Packaging could fall un-noticed into the product.</p>
<p>We do not use any equipment or utensils that are damaged or have loose parts e.g. nuts, bolts, washers, split pins, screws, and fastenings.</p>	<p>Loose parts may get into food by accident.</p>
<p>We do not store items that could fall un-noticed into food above any areas where open food is handled.</p>	<p>It is an offence to sell food contaminated with a foreign body</p>
<p>We avoid storing or using glass (or brittle plastic) in the bakery. If we have to store it in the bakery, we try to store it inverted at low level and in plastic trays to capture any chips.</p> <p>We purchase products in plastic containers if practical.</p> <p>We store glass jars, bottles or other glass items on the lower shelves in the dry goods store or refrigerators.</p> <p>We report any damage to glass fridge doors, display screens etc. straightaway.</p>	<p>This helps to prevent broken glass getting into food.</p> 

10 Cs of Food Safety in Baking - Section 6. Contamination


MANAGE IT	WHY?
<p>We check these procedures are followed.</p> <p style="text-align: center;">   </p>	<p>This is to prevent foods becoming contaminated.</p>

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING
<p>If objects fall into food, throw the food away.</p> <p>If you find objects in food that has been delivered, reject the delivery and contact the supplier.</p> <p>If a customer finds a foreign body in their food, follow the FEEDBACK AND COMPLAINTS safe method in Section 3.</p>	<div style="display: flex; align-items: center;">  <div> <p>Train team members again on this safe method.</p> <p>Improve team members supervision.</p> </div> </div>
<p>If there is a glass breakage</p> <p>Isolate the area immediately and inform your manager.</p> <p>Remove and discard any food or drink that may have been contaminated.</p> <p>Remove any equipment that glass shards may have fallen into. Put through the dishwasher.</p> <p>Remove any large glass fragments carefully wearing protective gloves and place in a suitable container.</p> <p>Clean all surfaces in the area thoroughly. Sweep (or ideally vacuum) the floor. We discard the broom head if glass fragments may be harboured within the brush.</p> <p>Cover and seal the glass waste container before discarding in an appropriate bin.</p> <p>Do not re-use the area until your manager has checked it.</p>	<p>Broken glass can be hard to see and if a customer ate any food containing glass, it could seriously affect their health.</p> <div style="text-align: center;">  </div>

6.6. Chemicals

SAFETY POINT	WHY?
<p>We follow the manufacturer's instructions on how to use cleaning chemicals.</p> <p>We store cleaning chemicals away from or below open food handling areas and make sure they are clearly labelled.</p> <p>We never decant chemicals into food containers.</p> <p>When we clean work surfaces, we use only cleaning chemicals that are suitable for surfaces touched by food.</p>	 <p>This is to prevent these chemicals getting into food.</p>
<p>We keep food covered whenever possible and make sure that it is removed away from equipment that is being cleaned.</p>	 <p>This helps to stop chemicals getting into the food.</p>
<p>We ensure drive mechanisms and motors are encased or situated so that lubricants cannot come into contact with food. Where this is not possible drip trays are fitted.</p>	<p>Machine lubricants can contaminate food.</p>
<p>When preparing fruit, vegetables and salad ingredients:</p> <ul style="list-style-type: none"> ✓ We peel, trim, or remove the outer parts, as appropriate ✓ We wash them thoroughly in clean drinking-quality water. 	 <p>Unwashed vegetables and salad ingredients can contain harmful pesticides.</p>

10 Cs of Food Safety in Baking - Section 6. Contamination

SAFETY POINT	WHY?
<p>We avoid re-using food manufacturers' containers (e.g. ice cream containers) to store food.</p> <p>We do not store food in opened cans.</p> <p>Instead, we use re-usable containers that have been designed to store and/or heat food.</p>	<p>These are often designed to be used once with a certain food and the plastic can crack and break. It can be dangerous to use these to heat foods as chemicals may transfer to the food.</p> 

MANAGE IT	WHY?
<p>We check these procedures are followed.</p> <div style="display: flex; flex-direction: column; align-items: center; gap: 10px;"> <div style="border: 1px solid gray; border-radius: 50%; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center;">D2</div> <div style="border: 1px solid gray; border-radius: 50%; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center;">D3</div> </div>	<p>This is to prevent ready to eat foods becoming contaminated.</p>

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING
<p>If chemicals get into food, throw the food away.</p>	<p>Review how you use and store chemicals in your business.</p> <p>Train team members again on this safe method.</p> <p>Improve team members supervision.</p>



7. Chilling

Chilling food properly helps to stop harmful bacteria from growing.


Some foods need to be kept chilled to keep them safe, such as milk and cream, desserts, cooked food, food with a 'use by' date and food that says 'keep refrigerated' on the label.

This section also includes a section on ambient hold and display for when it is not practical to keep these foods chilled.

In this section you will find these safe methods:

- 7.1. Chilled storage
- 7.2. Cold hold and display
- 7.3. Ambient hold and display
- 7.4. Cooling down hot food
- 7.5. Freezing
- 7.6. Defrosting

7.1. Chilled storage

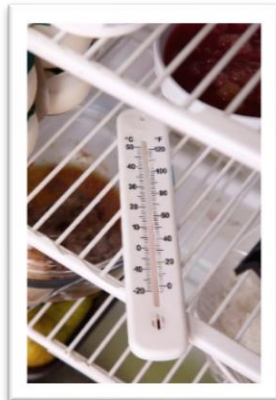
SAFETY POINT	WHY?
<p>We keep certain foods chilled:</p> <ul style="list-style-type: none"> • food with a 'use by' date • food labelled 'keep refrigerated' • cooked food not served immediately • foods that could support bacterial growth (see below for examples) <p>Specific safe methods for high risk foods that may not need to be kept chilled can be found in the FOODS THAT NEED EXTRA CARE section</p>	 <p>If these types of food are not kept cold enough harmful bacteria could grow.</p>
FOODS TO BE KEPT CHILLED	EXAMPLES
Cream products or low acid desserts	Cream cakes and dairy based desserts
Cooked meats and fish (including seafood), and their products	Meat pies, pates, potted meats, quiches and similar products based on fish
Cooked vegetable products	Vegetarian pasties (also includes rice & pulses)
Cooked products containing egg or cheese	Flans and baked egg pastry products
Prepared salads and dressings	Salads with mayonnaise or any other style of dressing (unless very low acid).
Most cheeses	Camembert, Brie, Stilton, Danish Blue
Smoked or cured fish	Smoked salmon or trout
Raw and cooked scombroid fish	Tuna and mackerel
Sandwiches containing any of these fillings	

10 Cs of Food Safety in Baking - Section 7. Chilling


SAFETY POINT	WHY?
<p>We set our fridges to operate at an air temperature of 5°C or below.</p> 	<p>This is to make sure that chilled food is kept at 8°C or below. This is a legal requirement in England, Wales and Northern Ireland.</p>
<p>We put chilled food in the designated fridges within 30 minutes of delivery.</p> <p>We check and follow manufacturers' recommendations on the temperature that foods should be stored at for food safety reasons.</p> <p>If this is lower than an air temperature of 5°C, we either turn the temperature down or store the product on ice.</p>	<p>Foods left out could quickly become warm enough for harmful bacteria to grow.</p> 
<p>Storage</p> <p>Where practical, we store raw and ready-to-eat foods in separate fridges.</p> <p>If they are in the same fridge, we store ready to eat foods in a 'ready to eat food area' above raw foods.</p> <p>To help identify the 'ready to eat food area' in chilled storage, we may use shelf labels or a laminated poster.</p> <div style="text-align: center; border: 1px solid black; border-radius: 50%; width: 40px; margin: 10px auto; padding: 2px 10px;">S22</div> <p>We do not store food in wooden crates or opened tins.</p>	 <p>This helps to prevent harmful bacteria spreading from raw foods to ready-to-eat foods.</p> <p>This prevents food becoming contaminated by wooden splinters or chemical reactions between foods and certain metals.</p>


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SAFETY POINT	WHY?
<p>We follow the manufacturer's instructions on how to use fridges.</p> <p>We do not overstock so that there is effective air circulation between foods.</p>	<p>It is important to use equipment properly to make sure food is kept cold enough.</p>
<p>We try to avoid using domestic refrigerators.</p>	<p>They may struggle to cope with high temperatures in some bakeries and tend not to be as robust as commercial fridges.</p>
<p>We do not put hot food in refrigerators or leave doors open.</p>	<p>This can cause the temperature to rise.</p>



MANAGE IT	WHY?
<p>We check the air temperature of our fridges twice a day. We use the temperature reading on the outside of the fridge or an internal fridge thermometer. D1</p> <p>We check the internal temperature of foods stored in our fridges each week using a probe thermometer. D2</p> <p>Sometimes we use an infra-red thermometer to do this, in which case we check the surface temperature of a food item.</p>	 <p>This is to make sure that chilled food is kept at 8°C or below.</p>

10 Cs of Food Safety in Baking - Section 7. Chilling


MANAGE IT	WHY?
<p>We try to site fridges in cool areas, away from sources of direct radiant heat i.e. ovens and fryers.</p> <p>We ensure the motors and cooling mechanism are well ventilated and not up tight against walls.</p> <p>We ensure door seals are not dirty, split or damaged.</p> <p>Where a unit is fitted with an alarm system to indicate a temperature rise or an open door, we ensure the alarm is maintained and acted on accordingly. We never disconnect alarms or render them inoperative.</p> <p>Whenever possible, we fit side or front screening to entrance doors to walk-in facilities.</p>	<p>This helps the equipment to work efficiently and will reduce energy consumption.</p>  <p>This helps retain the temperature.</p>

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING
<p>If the air temperature is above 5°C, check the door is properly closed then leave for one hour and re-check. If the problem persists:</p> <ul style="list-style-type: none">• Probe all food to ensure it is at or below 8°C.• If food is within temperature, move it to another fridge.• If the food is above 8°C, discard it within 4 hours of the last satisfactory check. <p>Call the nominated equipment contractor. If the fault cannot be repaired quickly, arrange for the hire of contingency equipment.</p>	<p>If you have frequent problems with your chilling equipment, consider whether it is suitable for the business.</p> 

7.2. Cold hold and display

SAFETY POINT	WHY?
<p>We hold certain foods chilled for service and display e.g.</p> <ul style="list-style-type: none"> • food with a 'use by' date • food labelled 'keep refrigerated' • ready-to-eat food such as salads and desserts <p>Specific safe methods for high risk foods that may not need to be kept chilled can be found in the FOODS THAT NEED EXTRA CARE section</p>	<p>If these types of food are not kept cold enough harmful bacteria could grow.</p> 
<p>We set our chilled display equipment to keep food at 8°C or below.</p> 	<p>This is a legal requirement to prevent germs growing to dangerous levels.</p>
<p>When we hold for service or display cold foods, we:</p> <ul style="list-style-type: none"> ✓ pre-cool the display unit ✓ only display as much food as needed ✓ do not mix new food with existing 	<p>It is important to keep chilled food cold while it is on display to prevent harmful bacteria from growing in the food.</p> <p>This could lead to the older food being left out for too long.</p>
<p>When practical, open foods consisting of or containing any of the EU named allergens are not displayed close to other open foods.</p> <p>When practical, we fit a sneeze screens to cold servery counters.</p>	<p>This is to reduce the risk of contamination.</p>

