

# City & County of Cardiff

Public Protection - Food Safety



A self-help pack for small and medium sized businesses

## Introduction

- It is a legal requirement for owners of food businesses to have a Food Safety Management System (FSMS)
- This pack is designed to help small businesses put a FSMS in place
- Your FSMS system will show your Environmental Health Officer (EHO) how you make sure your food is safe to eat
- You can use your FSMS system to train your staff
- For further help contact:
- Telephone: 029 2087 1128 or Email: [foodteam@cardiff.gov.uk](mailto:foodteam@cardiff.gov.uk) (Cardiff businesses only)

Your local Environmental Health Department (Businesses trading outside of Cardiff)

## How to use this pack

The pack is divided into different parts. You can write your own FSMS by working through each one in turn.

- How to write your FSMS

<b>Part 1</b>	-	<b>Prerequisites</b>
<b>Part 2</b>	-	<b>Flow chart</b>
<b>Part 3</b>	-	<b>Food safety plan</b>
<b>Part 4</b>	-	<b>Record forms</b>

- Appendices:

- A. The Food Hygiene Rating Scheme
- B. What an Environmental Health Officer (EHO) looks for on an inspection
- C. What the law says
- D. Useful words and terms

## How to write your FSMS

- Decide how you meet the prerequisites
- Draw a flow chart
- Write a food safety plan
- Keep daily records
- Review your FSMS regularly. This will need to be done every year or whenever something in the business changes.

## Part 1: Prerequisites

- Prerequisites are the “building blocks” of good hygiene that a business must have in place before writing their FSMS.
- The prerequisites are:
  - Training
  - Personal hygiene
  - Construction, design and maintenance
  - Cleaning
  - Waste disposal
  - Pest control
- Writing down how you satisfy each of these prerequisites is the first part of your FSMS
- This can be very simple. For example:

“Training - All our staff have Level 2 Food Hygiene certificates. The certificates are kept in a file in the office”.

“Pest control - We have a contract with a local company. They visit four times a year to do routine checks. They also come out if we find we have a pest problem. They leave reports of their visits and the pest control file is kept in the office.”

The “What the law says” section tells you more about what the law says about each of the prerequisites.

## Part 2: Flow chart

- A flow chart is a list of the different steps involved in preparing food
- The flow chart will follow every step in the process from receipt of food right through to serving the customer
- Writing a flow chart will be the second part of your FSMS
- This is an example of a simple flow chart:

