Safer food better business for retailers

Food Standards Agency

Working with food?
What you need to know before you start

It is easy for you to spread bacteria to food without realising. These bacteria are invisible and could make customers ill. Your personal hygiene is important.

This is what you need to do to keep food safe:

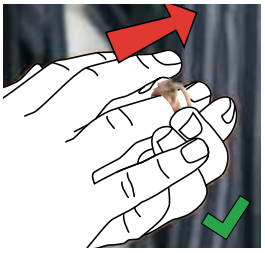
Before you start working with food

Always wash your hands

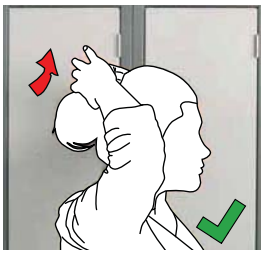
Wear clean clothes

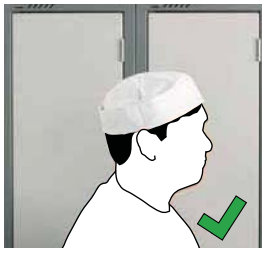
Wear an apron if handling unwrapped food

Tell your manager if you have vomiting or diarrhoea and do not work with food



Take off your watch and jewellery





It is a good idea to tie hair back and wear a hat or hairnet

When you are working with food

No smoking

No eating or drinking

Avoid touching your face, coughing or sneezing over food

Cover cuts with a brightly coloured waterproof dressing

Washing hands effectively

Step 1: Wet your hands thoroughly under warm running water and squirt liquid soap onto your palm

Step 2: Rub your hands together palm to palm to make a lather

Step 3: Rub the palm of one hand along the back of the other and along the fingers. Repeat with the other hand

Step 4: Put your palms together with fingers interlocked and rub in between each of the fingers thoroughly

Step 5: Rub around your thumbs on each hand and then rub the fingertips of each hand against your palms

Step 6: Rinse off the soap with clean water and dry your hands thoroughly on a disposable towel. Turn off the tap with the towel and then throw the towel away

When to wash hands

Before touching any food, especially ready-to-eat food

After going to the toilet

After every break

After touching raw meat, poultry, fish, eggs or unwashed vegetables

After touching a cut or changing a dressing

After touching or emptying bins

After any cleaning

After touching phones, light switches, door handles and cash registers

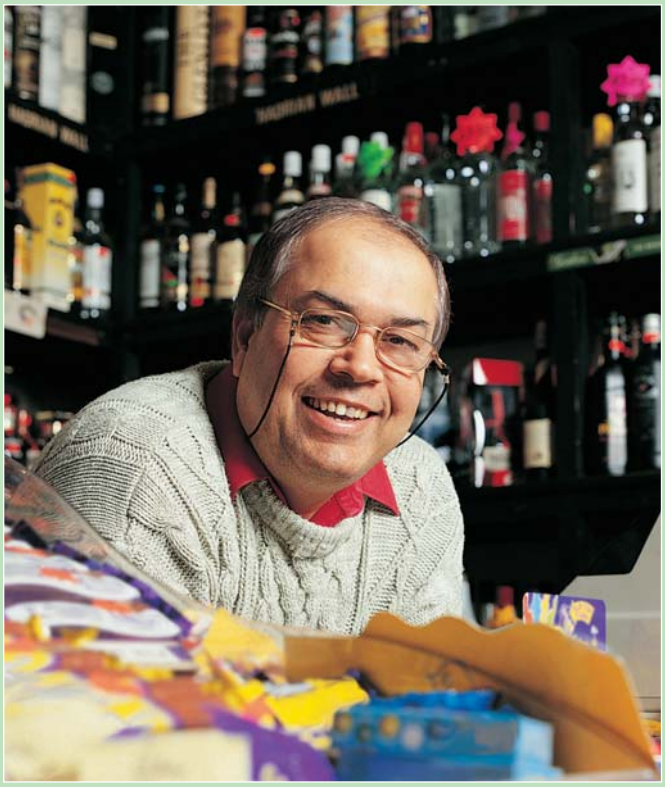
How to use this pack

Welcome to Safer food, better business for retailers

Is this pack for me?

This pack is for small retail businesses that sell food, including any food that needs to be kept cold to keep it safe, e.g. milk, dairy products, cooked meats or sandwiches.

Retail businesses that sell any food must comply with food law.



Do you sell food that needs to be kept cold to keep it safe?

Yes ☐ No ☐

If Yes, is your business one of these? (please tick)

- Small convenience store ☐
- Confectioner, tobacconist and newsagent (CTN) ☐
- Health food shop ☐
- Delicatessen ☐
- Other – give details: ☐

This pack is not suitable for specialist retailers including butchers, fishmongers and bakers.

If No (you do not sell any food that needs to be kept cold) this pack could be more than you are required to do by law. But you can still use the pack if you want to.

If you are not sure if this pack is suitable for your business, contact the environmental health service at your local authority.

How does this pack help me comply with the law?

Food safety and hygiene regulations say that you must be able to show what you do to make sure the food you sell is safe to eat and have this written down. The pack helps you do this.

This pack is based on the principles of HACCP (hazard analysis and critical control point), but you will not find words such as 'HACCP' or 'hazard' in the pack because we have cut out all the jargon.

What if I also do some preparation or cooking of food?

The Cooking and preparation section in this pack is designed for retail businesses that do certain types of cooking and preparation.

Do you...

- prepare ready-to-eat food, e.g. sandwiches? ☐
- 'bake off' bought-in products e.g. sausage rolls and pasties? ☐
- reheat food, or keep it hot, e.g. reheating bought-in cooked pies? ☐
- cook bacon, sausages or eggs? ☐
- cook rotisserie chicken or ham? ☐

If you do one or more of the above, you should work through the relevant 'safe methods' in the Cooking and preparation section.

But if you do any cooking or preparation of food that is not listed above, contact the environmental health service at your local authority for advice.

Who should take charge of the pack?

The person who is responsible for the day-to-day running of the business is the best person to work through this pack.

It is a good idea to involve other staff to help the pack work in your business.

How does the pack work?

The pack contains sheets for you to work through and complete. These are called 'safe methods'.

It also contains a diary for you to fill in every day and write down anything different that happens, including anything that goes wrong.

How to use the safe methods

Front

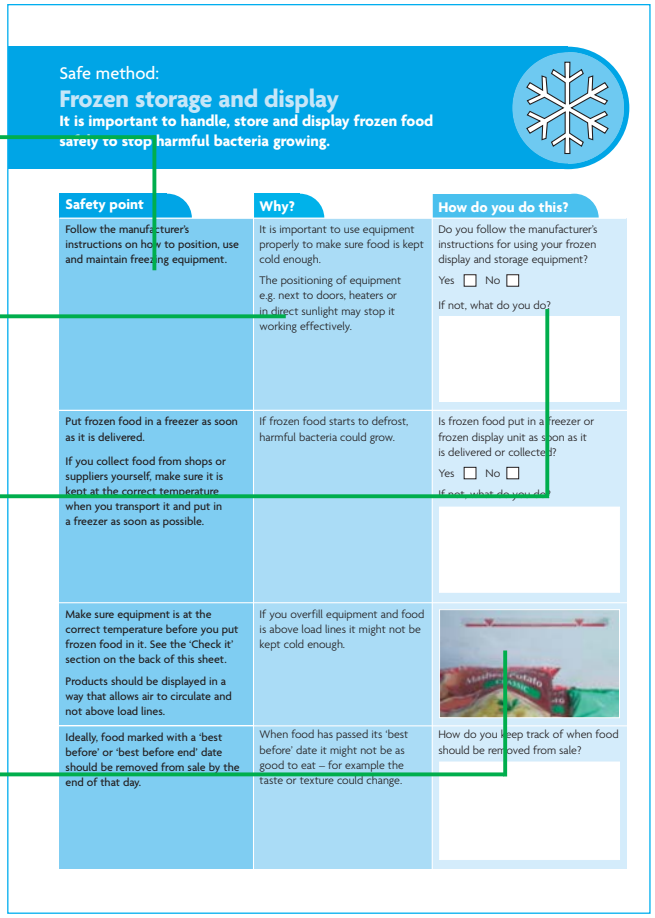
The ‘Safety point’ column highlights things that are important to make food safely.

The ‘Why?’ column tells you why the safety point is important.

The ‘How do you do this?’ column is for you to write down what you do.

In some places you only need to tick a box and in other places write a small amount.

Pictures help to illustrate the safety points.



Safe method:

Frozen storage and display

It is important to handle, store and display frozen food safely to stop harmful bacteria growing.

Safety point	Why?	How do you do this?
Follow the manufacturer's instructions on how to position, use and maintain freezing equipment.	It is important to use equipment properly to make sure food is kept cold enough. The positioning of equipment e.g. next to doors, heaters or in direct sunlight may stop it working effectively.	Do you follow the manufacturer's instructions for using your frozen display and storage equipment? Yes ☐ No ☐ If not, what do you do?
Put frozen food in a freezer as soon as it is delivered. If you collect food from shops or suppliers yourself, make sure it is kept at the correct temperature when you transport it and put in a freezer as soon as possible.	If frozen food starts to defrost, harmful bacteria could grow.	Is frozen food put in a freezer or frozen display unit as soon as it is delivered or collected? Yes ☐ No ☐
Make sure equipment is at the correct temperature before you put frozen food in it. See the 'Check it' section on the back of this sheet. Products should be displayed in a way that allows air to circulate and not above load lines.	If you overfill equipment and food is above load lines it might not be kept cold enough.	
Ideally, food marked with a 'best before' or 'best before end' date should be removed from sale by the end of that day.	When food has passed its 'best before' date it might not be as good to eat – for example the taste or texture could change.	How do you keep track of when food should be removed from sale?

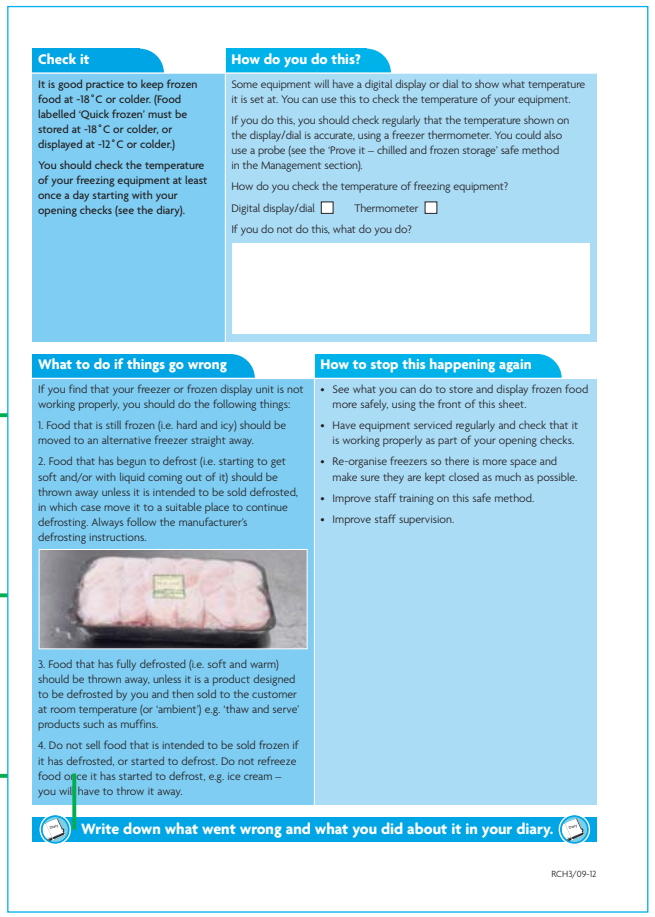
Sometimes the pictures are marked with one of these symbols: = right = wrong

Back

The ‘What to do if things go wrong’ column gives practical tips on how to tackle problems.

The ‘How to stop this happening again’ column tells you how you can prevent problems.

If things go wrong, write down what happened and what you did in your diary. Each safe method reminds you to do this.