10 Cs of Food Safety in Baking - Section 7. Chilling

MANAGE IT	WHY?
<p>We use a probe thermometer to check the temperature of foods stored in our cold holding and display equipment:</p> <div style="text-align: center;">  </div> <p style="text-align: center; border: 1px solid green; border-radius: 50%; width: 30px; margin: 0 auto;">D1</p> <ul style="list-style-type: none"> ✓ at the start of service ✓ every two hours ✓ at the end of service (if re-using food) 	<p>This is to make sure that chilled food is kept at 8°C or below.</p>
<p>We only re-use leftovers if they are at 8°C or below at the end of the service period.</p>	<p>Food can be displayed out of chilled storage for up to four hours. You can only do this once. After this time, you should throw it away.</p>
<p>We follow the manufacturer's instructions on how to use chilled holding or display equipment.</p>	<p>It is important to use equipment properly to make sure food is kept cold enough.</p>
<p>We ensure the motors and cooling mechanism are well ventilated and not up tight against walls.</p> <p>We check door seals are not dirty, split or damaged.</p> <p>Whenever possible, we fit side or front screening to cold display units.</p>	<p>This helps the equipment to work efficiently and will reduce energy consumption.</p> <p>This helps retain the temperature.</p>


WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING
<p>If the chilled food is above 8°C, discard it within 4 hours of the last satisfactory check.</p> <p>Investigate the reasons for this and if necessary, arrange for repair.</p> <p>Follow the AMBIENT HOLD AND DISPLAY safe method in this section, until the equipment is repaired or emergency equipment has been hired.</p>	<p>If you have frequent problems with your chilling equipment, consider whether it is suitable for the business.</p> <div style="text-align: center;">  </div>

7.3. Ambient hold and display

SAFETY POINT	WHY?
<p>We follow the ingredient manufacturer's instructions on how to store and prepare food.</p>	<p>The manufacturer's instructions are designed to keep the food safe.</p>
<p>We avoid keeping high risk foods out of chilled storage for longer than 30 minutes during production.</p> <p>High risk foods = ready to eat foods that can support the growth of bacteria e.g. cream, cheese, cooked meat, fish and eggs.</p>	<p>This prevents those ready to eat foods that can support bacterial growth becoming unsafe.</p> 
<p>We do not keep high risk foods at room temperature (during service or on display) for longer than 4 hours.</p> <p>We only hold in the bakery or display as much food as is needed at room temperature and then replenish regularly from chilled storage.</p> <p>We discard any leftovers.</p> <p>Specific safe methods for high risk foods that may not need to be discarded after 4 hours can be found in the FOODS THAT NEED EXTRA CARE section</p>	<p>Minimising the time that food is kept at room temperature reduces the risk of germs growing to dangerous levels.</p> 
<p>We never keep scombroid fish (e.g. tuna, sardines, herring and mackerel) at ambient.</p>	<p>This can lead to histamine formation as part of a natural reaction in both raw and cooked fish. This is not deactivated by heat and can cause illness.</p>

10 Cs of Food Safety in Baking - Section 7. Chilling

SAFETY POINT	WHY?
<p>We do not store raw or unwashed food close to ready to eat foods.</p> <p>We use separate equipment for any raw or unwashed and ready to eat food.</p>	<p>This to prevent germs transferring to ready to eat foods.</p>
<p>When practical, open foods consisting of or containing any of the EU named allergens are not displayed close to other open foods.</p>	<p>This is to reduce the risk of contamination.</p>

MANAGE IT	WHY?
<p>We check the temperature of foods when taken from the fridge using a probe thermometer and discard within four hours.</p> <p>If our service time is longer than four hours, we label or mark the food container (or similar) with the time that food item went out (or was replenished) so that we can ensure it is discarded in time.</p>	<p>This is to make sure that chilled food is only kept above 8°C for a maximum of four hours.</p> 

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING
<p>Discard the food immediately if it has been out for longer than 4 hours.</p>	<p>Train team members again on this safe method.</p> <p>Improve team members supervision.</p> <p>Provide cold holding and display equipment.</p>

7.4. Cooling down hot food

SAFETY POINT	WHY?
<p>We cool high risk foods to 20°C or below within 2 hours of baking or cooking and then refrigerate.</p> <p>Specific safe methods for high risk foods that may not be refrigerated after cooling and for large meat joints can be found in the FOODS THAT NEED EXTRA CARE section.</p>	<p>Cooling foods quickly reduces the risk of harmful germs or toxins growing in the food.</p>
<p>We use various methods to cool food quickly e.g.</p> <ul style="list-style-type: none"> ✓ We transfer pie fillings to shallow trays ✓ We slide pies on to cold trays or racks ✓ We divide food into smaller portions. ✓ We move it to a colder area ✓ We stir food regularly while it is chilling down. ✓ We stand food containers in cold water or ice. 	<p>Increasing the surface area quickens cooling</p> <p>The cold from the trays or racks transfers</p> <p>Smaller amounts chill down more quickly.</p> <p>Food will chill more quickly in a colder place.</p> <p>Stirring helps food chill more evenly.</p> <p>The cold water makes the contents of the pans chill more quickly.</p>
<p>If we use blast chillers to chill down food, we follow manufacturers' instructions.</p> <p>In particular:</p> <ul style="list-style-type: none"> • Foods must not be added in the middle of a cooling cycle • The blast chiller must not be used to store food and foods must not be left in there overnight 	<p>A blast chiller is specially designed to chill down hot foods quickly and safely.</p> <div data-bbox="917 1608 1305 1944" data-label="Image"> </div>

10 Cs of Food Safety in Baking - Section 7. Chilling

SAFETY POINT	WHY?
We cover food when chilling unless using a blast chiller.	This is to protect food from dirt and bacteria.

MANAGE IT	WHY?
We check cooling times and temperatures by probing at least one item per batch. 	Harmful bacteria can grow in food that is left to chill slowly.

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING
If food has not been cooled down safely, throw it away.	Review the chilling methods and if necessary, try out different methods. Train team members again on this safe method. Improve team members supervision.

7.5. Freezing

SAFETY POINT	WHY?
<p>We store, display and transport frozen items at an air temperature of at or below -18°C.</p>	<div data-bbox="810 474 1145 705" data-label="Image"> </div> <p data-bbox="1177 481 1417 676">It is a legal requirement to keep foods labelled as 'quick frozen' at this temperature.</p>
<p>We put frozen food in the freezer within 30 minutes of delivery.</p>	<p>If frozen food starts to defrost, harmful bacteria could grow.</p>
<p>If they are in the same fridge, we store ready to eat foods in a 'ready to eat food area' above raw foods or separate them with a panel in chest freezers.</p> <p>To help identify the 'ready to eat food area' in frozen storage, we may use shelf labels or a laminated poster.</p> <div data-bbox="635 1064 774 1236" data-label="Image"> </div> <p>We keep foods covered.</p>	<div data-bbox="810 896 1045 1191" data-label="Image"> </div> <p data-bbox="1072 907 1417 1034">This helps to prevent harmful bacteria spreading from raw foods to ready-to-eat foods.</p> <p data-bbox="810 1232 1391 1265">This prevents food becoming contaminated.</p>
<p>We do not store foods over the 'load line' in chest freezers.</p>	<p>This could lead to the temperature of those foods above the load line rising.</p>
<p>We only freeze foods 2 days (or more) before its use by date.</p> <p>We add a new date label to the food giving it a best before date of 3 months.</p>	<p>We need to make sure that we do not extend the food's safe life once it has defrosted.</p>
<p>We sometimes divide food into smaller portions and put it in containers or freezer bags before freezing.</p> <div data-bbox="411 1684 774 1926" data-label="Image"> </div>	<p>Smaller portions will freeze (and defrost) more quickly.</p> <p>The centre of larger portions takes longer to freeze, allowing harmful bacteria to grow.</p> <p>Using containers and freezer bags prevents cross-contamination.</p>

10 Cs of Food Safety in Baking - Section 7. Chilling

MANAGE IT

We check the air temperature of our freezers twice a day. We use the temperature reading on the outside of the freezer or an internal freezer thermometer.

D1

Sometimes we use an infra-red thermometer to do this, in which case we check the surface temperature of a food item.

WHY?

If frozen food starts to defrost, harmful bacteria could grow.



WHAT TO DO IF THINGS GO WRONG

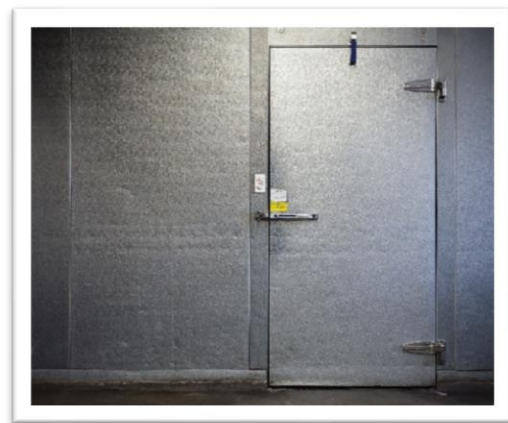
If the air temperature is above -18°C , check the door is properly closed then leave for one hour and re-check. If the problem persists:

- Check the surface temperature of stock to ensure it is at or below -15°C .
- If food is within temperature, move it to another freezer.
- If it is above -15°C it should be properly defrosted, date labelled and used within 2 days (including day of defrost)
- If the food is above 8°C , discard it within 4 hours of the last satisfactory check.




Arrange repair. If the fault cannot be rectified quickly, arrange for the hire of contingency equipment.

HOW TO STOP THIS HAPPENING


If you have frequent problems with your freezing equipment, consider whether it is suitable for the business.



7.6. Defrosting

SAFETY POINT	WHY?
<p>Whenever possible, we plan ahead to leave enough time and space to defrost food in the fridge.</p>  <p>If we cannot defrost food in the fridge:</p> <ul style="list-style-type: none"> ✓ We defrost food in the microwave on the 'defrost' setting. ✓ We put it in a container with a lid and then place it under cold running water, or we place it in a clean container with cold water. ✓ We defrost food at room temperature. <p>We defrost ready to eat foods at room temperature for a maximum of 30 minutes before placing in the refrigerator (unless the manufacturer's instructions state otherwise).</p>	<p>Putting food in the fridge will keep it at a safe temperature while it is defrosting.</p>  <p>This is a fast way to defrost food.</p> <p>Cold water will speed up defrosting without the outside of the food to get too warm.</p> <p>Foods will defrost quite quickly at room temperature, but harmful bacteria could grow in food if it gets too warm while defrosting.</p>
<p>We keep raw meats and fish that are defrosting in the fridge in a high sided container, below ready-to-eat foods, or in a separate area of the bakery away from ready-to-eat foods.</p> <p>We cover foods whilst they are defrosting and apply a date label giving the defrosted food a shelf-life of 2 days (including the day thawed).</p>	 <p>When foods defrost, the liquid that comes out can contain harmful bacteria.</p>

10 Cs of Food Safety in Baking - Section 7. Chilling

SAFETY POINT	WHY?
We thoroughly defrost foods before baking or cooking (unless the manufacturer's instructions tell us to cook from frozen).	If food is still frozen or partially frozen, it will take longer to cook. The outside of the food could be cooked, but the centre might not be, which means it could contain harmful bacteria.
<p>When we think food has defrosted, we check to make sure e.g.</p> <ul style="list-style-type: none"> ✓ By making sure there are no ice crystals in the food using a skewer. ✓ With poultry by making sure the joints are flexible. 	<p>The outside may look defrosted but the inside could still be frozen.</p> 
We avoid re-freezing thawed products.	Freezing and defrosting foods twice could affect the quality of the food.