Purchase/receipt



Storage



Preparation



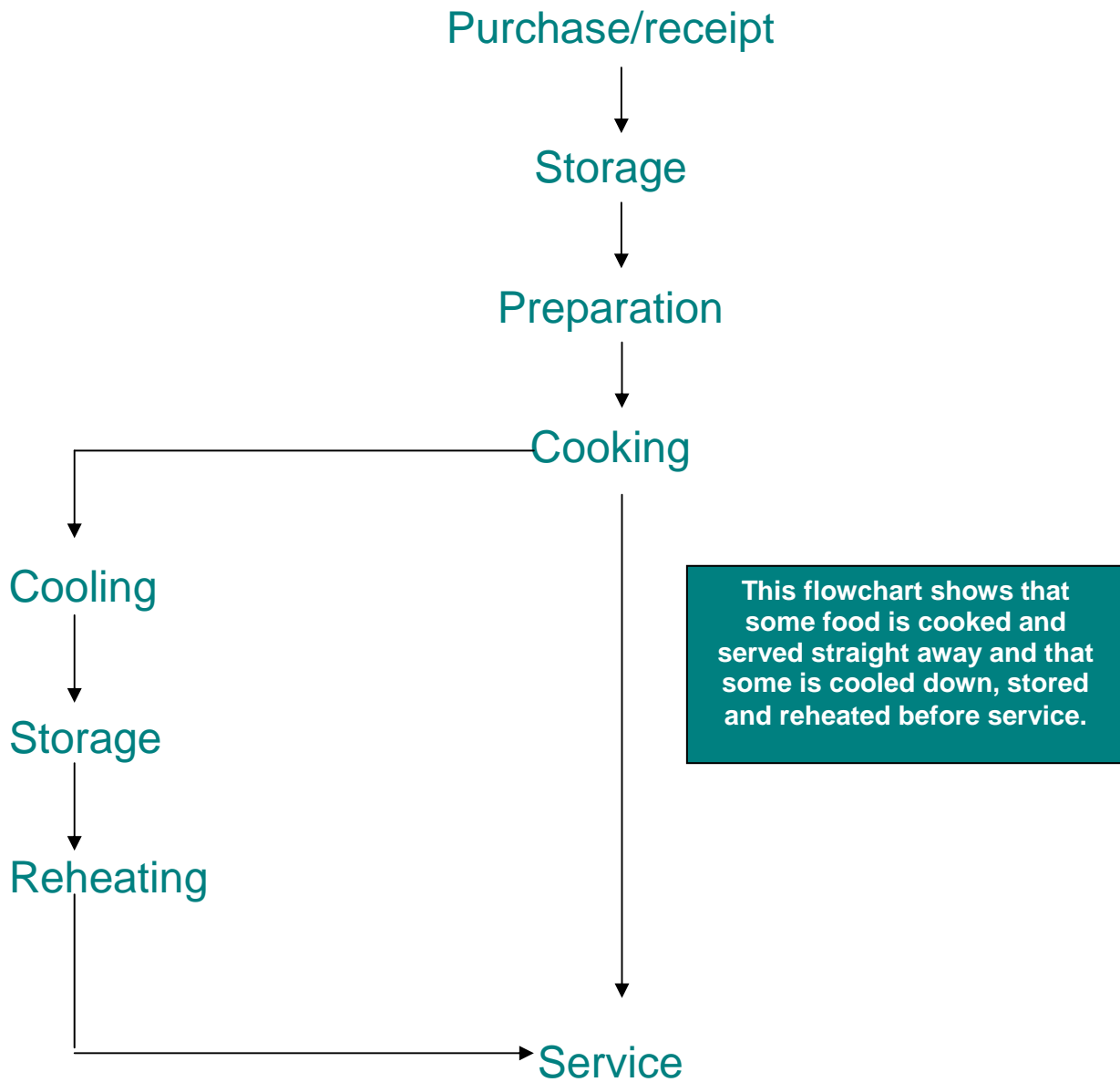
Cooking



Service

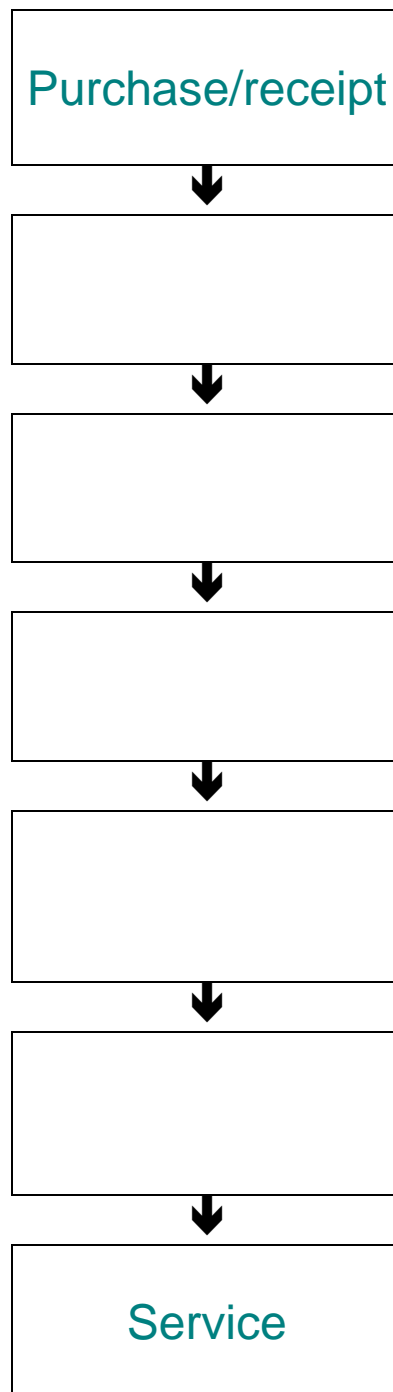
- Some flowcharts will not have as many steps. For example, if you prepare sandwiches you would not use the “cooking” step. Instead your flowchart would go from “preparation” straight to “service” or “display for sale”.