Check it	How do you do this?
It is good practice to keep frozen food at -18°C or colder. (Food labelled 'Quick frozen' must be stored at -18°C or colder, or displayed at -12°C or colder.) You should check the temperature of your freezing equipment at least once a day starting with your opening checks (see the diary).	Some equipment will have a digital display or dial to show what temperature it is set at. You can use this to check the temperature of your equipment. If you do this, you should check regularly that the temperature shown on the display/dial is accurate, using a freezer thermometer. You could also use a probe (see the 'Prove it – chilled and frozen storage' safe method in the Management section). How do you check the temperature of freezing equipment? Digital display/dial ☐ Thermometer ☐ If you do not do this, what do you do?

What to do if things go wrong	How to stop this happening again
If you find that your freezer or frozen display unit is not working properly, you should do the following things: 1. Food that is still frozen (i.e. hard and icy) should be moved to an alternative freezer straight away. 2. Food that has begun to defrost (i.e. starting to get soft and/or with liquid coming out of it) should be thrown away unless it is intended to be sold defrosted, in which case move it to a suitable place to continue defrosting. Always follow the manufacturer's defrosting instructions. 3. Food that has fully defrosted (i.e. soft and warm) should be thrown away, unless it is a product designed to be defrosted by you and then sold to the customer at room temperature (or 'ambient') e.g. 'thaw and serve' products such as muffins. 4. Do not sell food that is intended to be sold frozen if it has defrosted, or started to defrost. Do not refreeze food once it has started to defrost, e.g. ice cream – you will have to throw it away.	• See what you can do to store and display frozen food more safely, using the front of this sheet. • Have equipment serviced regularly and check that it is working properly as part of your opening checks. • Re-organise freezers so there is more space and make sure they are kept closed as much as possible. • Improve staff training on this safe method. • Improve staff supervision.

Write down what went wrong and what you did about it in your diary.

RCH3/09-12

How to use the diary

The diary should be filled in every day by the person responsible for running the business. There is also a 4-weekly review so you can look back at previous weeks and identify any persistent problems.

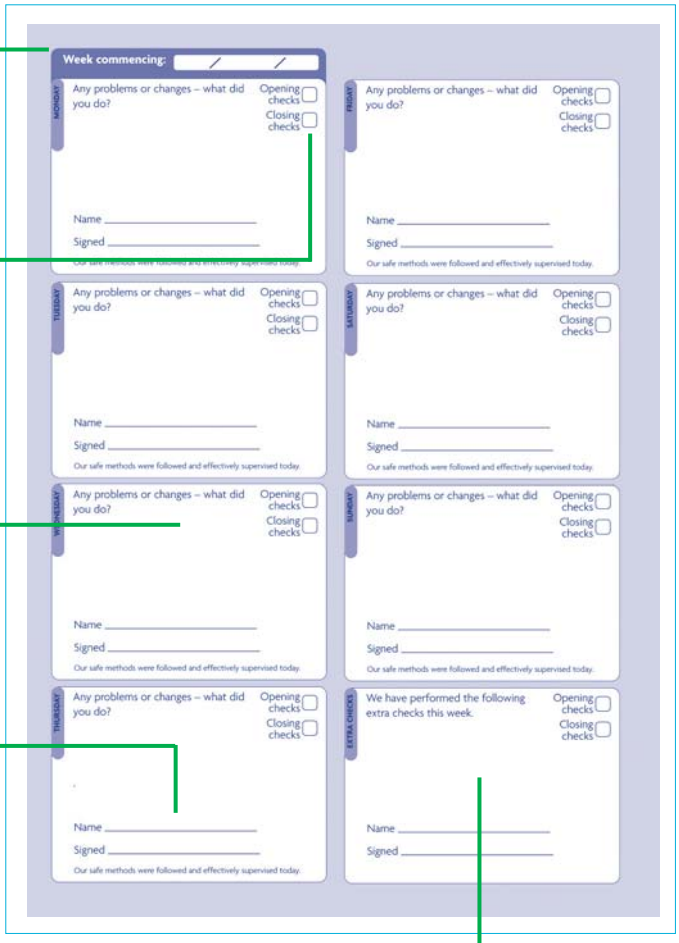
Fill in the date at the start of the week.

Each day, tick here to say you have completed your Opening checks and your Closing checks – see the Management section for more information on these.

If anything different happens or something goes wrong, make a note of it under the appropriate day.

Each day, write your name and sign to say that all the safe methods have been followed.

If you do any Extra checks, make a note in the section at the end of the week – see the Management section for more information on these.



Questions

What do I do next?	Work through the pack one section at a time and complete all the safe methods that are relevant to your business. When you have worked through all the sections, make sure you and your staff: • follow the safe methods all the time • fill in the diary every day
How do I use the 'Working with food?' factsheet with the pack?	Use the 'Working with food?' factsheet to train your staff on good personal hygiene on their first day at work. It has been designed to help overcome language difficulties. There are videos available online to help you use the pack and train your staff, and there are 16 languages for you to choose from. You do not have to work through the videos to use the pack in your business, but it will help you do this. These and other helpful videos are available at **food.gov.uk/business-industry/caterers**
How will I benefit from using this pack?	Using the pack in your business will help you to: • comply with the law • show what you do to sell food that is safe to eat • train staff • protect your business's reputation • improve your business, e.g. by wasting less food
Do I need to keep lots of daily records?	No, you do not need lots of daily records. Once you have worked through the pack and completed all the relevant safe methods, you only need to fill in the diary each day. This should take just one minute, unless you have something special to write down. It is a legal requirement to keep a record of what food products you have bought, who you bought them from, the quantity and the date. Usually the easiest way to do this is to keep all your invoices and receipts.
Where can I get more information?	For more information on food safety, talk to the environmental health service at your local authority or visit **food.gov.uk/business-industry/caterers** For details of other Food Standards Agency publications, visit **food.gov.uk** or call the FSA Publications line on 0845 606 0667.

About this guidance

This guidance follows the Government Code of Practice on Guidance. If you believe this guidance breaches the Code for any reason, or if you have any comments on the guidance, please contact us at **FoodBusinessHygiene@foodstandards.gsi.gov.uk**

This guidance was originally published in September 2005. The most recent update is September 2012 and it will be reviewed again in September 2015.

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Cross-contamination

Cleaning

Chilling

Management

Cooking and preparation

Diary

Cross-contamination

Cross-contamination

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

These harmful bacteria often come from raw meat/poultry, fish, eggs and unwashed vegetables. So it is especially important to handle these foods carefully.

Other sources of bacteria can include:

- staff
- pests
- equipment
- cloths
- dirt or soil

When you handle raw and ready-to-eat food in your business you may need to consider extra procedures to help keep the food you produce safe. More information can be found at: food.gov.uk/ecoliguide

Do not forget that you should also protect food from 'physical contamination' (where objects get into food, e.g. broken glass or pieces of packaging) and 'chemical contamination' (where chemicals get into food, e.g. cleaning products or pest control chemicals).

RCC1/09-12

Safe method:

Good housekeeping

Good housekeeping involves maintaining your premises effectively and keeping them clean, tidy and pest-free. It also includes preventing physical and chemical contamination of food.

Safety point	Why?	
Maintenance Repair structural damage as soon as it happens, e.g. holes in walls or windows.	Structural damage can make your premises harder to clean and allow pests to enter.	
Repair or replace any equipment or utensils that are damaged or have loose parts.	Dirt and harmful bacteria can collect in damaged equipment or utensils. Loose parts may fall into food.	
Make sure your chilled and frozen display and storage equipment is well maintained and working properly.	If it does not work properly, food may not be kept cold enough.	
Temperature probes should be checked regularly to make sure their readings are accurate.	If your probe is not accurate, then it will not give a reliable measure of whether food is at a safe temperature. (See the 'Prove it – chilled and frozen storage' safe method in the Management section.)	
Physical and chemical contamination Protect unwrapped food by covering it or keeping it in suitable display equipment. It is not necessary to provide covers for unwrapped whole fruit or vegetables.	This helps to protect the food from: • objects falling into the food e.g. hairs • people touching the food or sneezing or coughing over it • pests such as flies	
Always clear and clean as you go and take care to throw away packaging, string etc. as soon as you remove it.	Keeping surfaces clear and clean will help prevent objects getting into food, as well as preventing the spread of bacteria.	

Safety point	Why?
Follow the manufacturer's instructions on how to use and store cleaning chemicals. Store cleaning chemicals separately from food and make sure they are clearly labelled.	This is to prevent these chemicals getting into food.
Make sure you control pests effectively. (See the 'Pest control' safe method.)	This is to prevent bacteria from spreading and stop damage to food e.g. gnawed packets.
Make sure that any chemicals you use to control pests are used and stored in the correct way and clearly labelled.	This is to prevent these chemicals getting into food.

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 staff 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.
- If chemicals get into food then you must throw that food away.
- If you find pests or signs of pests, take action immediately. (See the 'Pest control' safe method.)

How to stop this happening again

- Make your maintenance checks more frequent.
- Encourage staff to report any structural damage or problems with equipment, so you know about problems early.
- Review how you use and store chemicals in your business.
- Review your pest control arrangements.
- Train staff again on this safe method.
- Improve staff supervision.

Write down what went wrong and what you did about it in your diary.

Manage it

- Put problems right as soon as possible, before they get worse or affect food safety. Make a note in your diary of what you do.
- Put reminders in your diary of maintenance checks. Make a note of any repairs you make.

Safe method:

Pest control

Effective pest control is essential to keep pests out of your premises and prevent them from spreading harmful bacteria.

Safety point	Why?	How do you do this?
Check your premises regularly for signs of pests.	Pests carry harmful bacteria.	When do you check for pests? One option is to employ a pest control contractor. See the 'Suppliers and contractors' safe method in the Management section.
Check deliveries thoroughly for signs of pests. Do not accept a delivery if it shows signs of pests such as gnawed packaging or insects, e.g. beetles.	Pests could come into your premises in a delivery.	How do you check deliveries?
Keep external areas tidy and free from weeds. Make sure bins have close-fitting lids and are easy to clean.	Weeds and rubbish can attract pests and provide them with food and shelter.	How often do you check external areas?

Type of pest		Signs of pests
Rats and mice		Small footprints in dust, droppings, holes in walls and doors, nests, gnawed goods or packaging, grease or smear marks, urine stains on food packaging
Flies and flying insects e.g. moths		Bodies of insects, live insects, webbing, nests, droning or buzzing, maggots

Type of pest		Signs of pests
Cockroaches		Eggs and egg cases, moulted 'skins', the insects themselves, droppings
Ants		Small piles of sand or soil, the insects themselves, flying ants on hot days
Birds		Feathers, droppings, nests, noise, the birds themselves
Beetles and weevils		Moving insects, particularly in dry food, small maggots

What to do if things go wrong

- If you see signs of a pest infestation, call a pest contractor immediately. Write the contact details for your pest contractor on the Contacts list in the diary.
- If you think any equipment or surfaces have been touched by pests, they should be washed, disinfected and dried to stop harmful bacteria from spreading.
- If you think food has been touched by pests in any way, throw it away.

How to stop this happening again

- Make your pest checks more frequent.
- Improve staff training on recognising signs of pests and encourage them to report problems immediately.
- If you have persistent problems with pests, consider employing a pest contractor, if you do not have one already.

Write down what went wrong and what you did about it in your diary.

Think twice!

Never let pest control bait/chemicals, including sprays, come into contact with food, packaging, equipment or surfaces, because they are likely to be poisonous to people.

Manage it

- Make sure that checks for pests are carried out regularly.
- Put reminders of when to check for pests in your diary.
- If you have a pest contractor, keep a record of their contact details and visits in your diary, as well as any feedback or action points they recommend. Make a note of when you have carried these out.

Cleaning

Cleaning

Effective cleaning is essential to get rid of harmful bacteria and stop them spreading to food.

This section tells you about handwashing, personal hygiene, cleaning effectively and developing a cleaning schedule.

RCL1/09-12

Safe method:

Handwashing

Effective handwashing is essential to help prevent bacteria spreading to food.