MANAGE IT	WHY?
<p>We check team members are defrosting foods properly.</p> <div style="text-align: center; border: 1px solid black; border-radius: 50%; width: 40px; height: 40px; margin: 0 auto; display: flex; align-items: center; justify-content: center;">D2</div>	Foods should be defrosted thoroughly or they may not be cooked adequately.

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING
<p>If food has not fully defrosted, continue to defrost the food until no ice crystals are left. Test again before heating.</p>	<p>Speed up the defrosting process by using a different method.</p> <p>Train team members again on this safe method.</p> <p>Improve team members supervision.</p> <p>If you defrost lots of food on site you may wish to consider creating extra fridge space or using a special defrosting cabinet.</p>



8. Cooking and Baking

It is essential to cook food properly to kill any harmful bacteria. If it is not cooked properly, it might not be safe for your customers to eat.

Foods that may be eaten lightly cooked or raw present higher risks and their production must be carefully controlled. We have included these types of food in our 'Foods that need extra care' section.


In this section you will find these safe methods:



- 8.1. Baking and cooking safely
- 8.2. Foods that need extra care
- 8.3. Reheating
- 8.4. Hot hold and display

8.1. Baking and cooking safely

SAFETY POINT	WHY?
<p>We use tried and tested product specifications or recipes for each of our products that reflect our safe methods.</p>	<p>We need to ensure that our products are prepared safely and thoroughly baked or cooked so that harmful bacteria are destroyed.</p>
<p>Where appropriate, we follow the manufacturer's baking or cooking instructions for food products.</p>	<p>Manufacturers will have identified safe baking or cooking methods specifically for its products.</p>
<p>We preheat equipment such as ovens and grills before baking and cooking.</p>	<p>If you use equipment before it has preheated, food will take longer to bake or cook. This means that recommended baking and cooking times in recipes or manufacturer's instructions might not be long enough.</p>
<p>We thoroughly bake or cook foods consisting of or containing meat, poultry, offal, fish, rice or eggs.</p> <p>We bake or cook these foods to a centre temperature of 75°C for 30 seconds or 70°C for 2 minutes.</p> <p>Sometimes we use baking and cooking methods which will not reach this temperature therefore the centre of the food must reach one of these time-temperatures combinations:</p> <ul style="list-style-type: none"> • 65°C for 10 minutes • 60°C for 45 minutes <p>If this is the case we make a note on the D1 Form of why the temperature reading was lower.</p> <p>Only if there is a safe method detailed in the FOODS THAT REQUIRE EXTRA CARE section, do we bake or cook foods to lower temperatures, for less time or serve them raw.</p>	<p>These foods may contain harmful bacteria, toxins or parasites when raw and baking or cooking is needed to make them safe.</p> <p>This time temperature combination will kill harmful bacteria.</p> <p>Baking or cooking foods at lower temperatures can still be safe but strict controls are required.</p> <div data-bbox="826 1413 1390 1738" data-label="Image"> </div>


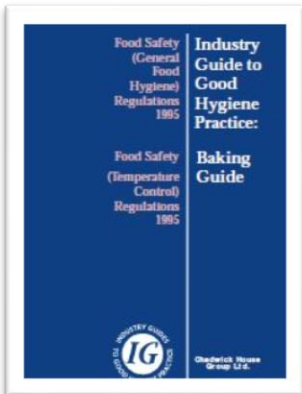
10 Cs of Food Safety in Baking - Section 8. Cooking and Baking

SAFETY POINT	WHY?
<p>When we add raw meat or poultry products, we make sure they do not touch or drip onto the food already cooking</p> <p>We do not use the same utensils before and after cooking meats and poultry.</p>	<p>Bacteria could spread from the raw meat or fish to the other food and stop it being safe to eat.</p>
<p>We turn meat and poultry during cooking.</p>	<p>This helps it cook more evenly.</p>
<p>We stir liquid products frequently.</p> 	<p>This is to help make sure the food is the same temperature all the way through, with no cold spots.</p>

MANAGE IT	WHY?
<p>We carry out centre temperature checks on foods consisting of or containing meat, poultry, offal, fish, rice or eggs.</p> <p>We check the food temperature of cook to order items regularly and one item per batch.</p> 	 <p>These foods that are likely to contain harmful germs so it is essential that they are cooked thoroughly.</p>

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING
<p>Bake or cook the food for longer.</p> <p>Speed up the baking or cooking process, for example by dividing the food into smaller quantities, or using different equipment.</p>	<p>Repair or replace equipment.</p> <p>Review your baking or cooking method. You might need to increase the time or temperature.</p> <p>Train team members again on this safe method.</p> <p>Improve team members supervision.</p>

8.2. Foods that need extra care

8.2.1. FRESH CREAM CAKES	
SAFETY POINT	WHY?
<p>Whipping</p> <p>We try to whip cream in a cool part of the bakery or use a refrigerated whipping machine.</p>	 <p>This will reduce bacterial growth.</p>
<p>Filling and piping</p> <p>We use disposable or cleaned and disinfected savoy bags and return them to the refrigerator after filling.</p> <p>For long periods of creaming, we change the savoy bags regularly.</p>	<p>This will prevent cross-contamination and reduce bacterial growth.</p>
<p>Storage and display</p> <p>Ideally we store and display cream cakes at a food temperature of 8°C or below or discard within 4 hours of preparation.</p> <p>However, we may keep cream cakes at a food temperature of 12°C or below for one continuous period of 16 hours which begins directly after preparation. We discard leftover cream cakes at or before this time period.</p> <p>If we take advantage of this upward temperature variation and supply cream cakes to wholesale customers, we include details of the variation on the product label. If cream cakes are supplied unwrapped this information is provided in writing prior to supply.</p>	<p>This will reduce bacterial growth.</p> <p>A Government approved generic scientific assessment determining this to be safe was conducted.</p>  <p>For more detail see the Baking Industry Guide to Good Hygiene Practice available from the CBA.</p>

10 Cs of Food Safety in Baking - Section 8. Cooking and Baking

SAFETY POINT	WHY?
<p>Packing</p> <p>We use clean trays and line these with food grade paper (unless wrapped product).</p>	<p>This will prevent cross-contamination</p>

MANAGE IT	WHY?
<p>We carry out spot checks that this safe method is followed.</p>	<p>To prevent supplying cream cakes that will make people ill.</p>

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING
<p>If cream cakes may have become contaminated or not stored at the correct temperatures, we discard them.</p>	<p>Train team members again on this safe method.</p> <p>Improve team members supervision.</p>

8.2.2. BAKED EGG AND MILK PASTRY PRODUCTS

SAFETY POINT



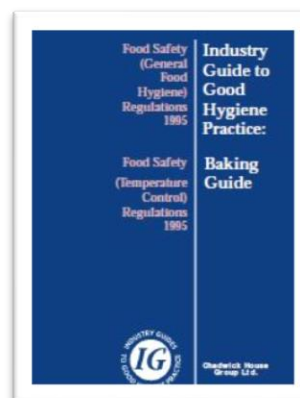
Ideally we store and display all baked egg and milk pastry products (e.g. custard tarts and Yorkshire curd tarts) at a food temperature of 8°C or below or discard within 4 hours of production. Alternatively we may store them at or above 63°C or discard within 2 hours.

However, we may keep uncut baked egg and milk pastry products at ambient temperatures if they are intended for sale within 24 hours of production. We discard leftover products at or before this time period.

If we take advantage of this upward temperature variation and supply these products to wholesale customers, we include details of the variation on the product label. If uncut baked egg and milk pastry products are supplied unwrapped this information is provided in writing prior to supply.

WHY?

This will reduce bacterial growth.



For more detail see the Baking Industry Guide to Good Hygiene Practice available from the CBA.

MANAGE IT

We carry out spot checks that this safe method is followed.

WHY?

To prevent supplying products that will make people ill.

WHAT TO DO IF THINGS GO WRONG

If baked egg and milk pastry products may have become contaminated or not stored at the correct temperatures, we discard them.

HOW TO STOP THIS HAPPENING

Train team members again on this safe method.

Improve team members supervision.

8.2.3. COOKED PIES AND PASTIES

SAFETY POINT

WHY?

Jellying

We ensure gelatine is boiling immediately before use.



This will ensure that harmful bacteria are killed.

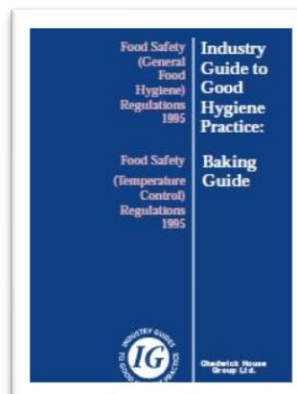
Ideally we store and display all cooked pies and pasties at a food temperature of 8°C or below or discard within 4 hours of production. Alternatively we may store them at or above 63°C or discard within 2 hours.



This will reduce bacterial growth.

However, we may keep cooked pies and pasties containing meat, fish (or any substitute for meat or fish) or vegetables or any combination of these encased in pastry to which nothing has been added after baking at ambient temperatures if they are intended for sale on the day of production or the next day. We discard leftover products at or before this time period.

If we take advantage of this upward temperature variation and supply these products to wholesale customers, we include details of the variation on the product label. If cooked pies or pasties are supplied unwrapped this information is provided in writing prior to supply.



For more detail see the **Baking Industry Guide to Good Hygiene Practice** available from the **CBA**.

10 Cs of Food Safety in Baking - Section 8. Cooking and Baking

MANAGE IT	WHY?
We carry out spot checks that this safe method is followed.	To prevent supplying products that will make people ill.

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING
If cooked pies or pasties may have become contaminated or not stored at the correct temperatures, we discard them.	Train team members again on this safe method. Improve team members supervision.

8.2.4. SAUSAGE ROLLS

SAFETY POINT



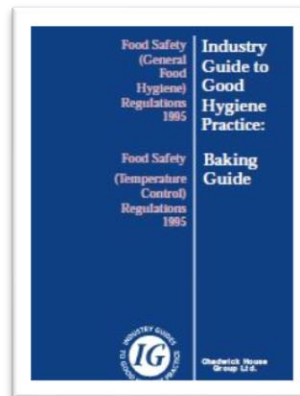
Ideally we store and display all sausage rolls at a food temperature of 8°C or below or discard within 4 hours of production. Alternatively we may store them at or above 63°C or discard within 2 hours.

However, we may keep sausage rolls (even if not fully encased in pastry) at ambient temperatures if they are intended for sale on the day of production or the next day. We discard leftover products at or before this time period.