- Depending on the type of your business you may want to write more than one flowchart. You may need a flowchart that covers other steps such as “cooling” and “reheating”. This is an example of a flowchart that has more steps:



- You only have to write the flowcharts once. You do not have to do this every day.

**Exercise 1:** Here is a flowchart with the first and last stages completed. Think about the steps involved in your business and fill in the blanks. You may not need to complete all the boxes.





## Part 3: Food safety plan

The food safety plan shows:

- What problems could happen
- What you do to stop problems
- How do you make sure that what you are doing stops the problem
- What you do if something does go wrong
- What records you keep

This is done for every step identified in your flowchart

- You will need to complete a food safety plan as the third part of your FSMS
- There may be more than one problem at any one step. You will need to think about how you deal with all the problems.
- Problems can be caused by:
  - Bacteria, viruses and moulds. (Bacterial contamination). Bacteria can get onto food, spread from place to place because of poor hygiene practices and grow under the right conditions. Bacteria can also survive the actions taken to kill them if those actions are not carried out properly.
  - Things getting into food that should not be there like glass, metal objects, stones and insects. (Physical contamination)
  - Chemicals getting into food like insecticides and cleaning chemicals (Chemical contamination)
  - Foods that can cause allergies like peanuts and sesame seeds (Allergies). You can find out more about allergies by contacting your local Trading Standards Officer.
- There may be more than one way of controlling a problem. For example, you can stop cross contamination by separating raw and cooked foods and by using separate equipment.
- Remember to sign and date your completed food safety plan. You only have to write the food safety plan once. You do not have to do this every day.
- An example of a partially completed food safety plan has been provided to help you write your own as well as a blank example for you to use. This plan does not cover all the steps. The idea is to show you how a food safety plan should look. The important point to remember is that when you read the plan you will see that all the comments written about a certain problem all relate to each other.

- For example:

If you say that a “problem” at the step of chilled storage is the “growth of bacteria” the way you stop the problem is that you keep food cold in the refrigerator. The way that you make sure what you are doing is working is to check the temperature of the refrigerator and that if something goes wrong you would adjust the thermostat. Lastly your records of refrigerator temperatures could be kept in your daily diary.

Other examples of good practice like “keeping raw food away from cooked food” will prevent contamination but will not stop bacteria growing. As such your food safety plan would not make sense if you said that storing raw and cooked foods apart prevent bacteria growth.

Example of a completed Food Safety Plan

Step	What problems could happen	What we do to stop the problem	How we make sure what we are doing is working	What we do if something goes wrong	What records we keep
<b>Storage</b>	Growth of bacteria	Store food in refrigerator below 8°C	Temperature checks	Adjust thermostat	Daily diary
	Cross contamination	Store raw food below cooked food	Visual checks	Discard food Retrain staff	Staff training record
<b>Preparation</b>	Cross contamination	Clean and disinfect surfaces	Visual checks	Clean dirty surfaces	Cleaning schedule
		Separate equipment for handling raw and cooked food		Discard food Retrain staff	Staff training record
<b>Cooking</b>	Survival of bacteria	Thorough cooking to a core temperature of 75°C held for 30 seconds	Temperature checks	Continue cooking	Daily diary

### Example of a completed Food Safety Plan

Step	What problems could happen	What we do to stop the problem	How we make sure what we are doing is working	What we do if something goes wrong	What records we keep
<b>Storage</b>	Chemical contamination				Staff training record
<b>Preparation</b>	Physical contamination	Cover food			
<b>Display</b>	Growth of bacteria		Temperature checks		
<b>Transport</b>		Minimise transport time		Discard food	

**Exercise 2:** In this food safety plan some of the spaces have been filled in but others have been left blank. Fill in the missing spaces.