Make sure that all staff who work with food wash their hands properly before preparing food. Harmful bacteria can spread very easily from people's hands to food, work surfaces, equipment etc. Effective handwashing helps to prevent this. Following the steps below will make sure hands are washed properly.

Washing hands effectively

Step 1:
Wet your hands thoroughly under warm running water and squirt liquid soap onto your palm.

Step 2:
Rub your hands together palm to palm to make a lather.

Step 3:
Rub the palm of one hand along the back of the other and along the fingers. Repeat with the other hand.

Step 4:
Put your palms together with fingers interlocked and rub in between each of the fingers thoroughly.

Step 5:
Rub around your thumbs on each hand and then rub the fingertips of each hand against your palms.

Step 6:
Rinse off the soap with clean water and dry your hands thoroughly on a disposable towel. Turn off the tap with the towel and then throw the towel away.

Check it

For hands to be washed properly, you need warm running water, liquid soap and preferably disposable towels.

Do you use liquid soap?

Yes ☐ No ☐ If no, what do you use?

Do you use disposable towels?

Yes ☐ No ☐ If no, what do you use?

When to wash your hands

When entering the kitchen e.g. after a break or going to the toilet.	
After touching or emptying bins.	
After any cleaning.	
After touching a cut or changing a dressing.	
After touching items such as phones, light switches, door handles and cash registers.	

Think twice!

If you use disposable gloves in your business, they should never be used as an alternative to effective handwashing

When using disposable gloves make sure you:

- Wash your hands thoroughly before putting them on and after taking them off.
- Always change them regularly, especially when handling raw and ready-to-eat food.
- Throw them away after use or if damaged.

Hygienic hand rubs and gels can be useful when used as an additional precaution, but should **never** be used as a replacement for effective handwashing.

What to do if things go wrong

- If you think a member of staff has not washed their hands, make sure they wash them straight away and emphasise how important it is to wash their hands when working with food.

How to stop this happening again

- Make sure that hand basins are convenient with plenty of soap and disposable towels.
- Train staff again on this safe method.
- Improve staff supervision.

Write down what went wrong and what you did about it in your diary.

Safe method:

Personal hygiene

It is vital for staff to follow good personal hygiene practices to help prevent bacteria from spreading to food.

Safety point	Why?	How do you do this?
All staff must wear clean clothes when handling food. Ideally, staff handling unwrapped food should put on a clean apron or tabard over their clothes.	Clothes can bring dirt and bacteria into food handling areas. Wearing clean clothes, aprons etc. helps to prevent this. 	Describe your staff's work clothes here:
Staff should not wear watches or jewellery (apart from a wedding band) when preparing food.	Watches and jewellery can collect and spread dirt and harmful bacteria, or fall into food.	Do your staff take off watches and jewellery before preparing food? Yes ☐ No ☐
It is good practice for staff to have clean hair and to keep it tied back and/or wear a suitable head covering, e.g. hat or hairnet, especially when handling unwrapped food. 	If hair is not tied back or covered, it is more likely to fall into food and staff are more likely to touch their hair. This can spread bacteria to food, especially if it is unwrapped. 	Do your staff keep their hair tied back or wear a head covering? Yes ☐ No ☐
Make sure that all staff who work with food wash their hands properly before preparing food. See the 'Handwashing' Safe method for more information.	Harmful bacteria can spread very easily from people's hands to food, work surfaces, equipment etc.	Do your staff know how to wash their hands properly? Yes ☐ No ☐
Staff should not smoke, drink, eat or chew gum while handling food. Staff should also avoid touching their face or nose, or coughing and sneezing.	All of these lead to staff touching their face or mouth. Harmful bacteria can be spread from someone's face or mouth to their hands and then onto food.	Are staff trained not to do these things and supervised? Yes ☐ No ☐

Fitness for work

Safety point	Why?
Staff should be 'fit for work' at all times. This means that they must not be suffering from, or carrying, an illness or disease that could cause a problem with food safety. Anyone not 'fit for work' should not be allowed into areas where unwrapped food is handled.	People who are not 'fit for work' could spread harmful bacteria or viruses to food.
Any member of staff who has diarrhoea and/or vomiting should report it to their manager immediately.	People suffering from these symptoms often carry harmful bacteria on their hands and can spread them to food or equipment they touch.
Staff who have had diarrhoea and/or vomiting should not return to work until they have had no symptoms for 48 hours.	Even if the diarrhoea and vomiting has stopped, someone can still carry harmful bacteria for 48 hours afterwards.
Staff should tell their manager if they have any cuts or sores and these should be completely covered with a brightly coloured waterproof dressing.	Cuts and sores can carry harmful bacteria. Covering them prevents bacteria spreading to food.

What to do if things go wrong	How to stop this happening again
• If staff are not 'fit for work', move them out of food handling areas or send them home. Throw away any unwrapped foods they have handled.	• Improve staff training in personal hygiene practices. • Improve staff supervision.

Write down what went wrong and what you did about it in your diary.

Safe method:

Cleaning effectively

Effective cleaning is essential to get rid of harmful bacteria and stop them spreading.

Safety point	Why?
Surfaces and equipment should be cleaned first using a cleaning product to remove visible dirt and grease before disinfecting. Follow the manufacturer's instructions on how to use cleaning chemicals. Disinfectants and sanitisers should meet BS EN standards. You can find out more in the 'cleaning terms' in the 'Your cleaning schedule' Safe method.	Chemical disinfectants only work if surfaces have been thoroughly cleaned first to remove grease and other dirt. This is important to make sure that chemicals work effectively.
If you have manufacturer's cleaning instructions for a piece of equipment, follow these.	The instructions will tell you how to clean this particular piece of equipment thoroughly.
Try to keep your shop clean and tidy all the time, e.g. mop up spills as soon as they happen and throw away packaging immediately. Clean the floors, counters and storage areas etc. regularly.	If you do this, it is much quicker and easier to keep your shop clean. This prevents dirt and bacteria building up.
Clean fridges regularly. Ideally, transfer food to another fridge or a clean cold area while you are doing this.	If food is left out at room temperature bacteria could grow.

If you sell unwrapped food

Regularly wash/wipe and disinfect all the items people touch frequently, such as counters, sinks, taps, door handles, utensils, can openers, cash registers, telephones, scales and switches. Where possible, allow these to dry naturally at the end of each day/shift.	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. Drying naturally helps prevent bacteria being spread back to these items.	
Ideally, use disposable cloths and throw them away after each task. Re-usable cloths should be washed, disinfected and dried between tasks (not just when they look dirty). Ideally, use a washing machine on a hot cycle e.g. at more than 82°C, or wash them in very hot water to disinfect them.	This will make sure that any bacteria picked up by the cloth will not be spread to other areas. Using dirty cloths can spread bacteria very easily. A hot wash cycle will clean cloths thoroughly and kill bacteria (disinfect).	Do you use disposable cloths? Yes ☐ No ☐ If no, how do you clean your cloths?

Safety point	Why?
Clean, disinfect and dry all equipment thoroughly. Ideally, use a dishwasher.	Keeping equipment clean and disinfected helps to stop bacteria spreading to food.

Think twice!

Effective cleaning needs to be carried out in two stages. Disinfectants will only work on clean surfaces. Always use a cleaning product to remove visible dirt and grease before disinfecting. Always check the manufacturer's instructions for the correct dilution and contact time for disinfectants or sanitisers.

Remember to move unwrapped food out of the way, or cover it, when you are cleaning. This is to prevent dirt, bacteria or cleaning chemicals from getting onto food.

Manage it	Why?	How do you do this?
Fill out the cleaning schedule in the diary to show how you manage cleaning in your business.	This is to make sure that staff know what to clean, when and how.	Have you completed the cleaning schedule from the diary? Yes ☐ No ☐ If no, are you using another cleaning schedule? Yes ☐ No ☐
Make sure you always have a good supply of cleaning chemicals, materials and equipment. It can be helpful to put a reminder in your diary of when you should buy more.	Staff are less likely to clean properly if the right cleaning chemicals, materials and equipment are not available.	Do you make sure you have a good supply of cleaning products? Yes ☐ No ☐

What to do if things go wrong	How to stop this happening again
• If you find areas in your shop that are not clean, clean them as soon as possible. **If you sell unwrapped foods:** • If you notice a dirty cloth in areas where unwrapped food is handled, remove it for cleaning immediately or throw it away. • If work surfaces, equipment etc. or other items that may touch unwrapped food are not properly clean, or have been touched by a dirty cloth, wash and disinfect them and allow them to dry naturally. • If unwrapped food has been touched by work surfaces, equipment, cloths etc. that are not properly clean, throw the food away.	• Review your cleaning procedures, including how you clean and how often. • Make sure your cleaning chemicals, materials and equipment are suitable for the tasks you use them for and are being used correctly. • Improve staff training in cleaning methods. • Improve staff supervision. • Consider using disposable cloths if you are not using them already.

Write down what went wrong and what you did about it in your diary.

Safe method:

Your cleaning schedule

A cleaning schedule is a useful tool to help you clean effectively in your business.

What to do

You can use the cleaning schedule supplied in the diary to write down how you clean in your business. This safe method should help you do this.

Alternatively, you may already have a cleaning schedule. If so, you can continue to use it, but it is a good idea to look at this safe method and review your schedule to make sure that it covers the same things.

It is important to write down how you do your cleaning, so you can show what you do. It is also useful for staff to be able to check how they should clean things, so you may wish to put your cleaning schedule on the wall.

Safety point	How do you do this?
Walk through your premises and make a list of everything that needs cleaning. This will depend on what you do in your business. Some items should be cleaned more frequently than others and some should also be disinfected. You do not need to disinfect everything – concentrate on those items that will be touched by food (especially if the food is unwrapped) and frequently touched items such as door handles. You will also need to disinfect surfaces or items that have been touched by raw meat, poultry, fish, eggs and unwashed vegetables. Or leaks or spills from these. See the back of this sheet for information on cleaning terms.	You may find it helpful to go through the following examples: **Items that need cleaning** • Checkouts/cash registers • Counter tops • Shelving • Floors, walls, ceilings • Chilled and frozen storage and display equipment (which may need defrosting) • Storage areas • Waste areas and drains • Staff areas including toilets • Sinks and soap dispensers • Equipment with moving parts e.g. coffee machines **Items that need cleaning and disinfecting** Items that come into contact with food • Work surfaces • Re-usable cloths • Food display trays • Equipment e.g. serving tongs, soft ice-cream machines **Frequently touched items** • Rubbish bins, broom and mop handles • Door handles, taps, scales, switches and controls • Telephones
For each item, or group of items, write down what you do on your cleaning schedule.	Include details on: • How you clean the item(s) • What chemicals you use and how to use them • What equipment you use • How often you clean the item(s)
Review your schedule regularly and check that all the cleaning is being done properly.	Train staff on the cleaning schedule, so they know what they have to do, and when. Supervise cleaning.

Example of a cleaning schedule

Item	Frequency of cleaning					Safety precautions, e.g. wear gloves or goggles	Method of cleaning
	After use	Daily	Weekly	Monthly	Other – specify		
Floors		×					1. Sweep the floor, including under equipment, to remove any obvious dirt. 2. Wash the floor thoroughly using a mop and bucket and hot soapy water (detergent diluted according to manufacturer's instructions).
Chilled storage			×			Wear gloves	1. Remove products. 2. Clean surface using hot soapy wate[illegible]gent diluted according to man[illegible]acturer's [illegible]ructions). 3. Rinse with clea[illegible]ter. 4. Dry with a[illegible]n cl[illegible]ide[illegible]a dispos[illegible]on 5. Pu[illegible]duct[illegible]ut th[illegible]with [illegible]e [illegible]est 'us[illegible]late[illegible]e front.
Dry goods shelving				×		[illegible]ar gloves	Re[illegible]v[illegible]odu[illegible] [illegible]su[illegible]e u[illegible]g hot soapy water (detergent [illegible]ed according to manufacturer's instructions). 3. Rinse with clean water. 4. Dry with a clean cloth, ideally a disposable one. 5. Put products back – put those with the closest 'best before' dates at the front.
Work surface						Wear gloves	1. Remove any obvious food and dirt. 2. Wash the surface with hot soapy water (detergent diluted according to manufacturer's instructions) to remove grease and any other food and dirt. 3. Rinse with clean water to remove the detergent and loosened food and dirt. 4. Apply a disinfectant. Make sure you leave it on for the contact time recommended by the manufacturer. 5. Rinse with clean water to remove the disinfectant. 6. Leave to dry naturally or use a clean disposable cloth.