If we take advantage of this upward temperature variation and supply these products to wholesale customers, we include details of the variation on the product label. If sausage rolls are supplied unwrapped this information is provided in writing prior to supply.

WHY?

This will reduce bacterial growth.



For more detail see the Baking Industry Guide to Good Hygiene Practice available from the CBA.

MANAGE IT

We carry out spot checks that this safe method is followed.

WHY?

To prevent supplying products that will make people ill.

WHAT TO DO IF THINGS GO WRONG



If sausage rolls may have become contaminated or not stored at the correct temperatures, we discard them.

HOW TO STOP THIS HAPPENING

Train team members again on this safe method.

Improve team members supervision.


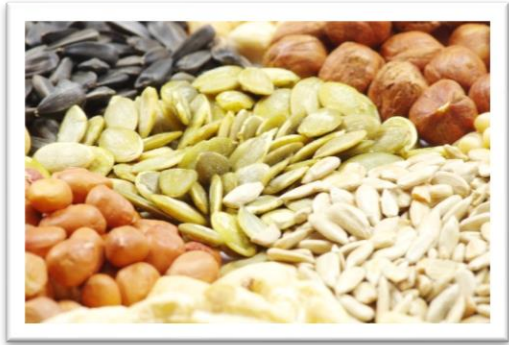
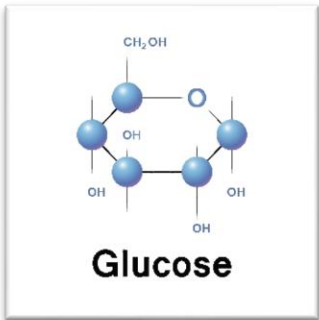
8.2.5. BREAD AND FINE BAKERY WARES (SUPPLIED DIRECTLY TO CONSUMERS OR LOCAL RETAIL)

SAFETY POINT	WHY?
<p>Local retail establishments are those which are within the same local authority (LA) area PLUS the greater of either:</p> <ul style="list-style-type: none"> • the neighbouring local authorities' areas; or • 30 miles (50 Km) from the boundary <p>We minimise acrylamide in bread (including toast) and certain fine bakery wares that we may bake i.e.</p> <ul style="list-style-type: none"> • Cookies • Biscuits • Rusks • Cereal bars • Scones • Cornets • Wafers • Crumpets • Gingerbread • Crisp breads • Bread substitutes 	 <p>Consumption of acrylamide in food increases the risk of developing cancer.</p> <p>Acrylamide is formed from naturally occurring asparagine and sugars in cereal based foods cooked to higher than 120°C in low moisture conditions.</p> <p>More acrylamide is produced when baking if the food is:</p> <ul style="list-style-type: none"> • Dry • Sugary • Cooked at high temperatures
<p>We follow manufacturers' baking instructions (and any colour guides they may provide) carefully when finishing par baked products.</p>	<p>These should have been designed to minimise acrylamide where practical.</p>
<p>We display and follow any available baking industry colour guides when baking bread, and fine bakery wares or toasting bread or toasting sandwiches.</p> <p>If colour guides are not available we aim for a 'golden yellow colour'. Some products such as artisanal rye and darker flour baked goods will be darker in colour than this in which case we simply ensure they are not overcooked.</p>	<p>These illustrate the optimal combination of colour and low levels of acrylamide.</p> 

10 Cs of Food Safety in Baking - Section 8. Cooking and Baking

SAFETY POINT	WHY?
<p>Businesses that are not part of a large organisation or centrally supplied with bread and fine bakery wares</p> <p>When possible and if compatible with food safety and product acceptability, we:</p> <ul style="list-style-type: none"> • Increase the moisture content in the final product • Extend yeast fermentation times • Lower oven temperatures and extend baking times if necessary • Avoid dark roasting products 	
<p>Businesses that are part of a large organisation and centrally supplied with bread and fine bakery wares</p> <p>Head Office ensure that our suppliers that have implemented the mitigation measures in Annex II Part B of the acrylamide legislation.</p> <p>Head Office have devised a sampling plan that involves testing at least annually. Sampling is risk based for foods with the potential to exceed benchmark levels (including coffee) and those for which further mitigation measures are feasible.</p> <p>Copies of sampling plans and test results are kept at Head Office.</p>	<p>There are stricter controls in the acrylamide legislation for larger organisations.</p> 
MANAGE IT	WHY?
<p>We carry out spot checks that this safe method is followed.</p> 	<p>To avoid increasing the risk of our customers developing cancer.</p>
WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING
<p>If bread or fine bakery wares that we bake or that we buy in are darker than available baking industry or manufacturers' colour guides, discard them.</p>	<p>Train team members again on this safe method.</p> <p>Improve team members supervision.</p>

8.2.6. BREAD (SUPPLIED TO BUSINESSES OTHER THAN LOCAL RETAIL)

SAFETY POINT	WHY?
<p>We minimise acrylamide in bread.</p> 	<p>Consumption of acrylamide in food increases the risk of developing cancer.</p> <p>Acrylamide is formed from naturally occurring asparagine and sugars in cereal based foods cooked to higher than 120°C in low moisture conditions.</p> <p>More acrylamide is produced when baking if the food is:</p> <ul style="list-style-type: none"> • Dry • Sugary • Cooked at high temperatures
<p>Recipe and Product Design</p> <p>We may substitute ingredients that have the potential to raise acrylamide levels in the final product where this is compatible with product design and technical possibilities.</p> <p>That includes for instance the use of nuts and seeds roasted at lower rather than higher temperatures.</p>	
<p>We may replace fructose with glucose particularly in recipes containing ammonium bicarbonate (E503) where the product design allows and insofar possible.</p> <p>That includes, for instance, replacing invert sugar syrup and honey, which contain higher levels of fructose, with glucose syrup.</p>	

10 Cs of Food Safety in Baking - Section 8. Cooking and Baking


SAFETY POINT	WHY?
<p>Recipe and Product Design (continued)</p> <p>In products with low moisture content, we may use asparaginase to reduce asparagine insofar possible and taking into account product recipe, ingredients, moisture content and process.</p>	<p>Acrylamide is formed from naturally occurring aspragine when cooked to higher than 120°C in low moisture conditions.</p>
<p>We may extend the yeast fermentation time taking into account the product design and the technical possibilities.</p>	<p>This will reduce the free sugars in dough.</p>
<p>Processing</p> <p>We apply the heat input, i.e. time and temperature combination that is the most effective to reduce acrylamide formation while achieving the targeted product characteristics.</p> <p>We ensure that bread is baked to a lighter colour end point to reduce acrylamide formation taking into account individual product design and technical possibilities.</p> <p>We display and follow any available baking industry colour guides when baking (or toasting) bread.</p> <p>If colour guides are not available we aim for a 'golden yellow colour'. Some products such as artisanal rye and darker flour baked goods will be darker in colour than this in which case we simply ensure they are not overcooked.</p> <p>We follow manufacturers' baking instructions carefully when finishing par baked products.</p>	<div data-bbox="852 792 1369 1137" data-label="Image"> </div> <p>These illustrate the optimal combination of colour and low levels of acrylamide.</p>
<p>We provide baking instructions for bread that is to be finished at home, in bake-off areas, retail shops or in catering establishments.</p> <p>If practical, we also provide colour guides.</p>	<div data-bbox="912 1657 1311 1953" data-label="Image"> </div>

10 Cs of Food Safety in Baking - Section 8. Cooking and Baking




MANAGE IT	WHY?								
<p>We carry out spot checks that this safe method is followed.</p> <p style="text-align: right;">D3</p>	<p>To avoid increasing the risk of our customers developing cancer.</p>								
<p>If we supply to other businesses other than local retailers, we carry out representative sampling and analysis by an accredited laboratory of each product type to find out if levels of acrylamide are at or below the benchmark levels.</p> <p>A 'product type' includes groups of products with the same or similar ingredients, recipe design, process design and/or process controls where these have a potential influence on acrylamide levels in the finished product.</p> <p>We have devised a sampling plan that involves testing at least annually. Sampling is risk based for foods with the potential to exceed benchmark levels and those for which further mitigation measures are feasible.</p> <p>We keep copies of our sampling plans and test results on site.</p>	<p>Although it is not currently an offence to exceed these benchmark levels for acrylamide, businesses need to show that they have reduced them as far as possible without compromising food safety or product acceptability.</p> <p>Benchmark levels</p> <table border="1" data-bbox="807 779 1422 1178"> <thead> <tr> <th data-bbox="807 779 1214 880">Food</th> <th data-bbox="1214 779 1422 880">Benchmark level µg/kg</th> </tr> </thead> <tbody> <tr> <td data-bbox="807 880 1214 981">Soft bread (wheat based)</td> <td data-bbox="1214 880 1422 981">50</td> </tr> <tr> <td data-bbox="807 981 1214 1081">Soft bread (other than wheat based)</td> <td data-bbox="1214 981 1422 1081">100</td> </tr> <tr> <td data-bbox="807 1081 1214 1178">Products similar to other products in this category</td> <td data-bbox="1214 1081 1422 1178">300</td> </tr> </tbody> </table>	Food	Benchmark level µg/kg	Soft bread (wheat based)	50	Soft bread (other than wheat based)	100	Products similar to other products in this category	300
Food	Benchmark level µg/kg								
Soft bread (wheat based)	50								
Soft bread (other than wheat based)	100								
Products similar to other products in this category	300								

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING
<p>If bread that we bake or that we buy in is darker than available baking industry or manufacturers' colour guides, discard them.</p>	<p>Train team members again on this safe method.</p> <p>Improve team members supervision.</p>
<p>If benchmark levels for acrylamide are exceeded, you will need to review your mitigation measures and make adjustments to reduce acrylamide levels as far as is reasonably achievable taking into consideration food safety, geographical conditions and product characteristics.</p>	

8.2.7. FINE BAKERY WARES (SUPPLIED TO BUSINESSES OTHER THAN LOCAL RETAIL)

SAFETY POINT	WHY?
<p>We minimise acrylamide in certain fine bakery wares that we bake i.e.</p> <ul style="list-style-type: none"> • Cookies • Biscuits • Rusks • Cereal bars • Scones • Cornets • Wafers • Crumpets • Gingerbread • Crisp breads • Bread substitutes. 	<p>Consumption of acrylamide in food increases the risk of developing cancer.</p> <p>Acrylamide is formed from naturally occurring asparagine and sugars in cereal based foods cooked to higher than 120°C in low moisture conditions.</p> <p>More acrylamide is produced when baking if the food is:</p> <ul style="list-style-type: none"> • Dry • Sugary • Cooked at high temperatures
<p>Recipe and Product Design</p> <p>We have considered reducing or replacing fully or partially ammonium bicarbonate with alternative raising agents such as</p> <p>a) sodium bicarbonate and acidulants, or</p> <p>b) sodium bicarbonate and disodium diphosphates with organic acids or potassium variants thereof.</p> <p>As part of this consideration, we ensured that the use of the said alternative raising agents did not result in organoleptic changes (taste, appearance, texture etc.) or increase the overall sodium content which influences product identity and consumers acceptance.</p>	
<p>For products where the product design allows, we have replaced fructose or fructose-containing ingredients such as syrups and honey with glucose or non-reducing sugars such as sucrose, particularly in recipes containing ammonium bicarbonate where possible and taking into consideration that replacing fructose or other reducing sugars may result in a modified product identity due to loss of flavour and colour formation.</p>	 <p style="text-align: center;">Glucose</p>