Example of a Food Safety Plan for you to use

Step	What problems could happen	What we do to stop the problem	How we make sure what we are doing is working	What we do if something goes wrong	What records we keep

## Part 4: Record forms

- We have provided some record forms that you can use if you want to. You can use your own way of writing things down if you prefer.
- Some forms will need to be completed every day. For example, the daily diary.
- Some forms will only need to be completed every now and again. For example, the probe calibration form only needs to be completed monthly.
- Keeping daily records is the final part of your FSMS
- You should keep any records for at least 18 months

- To show you how a completed form should look here is an example of a daily diary form that has been filled in:

## DAILY DIARY

**Date:** 1<sup>st</sup> January 2012

Food delivered	Temperature °C	Use by date	Packaging	Corrective action
Ham	4	In date	Intact	
Cheese	10	In date	Damaged	Sent back
Boxes of frozen goods	- 22	In date	Intact	

**Equipment temperature** (-18 °C for frozen / +8 °C for chilled)

Fridge 1 °C	Fridge 2 °C	Fridge 3 °C	Freezer 1 °C	Freezer 2 °C	Corrective action
4	3	9	-19	-21	Adjusted thermostat on fridge 3. Checked later. Back to below 8.
5	5	7	-13	-24	Adjusted thermostat on freezer 1. Checked after 1 hour, down to – 19.

**Cooking** (75°C for 30 seconds)

**Reheating** (75°C for 30 seconds)

Food	Temperature °C	Corrective action	Food	Temperature °C	Corrective action
Chicken	77		Rice	76	
Lasagne	82		Pies	72	Put back into oven. Probed again. Temp. 79

**Hot holding** (63°C)

**Cooling** (90 minutes/1.5 hours maximum  
at room temperature)

Food	Temperature °C		Food	Time at room temperature
Soup	65		Rice	120 minutes (2 hours)
Tomatoes	66		Curry	60 minutes (1 hour)
Gravy	57		Bolognaise sauce	45 minutes

**Corrective  
actions**

Gravy stirred and bain marie adjusted. Temperature taken after 20  
minutes, back up to 65

Rice thrown away. Staff retrained.

**Staff signature**

**Manager  
signature**



# SUPPLIER SHEET

Name & address of supplier	Product

## DAILY DIARY

**Date:** \_\_\_\_\_

Food delivered	Temperature °C	Use by date	Packaging	Corrective action

**Equipment temperature** (-18 °C for frozen / +8 °C for chilled)

Fridge 1 °C	Fridge 2 °C	Fridge 3 °C	Freezer 1 °C	Freezer 2 °C	Corrective action

**Cooking** (75°C for 30 sec)

**Reheating** (75°C for 30 sec)

Food	Temperature °C	Corrective action		Food	Temperature °C	Corrective action

**Hot holding** (63°C)

**Cooling** (90 minutes/1.5 hours  
maximum)

Food	Temperature °C		Food	Time at room temperature

**Corrective  
actions**

\_\_\_\_\_  
\_\_\_\_\_

**Staff signature**

\_\_\_\_\_

**Manager  
signature**

\_\_\_\_\_

# CLEANING SCHEDULE

Week beginning:

Item to clean	Member of staff	Cleaning chemical used	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Manager signature
Walls										
Floors										
Work surfaces										
Equipment										
Fridge/freezer handles										
Inside microwaves										
Dishwasher										
Ventilation canopy										
Grease filters										
Ovens										
Grills										
Inside fridges and freezers										
Dry stores										
Refuse bins										

## STAFF TRAINING RECORD

Employee name:

Date started work:

Present level of training:

[illegible]

## PRE - EMPLOYMENT QUESTIONNAIRE

Employee name:	
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1. Have you now, or have you over the last seven days, suffered from diarrhoea and/or vomiting?

Yes	
-----	--

No	
----	--

2. Has a member of your household suffered from diarrhoea and/or vomiting over the last seven days?

Yes	
-----	--

No	
----	--

3. At present, are you suffering from:

- Skin trouble affecting the hands, arms or face?
- Boils, styles or septic fingers? or
- Discharge from eye, ear or gums/mouth?

Yes	
-----	--

No	
----	--

4. Do you suffer from:

- Recurring skin or ear trouble? or
- Recurring bowel disorder?