EXAMPLE

Cleaning terms

Detergent
A chemical (e.g. washing-up liquid) used to remove grease, dirt and food. Used for general cleaning.

Disinfectant
A chemical which kills bacteria. Check that surfaces are clean of grease, dirt and food before you use a disinfectant.

Sanitiser
A two-in-one product that acts as a detergent and a disinfectant. If you use a sanitiser, make sure you use it first to clean and remove grease and then again to disinfect. Always follow the manufacturer's instructions.

BS EN standards
Disinfectants and sanitisers should meet either BS EN 1276:1997, BS EN 13697:2001 or BS EN 1276:2009 standards.

Dilution rate
Most cleaning chemicals are concentrated, so you need to add water to dilute them before they can be used. It is important to follow the manufacturer's instructions on how much water to use with the chemical. This is the 'dilution rate'. If you add too much or too little water, then the cleaning chemical might not work effectively.

Contact time
This is how long a cleaning chemical needs to be left on the item you are cleaning. It is important to follow the manufacturer's instructions on contact time for the chemical to work effectively.

Chilling

Chilling

Chilling food properly helps to stop harmful bacteria from growing.

Some food needs to be kept chilled to keep it safe, such as sandwiches, cooked food, ready meals, desserts and cream, food with a ‘use by’ date and food that says ‘keep refrigerated’ on the label.

This section tells you about storing and displaying both chilled and frozed food.

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Safe method:

Chilled storage and display

It is important to chill food properly to stop harmful bacteria growing.

Safety point	Why?	How do you do this?
Certain food needs to be kept chilled to keep it safe e.g. • food with a 'use by' date • food that says 'keep refrigerated' on the label	If these types of food are not kept cold enough, harmful bacteria could grow.	
Follow the manufacturer's instructions on how to position, use and maintain chilling equipment.	It is important to use equipment properly to make sure food is kept cold enough. Poor positioning of equipment, e.g. next to doors, heaters or in direct sunlight, may stop it working effectively.	Do you follow the manufacturer's instructions for using your chilled display and storage equipment? Yes ☐ No ☐ If not, what do you do?
Put chilled food in a fridge or other suitable equipment as soon as it is delivered. If you collect food from shops or suppliers yourself, make sure it is kept at the correct temperature when you transport it and put it in the fridge as soon as possible.	If chilled food gets too warm, harmful bacteria could grow.	Is chilled food put in a fridge or chilled display unit as soon as it is delivered or collected? Yes ☐ No ☐ If not, what do you do?
You must remove food from sale when it passes its 'use by' date. Ideally, food marked with a 'best before' or 'best before end' date should be removed from sale by the end of that day. See the 'Stock control' safe method in the Management section for more information on dates on food.	It is illegal to sell food after its 'use by' date. It might not be safe to eat. When a food has passed its 'best before' date it might not be as good to eat, e.g. the taste or texture could change. 	How do you keep track of when food should be removed from sale?

Safety point	Why?
Make sure equipment is at the correct temperature before you put chilled food in it. See the 'Check it' section below. Products should be displayed in a way that allows air to circulate and not above load lines.	If you overfill equipment and food is above load lines it might not be kept cold enough.
Store and display wrapped raw meat, poultry, fish and eggs separately from other food.	This helps to prevent harmful bacteria spreading from raw food to ready-to-eat food, which could happen for example if a pack is leaking.

Think twice!

Remember, if a customer decides not to buy a chilled or frozen product, you should put it back into chilled or frozen equipment straight away.

Check regularly if any chilled or frozen food has been left in the wrong place by customers. If you are not sure how long food has been out of chilled or frozen equipment, throw it away.

Check it	How do you do this?
It is recommended that fridges and chilled display equipment should be set at 5°C or below. 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, and recommended in Scotland. You should check the temperature of your fridges and chilled display equipment at least once a day starting with your opening checks (see the 'Management' section).	Some equipment will have a digital display or dial to show what temperature it is set at. You can use this to check the temperature of your equipment. If you do this, you should check regularly that the temperature shown on the display/dial is accurate using a fridge thermometer. You could also use a probe (see the 'Prove it – chilled and frozen storage' safe method in the Management section). How do you check the temperature of chilling equipment? **Fridge:** Digital display/dial ☐ Thermometer ☐ **Chilled display unit:** Digital display/dial ☐ Thermometer ☐ If you do not do this, what do you do?

What to do if things go wrong

- If your fridge or chilled display equipment breaks down, use other equipment, or move the food to a cold area.

If you cannot do this, contact the environmental health service at your local authority.

How to stop this happening again

- See what you can do to store and display chilled food more safely, using the front of this sheet.
- Have equipment serviced regularly and check that it is working properly as part of your opening checks.
- Improve staff training on this safe method.
- Improve staff supervision.

Write down what went wrong and what you did about it in your diary.

Safe method:

Frozen storage and display

It is important to handle, store and display frozen food safely to stop harmful bacteria growing.

Safety point	Why?	How do you do this?
Follow the manufacturer's instructions on how to position, use and maintain freezing equipment.	It is important to use equipment properly to make sure food is kept cold enough. The positioning of equipment e.g. next to doors, heaters or in direct sunlight may stop it working effectively.	Do you follow the manufacturer's instructions for using your frozen display and storage equipment? Yes ☐ No ☐ If not, what do you do?
Put frozen food in a freezer as soon as it is delivered. If you collect food from shops or suppliers yourself, make sure it is kept at the correct temperature when you transport it and put in a freezer as soon as possible.	If frozen food starts to defrost, harmful bacteria could grow.	Is frozen food put in a freezer or frozen display unit as soon as it is delivered or collected? Yes ☐ No ☐ If not, what do you do?
Make sure equipment is at the correct temperature before you put frozen food in it. See the 'Check it' section on the back of this sheet. Products should be displayed in a way that allows air to circulate and not above load lines.	If you overfill equipment and food is above load lines it might not be kept cold enough.	
Ideally, food marked with a 'best before' or 'best before end' date should be removed from sale by the end of that day.	When food has passed its 'best before' date it might not be as good to eat – for example the taste or texture could change.	How do you keep track of when food should be removed from sale?

Check it

It is good practice to keep frozen food at -18°C or colder. (Food labelled 'Quick frozen' must be stored at -18°C or colder, or displayed at -12°C or colder.)

You should check the temperature of your freezing equipment at least once a day starting with your opening checks (see the diary).

How do you do this?

Some equipment will have a digital display or dial to show what temperature it is set at. You can use this to check the temperature of your equipment.

If you do this, you should check regularly that the temperature shown on the display/dial is accurate, using a freezer thermometer. You could also use a probe (see the 'Prove it – chilled and frozen storage' safe method in the Management section).

How do you check the temperature of freezing equipment?

Digital display/dial ☐ Thermometer ☐

If you do not do this, what do you do?

What to do if things go wrong

If you find that your freezer or frozen display unit is not working properly, you should do the following things:

1. Food that is still frozen (i.e. hard and icy) should be moved to an alternative freezer straight away.

2. Food that has begun to defrost (i.e. starting to get soft and/or with liquid coming out of it) should be thrown away unless it is intended to be sold defrosted, in which case move it to a suitable place to continue defrosting. Always follow the manufacturer's defrosting instructions.

3. Food that has fully defrosted (i.e. soft and warm) should be thrown away, unless it is a product designed to be defrosted by you and then sold to the customer at room temperature (or 'ambient') e.g. 'thaw and serve' products such as muffins.

4. Do not sell food that is intended to be sold frozen if it has defrosted, or started to defrost. Do not refreeze food once it has started to defrost, e.g. ice cream – you will have to throw it away.

How to stop this happening again

- See what you can do to store and display frozen food more safely, using the front of this sheet.
- Have equipment serviced regularly and check that it is working properly as part of your opening checks.
- Re-organise freezers so there is more space and make sure they are kept closed as much as possible.
- Improve staff training on this safe method.
- Improve staff supervision.

Write down what went wrong and what you did about it in your diary.

Management

Management

Managing your business effectively is vital for food safety. This section includes information on different management issues, including checks to do when you open and close, suppliers and contractors, stock control, and training and supervising staff.

The Management section should be used alongside the diary, which should be signed every day by the person responsible for running the business.

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Safe method:

Opening and closing checks

It is essential that you and your staff do certain checks every time you open and close. This helps you maintain the basic standards you need to make sure that your business manages food safety.

Opening checks

You should do these checks at the beginning of the day. You can also add your own checks to the list.

Your chilled display equipment, fridges and freezers are working properly.
Staff are fit for work and wearing clean work clothes.
There are plenty of handwashing and cleaning materials (soap, paper towels, cloths etc.)
Check for signs of pests.
Surfaces are clean and disinfected where appropriate (counter tops, floors, equipment etc.)
The shop is 'fit to trade', i.e. clean and tidy, shelves stocked up etc.

Closing checks

You should do these checks at the end of the day. You can also add your own checks to the list.

Food that has passed its 'use by' date, or any damaged or unfit (e.g. mouldy) food has been removed from sale.
Food removed from sale has been disposed of correctly or placed in a special area if being returned to a supplier.
No unwrapped food is left out.
Waste has been removed and new bags put into the bins.

The opening and closing checks are also listed in the diary.

Safe method:

Extra checks

Carrying out extra checks regularly helps you make sure your safe methods are being followed.

Some of the safe methods in the rest of the pack advise you to check certain things regularly. These are less frequent than the daily opening and closing checks. You might find it helpful to have all these checks written down in one place.

In the table below there are examples of some extra checks. Write down the details of extra checks that you do and how often you do them. You can add other checks below.

When you carry out extra checks, do not forget to make a note of them in the diary.

What to do		Details of check	How often?
Deep clean (example)	*Clean behind equipment, dry goods shelving, walls, ceilings, vents, outside waste areas etc.*	*Deep clean display and storage areas and outside waste areas, including walls, ceilings, and vents.*	*Every 6 weeks usually on a Thursday*
Deep clean	e.g. clean behind equipment, dry goods shelving, walls, ceilings, vents, outside waste areas etc.		
Maintenance	e.g. freezers defrosted		
Temperature probe	If you use a probe, check regularly that it is accurate.		
Date checks and stock rotation for 'best before' coded products	e.g. check tins, jars, boxes etc. Remember, eggs must be sold seven days before the 'best before' date.		
Pest control check	e.g. look for signs of damage to walls, doors etc. that could let in pests, and signs of pests.		

Safe method:

Prove it – chilled and frozen storage

Sometimes you might want to use a probe as a one-off test to prove that your chilled or frozen storage method is safe.

Safe method	What to do	How to do it
Chilled and frozen storage and display	The 'Chilled storage and display' and 'Frozen storage and display' safe methods in the Chilling section tell you how to keep chilled and frozen food safely. It is recommended that fridges and chilled display equipment should be set at 5°C or below. 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, and recommended in Scotland. It is good practice to keep frozen food at -18°C or colder. (Foods labelled 'Quick frozen' must be stored at -18°C or colder, or displayed at -12°C or colder.)	To check that food is at 8°C or below, you could: • insert a 'needle' probe so that the tip is in the centre of the food (or the thickest part). When you use this type of probe to test packaged products, they will have to be removed from sale and thrown away, because the packaging will be damaged To check the air temperature in your fridge, freezer or display unit you could: • place an air probe or needle probe inside the equipment

Using temperature probes

Probe type	How to use the probe
	Insert the probe into the centre of the food. Wait a few seconds for the display to stabilise before taking a reading.
	Place the tip of an air probe inside equipment. Wait for the display to stabilise before taking a reading.