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SAFETY POINT	WHY?
<p>Recipe and Product Design (continued)</p> <p>We use asparaginase where effective and possible to reduce asparagine and mitigate the potential for acrylamide formation.</p> <p>We take into account that there is limited or no effect on the levels of acrylamide of the use of asparaginase in recipes with high fat content, low moisture or high pH value.</p>	
<p>Where a product characteristic allows, we have reviewed whether it is possible to utilise the partial replacement of wheat flour with alternative grain flour, such as rice, taking into consideration that any change will have an impact on the baking process and organoleptic properties of the products.</p>	<p>Different types of grains have shown different levels of asparagine (typical asparagine levels are the highest in rye and in descending order lower in oats, wheat and maize with the lowest levels in rice).</p>
<p>We take into account the impact of ingredients in fine bakery wares that may raise acrylamide levels in the final product, and use ingredients that do not have such effects but maintain physical and organoleptic properties (such as almonds roasted at lower rather than higher temperatures and dried fruits as fructose source).</p> <p>We ensure that suppliers of heat treated ingredients which are susceptible to acrylamide formation carry out an acrylamide risk assessment and implement the appropriate mitigation measures.</p> <p>We ensure that a change in products sourced from suppliers does not result in increased acrylamide levels in such cases.</p>	
<p>We have considered adding organic acids to the production process or decreasing the levels of pH as far as possible and reasonable in combination with other mitigation measures and taking into account that this can result in organoleptic changes (less browning, modification of taste).</p>	

10 Cs of Food Safety in Baking - Section 8. Cooking and Baking

SAFETY POINT	WHY?
<p>Recipe and Product Design (continued)</p> <p>We increase the moisture content in the final product in consideration of achieving the targeted product quality, the required shelf life and food safety standards.</p> <p>When developing new products, we take into account the size and surface area of a particular piece of product taking into account that small product size potentially leads to higher acrylamide levels due to heat impact.</p> <p>As certain ingredients used in the manufacture of fine bakery wares could be heat treated several times (e.g. pre-processed cereal pieces, nuts, seeds, dried fruits, etc.), which results in the raise of acrylamide levels in final products, we adjust product and process design accordingly to comply with any benchmark levels.</p>	
<p>Processing</p> <p>We apply the heat input, i.e. time and temperature combination that is the most effective to reduce acrylamide formation while achieving the targeted product characteristics.</p> <p>We bake products to a lighter colour endpoint in the final product in consideration of achieving the targeted product quality, the required shelf life and food safety standards.</p> <p>We display and follow any available baking industry colour guides when baking fine bakery wares.</p> <p>If colour guides are not available we aim for a 'golden yellow colour'. Some products such as artisanal rye and darker flour baked goods will be darker in colour than this in which case we simply ensure they are not overcooked.</p> <p>We follow manufacturers' baking instructions carefully when finishing par baked products.</p> <p>We do not use burnt products as rework.</p>	 <p>These illustrate the optimal combination of colour and low levels of acrylamide.</p>

10 Cs of Food Safety in Baking - Section 8. Cooking and Baking


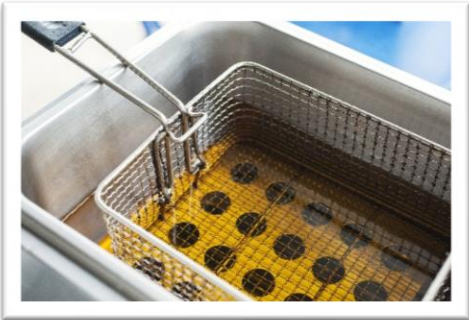
SAFETY POINT	WHY?
<p>Processing (continued)</p> <p>For product pre-mixes that are put on the market to be baked at home or in catering establishments, we provide preparation instructions.</p> <p>If practical, we also provide colour guides.</p>	<p>This is to ensure that the acrylamide levels in the final products are as low as reasonably achievable below the benchmark levels.</p>

MANAGE IT	WHY?												
<p>We carry out spot checks that this safe method is followed.</p> 	<p>To avoid increasing the risk of our customers developing cancer.</p>												
<p>If we supply to other businesses other than local retailers, we carry out representative sampling and analysis by an accredited laboratory of each product type to find out if levels of acrylamide are at or below the benchmark levels.</p> <p>A 'product type' includes groups of products with the same or similar ingredients, recipe design, process design and/or process controls where these have a potential influence on acrylamide levels in the finished product.</p> <p>We have devised a sampling plan that involves testing at least annually. Sampling is risk based for foods with the potential to exceed benchmark levels and those for which further mitigation measures are feasible.</p> <p>We keep copies of our sampling plans and test results on site.</p>	<p>Although it is not currently an offence to exceed these benchmark levels for acrylamide, businesses need to show that they have reduced them as far as possible without compromising food safety or product acceptability.</p> <p>Benchmark levels</p> <table border="1" data-bbox="807 1223 1422 1653"> <thead> <tr> <th data-bbox="807 1223 1214 1290">Food</th> <th data-bbox="1214 1223 1422 1290">Benchmark level µg/kg</th> </tr> </thead> <tbody> <tr> <td data-bbox="807 1290 1214 1357">Biscuits and wafers</td> <td data-bbox="1214 1290 1422 1357">350</td> </tr> <tr> <td data-bbox="807 1357 1214 1424">Crackers</td> <td data-bbox="1214 1357 1422 1424">400</td> </tr> <tr> <td data-bbox="807 1424 1214 1491">Crispbreads</td> <td data-bbox="1214 1424 1422 1491">350</td> </tr> <tr> <td data-bbox="807 1491 1214 1559">Gingerbread</td> <td data-bbox="1214 1491 1422 1559">800</td> </tr> <tr> <td data-bbox="807 1559 1214 1653">Products similar to other products in this category</td> <td data-bbox="1214 1559 1422 1653">300</td> </tr> </tbody> </table>	Food	Benchmark level µg/kg	Biscuits and wafers	350	Crackers	400	Crispbreads	350	Gingerbread	800	Products similar to other products in this category	300
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10 Cs of Food Safety in Baking - Section 8. Cooking and Baking

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING
<p>If fine bakery wares that we bake or that we buy in are darker than available baking industry colour guides, discard them.</p>	<p>Train team members again on this safe method.</p> <p>Improve team members supervision.</p>
<p>If benchmark levels for acrylamide are exceeded, you will need to review your mitigation measures and make adjustments to reduce acrylamide levels as far as is reasonably achievable taking into consideration food safety, geographical conditions and product characteristics.</p>	

8.2.8. DEEP FRIED POTATO PRODUCTS

SAFETY POINT	WHY?
<p>We minimise acrylamide in cut potato products that we deep fry e.g. chips and French fries.</p> 	<p>Consumption of acrylamide in food increases the risk of developing cancer.</p> <p>Acrylamide is formed from naturally occurring asparagine and sugars in cut potato products deep fried to higher than 120°C.</p>
<p>We follow manufacturers' instructions and available colour guides carefully when deep frying frozen potato products.</p>	<p>These should have been designed to minimise acrylamide where practical.</p>
<p>We try to use potato varieties with lower sugar content when they are available and compatible with the product.</p>	<p>The concentration of sugars and asparagine in potatoes vary depending on the potato varieties, season of the crop, storage and climatic conditions, which could in turn affect the acrylamide formation in the potato product during cooking.</p>
<p>We try to use oils and fats which allow potato products to deep fry quicker and/or at lower temperatures.</p> <p>We filter and skim oils and fats frequently to remove fines and crumbs.</p>	
<p>When possible, suppliers of whole potatoes that are used for deep fried products deliver these above 6°C.</p>	<p>Low temperatures increase sugar levels in potatoes.</p>

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SAFETY POINT	WHY?
<p>We do not store whole potatoes that will be used for deep fried products refrigerated.</p> <p>We keep them in a dark place or container that does not let in the light and keeps them aired and cool.</p>	<p>Low temperatures increase sugar levels in potatoes.</p>
<p>We do not use bruised or damaged potatoes for deep fried products.</p>	
<p>We try to cut potato products that we deep fry the same size.</p>	<p>This is so that they cook evenly.</p>
<p>Before deep frying potato products we have prepared we either:</p> <ul style="list-style-type: none"> • Wash and soak in cold water (30 mins to 2 hours) then rinse in clean water; or • Soak for 5 minutes in warm water then rinse in clean water; or • Blanch the potatoes. 	<p>This helps to remove sugar from the potatoes.</p> 
<p>When deep frying potato products we fry as low below 175° as practical</p> <p>If we double or triple cook chips, we pre-fry between 130 - 160°C</p> <p>We only fill frying baskets to half-full.</p> <p>When deep frying smaller quantities (less than half-full basket) we reduce cooking times.</p>	
<p>We display and follow available catering industry colour guides when deep frying potato products.</p> <p>If guides are not available we aim for a 'golden yellow colour'</p>	<p>These illustrate the optimal combination of colour and low levels of acrylamide.</p>

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SAFETY POINT	WHY?
<p>Businesses that are part of a large organisation and centrally supplied.</p> <p>We ensure that new fryers are callibrated and fitted with computerised timers that can be programmed to standard time/temperature settings.</p> <p>Where callibrated fryers are not yet used, we follow the checks described on the previous page.</p>	<p>There are stricter controls in the acrylamide legislation for larger organisations.</p> <p>This is so that standard operating procedures for deep fried potato products can be followed within the organisation.</p>
<p>Businesses that are part of a large organisation and centrally supplied.</p> <p>Head Office ensure that suppliers that have implemented the mitigation measures in Annex II Part B of the acrylamide legislation.</p> <p>Head Office have devised a sampling plan that involves testing at least annually. Sampling is risk based for foods with the potential to exceed benchmark levels and those for which further mitigation measures are feasible.</p> <p>Copies of sampling plans and test results are kept at Head Office.</p>	<p>There are stricter controls in the acrylamide legislation for larger organisations.</p> 
MANAGE IT	WHY?
<p>We carry out spot checks that this safe method is followed.</p> 	<p>To avoid increasing the risk of our customers developing cancer.</p>
WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING
<p>If potato products that we deep fry or that we buy in are darker than available catering industry colour guides or manufacturers' colour guides, discard them.</p>	<p>Train team members again on this safe method. Improve team members supervision.</p>

8.2.9. EGGS

SAFETY POINT

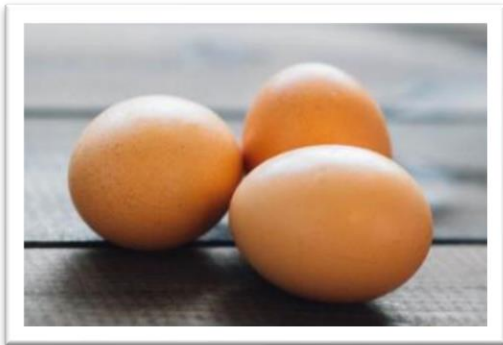
We use pasteurised or 'Lion Code' branded (or equivalent UK scheme) shell eggs in any food that will not be cooked, or only lightly cooked. We cook other eggs thoroughly.