Yes	
-----	--

No	
----	--

5. Have you ever had, or are you now known to be a carrier of, typhoid or paratyphoid?

Yes	
-----	--

No	
----	--

6. In the last 21 days have you been in contact with anyone, at home or abroad, who may have been suffering from typhoid or paratyphoid?

Yes	
-----	--

No	
----	--

If the answer to any of the above questions has been “**YES**” then the individual must not be employed as a food handler until further medical advice has been obtained.

## STAFF SICKNESS REPORTING RECORD

- Staff must report to their manager or supervisor as soon as possible if they are suffering from any of the following symptoms:
  - Abdominal pain/cramps
  - Vomiting
  - Diarrhoea
  - Septic skin lesions. For example, boils or infected cuts
  - Discharge from the eyes, ears or nose
- Food handlers suffering from food poisoning symptoms (diarrhoea and/or vomiting) must not return to work until they have been symptom free for at least 48 hours
- If you are in doubt about what you should do contact your Environmental Health Officer for advice

Date	Member of staff	Nature of illness	Date of reporting	Date of return to work	Manager signature

# PEST CONTROL RECORD

- Regularly check the premises for signs of pest activity
- Signs of a **rodent** infestation are live or dead bodies, droppings, holes, footprints, gnawing damage, smell, bait takes, scratching sounds and grease smears.
- Signs of an **insect** infestation are live or dead bodies, larvae/pupae, eggs/egg cases, smell and holes in food.

[illegible]

## PROBE THERMOMETER RECORD

- It is important to check that the probe thermometer is working correctly
- The reading in iced water should read between  $-1^{\circ}\text{C}$  to  $+1^{\circ}\text{C}$ . If the reading is outside this range the thermometer must be replaced.
- The reading in boiling water should read between  $99^{\circ}\text{C}$  and  $101^{\circ}\text{C}$ . If the reading is outside this range the thermometer must be replaced.
- Calibration testing should be carried out once a month

[illegible]



## Appendix A

### The Food Hygiene Rating Scheme

- The scheme is designed to help your customers choose where to eat out or shop for food by giving them information about the hygiene standards in your business. When your business is inspected by an EHO you will be given a food hygiene rating from “0” to “5”. The higher the score, the better the standards.



- Your food hygiene rating will depend on how well you do on your inspection. Dirty premises with poor hygiene practices and no FSMS will get a very low score. Clean premises with good hygiene practices and a FSMS in place that is working for them will get a very good score.

## **Appendix B:**

### **What the Environmental Health Officer (EHO) looks for on an inspection**

When the EHO does an inspection they are looking at 3 areas. The scores you get in each of these areas will determine your hygiene rating:

1. How clean the premise is and how well the premise and the equipment used is maintained. Examples of the sort of things they look for would be:
  - Cleanliness in the kitchen. Looking at all the equipment. For example, door handles and door seals to fridges, the inside of microwave ovens and cookers. Looking at cleanliness of cooking utensils such as knives, tongs and pots and pans. Looking at cleanliness of sinks, work surfaces, ventilation canopies with grease filters and walls, floors and ceilings. Looking in “hard to reach” places like behind equipment and at wall/floor junctions.
  - If any items of equipment are worn and damaged. Looking for things like heavily scored chopping boards that should have been replaced, loose taps that should have been repaired or damaged door seals that have not been replaced.
  - Whether the premise has been kept in good condition. Looking for things like damaged floor coverings, chipped wall tiles, missing ceiling tiles or gaps under doors.
2. How good the food handling practices are. Examples of the sort of things they look for would be:
  - Whether food handlers wash their hands and how well they do it
  - If raw foods and cooked foods are being stored correctly
  - If separate equipment is being used for raw and cooked food
  - If food is being stored at the right temperature in the fridge or if food is being cooked properly

- If food handlers show any signs of poor hygiene practices. For example, using the same knife for cutting raw meat and cooked chicken or using the same sink for washing food and equipment.
  - If there are any signs of pests.
3. How confident the EHO is in how well the business is being managed. Examples of the sort of things they look for would be:
- Whether you have a written FSMS and keep daily records
  - Whether all your staff have been trained
  - Whether you keep records of the training your staff have received
  - Whether you have all the records that you say you have on site. For example, if you say you have a pest control contract you need to be able to show it to the EHO.
  - Checking that what you say in your FSMS is actually what happens in real life. It is very important that what you write down in your FSMS is what you and your staff actually do. EHO's will look at your FSMS and ask you and your staff questions to find out if the FSMS is working properly in practice.
  - A documented FSMS is very important. If you do not have a FSMS, if your FSMS is not working properly or if it is not available at the time of the inspection you cannot get a good food hygiene rating.