Checking your probe

It is essential to know that your probe is working properly, so you can rely on its readings. You should check it regularly. The manufacturer's instructions should include details of how often a probe needs to be checked and how to tell if it is accurate.

A simple way to check a digital probe is to put it in iced water:

- The readings in iced water should be between -1°C and 1°C.

If the reading is outside this range, you should replace your probe or return it to the manufacturer to be calibrated.

Looking after your probe

It is important to keep your probe clean, otherwise it could spread dirt and harmful bacteria to the food you are testing. After a probe has been used, clean and disinfect it between use.

You need to look after your probe to prevent it from getting damaged and help keep it working properly. Do not leave a probe inside your fridge or freezer. When you are not using it, store it safely, away from extreme temperatures and liquids. Keep the probe in its case, if it has one. Avoid banging or dropping your probe. If the battery is low, replace it immediately.

Prove it – records

If you decide to use a probe to prove that your chilled or frozen storage method is safe, you can write the details below. You only need to do this as a one-off check.

Equipment e.g. dairy cabinet	Temperature reading	Date

Safe method:

Suppliers and contractors

How you handle suppliers and contractors is important to food safety.

What to do	Why?	How do you do this?
Choose suppliers carefully.	It is important to use suppliers that supply and handle food safely, as well as delivering on time etc.	• Make sure you choose suppliers you can trust. • Ask the following questions: – Does the supplier store, transport and pack their goods in a hygienic way? – Does the supplier/contractor provide fully referenced invoices/receipts? – Do they have any certification or quality assurance? – How quickly do they respond to your concerns? • Ask other businesses for recommendations.
Choose contractors carefully.	Services such as pest control can be valuable to help you make sure food is safe to sell. It is important to have contractors you can trust to deliver these services effectively.	
Make sure that your goods have been handled safely.	The starting point for making sure food is safe is being confident about the safety of the products you buy in.	• Check that the supplier has a food safety management system. • Carry out regular delivery time, temperature and quality spot checks (see the 'Stock control' safe method). • Write the details of your suppliers in your diary. • If you buy goods from a cash and carry, make sure that the vehicle you use to transport them is clean and that you bring chilled and frozen food back as soon as possible and put it straight into a fridge or freezer.
Make sure your equipment works effectively.	To allow you to make sure food is safe to sell, it is very important that equipment, such as display fridges, works effectively.	• Buy equipment from reputable dealers. • Make sure it has a guarantee/warranty. • Ask for advice from other retailers or a trade association.

What to do if things go wrong

If you do not think that the food a supplier delivers has been handled safely (for example, if you think it has not been kept cold enough) reject the delivery, if possible, and contact your supplier immediately. If you have problems with any suppliers or contractors, record your concerns in the diary. If you have repeated problems, you can do the following things, depending on how serious the problem is and the response you get:

1. Contact the supplier/contractor by phone.
2. Write a formal letter of complaint.
3. Change supplier/contractor.
4. Contact your local authority.

Safe method:

Product withdrawal and recall

Responding quickly to any problems with products you sell is an important part of managing food safety in your business.

Sometimes there will be a problem with a food product that means it should not be sold. Then it might be 'withdrawn' (taken off the shelves) or 'recalled' (when customers are asked to return/destroy a product).

You may find out about a problem with a product from:

- the manufacturer of the product
- a supplier or wholesaler
- a notice in newspapers
- your local authority
- a trade association

If you hear about a problem with a product, you should stop selling the product straight away. You might also need to tell your customers.

There are a number of reasons that a product might be withdrawn or recalled. For example, it could have been found to:

- contain harmful bacteria
- be physically contaminated, e.g. with pieces of glass or metal
- be wrongly labelled, which could be a problem for people with food allergies

You or your staff may also notice a problem with a food product that means it may not be safe to eat. If this happens you should stop selling it straight away. You may need to tell your local authority and the Food Standards Agency about the product. If you are not sure whether to do this, talk to your local authority and the manufacturer of the product.

What to do	How?
Make sure you know the details of the problem.	If a manufacturer or supplier has issued a product withdrawal or recall, make sure you know which products and which batches are affected.
Take the product off the shelves as soon as you find out about a problem.	Make sure you remove all the affected products and label them clearly to show they should not be sold.
Make sure your staff know about the problem.	This is so your staff know what to do and do not put the products on sale again, by accident.
Decide if you need to inform your customers.	Some product recalls may require you to put up a notice in your shop to let customers know that the product has been recalled and why. This information will sometimes be supplied by the manufacturer or supplier. Sometimes you may need to put up your own notice to tell customers about a problem. If you are not sure what to do, ask your local authority. Sometimes a manufacturer or supplier may ask customers to return affected products to them, or customers may return them to your shop. In this case, you should give the customer a refund and get in touch with the manufacturer or supplier of the product.

Think twice!

Remember that it is important to write the details of your suppliers (names, addresses etc.) in the diary. It is a legal requirement to keep a record of what food products you have bought, who you bought them from, the quantity and the date. Usually the easiest way to do this is to keep all your invoices and receipts.

You should keep this information in a way that makes it easy for you or an enforcement officer to check back to see where a product came from.

Safe method:

Stock control

Effective stock control is an important part of managing food safety.

Safety point	Why?	How do you do this?
Review your sales and estimate how much of each product you need to keep in stock.	Working through this allows you to plan for your specific needs.	• Review your sales regularly and how it affects your need for stock.
Plan ahead to make sure you have the right amount of stock and order carefully.	Not having too much stock is best for food safety – and your profits.	• Plan the stock you need to last until the next delivery. • Do a stock check before placing an order.
Check all stock when it is delivered to make sure that: • it is within its 'use by' date and there is enough time to enable it to be sold by this date • it has been kept cold enough • it has not gone off • the stock is clean and not damaged, e.g. throw away any punctured vacuum packs, swollen packs or badly dented cans and check that tops are secure on bottles and jars and seals are unbroken	These checks are all to make sure that food is safe to sell. Damaged packaging could mean that food will not be safe to eat. Swollen or 'blown' packs can be a sign that bacteria have grown in food or drinks. If bottles or jars have been opened, or if seals have been broken, the food or drink might not be safe to eat.	• Train your staff in what to look for when checking deliveries. How do you check deliveries? • Have a written agreement with your supplier about your delivery requirements. • Carry out spot checks on the deliveries yourself. • Use the diary to record any issues or problems with deliveries e.g. packs of the same product are delivered together but have different 'use by' or 'best before' dates.

Date codes – what they mean

'Use by'	'Use by' means exactly that. You should not sell any food or drink after the end of the 'use by' date shown on the label. Even if it looks and smells fine, food after this date could put your customers' health at risk and cause food poisoning. It is illegal to sell food after its 'use by' date. You will usually find a 'use by' date on food that goes off quickly, such as milk, soft cheese, ready-prepared salads, cooked meats and smoked fish. It is also important to follow any storage instructions given on food labels, otherwise the food might not last until the 'use by' date. Usually food with a 'use by' date needs to be kept in the fridge.

Date codes – what they mean

'Best before'	'Best before' dates are usually used on food that lasts longer, such as frozen, dried or canned food. It should be safe to eat food after the 'best before' date, but the food will no longer be at its best. After this date, the food might begin to lose its flavour and texture and ideally should be removed from sale. Some products, such as bread, carry a different style of 'best before' date, e.g. best before 20 December (2). The number in brackets is how many days before the 'best before' date the manufacturer recommends it should be sold. So, in this example, that would be by the end of 18 December. Eggs are an exception – they must be sold at least seven days before the 'best before' date. It is illegal to sell eggs after this.
'Display until' and 'Sell by'	Sometimes products also have a 'display until' or 'sell by' date. These are dates recommended by the manufacturer. But it is not illegal to sell food after these dates, as long as the food is within its 'use by' date.

Manage it

Regularly rotate stock and throw away any food that has passed its 'use by' date or is clearly unfit to eat e.g. mouldy. Check 'use by' dates every day as part of your closing checks.	• Put products with the earlier dates at the front of displays, so that older stock is sold first. This helps to avoid waste. • Train your staff in stock control and make sure they know in what order to display foods and where to put food if it is removed from sale. • Check regularly that stock control is being carried out effectively. • Record stock checks in the diary. • If you have lots of products in stock that are close to their 'use by' date, consider reducing the price to sell more before the date. This means you will have to throw away fewer products. • Throw away eggs seven days before the 'best before' date.

What to do if things go wrong

If you find that food that has passed its 'use by' date has not been thrown away, throw it away immediately or place in a special area if being returned to a supplier.

If you do not think that a food delivery has been handled safely, reject the delivery if possible. Do not put the food on sale. Contact your supplier immediately.

How to stop this happening again

- Review your ordering process.
- Review your stock rotation system.
- Review your agreement with your supplier.
- Train staff again on this safe method.
- Improve staff supervision.

Write down what went wrong and what you did about it in your diary.

Safe method:

Training and supervision

It is essential to train and supervise your staff effectively to make sure they handle food safely.

You should train your staff in all the safe methods that are relevant to the job they do. There are some safe methods that all staff need to cover on their first day. You should also supervise them to check they are following the safe methods properly.

Whoever signs the diary is confirming that they have supervised all the staff involved in handling food that day. This means making sure that your staff follow your safe methods and that any problems are being solved and recorded in the diary.

What to do	How?
Once you have worked through them, use the safe methods in this pack to train staff. You need to be sure that each member of staff knows the safe methods for all the tasks they do.	Show the member of staff what to do, question them carefully on their knowledge and then ask them to show you to confirm they understand fully.
Make sure you know what training each member of staff has received.	Make a note on the Staff training record in the diary every time you train a member of staff.
Watch the member of staff when they are carrying out a task as part of their work.	Make comments and observations to help the member of staff improve the way they work. Reward good performance by giving positive feedback when the member of staff has followed the safe method successfully. If the safe method is not being followed by the member of staff, tell them how they are going wrong and why it is important to follow the safe method.
When a member of staff has completed a task, ask them about how they followed the method, to help you find out if they did it correctly.	

What to do if things go wrong	How to stop this happening again
If staff are not following a safe method properly, train them again and make sure they understand why it is important to follow the method.	Use the 4-weekly review in the diary to identify any problems with how staff are following safe methods and plan your training to address these. Remember to include new staff.

Safe method:

Customers – feedback

Customer feedback is a good indication of how well you are managing your business.

Keeping your customers happy and protecting their health with good food hygiene is essential to the success of your business. So it is very important to pay attention to any complaints.

What to do	How?
Listen to complaints.	Listen to any complaints carefully and write down the details. These could point out a problem in your business, with a supplier, or with an individual product.
Find the source of the problem.	Work out how the problem arose. This is especially important if it is a problem affecting food safety. If a customer complains of being made ill by food you sell you should investigate carefully.
Solve the problem.	Review the relevant safe methods. You may need to change how you do things. Note any changes in the diary. If it is a complaint about a food product, you may need to inform other people – see the 'Product withdrawal and recall' safe method.
Train staff on how to deal with customers.	It is important that staff know how to respond to customer feedback and what action to take.

Write down what went wrong and what you did about it in your diary.

Safe method:

Customers – food allergies

It is important to know what to do if you serve a customer who says they have a food allergy, because these allergies can be life-threatening.

Pre-packed food

Safety point	Why?
If someone asks if a pre-packed food contains a certain ingredient, show them the ingredients list and any warnings on the label. **Never guess**.	Some foods can contain ingredients that you might not expect them to contain. It is very important for people with a severe food allergy to check the label on all pre-packed foods. You can find out more about allergies, at **food.gov.uk/allergy**

Unwrapped food

If you sell unwrapped food or food you wrap yourself, you need to take extra care to be aware of what ingredients they contain.	If someone has a severe allergy, they can react to even a tiny amount of the food they are sensitive to. So it is very important for them to know exactly what is in a food.
Keep a copy of the ingredient information for any food that you sell unwrapped or wrap yourself. If food contains one of the ingredients listed below, try to mention it in the description of the food, e.g. chocolate and *almond* croissant.	This is so you and your staff can check the ingredients if asked by a customer. Clear descriptions help people with food allergies to spot foods that are not suitable for them to eat.
When handling unwrapped food, make sure counter tops and equipment have been thoroughly cleaned first. Make sure staff wash their hands thoroughly before starting the task. If you have a self-service area, make sure separate containers and utensils are used for different food and they are never mixed up. If unwrapped foods contain one of the ingredients listed below, keep it separate from other food, e.g. keep bread rolls with sesame seeds away from plain rolls.	This is to prevent small amounts of the food that a person is allergic to from getting onto another food accidentally.