We store shell eggs beneath or separately from ready to eat foods, wash our hands and clean and disinfect work surfaces after handling.

We do not use cracked or dirty eggs.

If breaking out eggs to use later (pooling) we keep liquid egg in the fridge and take out small amounts. We use pooled eggs that day or the next day and do not top up.

We store eggs in a cool, dry place (preferably in a fridge) and do not use eggs after the 'best before' date.



WHY?

Pasteurisation kills bacteria, which is why pasteurised egg is the safest option. Lion Brand eggs are produced under strict rules and are unlikely to be contaminated.

Eggs can contain harmful bacteria. If you cook them thoroughly this kills bacteria.

One contaminated egg could result in a large amount of contaminated egg so we need to take extra care to ensure any bacteria cannot grow.

If eggs are stored warm or for too long bacteria can multiply to dangerous levels.

MANAGE IT

We carry out spot checks that this safe method is followed.



WHY?

Not using pasteurised or Lion Brand eggs in certain products could result in food poisoning.

WHAT TO DO IF THINGS GO WRONG

If a team member is not following this safe method, we tell them why and how important it is.

HOW TO STOP THIS HAPPENING

Train team members again on this safe method.

Improve team members supervision.

10 Cs of Food Safety in Baking - Section 8. Cooking and Baking

8.2.10. RICE

SAFETY POINT

When we have cooked rice, we keep it hot (at or above 63°C) until serving or chill it down as quickly as possible and then keep it in the fridge.

WHY?

Rice can contain spores that may not be killed by cooking



We make rice chill down more quickly by dividing it into smaller portions, spreading it out on a clean tray, or running it under cold water. We make sure the water is clean and of drinking quality.

If cooked rice is left at room temperature, germs can multiply and produce toxins that cause food poisoning. Reheating will not get rid of these.

MANAGE IT

We carry out spot checks that this safe method is followed.



WHY?

To ensure that the rice we produce is safe.

WHAT TO DO IF THINGS GO WRONG



If a team member is not following this, we tell them why and how important it is.

HOW TO STOP THIS HAPPENING

Train team members again on this safe method.

Improve team members supervision.

8.2.11. SHELLFISH

SAFETY POINT	WHY?
<p>Crustacea (e.g. crabs and lobsters)</p> <p>We keep live crustacea in the fridge covered by a clean damp cloth.</p> <p>We check they are alive by making sure their eyes respond to touch and do not use dead crustacea.</p> <p>We thoroughly cook crustacea. to a centre temperature of 75°C for 30 seconds or 70°C for 2 minutes.</p> <p>We remove any inedible parts which vary between species.</p>	<p>Cool and damp conditions will keep them alive out of the water longer.</p> <p>Dead crustacea retain increased levels of metabolic by-products which taint the food.</p> <div style="display: flex; align-items: center;">  <p>This will kill harmful bacteria.</p> </div>
<p>Live bivalve molluscs (e.g. mussels and clams)</p> <p>Before we cook live bivalve molluscs, we throw away those with damaged or open shells (that do not close when tapped).</p> <p>We wash them in cold running water to remove toxins, sand and grit.</p> <p>We cook bivalve molluscs until the muscle has shrunk in the shell and throw away any that do not open when cooked.</p>	<div style="display: flex; align-items: center;">  <p>If the shell is damaged or open before cooking, they might be dead and not safe to eat.</p> </div> <p>They are dead and might not be safe to eat.</p>

MANAGE IT	WHY?
<p>We keep consignment notes or traceability labels for any live bivalve molluscs.</p> <p style="text-align: right;">D1</p> <p>We carry out spot checks that this safe method is followed.</p> <p style="text-align: right;">D3</p>	<p>This is required by law for traceability purposes.</p> <p>Not cooking shellfish properly could make our customers ill.</p>

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING
<p>If a team member is not following this, we tell them why and how important it is.</p>	<p>Train team members again on this safe method.</p> <p>Improve team members supervision.</p>

8.2.12. SCALLOPS

SAFETY POINT

We shuck whole scallops as soon as practical after delivery and store them in the fridge.

We do not use any scallops with broken shells and discard the viscera (the membrane, grey-brown frill and black thread of intestine).

We rinse scallops briefly after shucking taking care not to contaminate surfaces, cloths etc. with the waste juices and make sure there are no black bits remaining.

We wash shucked, rinsed and trimmed scallops (including those delivered 'in-shell') in free running clean tap water for at least 10 minutes agitating them frequently.

As this washing process will take in water, we firm up the scallops by placing them between absorbent blue paper towel for 10-20 minutes in the fridge.

We cook scallops until they are milky white and firm.

WHY?

The gut wall quickly breaks down, releasing gut contents that contaminate the edible meat

These inedible parts may contain naturally occurring bio-toxins that are not destroyed by heat and will make our customers ill.

This will reduce the levels of biotoxins.



MANAGE IT

We keep consignment notes or traceability labels for any live bivalve molluscs.

D1

We carry out spot checks that this safe method is followed.

D3

WHY?

This is required by law for traceability purposes.

Not washing scallops properly could make our customers ill.

WHAT TO DO IF THINGS GO WRONG



If a team member is not following this, we tell them why and how important it is.

HOW TO STOP THIS HAPPENING

Train team members again on this safe method. Improve team members supervision.

8.2.13. OYSTERS

SAFETY POINT	WHY?
<p>The live oysters we use are from reputable suppliers</p> <p>Oysters are delivered via a temperature controlled vehicle.</p> <p>Oysters are placed into a designated refrigerator immediately after delivery.</p> <p>They are delivered and stored 'cupped' side down and the flatter side upwards in a lidded container to prevent leaking.</p> <p>We prepare oysters in an area of the bakery normally designated for raw and unwashed foods.</p> <p>Before we prepare oysters, we throw away those with open or damaged shells or any that do not close rapidly when tapped.</p> <p>We wash the oysters in cold running water to remove external sand, grit etc.</p> <p>We ensure knives, cloths, and other equipment (including gloves if worn) are clean and we use a sanitised or different shucking knife for each batch.</p> <p>We wash our hands thoroughly after shucking the oysters.</p> <p>We cook bivalve molluscs until the muscle has shrunk in the shell and throw away any that do not open when cooked.</p>	<p>Oyster laying areas may be contaminated with norovirus and bacteria.</p> <p>Live oysters should never be stored in ice as they could die and become unsafe</p> <p>This is a legal requirement and helps to retain the fluid in the shell and keep them alive</p> <p>Although oysters are to be served as a ready to eat product, they may still contain food poisoning bacteria or viruses.</p> <p>If the shell is damaged or the oyster is dead, oysters might not be safe to eat.</p> <div data-bbox="858 1032 1374 1379" data-label="Image"> </div> <p>They are dead and might not be safe to eat.</p>

MANAGE IT	WHY?
<p>We keep consignment notes or traceability labels for any live bivalve molluscs. </p> <p>We carry out spot checks that this safe method is followed. </p>	<p>This is required by law for traceability purposes.</p> <p>Not cooking shellfish properly could make our customers ill.</p>

8.2.14. VACUUM PACKED FOODS

SAFETY POINT

Raw food is never vacuum packed on the same machine as ready to eat foods even if cleaned and disinfected between uses.

If we vacuum pack both raw and ready to eat foods, the machines and vacuum pouches are stored and used in the designated areas for each type of food.

We store unused vacuum pouches in containers with tight fitting lids.

We only use in-date foods.

We assign a shelf-life of 5 days or less (including day packed) to ready to eat foods – or the original use by date whichever is shorter.

We assign a shelf-life of 10 days or less (including day packed) to raw foods.

WHY?

This is to prevent the potential for cross contamination to occur from raw to ready to eat foods vacuum packed on the same machine.



MANAGE IT

We carry out spot checks that this safe method is followed.



WHY?

Dangerous germs can thrive in vacuum packed conditions if we are not careful.

WHAT TO DO IF THINGS GO WRONG

If bags are not creating a tight fit around food or there are leaks:

- check the machine control settings
- check, clean and, if necessary, replace the heating strip
- Re-pack affected foods

If poorly sealed vacuum packs are discovered in storage, discard.

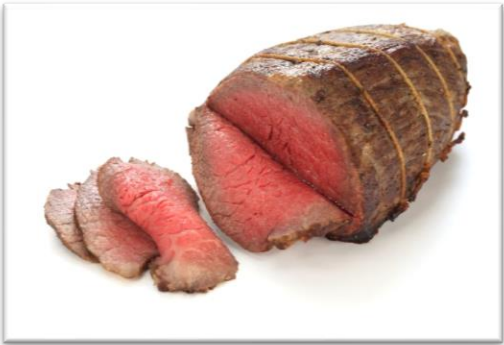
HOW TO STOP THIS HAPPENING


Increase the frequency that the machine is serviced.

Train team members again on this safe method.

Improve team members supervision.

8.2.15. BEEF AND LAMB

SAFETY POINT	WHY?
<p>If we serve beef/ lamb not thoroughly cooked:</p> <p>We confirm with our raw meat suppliers that the raw meat has not been mechanically tenderised with needles or blades.</p> <p>We make sure all of the outside surfaces are fully cooked, e.g. by sealing in a pan or on a griddle.</p>	<p>This could move harmful germs into the centre of the joint which would then have to be thoroughly cooked.</p> 
<p>We use red handled tongs to place raw meat on heat and yellow tongs to remove the cooked meat. Yellow tongs and utensils used to flip the meat are kept on heat or in sanitiser between uses to disinfect them.</p>	<p>This will reduce the risk of cross-contamination from raw to ready-to-eat foods.</p>
<p>We do not serve rolled joints, minced products or offal rare.</p>	<p>Thorough cooking is needed to kill the harmful bacteria and/or parasites in these products.</p>


MANAGE IT	WHY?
<p>We carry out spot checks that this safe method is followed.</p> 	<p>Not thoroughly cooking the outside of these cuts could result in food poisoning.</p>

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING
<p>If a team member is not following this safe method, we tell them why and how important it is.</p>	<p>Train team members again on this safe method.</p> <p>Improve team members supervision.</p>