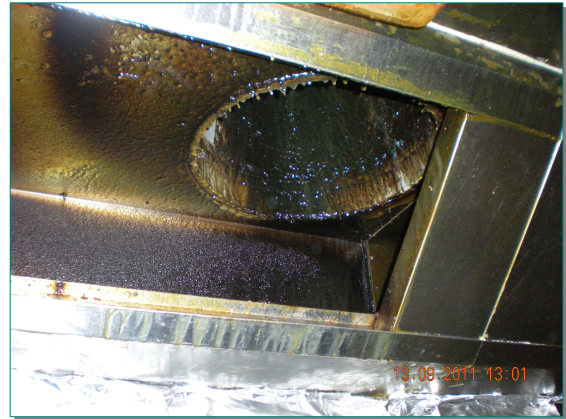
**These are pictures taken from actual premises that show examples of poor practice. Conditions like these would result in legal action being taken against the business and a very low food hygiene rating.**

- Dirty fridge door
- Damaged fridge seal
- Cross contamination risk from touching dirty surfaces before handling food



- Dirty wall tiles
- Dirty and damaged work surface
- Dirty dustpan and brush
- Dirty chopping boards
- Cross contamination risks from chopping boards touching each other, using the dirty brush and by placing the bucket on the worktop

- Missing grease filters
- Greasy internal surfaces to ventilation extract system
- Dirty surfaces due to condensation of grease



- No soap or paper towels at the wash hand basin
- Dirty taps and basins
- Likely cross contamination risk caused by poor hand washing practices



- Dirty bottle of cleaning chemical
- Likely cross contamination risk from touching dirty bottle before preparing food
- Possible chemical contamination risk if cleaning chemicals stored next to food



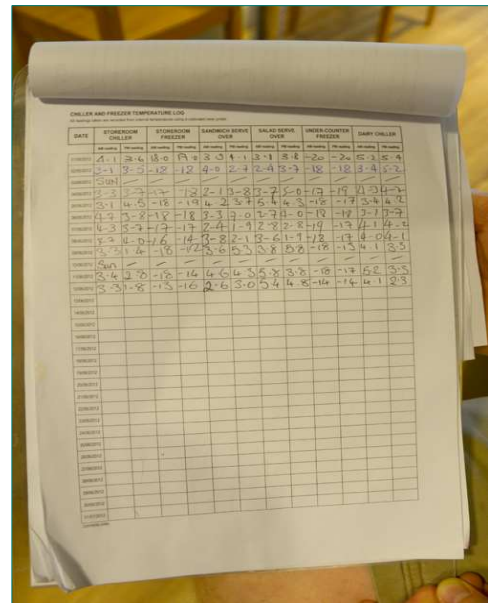
- Contaminated food
- Health risk due to presence of mouse droppings
- Pest infestation would be "imminent risk to health" and would result in business closure and prosecution
- Physical contamination risk from mouse droppings getting into food.

**These are pictures taken from actual premises that show examples of good practice. Conditions like these would result in the business getting a very high food hygiene rating.**



- High risk foods stored in the refrigerator
- Raw foods stored on bottom shelf to prevent cross contamination. Storing raw foods below cooked and ready to eat foods also prevents contamination occurring due to juices from raw meats dripping onto cooked or ready to eat foods.
- Foods covered to prevent physical contamination
- Foods date labelled to ensure effective stock rotation

- Temperature of refrigerator and chilled display units
- These records would form part of the (FSMS)
- Accurate records demonstrate that the FSMS is working in practice
- Records for refrigerators below the legal maximum of 8°C demonstrating that foods are being kept at the correct temperature
- Writing these temperatures will show that food is being kept at a temperature where food will be safe to eat





- Use of separate colour coded chopping boards for preparation of different foods
- Boards are kept in a rack to prevent them from coming into direct contact with each other. This will also help to prevent cross contamination
- A poster above the board rack shows food handlers which colour board is to be used for each type of food. For example, a red board for raw meat and a yellow board for cooked meat
- The board rack is stored on a clean surface. This will minimise the risk of cross contamination.