How do you do this

How do you check if food does not contain a particular ingredient?

Think twice!

Which ingredients can cause a problem?

These are some of the foods people may be allergic to and some of the places where they may be found:

Nuts	In sauces, desserts, crackers, bread, ice cream, marzipan, ground almonds, nut oils.
Peanuts	In sauces, cakes, desserts. Don't forget groundnut oil and peanut flour.
Eggs	In cakes, mousses, sauces, pasta, quiche, some meat products. Don't forget foods containing mayonnaise or brushed with egg.
Milk	In yoghurt, cream, cheese, butter, milk powders. Also check for foods glazed with milk.
Fish	In some salad dressings, pizzas, relishes, fish sauce. You might also find fish in some soy and Worcestershire sauces.
Crustacea	Such as prawns, lobster, scampi, crab, shrimp paste.
Molluscs	These include mussels, whelks, squid, land snails, oyster sauce.
Cereals containing gluten	Such as wheat, rye and barley. Also check foods containing flour, such as bread, pasta, cakes, pastry, meat products, sauces, soups, batter, stock cubes, breadcrumbs, foods dusted with flour.
Celery	This includes celery stalks, leaves and seeds and celeriac. Also look out for celery in salads, soups, celery salt, some meat products.
Lupin	Lupin seeds and flour in some types of bread and pastries.
Mustard	Including liquid mustard, mustard powder and mustard seeds, in salad dressings, marinades, soups, sauces, curries, meat products.
Sesame seeds	In bread, breadsticks, tahini, houmous, sesame oil.
Soya	As tofu or beancurd, soya flour and textured soya protein, in some ice cream, sauces, desserts, meat products, vegetarian products.
Sulphur dioxide	In meat products, fruit juice drinks, dried fruit and vegetables, wine, beer.

What to do if things go wrong

If you think a customer is having a severe allergic reaction:

- Do not move them.
- Ring 999 and ask for an ambulance with a paramedic straight away.
- Explain that your customer could have anaphylaxis (pronounced 'anna-fill-axis').
- Send someone outside to wait for the ambulance.

How to stop this happening again

- Make sure all your staff understand how important it is to check all the contents of a product if asked by someone who has a food allergy.
- Train staff again on this safe method.
- Improve supervision.

Safe method completion record

To complete the pack, work through each section and complete all the safe methods that are relevant to your business. Most small retailers will need to fill in all the methods in the Cross-contamination, Cleaning, Chilling and Management sections. Businesses that do some food preparation or cooking will also need to work through the Cooking and preparation section.

It does not matter in what order you complete the safe methods. Fill out this record to show that you have worked through and completed the pack. Make sure you train your staff on all the safe methods that are relevant to the work they do and make a note on the Staff training record in the diary.

Safe method	Date	Signature	Safe method not relevant to my business – tick
Cross-contamination			
Good housekeeping			
Pest control			
Cleaning			
Handwashing			
Personal hygiene			
Cleaning effectively			
Your cleaning schedule			
Chilling			
Chilled storage and display			
Frozen storage and display			
Management			
Opening and closing checks			
Extra checks			
Prove it – chilled and frozen storage			
Suppliers and contractors			
Product withdrawal and recall			

('Management' continued overleaf)

Safe method	Date	Signature	Safe method not relevant to my business – tick
Management (continued)			
Stock control			
Training and supervision			
Customers – feedback			
Customers – food allergies			
Cooking and preparation			
Preparation – ready-to-eat food			
'Bake off' products, reheating and hot holding			
Raw meat, poultry and eggs			
Cooking safely – bacon, sausages and eggs			
Cooking safely – rotisserie chicken and ham			
Prove it – cooking			

Cooking and preparation

Cooking

It is essential to take care when cooking and preparing food, to make sure it is safe to eat.

If you prepare ready-to-eat food, such as sandwiches or salads, it is very important to handle it safely and protect it from harmful bacteria. This is because it will not be cooked or reheated before selling.

If you cook food, remember that food needs to be cooked properly to kill any harmful bacteria. If it is not cooked properly, it might not be safe for your customers to eat.

This section includes information on different types of cooking and preparation.

Who is this section for?

This section is for small retailers that do one or more of the following things:

- preparing ready-to-eat food, such as sandwiches
- baking off bought-in products such as sausage rolls and pasties
- reheating and hot holding food, e.g. reheating bought-in cooked pies
- cooking bacon, sausages or eggs
- cooking rotisserie chicken and/or ham

If you are not sure if this section is suitable for your business, contact the environmental health service at your local authority.

If you do any food preparation or cooking that is not covered in this section, contact the environmental health service at your local authority for advice.

Safe method:

Preparation – ready-to-eat food

It is important to handle unwrapped ready-to-eat food safely to protect it from harmful bacteria.

What is ready-to-eat food?

Ready-to-eat food is food that will not be cooked or reheated before it is eaten. This includes sandwiches and salads that you make, cooked meats such as ham, smoked fish, cream cakes and desserts.

Safety point	Why?	How do you do this?
It is particularly important to handle unwrapped ready-to-eat food safely. To do this: • make sure work surfaces, knives etc. are clean and disinfected if you have prepared raw meat, poultry, fish, eggs or unwashed vegetables • protect food from dirt and bacteria, by covering it or keeping it in suitable display equipment at all times during preparation and storage • raw and ready-to-eat food should be prepared in separate clean areas. If this is not possible, surfaces and utensils must be thoroughly cleaned and disinfected between tasks.	How you handle ready-to-eat food is particularly important because it will not be cooked or reheated before selling. 	List the types of unwrapped ready-to-eat food you prepare and sell:
Follow the manufacturer's instructions on how to store and prepare the food, if these are available.	The manufacturer's instructions are designed to keep the food safe.	Are you confident that you do this for all ready-to-eat food where instructions are available? Yes ☐
Make sure you keep ready-to-eat food cold enough. See the 'Chilled storage and display' safe method in the Chilling section.	If these types of food are not kept cold enough, harmful bacteria could grow.	Do you do this? Yes ☐ If not, what do you do?

Safety point	Why?	How do you do this?
Do not use or sell ready-to-eat food after the 'use by' date. For sandwiches and other food you have prepared, and for food you have removed from its original packaging, you should have a method of keeping track of when it should be sold or thrown away.	You should never use food that has passed its 'use by' date because it might not be safe to eat. It is illegal to sell food after its 'use by' date.	
If you slice cooked meat: • make sure you follow the manufacturer's instructions when you clean the slicer • avoid handling the meat as much as possible. It is a good idea to slice meat straight onto the wrapping. Use clean tongs, instead of hands • you should not use the same slicer, or other equipment, for both raw and ready-to-eat food	Meat slicers need careful cleaning and disinfecting to prevent dirt building up and to stop harmful bacteria growing. Hands can easily spread harmful bacteria onto food. It is not possible to clean such equipment thoroughly enough to be sure all harmful bacteria have been removed. Any bacteria could then spread to ready-to-eat food.	Are staff trained how to clean the meat slicer properly, or supervised? Yes ☐ No ☐
When preparing salad ingredients: • peel, trim, or remove the outer parts, as appropriate • wash them thoroughly by rubbing vigorously in a bowl of clean water. Wash the cleanest ones first If you have prepared salad ingredients that have dirt or soil on the outside, clean and disinfect chopping boards and work surfaces before preparing other foods. Wash your hands before and after handling fruit and vegetables.	The dirt on salad ingredients can contain harmful bacteria. Peeling and washing helps to remove dirt and bacteria. 	Do you do this? Yes ☐ If not, what do you do?

What to do if things go wrong

- If you think that a food delivery has not been handled safely, reject the delivery.
- If ready-to-eat food has been prepared using a work surface or knife that has been used for raw food, throw the food away.
- If ready-to-eat food has not been chilled safely, throw the food away.
- If salad ingredients have not been washed properly, wash them following the advice in this safe method.

How to stop this happening again

- If you do not think a supplier handles food safely, consider changing to a new supplier.
- Review the way you receive deliveries.
- Review the way you store and prepare ready-to-eat food.
- Train staff again on this safe method.
- Improve staff supervision.

Write down what went wrong and what you did about it in your diary.

Safe method:

‘Bake off’ products, reheating and hot holding

It is very important to bake off or reheat products properly, and keep them hot until they are sold, to prevent bacteria from growing.

Safety point	Why?
Make sure you use suitable equipment for baking off, reheating and hot holding. Follow the equipment manufacturer’s instructions.	If equipment is not suitable for baking off, reheating or hot holding, the food might not get hot enough to kill bacteria, or it might not be kept at a safe temperature. Bake off Hot holding Do you hot hold? Yes ☐ No ☐ If yes, what equipment do you use?
Preheat equipment before you put any food in it.	Food will take longer to bake off or reheat if you use equipment before it has preheated. This means that the manufacturer’s recommended times might not be long enough. Putting food into cold hot-holding equipment means it might not be kept hot enough to stop harmful bacteria growing.
Follow the product manufacturer’s instructions on times and temperatures for cooking, reheating and standing. If you provide a microwave for customers to reheat food, it is a good idea to supply instructions.	The manufacturer has tested these to make sure that products will be properly cooked/reheated. Standing times 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, with no cold spots.
Sell bake-off products or reheated food immediately, unless they are going straight into hot holding or are intended to be sold cold, e.g. bread rolls. Products should be thoroughly cooked and steaming hot before hot holding begins.	If food is not sold immediately, the temperature will drop and harmful bacteria could grow. Hot-holding equipment is used for keeping food hot. It should not be used to cook or reheat food. Hot food should be transferred straight from the oven to the hot-holding equipment.

Think twice!

Remember, reheating means cooking again, not just warming up. Always reheat food until it is steaming hot all the way through. Do not put food into hot holding without reheating it properly first.

Food in hot holding must be kept above 63°C. If this is not possible, you can take food out of hot holding to display it for up to two hours, but you can only do this once.

Food that has not been used within two hours, should either be reheated until it is steaming hot and put back in hot holding, or chilled down as quickly as possible to 8°C or below. If it has been out for more than two hours throw it away.

Check it

It is important that the products you sell are properly baked off or reheated and for you to show how you check this. Check that food is piping hot (steaming) all the way through from the moment it is baked off or reheated to the moment it is sold.

You could also use a temperature probe to check that products are properly cooked or reheated. See the 'Prove it – cooking' safe method for advice on using probes. List the products you check with a probe:

If you do not use one of the checks above, what do you do?

Chilling down food

If you chill down food, for example food in hot holding that has not been sold, remember to chill it down safely. Cover the food and move it to a colder area. Chill food down as quickly as possible and then put it in the fridge.

What to do if things go wrong

- If a product you are reheating is not hot enough and the equipment seems to be working, reheat the product for longer and then test it again.

If a product in hot holding is not hot enough:

- reheat it until it is steaming hot and put back into hot holding (you should only do this once)
- or chill down the food safely and reheat it later before selling

If you cannot do either of these things, throw the food away.

How to stop this happening again

- Check your equipment is working correctly.
- Review your method. You may need to increase the time and/or temperature or use different equipment.
- Train staff again on this safe method.
- Improve staff supervision.

Write down what went wrong and what you did about it in your diary.

Safe method:

Raw meat, poultry and eggs

If you cook raw meat/poultry or eggs, it is very important to handle these carefully because they contain harmful bacteria.