8.2.16. LARGE MEAT AND POULTRY JOINTS

SAFETY POINT	WHY?
<p>We preheat equipment such as ovens before cooking.</p>	<p>If you use equipment before it has preheated, food will take longer to cook. This means that recommended cooking times in manufacturer's instructions might not be long enough.</p>
<p>We cook large joints to a centre temperature of 75°C for 30 seconds or 70°C for 2 minutes.</p> <p>Sometimes we use slow cooking methods which will not reach this temperature therefore the centre of the food must reach one of these time-temperatures combinations:</p> <ul style="list-style-type: none"> • 65°C for 10 minutes • 60°C for 45 minutes <p>If this is the case we make a note on the D1 Form of why the temperature reading was lower.</p> <p>Only if following the safe method for beef and lamb detailed in the FOODS THAT REQUIRE EXTRA CARE section, do we cook joints to lower temperatures.</p>	<p>Joints may contain harmful bacteria, toxins or parasites when raw and cooking is needed to make them safe. This time temperature combination will kill harmful bacteria.</p> <p>Cooking foods at lower temperatures can still be safe but strict controls are required.</p> <div data-bbox="880 864 1337 1178" style="text-align: center;"> </div>
<p>When we add raw meat or poultry, we make sure they do not touch or drip onto the joints already cooking</p> <p>We do not use the same utensils before and after cooking meats and poultry.</p>	<p>Bacteria could spread from the raw meat to cooked meat and stop it being safe to eat.</p>
<p>We turn meat and poultry during cooking.</p>	<p>This helps it cook more evenly.</p>
<p>Ideally we cool meat and poultry joints to 20°C or below within 2 hours of cooking and then refrigerate. If this is not possible, we use:</p> <ul style="list-style-type: none"> • smaller joints; or • the following cooling processes 	<p>Cooling foods quickly reduces the risk of harmful germs or toxins growing in the food.</p>

10 Cs of Food Safety in Baking - Section 8. Cooking and Baking

SAFETY POINT	WHY?																														
<p>We may use various methods to cool joints quickly e.g.</p> <ul style="list-style-type: none"> ✓ We use a blast chiller ✓ We divide into smaller pieces. ✓ We move to a colder area ✓ We stand bagged joints in cold water or ice in a walk in chiller <p>Whatever method we use, we cool joints to the stated temperatures within these time limits and store refrigerated:</p> <p>Uncured meats (e.g. roast pork)</p> <table border="1" data-bbox="165 943 783 1144"> <thead> <tr> <th>Temp</th> <th>Good practice (hrs)</th> <th>Maximum (hrs)</th> </tr> </thead> <tbody> <tr> <td>To 50°C</td> <td>1</td> <td>2½</td> </tr> <tr> <td>50-12°C</td> <td>6</td> <td>6</td> </tr> <tr> <td>12-5°C</td> <td>1</td> <td>1½</td> </tr> <tr> <td>Total</td> <td>8</td> <td>10</td> </tr> </tbody> </table> <p>Cured meats (e.g. hams)</p> <table border="1" data-bbox="165 1245 783 1447"> <thead> <tr> <th>Temp</th> <th>Good practice (hrs)</th> <th>Maximum (hrs)</th> </tr> </thead> <tbody> <tr> <td>To 50°C</td> <td>1¼</td> <td>3¼</td> </tr> <tr> <td>50-12°C</td> <td>7½</td> <td>7½</td> </tr> <tr> <td>12-5°C</td> <td>1¼</td> <td>1¾</td> </tr> <tr> <td>Total</td> <td>10</td> <td>12½</td> </tr> </tbody> </table>	Temp	Good practice (hrs)	Maximum (hrs)	To 50°C	1	2½	50-12°C	6	6	12-5°C	1	1½	Total	8	10	Temp	Good practice (hrs)	Maximum (hrs)	To 50°C	1¼	3¼	50-12°C	7½	7½	12-5°C	1¼	1¾	Total	10	12½	<p>This is the quickest and safest cooling method</p> <p>Increasing the surface area speeds cooling</p> <p>Joints chill more quickly in a colder place.</p> <p>The cold transfers to the joints.</p>
Temp	Good practice (hrs)	Maximum (hrs)																													
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<p>If we use blast chillers to chill down joints, we follow manufacturers' instructions.</p> <p>In particular:</p> <ul style="list-style-type: none"> • Joints must not be added in the middle of a cooling cycle • The blast chiller must not be used to store joints and joints must not be left in there overnight 	<p>A blast chiller is specially designed to chill down hot foods quickly and safely.</p> 																														



10 Cs of Food Safety in Baking - Section 8. Cooking and Baking

SAFETY POINT	WHY?
We cover food when chilling unless using a blast chiller.	This is to protect food from dirt and bacteria.

MANAGE IT	WHY?
We check and record cooling times and temperatures by probing each joint once every 2 hours.	Harmful bacteria can grow in food that is left to chill slowly.

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING
<p>Cook joints for longer if target temperature not reached.</p> <p>Speed up cooking process by using smaller joints.</p>	<p>Repair or replace equipment.</p> <p>Review your cooking method. You might need to increase the time or temperature.</p> <p>Train team members again on this safe method.</p> <p>Improve team members supervision.</p>
<p>If food has not been cooled down safely, throw it away.</p>	<p>Review the chilling methods and if necessary, try out different methods.</p> <p>Train team members again on this safe method.</p> <p>Improve team members supervision.</p>

8.3. Reheating

SAFETY POINT	WHY?
<p>We make sure that we use equipment that reheats and cooks food effectively and we follow the equipment manufacturer's instructions.</p>	<p>If equipment is not suitable for reheating, or is not used properly, the food might not get hot enough to kill bacteria.</p>
<p>We preheat equipment such as ovens and grills before reheating.</p> 	<p>Food will take longer to reheat if you use equipment before it has preheated.</p> <p>This means that recommended reheating times in recipes or manufacturer's instructions might not be long enough.</p>
<p>If we are reheating food in a microwave, we follow the food manufacturer's instructions, including advice on standing and stirring.</p> <p>If we use a microwave to reheat food that we have cooked ourselves, we stir it during reheating.</p> 	<p>The manufacturer has tested its instructions to make sure that products will be properly reheated. Standing and stirring are part of the process of cooking/reheating in a microwave and help make sure the food is the same temperature all the way through.</p> <p>When food is microwaved, it can be very hot at the edges and still be cold in the centre – stirring helps to prevent this.</p>
<p>We reheat foods to a centre temperature of 75°C for 30 seconds or 70°C for 2 minutes.</p> <p>We only reheat once and not too slowly. Our maximum reheat time is two hours.</p> <p>Sometimes, we warm foods to taste. We do this quickly and only if the foods will be served and consumed straightaway.</p>	<p>Foods that may have been undercooked or cooled slowly may contain harmful bacteria.</p> <p>Keeping foods at warm temperatures will allow harmful germs to grow quickly.</p>


10 Cs of Food Safety in Baking - Section 8. Cooking and Baking

SAFETY POINT	WHY?
We do not put food into hot holding without reheating it properly first.	This equipment is not designed to reheat foods and germs can grow to dangerous levels if this takes too long.

MANAGE IT	WHY?
<p>We carry out centre temperature checks on foods consisting of or containing meat, poultry, offal, fish, rice or eggs.</p> <p style="text-align: center;">D1</p> <p>We check the food temperature of reheat to order items regularly and one item per batch.</p>	<div data-bbox="831 600 1187 837" data-label="Image"> </div> <p>These foods that are likely to contain harmful germs so it is essential that they are cooked thoroughly.</p>

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING
<p>Reheat the food for longer.</p> <p>Speed up the reheating process, for example by dividing the food into smaller quantities, or using different equipment.</p>	<p>Repair or replace equipment.</p> <p>Review your baking or cooking method. You might need to increase the time or temperature.</p> <p>Train team members again on this safe method. Improve team members supervision.</p>

8.4. Hot hold and display

SAFETY POINT	WHY?
<p>We preheat hot holding equipment before we put any food in it.</p> <p>We do not use hot holding equipment to heat foods. Instead, we ensure foods are already thoroughly cooked or reheated before putting into the hot holding equipment.</p> <p>We stir liquids regularly to help ensure even heat distribution.</p>	<p>Putting food into cold equipment means it might not be kept hot enough to stop harmful bacteria growing.</p> 
<p>We hold for service or display hot food at or above 63°C.</p> <p>If we do not have suitable equipment to do this, we discard the food within 2 hours.</p>	<p>This is a legal requirement.</p> <p>Food can be displayed out of hot storage for up to 2 hours. You can only do this once.</p>
<p>We do not mix new food with the food ('topping up') that is already on display.</p>	<p>This could lead to the older food being left out for too long.</p>
<p>Where food is self-service, we provide sufficient serving utensils.</p> <p>When practical, we fit a sneeze screen (or similar).</p>	<p>This reduces the risk of customers transferring allergens from one food to another and contaminating foods.</p>

10 Cs of Food Safety in Baking - Section 8. Cooking and Baking

MANAGE IT	WHY?
<p>We use a probe thermometer to check the temperature of foods stored in our hot holding and display equipment:</p> <p style="text-align: center;">D1</p> <ul style="list-style-type: none"> ✓ at the start of service ✓ every two hours ✓ at the end of service (if re-using food) 	<p>This is to make sure that hot food is kept at 63°C or above.</p> 
<p>We only re-use leftovers if they are at 63°C or above at the end of the service period.</p>	<p>Harmful germs may have grown in the food.</p>
<p>We follow the manufacturer's instructions on how to use hot holding or display equipment.</p>	<p>It is important to use equipment properly to make sure food is kept hot enough.</p>
WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING
<p>If the hot food is below 63°C, discard it within 2 hours of the last satisfactory check.</p> <p>Investigate the reasons for this and if necessary, call the nominated equipment contractor.</p>	<p>If you have frequent problems with your hot holding equipment, consider whether it is suitable for the business.</p>




9. Contingencies

Sometimes things break or go wrong that you have no control over. This may mean you have to close the business temporarily as it would be unsafe to continue. In some cases you can continue to operate by introducing alternative controls to keep foods safe.

In this section you will find these safe methods:

- 9.1 No hot water supply
- 9.2 No cold water supply
- 9.3 No electrical power


9.1. No hot water supply

SAFETY POINT	WHY?
<p>If there is no hot water supply, seek expert advice immediately. Unless sufficient hot water can be sourced it may be necessary to close temporarily.</p>	<p>Hot water is needed to wash hands properly and to disinfect equipment.</p> <p>If an alternative solution is not found, the business could be closed by the local council.</p>
<p>Hot water must be available at all times for hand washing. Water boilers or kettles should be used. A supply of cold water for mixing and plug should be provided at the basin to ensure that the temperature is no more than 50°C.</p> <p>If the dishwasher has its own heating element, then this can continue to be used. All equipment and utensils that are able to fit in this machine must be cleaned in the dishwasher.</p> <p>Water boilers or kettles should be used to heat the rinse water when washing larger pieces of equipment. This should be probed to make sure it is at 82°C or above.</p>	

MANAGE IT	WHY?
<p>Keep a record of the action that you took.</p>	<p>This will give the council confidence that you are managing the situation and still able to provide safe food.</p>

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING
<p>Call your plumber to remedy the situation.</p>	<p>If this happens frequently, replace any faulty equipment.</p>


9.2. No cold water supply

SAFETY POINT	WHY?
<p>If there is no cold water supply, seek expert advice immediately. Unless sufficient cold water can be sourced it may be necessary to close temporarily.</p>	<p>Water is needed to wash food, wash hands properly and to disinfect equipment.</p> <p>If an alternative solution is not found, the business could be closed by the local council.</p>
<p>Stored water may be available for a short period of time. In this case, tasks requiring water to ensure food safety e.g. hand washing must be prioritised.</p> <p>If running water is not available you cannot prepare fruit and vegetables that need washing. Only pre-packed fruit and vegetables can be used.</p> <p>Use spray sanitiser twice to clean food and hand-contact surfaces.</p>	

MANAGE IT	WHY?
<p>Keep a record of the action that you took.</p>	<p>This will give the council confidence that you are managing the situation and still able to provide safe food.</p>

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING
<p>Call your plumber to remedy the situation.</p>	<p>If this happens frequently, replace any faulty equipment.</p>

9.3. No electrical power

SAFETY POINT	WHY?
<p>If there is no electrical power, seek expert advice immediately. Unless electrical power can be supplied it may be necessary to close temporarily.</p>	<p>Electrical power is needed to keep foods at safe temperatures.</p> <p>If an alternative solution is not found, the business could be closed by the local council.</p>
<p>Keep all freezer doors closed.</p> <p>Place a probe thermometer between two food packs in all refrigerators and then keep the doors closed.</p> <p>Check and record the temperature when you discover the power has failed and then every two hours.</p> <p>When power is back on:</p> <ul style="list-style-type: none"> • Refrigerators – if the food is above 8°C, and may have been for more than 4 hours the food must be disposed of. • Freezers - If the surface temperature of the food is above -15°C, thoroughly defrost the food and do not re-freeze. 	
<p>Check and record hot food temperature when you discover the power has failed and then every two hours.</p> <p>If below 63°C, discard all food within two hours of the last satisfactory check.</p>	

10 Cs of Food Safety in Baking - Section 9. Contingencies

MANAGE IT	WHY?
Keep a record of the action that you took.	This will give the council confidence that you are managing the situation and still able to provide safe food.