- Separate sink designated for the use of food preparation only. Using separate sinks for food washing minimises any cross contamination risk
- A container of a mild food safe sanitising solution is provided to wash salad items
- The sink and tap are clean. This further minimises any cross contamination risk that may occur as a result of a food handlers' hands becoming contaminated with bacteria from a contact surface (for example, the tap to the sink)

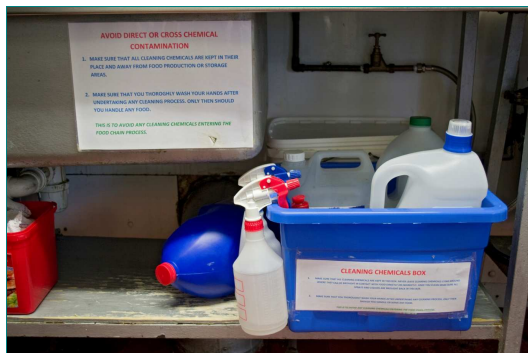
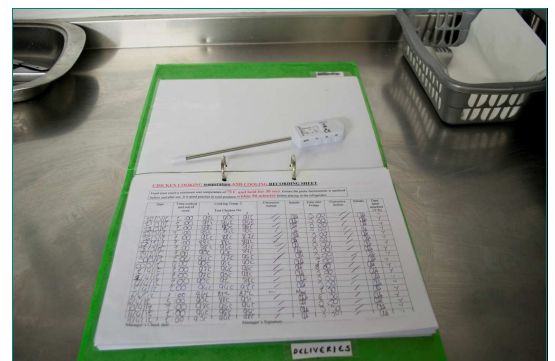






- Cooked chicken in walk in chiller
- Food covered and dated
- Staff instruction poster

- Temperature record log for cooked food
- Use of probe thermometer
- Writing these temperatures will help demonstrate that harmful bacteria are killed as a result of thorough cooking



- Separate store for cleaning chemicals
- Staff instruction poster

- Clean wash hand basin
- Hot and cold water
- Liquid soap
- Clean towel – In the kitchen disposable paper towel should be used to turn off taps
- Staff instruction poster



- Food handler wearing clean protective clothing
- Hair covered and tied back
- Use of tongs to handle food
- Food stored in hot hold display cabinet
- Keeping high risk foods hot will help to stop bacterial growth

- Clean floor
- Clean work surfaces and equipment
- Refrigerator for storage of cold foods
- Ready to eat foods stored above raw foods
- Raw food in covered container at base of refrigerator



## Appendix C: What the law says

### Training:

- It is a legal requirement that food handlers receive adequate supervision, instruction and training to a level that is appropriate to the work they do
- It is the responsibility of the food business owner to make sure that their staff are trained
- Level 2 Awards in Food Safety (or equivalent) are required for food handlers
- Level 3 Awards in Food Safety are recommended for managers and supervisors
- It is recommended that food handlers receive refresher training every three years
- Food handlers should be trained in the FSMS used in the business.
- All training given should be documented.

### Personal hygiene:

- All food handlers must wear clean protective clothing when handling food
- Protective clothing must not be worn outside the premises
- Staff must not wear watches or jewellery (except a plain band wedding ring and small sleeper earrings)
- Staff must not wear strong perfume or aftershave
- Food and drink must not be eaten in food rooms or store rooms. This includes chewing gum or any other sweets.
- Smoking is not allowed.
- Hands must be washed thoroughly with soap and warm water and dried hygienically e.g. with disposable paper towel.
  - Before starting work
  - After breaks
  - After visiting the toilet
  - After coughing into the hand or using a tissue
  - After eating, drinking or smoking
  - After touching the face or hair
  - After carrying out any cleaning
  - After handling rubbish