Safety point	Why?	How do you do this?
Ideally, store raw meat/poultry in a separate fridge. If this is not possible, store raw meat/poultry below ready-to-eat food. Do not use or sell eggs after the 'best before' date. Store eggs in a cool, dry place, ideally in the fridge and keep them apart from other foods. Make sure you rotate stock and use the oldest food first.	This helps to prevent harmful bacteria spreading from raw foods to ready-to-eat food. After the 'best before' date, there is a greater chance of harmful bacteria growing in the eggs. 	Do you store raw meat/poultry? Yes ☐ No ☐ List the types of raw meat/poultry that you store: How do you make sure that raw meat/poultry and eggs are stored separately from ready-to-eat food?
When handling raw meat/poultry or eggs, staff should put on a clean or disposable apron or tabard over their work clothes.	Aprons can be removed easily for washing, or thrown away if disposable. They help to stop bacteria getting onto work clothes and spreading to other foods.	Do your staff wear aprons or tabards over their work clothes when handling raw meat/poultry or eggs? Yes ☐ No ☐ If not, what do you do?

Safety point	Why?	How do you do this?
Always keep raw meat/poultry and eggs separate from other foods and prepare them in separate areas.	This helps to prevent harmful bacteria from spreading from raw meat/poultry and eggs to other foods.	How do you keep raw meat/poultry and eggs separate from ready-to-eat food during preparation?
If this is not possible, prepare them at different times and clean and disinfect utensils and surfaces between tasks.		
Never use the same chopping board or knives for preparing raw meat/poultry and for ready-to-eat food, such as bread (unless they have been thoroughly cleaned and disinfected in between).	Harmful bacteria from raw meat/poultry and eggs can spread from chopping boards and knives to other foods.	
Do not wash raw meat or poultry.	Washing meat does not kill bacteria, but it can splash harmful bacteria around the kitchen contaminating sinks, taps and surfaces.	

Think twice!

After handling raw meat/poultry or eggs, staff should always wash their hands and clean and disinfect any equipment or surfaces that have been touched by these foods. Disinfectants and sanitisers should meet BS EN standards. You can find out more in the 'Your cleaning schedule' Safe method.

What to do if things go wrong

- If equipment/surfaces/utensils have been touched by raw meat/poultry or eggs, wash, disinfect and dry them to prevent harmful bacteria from spreading.
- If you think that unwrapped ready-to-eat food has not been kept separate from raw meat/poultry or eggs, throw the food away.
- If ready-to-eat food has been prepared on a work surface or with a knife that has been used for raw meat/poultry, throw the food away.

How to stop this happening again

- Make sure you have enough storage space and it is well organised.
- Review the way you store raw meat/poultry or eggs and ready-to-eat food
- Train staff again on this safe method.
- Improve staff supervision.

Write down what went wrong and what you did about it in your diary.

Safe method:

Cooking safely – rotisserie chicken and ham

Thorough cooking kills harmful bacteria.

Safety point	Why?
Follow the manufacturer's cooking instructions for your equipment, if available.	The manufacturer has tried and tested safe cooking methods specifically for its equipment.
Preheat equipment, such as ovens, before cooking. Make sure you follow the equipment manufacturer's instructions on how to preheat.	If you use equipment before it has preheated, food will take longer to cook. This means that the manufacturer's recommended cooking times might not be long enough.
Make sure you cook chickens and ham for long enough.	This is essential to kill harmful bacteria.
You should have a method of keeping track of when chickens or ham should be sold or thrown away.	This is useful when chickens or ham have been removed from their original packaging, or cooked and not sold the same day.

Think twice!

Staff should always wash their hands after handling raw meat/poultry and before handling ready-to-eat food.

Check it

It is important for you to show how you check that chickens and ham are properly cooked. There are different ways of doing this.

Insert a skewer into the thickest part of the leg. The meat should not be pink or red and the juices should not have any pink or red in them.

Do you use this check? Yes ☐ No ☐

A clean skewer should be easy to insert into the centre of the ham.

Do you use this check? Yes ☐ No ☐

Probes

You could also use a temperature probe to check that food is properly cooked.

See the 'Prove it – cooking' safe method for advice on using probes.

Your check

If you use a different check to those suggested on the front of this sheet, you will need to prove that it is safe. See the 'Prove it – cooking' safe method.

Write the details of your check in the table below.

If you use a probe, fill in the details of what you do in the 'Temperature probe' column. If you use another check different to those suggested on the front of this sheet, fill in the details in the 'Your check' column.

Product	Temperature probe Give details of the temperature you need to reach and for how long, e.g. 75 °C for at least 30 seconds.	Your check Write the details of your check below.

Think twice! Chilling down and hot holding

If you are not serving food straight away, you need to put it straight into hot holding or chill it down as quickly as possible. See the 'Bake off products, reheating and hot holding' safe method.

A good way to cool down a large ham quickly is to place it in a watertight bag (food grade) and completely cover with clean, iced water. Make sure the water is as cold as possible before adding the ice and stir from time to time.

What to do if things go wrong

- If food is not cooked properly, cook it for longer and then check it again.

How to stop this happening again

- Review your cooking method. You might need to increase the time or temperature.
- Train staff again on this safe method.
- Improve staff supervision.
- Repair or replace equipment.

Write down what went wrong and what you did about it in your diary.

Manage it

Remember, if you are handling any raw meat, chickens etc. it is very important to read and complete the 'Raw meat, poultry and eggs' safe method, as well as this one.

Safe method:

Cooking safely – bacon, sausages and eggs

If you cook bacon, sausages or eggs, it is very important to handle them carefully and cook them properly.

Safety point	Why?
Follow the manufacturer's cooking instructions where appropriate.	The manufacturer has tried and tested safe cooking methods specifically for its products.
Preheat cooking equipment, e.g. grill, before cooking.	If you use equipment before it has preheated, food will take longer to cook and the recommended cooking times might not be long enough.
Make sure you cook bacon and sausages thoroughly.	These products can contain harmful bacteria. If you cook them thoroughly this kills any bacteria.
Do not let raw food touch or drip onto cooked food e.g. when putting more food onto a grill. Never use the same utensils, plates or containers for raw and cooked or ready-to-eat food, unless they are cleaned and disinfected between tasks.	Raw food can carry harmful bacteria, which could spread onto cooked food and stop it being safe to eat.

Think twice!

Staff should always wash their hands after handling raw meat or eggs and before handling ready-to-eat food.

Check it

It is very important to check that the food you sell is properly cooked.

Check in the centre of the sausage that the colour and texture has changed and it is steaming hot.

Do you use this check? Yes ☐ No ☐

Check that the colour and texture of bacon has changed and it is steaming hot.

Do you use this check? Yes ☐ No ☐

Check that the egg is cooked until the white is solid. (The safest option is to cook the egg until the yolk is also solid.)

Do you use this check? Yes ☐ No ☐

Probes

You could also use a temperature probe to check that food is properly cooked.

See the 'Prove it – cooking' safe method for advice on using probes.

Your check

If you use a different check to those suggested on the front of this sheet, you will need to prove that it is safe. See the 'Prove it – cooking' safe method.

Write the details of your check in the table below.

If you use a probe, fill in the details of what you do in the 'Temperature probe' column. If you use another check different to those suggested on the front of this sheet, fill in the details in the 'Your check' column.

Product	Temperature probe Give details of the temperature you need to reach and for how long, e.g. 75°C for at least 30 seconds.	Your check Write the details of your check below.

Think twice!

If you cook sausages, bacon or eggs that you do not serve immediately, remember to keep them properly hot or chill them down safely. See the 'Bake off products, reheating and hot holding' safe method.

What to do if things go wrong

- If food is not cooked properly, cook it for longer and then check it again.

How to stop this happening again

- Review your cooking method. You might need to increase the time or temperature.
- Train staff again on this safe method.
- Improve staff supervision.
- Repair or replace equipment.

Write down what went wrong and what you did about it in your diary.

Manage it

Remember, if you are handling any raw bacon, sausages or eggs, it is very important to read and complete the 'Raw meat, poultry and eggs' safe method, as well as this one.

Safe method:

Prove it – cooking

Sometimes you might want to use a probe to prove that your safe methods for cooking, 'bake off' products, reheating and hot holding are safe.

Safe method	What to do	How to do it
Cooking, bake off and reheating	The 'Cooking safely – rotisserie chicken and ham', 'Bake off products, reheating and hot holding' and 'Cooking safely – bacon, sausages and eggs' safe methods tell you how to check that food is thoroughly cooked/reheated. If you do a different check then you will need to prove that it is safe. You only need to do this once. The food should be safe to eat if it has reached a high enough temperature for a long enough time.	To check the food has reached a high enough temperature, check it with a clean, disinfected probe. Insert the probe so that the tip is in the centre of the food (or the thickest part). Examples of safe time/temperature combinations include: 80°C for at least 6 seconds 75°C for at least 30 seconds 70°C for at least 2 minutes 65°C for at least 10 minutes 60°C for at least 45 minutes
Hot holding	The 'Bake off products, reheating and hot holding' safe method tells you how to hot hold safely. Hot food must be kept above 63°C, if this is not possible it can be taken out of hot holding for up to 2 hours.	To check that food in hot holding is above 63°C, use a clean probe. Insert the probe so the tip is in the centre of the food (or the thickest part).

Checking your probe

It is essential to know that your probe is working properly, to be able to rely on its readings. So you should check it regularly. The manufacturer's instructions should include details of how often a probe needs to be checked and how to check it.

A simple way to check a digital probe used for checking hot food is to put it in boiling water:

- The readings in boiling water should be between 99°C and 101°C.

If the reading is outside this range, you should replace your probe or return it to the manufacturer to be calibrated.

Cleaning your probe

It is very important to keep your probe properly clean. Make sure you always clean and disinfect your probe between use.

Prove it – records

If you decide to use a probe to prove that your cooking, bake off, reheating or hot holding methods are safe, you can write the details below. You only need to do this as a one-off check.

Type of food	Equipment used	Setting	Time	Probe reading

Diary

DRY1/04-12

Diary

Name:	
Business:	
Address:	

Start date:		End date:	

Introduction

How does this diary work?

The diary is specially designed to help you run your business effectively. It contains:

- diary pages
- checks to do every day when you open and close
- 4-weekly review
- staff training record
- suppliers' list
- cleaning schedule
- blank pages for notes

The person responsible for running the business should sign the diary every day to say that:

- the opening and closing checks have been done
- your safe methods have been followed

The diary should take about **one minute a day** to complete, unless you have something special to write down. You can also use the diary to make a note of other things that have happened in your business that day, e.g. daily sales figures or staff absences.

If anything **different** happens, or if something goes **wrong**, you should make a note in the diary of what happened and what you did. This is so you can show that you have taken action to make sure that food is safe to eat.

If the person who would normally complete the diary is not in, he or she should give responsibility for the diary to another member of staff.

4-weekly review

The 4-weekly review gives you the opportunity to look back at previous weeks and identify any persistent problems. Write down details of these and how you decide to tackle them. You might need to train staff again on certain safe methods and/or change how you do things.

You may find it useful to read the 4-weekly review before starting to use the diary. It will give an idea of the kind of things you might need to write down during the week.

Opening and closing checks

It is essential that you and your staff do certain checks every time you open and close. Make sure you have worked through the 'Opening and closing checks' safe method in the Management section. You might find it helpful to use the following list of opening and closing checks on a daily basis (see over).

Opening checks

You should do these checks at the beginning of the day. You can also add your own checks to the list.

Your chilled display equipment, fridges and freezers are working properly.
Staff are fit for work and wearing clean work clothes.
There are plenty of handwashing and cleaning materials (soap, paper towels, cloths etc.)
Check for signs of pests.
Surfaces are clean and disinfect where appropriate (counter tops, floors, equipment etc.)
The shop is 'fit to trade', i.e. clean and tidy, shelves stocked up etc.

Closing checks

You should do these checks at the end of the day. You can also add your own checks to the list.

Foods that have passed their 'use by' date, or any damaged or unfit (e.g. mouldy) foods, have been removed from sale.
Foods removed from sale have been disposed of correctly or placed in a special area if being returned to a supplier.
No unwrapped food is left out.
Waste has been removed and new bags put into the bins.