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING
Call your electrician to remedy the situation.	If this happens frequently, replace any faulty equipment or installations.



10. Compliance

It is important that we comply with the legislation that has been designed to protect the health of our customers.

Environmental Health Officers that are employed by the local council carry out routine checks to make sure this is the case.

If the safe methods in your food safety management system are followed, you can be confident that legal requirements have been met.

In this section you will find these safe methods:

- 10.1. An EH officer visits
- 10.2. An EH officer takes action
- 10.3. A poor food hygiene rating

10.1. An EH officer visits

WHAT TO DO	WHY?
<p>We introduce ourselves and check their identification card.</p> 	<p>A food enforcement officer may be an environmental health practitioner (EHP) - often known as an EHO - or technical officer with additional skills in food safety. They are employed by the local council.</p>
<p>If we are very busy and/or short staffed, we can ask if they would mind coming back at a better time. However, if they would prefer to carry out the inspection then we must let them.</p>	<p>They have the right to inspect without giving notice. They have the right of entry at all reasonable times which is generally considered to be any time that food is being handled on site – not just when we are open.</p>
<p>We offer them a soft drink or tea/coffee, ask why they have visited, where/what they want to see and if there is any paperwork or documents we will need to gather to show them.</p>	<p>They have the right to see any documents relating to food safety unless they are considered to be and have been marked as 'legally privileged'</p>
<p>We accompany the enforcement officer during the visit and take a pen and paper so we can make notes about things pointed out to us.</p> <p>We don't volunteer too much information unless asked but always answer the questions they have, fully and truthfully.</p> <p>At the end of the visit we ask them to summarise their findings. They may complete an inspection summary form and give us a copy.</p> <p>We make sure that we understand which items are legal requirements and which are their recommendations. If we don't understand something, we ask.</p>	 <p>It is part of the officer's job to explain and ensure we know what is going on.</p>


10 Cs of Food Safety in Baking - Section 10. Compliance

WHAT TO DO	WHY?
<p>We ask if they are going to take any other action and what this may be.</p> <p>We ask if they could let us know which food hygiene rating they are going to give us.</p> <p>We find out if and when they are going to come back.</p> <p>We thank the enforcement officer for their visit, help and advice.</p>	<p>We need this information so that we can prioritise our actions.</p>



MANAGE IT	WHY?
<p>We make sure that we have the enforcement officer's name and contact details.</p> <p>We read the inspection summary forms and any further correspondence carefully.</p>	<p>We need this information so that we can make sure that any legal contraventions are remedied within the timescales that the officer has given. If we do not comply within the timescales given the officer may take legal action.</p>

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING
<p>Follow the relevant 'what to do' actions in the next sections.</p>	<p>Re-train team members in your safe methods.</p> <p>Closer supervision.</p>


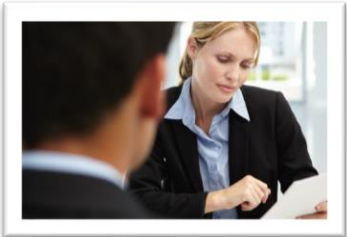
10.2. An EH officer takes action

ACTION TAKEN	WHAT TO DO
<p>Gives you a handwritten report or sends a letter</p> 	<p>Action any items that they state are legal requirements as soon as possible and certainly within the date given.</p> <p>If these are costly items ensure the remedy you are proposing is the most cost effective.</p> <p>Consider whether any recommendations are practical for the operation – action if they are.</p>
<p>Asks you to display a 'food hygiene rating' sticker</p> <p>These schemes are operated by most UK local authorities.</p> <p>Following an inspection, enforcement officers will score the operation. They will issue a sticker detailing the score and publish this information on a website.</p> <p>It is not yet compulsory to display the certificate (apart from in Wales and Northern Ireland).</p>	 <p>Only display the sticker (unless in Wales or Northern Ireland) if a top score is received.</p>
<p>Visits because of a complaint</p> 	<p>Ask whether they will release the complainant's details at the end of their investigation so that you can write to apologise if necessary.</p> <p>You should contact the enforcement officer within two weeks to check the progress of their investigation. This demonstrates that we take food safety seriously and will ensure that you are fully aware if they intend to take further action.</p>


10 Cs of Food Safety in Baking - Section 10. Compliance

ACTION TAKEN	WHAT TO DO
<p data-bbox="164 324 667 387">Serves a Hygiene Improvement Notice (formal notice requiring works)</p> 	<p data-bbox="831 324 1422 387">Check that you understand what exactly needs to be done and by when.</p> <p data-bbox="831 421 1422 551">If you are able to complete any works prior to the expiry date, invite the officer in so that if they are not satisfied you still have time to put it right.</p> <p data-bbox="831 584 1422 714">If you do not feel you will be able to complete the works on time, contact the officer to ask for an extension and ask them to put it in writing.</p> <p data-bbox="831 748 1422 842">If you do not agree that the notice should be served, check the "Rights of Appeal" on the back and contact the CBA.</p>
<p data-bbox="164 913 608 976">Takes a food sample (to have it examined or analysed)</p> 	<p data-bbox="810 913 1422 945">Ask the officer why they are taking the sample.</p> <p data-bbox="810 978 1422 1041">This may be a routine sample as part of a local or national survey.</p> <p data-bbox="810 1075 1422 1169">However it may be because they have concerns and are wanting to check that you are not providing unsafe food.</p> <p data-bbox="810 1202 1422 1265">If you do not agree that the food was unsafe, contact the CBA.</p>
<p data-bbox="164 1435 687 1498">Seizes food (to have it condemned by a magistrate)</p> 	<p data-bbox="831 1435 1422 1529">Check that you understand why they have seized the food and what they intend to do with it.</p> <p data-bbox="831 1563 1422 1626">If you do not agree that the food was unsafe, contact the CBA.</p>


10 Cs of Food Safety in Baking - Section 10. Compliance

ACTION TAKEN	WHAT TO DO
<p>Serves/intends to serve a Hygiene Emergency Prohibition Notice (to close all or part of the business)</p> 	<p>Check that you understand what exactly you need to do before you can re-start.</p> <p>Contact the officer as soon as the work is complete so that they can re-visit.</p> <p>If you do not agree that there was an imminent risk to health, contact the CBA.</p>
<p>Cautions you or a member of staff</p> <p>A caution is when an enforcement officer says to you "You do not have to say anything, but it may be held against you, if you fail to mention when questioned something you later rely on in Court"</p>	<p>Apart from giving your name, address and position, do not answer any further questions unless you are authorised to answer questions under caution on behalf of the Company.</p> <p>Advise the Enforcement Officer that you will be happy to arrange an appointment with someone authorised to answer their questions. Contact the CBA.</p> <p>If the officer is not asking you to answer questions on behalf of the company but because they feel you may have committed an offence, you should seek legal advice first.</p>
<p>Invites you or a team member to a formal interview</p>  <p>This is an interview under caution and your answers could be used in evidence in Court.</p>	<p>Do not accept the invitation.</p> <p>Advise the Enforcement Officer that you will be happy to arrange an appointment with someone authorised to answer their questions. Contact Safer Food Scores.</p> <p>If the officer is not asking you to answer questions on behalf of the company but because they feel you may have committed an offence, you should seek legal advice first.</p>

10.3. A poor food hygiene rating

OUTCOME	WHAT TO DO
<p>You have received the score you deserved but would like to improve on it</p> 	<p>Ask the enforcement officer what score they intend to give on the day so that you can take prompt action.</p> <p>Arrange for any necessary actions to be completed as soon as possible.</p> <p>Prioritise any actions necessary to prevent contamination or food poisoning. Then concentrate on the other legal contraventions.</p> <p>Once the legal requirements have been complied with, contact the enforcement officer to detail actions taken so far and ask for a link to the Council's Food Hygiene Rating re-score application form.</p> <p>Send the re-score application form back to the Council.</p> <p>An officer will re-visit unannounced between 3-6 months after you have requested a re-score. Some councils will revisit sooner than that if the only non-compliance related to structural or equipment defects (or upon payment of a fee). You will need to contact the council directly to find out what their policy is.</p> <p>In Wales, once an application for a re-score has been accepted and paid for, the officer has a legal obligation to re-visit within 12 weeks.</p> <p>Do not display the sticker (unless in Wales where this is compulsory).</p> <p>Schedule in when the next routine EHO inspection is due so you can be better prepared.</p>

10 Cs of Food Safety in Baking - Section 10. Compliance

OUTCOME	WHAT TO DO
<p data-bbox="164 324 718 387">You have received a score lower than you think you deserved</p> 	<p data-bbox="802 324 1423 421">Ask the enforcement officer what score they intend to give on the day of the visit so that you can take prompt action if you disagree.</p> <p data-bbox="802 488 1423 645">On the same day, gather evidence of your good procedures and standards as well as what the enforcement officer felt were not good e.g. photographs, video footage, records, written procedures.</p> <p data-bbox="802 712 1423 779">Arrange for any necessary actions to be completed as soon as possible.</p> <p data-bbox="802 846 1423 943">Contact the enforcement officer to explain their concerns and ask for a link to the Council's Food Hygiene Rating Appeal form.</p> <p data-bbox="802 1010 1423 1137">Check your previous inspection report. If you were scored higher then try to determine whether procedures or standards were any different.</p> <p data-bbox="802 1205 1423 1301">The appeal form must be returned within 21 days of being notified in writing of your food hygiene rating.</p> <p data-bbox="802 1368 1423 1496">Do not display the sticker. Although display is normally compulsory in Wales, this is not required during the appeal period (if one is made)</p> <p data-bbox="802 1563 1423 1659">Schedule in when the next routine EHO inspection is due so you can be better prepared.</p>