Extra checks

Extra checks are less frequent than the opening and closing checks. See the 'Extra checks' safe method in the Management section. There is a box next to each day in the diary pages for you to fill in any extra checks you have done.

Staff training record

For each member of staff, fill in this record when they have been trained on a safe method and ask them to write their initials to say they have been trained.

Name:

Telephone no:

Address:

Safe method	Date	Initials
On first day:		
Working with food? sheet		
Opening and closing checks		
Cross-contamination		
Cleaning		
Chilling		
Management		
Cooking and preparation (if relevant)		
Other training or retraining		

Name:

Telephone no:

Address:

Safe method	Date	Initials
On first day:		
Working with food? sheet		
Opening and closing checks		
Cross-contamination		
Cleaning		
Chilling		
Management		
Cooking and preparation (if relevant)		
Other training or retraining		

If you need more copies of this record, photocopy it or download from food.gov.uk/retail

Staff training record

For each member of staff, fill in this record when they have been trained on a safe method and ask them to write their initials to say they have been trained.

Name:

Telephone no:

Address:

Safe method	Date	Initials
On first day:		
Working with food? sheet		
Opening and closing checks		
Cross-contamination		
Cleaning		
Chilling		
Management		
Cooking and preparation (if relevant)		
Other training or retraining		

Name:

Telephone no:

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Safe method	Date	Initials
On first day:		
Working with food? sheet		
Opening and closing checks		
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Cleaning		
Chilling		
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Cooking and preparation (if relevant)		
Other training or retraining		

If you need more copies of this record, photocopy it or download from food.gov.uk/retail

Staff training record

For each member of staff, fill in this record when they have been trained on a safe method and ask them to write their initials to say they have been trained.

Name:

Telephone no:

Address:

Safe method	Date	Initials
On first day:		
Working with food? sheet		
Opening and closing checks		
Cross-contamination		
Cleaning		
Chilling		
Management		
Cooking and preparation (if relevant)		
Other training or retraining		

Name:

Telephone no:

Address:

Safe method	Date	Initials
On first day:		
Working with food? sheet		
Opening and closing checks		
Cross-contamination		
Cleaning		
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Safe method	Date	Initials
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Opening and closing checks		
Cross-contamination		
Cleaning		
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Cooking and preparation (if relevant)		
Other training or retraining		

Name:

Telephone no:

Address:

Safe method	Date	Initials
On first day:		
Working with food? sheet		
Opening and closing checks		
Cross-contamination		
Cleaning		
Chilling		
Management		
Cooking and preparation (if relevant)		
Other training or retraining		

If you need more copies of this record, photocopy it or download from food.gov.uk/retail

Suppliers' list

Business name:	Delivery day(s): M T W T F S S
Contact name:	Lead time for placing an order e.g. Mon for Wed
Telephone:	Goods supplied:
Address:	

Business name:	Delivery day(s): M T W T F S S
Contact name:	Lead time for placing an order e.g. Mon for Wed
Telephone:	Goods supplied:
Address:	

Business name:	Delivery day(s): M T W T F S S
Contact name:	Lead time for placing an order e.g. Mon for Wed
Telephone:	Goods supplied:
Address:	

Suppliers' list (continued)

Business name:	Delivery day(s): M T W T F S S
Contact name:	Lead time for placing an order e.g. Mon for Wed
Telephone:	Goods supplied:
Address:	

Business name:	Delivery day(s): M T W T F S S
Contact name:	Lead time for placing an order e.g. Mon for Wed
Telephone:	Goods supplied:
Address:	

Business name:	Delivery day(s): M T W T F S S
Contact name:	Lead time for placing an order e.g. Mon for Wed
Telephone:	Goods supplied:
Address:	

Contacts list

You can use this sheet to write down the contact details of different services or people who you might need to contact from day to day, or in an emergency. For example:

- environmental health service
- electrician
- plumber
- pest control contractor
- refuse collector/recycling service

Environmental health service	Useful for advice on:
Contact name:	Food hygiene Pest control Drainage Noise and odour control Product withdrawal and recall
Telephone:	
Address:	

	Useful for advice on:
Contact name:	
Telephone:	
Address:	

	Useful for advice on:
Contact name:	
Telephone:	
Address:	

	Useful for advice on:
Contact name:	
Telephone:	
Address:	

	Useful for advice on:
Contact name:	
Telephone:	
Address:	

	Useful for advice on:
Contact name:	
Telephone:	
Address:	

	Useful for advice on:
Contact name:	
Telephone:	
Address:	

	Useful for advice on:
Contact name:	
Telephone:	
Address:	

	Useful for advice on:
Contact name:	
Telephone:	
Address:	

	Useful for advice on:
Contact name:	
Telephone:	
Address:	

Cleaning schedule

Fill in details of all the items you clean

Item	Frequency of cleaning					Precautions e.g. wear gloves or goggles	Method of cleaning
	After use	Every shift	Daily	Weekly	Other		
Work surface	×					*Wear gloves*	*1. Remove any obvious food and dirt.* *2. Wash the surface with hot soapy water (detergent diluted according to manufacturer's instructions) to remove grease and any other food and dirt.* *3. Rinse with clean water to remove the detergent and loosened food and dirt.* *4. Apply a disinfectant. Make sure you leave it on for the contact time recommended by the manufacturer.* *5. Rinse with clean water to remove the disinfectant.* *6. Leave to dry naturally or use a clean disposable cloth.*

EXAMPLE

Cleaning schedule

Fill in details of all the items you clean

Item	Frequency of cleaning					Precautions e.g. wear gloves or goggles	Method of cleaning
	After use	Every shift	Daily	Weekly	Other		

Week commencing: ___/___/___

MONDAY

Any problems or changes – what did you do?

Opening checks ☐
Closing checks ☐

Name _____

Signed _____

Our safe methods were followed and effectively supervised today.

TUESDAY

Any problems or changes – what did you do?

Opening checks ☐
Closing checks ☐

Name _____

Signed _____

Our safe methods were followed and effectively supervised today.

WEDNESDAY

Any problems or changes – what did you do?

Opening checks ☐
Closing checks ☐

Name _____

Signed _____

Our safe methods were followed and effectively supervised today.

THURSDAY

Any problems or changes – what did you do?

Opening checks ☐
Closing checks ☐

Name _____

Signed _____

Our safe methods were followed and effectively supervised today.

FRIDAY

Any problems or changes – what did you do?

Opening checks ☐
Closing checks ☐

Name _____

Signed _____

Our safe methods were followed and effectively supervised today.

SATURDAY

Any problems or changes – what did you do?

Opening checks ☐
Closing checks ☐

Name _____

Signed _____

Our safe methods were followed and effectively supervised today.

SUNDAY

Any problems or changes – what did you do?

Opening checks ☐
Closing checks ☐

Name _____

Signed _____

Our safe methods were followed and effectively supervised today.

EXTRA CHECKS

We have performed the following extra checks this week.

Opening checks ☐
Closing checks ☐

Name _____

Signed _____

Week commencing: / /

MONDAY

Any problems or changes – what did you do?

Opening checks ☐
Closing checks ☐

Name _____

Signed _____

Our safe methods were followed and effectively supervised today.

TUESDAY

Any problems or changes – what did you do?

Opening checks ☐
Closing checks ☐

Name _____

Signed _____

Our safe methods were followed and effectively supervised today.

WEDNESDAY

Any problems or changes – what did you do?

Opening checks ☐
Closing checks ☐

Name _____

Signed _____

Our safe methods were followed and effectively supervised today.

THURSDAY

Any problems or changes – what did you do?

Opening checks ☐
Closing checks ☐

Name _____

Signed _____

Our safe methods were followed and effectively supervised today.

FRIDAY

Any problems or changes – what did you do?

Opening checks ☐
Closing checks ☐

Name _____

Signed _____

Our safe methods were followed and effectively supervised today.

SATURDAY

Any problems or changes – what did you do?

Opening checks ☐
Closing checks ☐

Name _____

Signed _____

Our safe methods were followed and effectively supervised today.

SUNDAY

Any problems or changes – what did you do?

Opening checks ☐
Closing checks ☐

Name _____

Signed _____

Our safe methods were followed and effectively supervised today.

EXTRA CHECKS

We have performed the following extra checks this week.

Opening checks ☐
Closing checks ☐

Name _____

Signed _____

Week commencing: ___/___/___

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Any problems or changes – what did you do?

Opening checks ☐
Closing checks ☐

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Signed _____

Our safe methods were followed and effectively supervised today.

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Any problems or changes – what did you do?

Opening checks ☐
Closing checks ☐

Name _____

Signed _____

Our safe methods were followed and effectively supervised today.

WEDNESDAY

Any problems or changes – what did you do?

Opening checks ☐
Closing checks ☐

Name _____

Signed _____

Our safe methods were followed and effectively supervised today.

THURSDAY

Any problems or changes – what did you do?

Opening checks ☐
Closing checks ☐

Name _____

Signed _____

Our safe methods were followed and effectively supervised today.

FRIDAY

Any problems or changes – what did you do?

Opening checks ☐
Closing checks ☐

Name _____

Signed _____

Our safe methods were followed and effectively supervised today.

SATURDAY

Any problems or changes – what did you do?

Opening checks ☐
Closing checks ☐

Name _____

Signed _____

Our safe methods were followed and effectively supervised today.

SUNDAY

Any problems or changes – what did you do?

Opening checks ☐
Closing checks ☐

Name _____

Signed _____

Our safe methods were followed and effectively supervised today.

EXTRA CHECKS

We have performed the following extra checks this week.

Opening checks ☐
Closing checks ☐

Name _____

Signed _____

Week commencing: / /

MONDAY

Any problems or changes – what did you do?

Opening checks ☐
Closing checks ☐

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Our safe methods were followed and effectively supervised today.

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Any problems or changes – what did you do?

Opening checks ☐
Closing checks ☐

Name _____

Signed _____

Our safe methods were followed and effectively supervised today.

WEDNESDAY

Any problems or changes – what did you do?

Opening checks ☐
Closing checks ☐

Name _____

Signed _____

Our safe methods were followed and effectively supervised today.

THURSDAY

Any problems or changes – what did you do?

Opening checks ☐
Closing checks ☐

Name _____

Signed _____

Our safe methods were followed and effectively supervised today.

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Any problems or changes – what did you do?

Opening checks ☐
Closing checks ☐

Name _____

Signed _____

Our safe methods were followed and effectively supervised today.

SATURDAY

Any problems or changes – what did you do?

Opening checks ☐
Closing checks ☐

Name _____

Signed _____

Our safe methods were followed and effectively supervised today.

SUNDAY

Any problems or changes – what did you do?

Opening checks ☐
Closing checks ☐

Name _____

Signed _____

Our safe methods were followed and effectively supervised today.

EXTRA CHECKS

We have performed the following extra checks this week.

Opening checks ☐
Closing checks ☐

Name _____

Signed _____

4-weekly review

You should regularly review the methods used in your business to check that they are up to date, and still being followed by you and your staff.

You can use the checklist below to help you.

- Look back over the past 4 weeks' diary entries. If you had a serious problem, or the same thing went wrong three times or more, make a note of it here, find out why and do something about it.

  Did you have a serious problem or did the same thing go wrong three times or more?

  Yes ☐ No ☐

  Details: _____

  _____

  _____

  What did you do about it? _____

  _____

  _____

- Did you get a new member of staff in the past 4 weeks? Yes ☐ No ☐

  Were they trained in your methods? Yes ☐ No ☐

- Have you changed your menu? Yes ☐ No ☐

  Have you reviewed your safe methods? Yes ☐ No ☐

  Any changes/new methods? _____

  _____

  _____

- Have you changed supplier/bought new ingredients? Yes ☐ No ☐

  Do these affect any of your safe methods? _____

  _____

  _____

- Are you using any new/different equipment? Yes ☐ No ☐

  Does this affect any of your safe methods? _____

  _____

  _____

- Other changes: _____

  _____

  _____

Notes