- Staff must not lick fingers when handling wrapping materials
- Staff must not blow their nose, cough, sneeze or spit over or on food
- Hair and fingernails must be kept clean. Nail varnish must not be worn
- Staff must tell their manager if they are suffering from vomiting, diarrhoea, other stomach upsets and be off work for at least 48 hours clear of symptoms, or advised by Environmental Health.
- Skin complaints or cuts and abrasions must be covered by an easily detectable waterproof dressing. For example, blue plasters.
- Food should be handled as little as possible
- Staff must report any problems (for example, signs of pest activity) to management immediately

## Good hygiene practices:

- Regular and thorough hand washing and using disposable paper towels to turn off taps after hand washing to prevent hands becoming contaminated
- Effective “two stage” cleaning. For example, removing visible dirt before cleaning with a sanitiser, using suitable cleaning chemicals (complying with BS EN 1276:1997 or BS EN 13697:2001) and always following the manufacturers’ instructions. Food surfaces and contact surfaces (like fridge door handles and cooker controls) must be regularly and effectively disinfected.
- Prevention of contamination by storing raw foods below cooked foods and using separate utensils and equipment for raw and cooked food. For example, using separate tongs for handling raw and cooked meats and using separate rolls of cling film for raw and cooked foods.
- Storing food at the correct temperature in the fridge (8°C or below) and freezer (-18°C or below) to prevent the growth of harmful bacteria
- Defrosting frozen food in a refrigerator
- Thorough cooking of food to kill harmful bacteria (a core temperature of 75°C held for 30 seconds)
- Thorough reheating of food (a core temperature of 75°C held for 30 seconds)
- Keeping food hot to prevent the growth of harmful bacteria (above 63°C)
- Cooling food quickly prior to refrigeration to prevent the growth of bacteria within 90 minutes.

- Not preparing food too far in advance
- Not storing food at room temperature

## Construction, design and maintenance of food premises:

- Satisfactory design and maintenance of food premises is essential to avoid contamination
- Food premises must be maintained in good repair and condition
- **Ceilings** must be smooth, clean, non – flaking, light coloured and easy to clean
- **Wall finishes** must be clean, smooth, impervious, non – flaking, durable, light coloured and capable of being effectively cleaned
- **Floors** must be clean, durable, non – absorbent, non – slip and be capable of being effectively cleaned
- **Refuse bins** must be provided for the disposal of food waste
- **Equipment** must be kept clean and in good condition, enable thorough cleaning and be constructed to minimise contamination
- **Surfaces** must be smooth, impervious, non – toxic, non – flaking, corrosion resistant, durable and suitable for their intended use

- A separate **wash - hand basin** is required for food-handlers. It should be suitably located within the main food preparation area. It must be provided with hot and cold running water, soap (preferably liquid anti - bacterial soap) and hygienic hand drying facilities (ideally disposable paper towels) and only used for hand washing purposes.
- An **equipment sink** with an adequate supply of hot and cold water is required for the washing of utensils. Wash up areas should be located away from food areas.
- Depending on the size and nature of the premise an additional **food sink** with an adequate supply of hot and/or cold water is required for the washing of food. For example, salad preparation. It is recommended that separate sinks are used for washing food and equipment. In the absence of separate sinks foods such as salads should be washed in a disinfected colander.
- All sinks must be adequately connected to the mains drainage system.
- Adequate **storage facilities for chilled and frozen food** must be provided
- Adequate **cooking facilities** must be provided
- **Pests** must be denied access and harbourage
- There must be an adequate number of **flush lavatories** available and connected to an effective drainage system. Toilets must be provided with adequate ventilation and must not open directly into a food room
- Adequate **drainage** must be provided
- Adequate **ventilation** must be provided
- Food premises must have adequate **lighting** for the hygienic preparation of food and for adequate cleaning



## Cleaning:

- Food premises must be kept clean
- Effective “two stage” cleaning. For example, removing visible dirt before cleaning with a sanitiser, using suitable cleaning chemicals and always following the manufacturers’ instructions in particular with respect to the “contact time” (the length of time a cleaning chemical must be in contact with a surface before being wiped off in order to be able to work properly).
- Cleaning cloths must be washed to a temperature of 82°C. This would normally be a “boil” wash.
- It is recommended to use disposable paper rolls for cleaning work surfaces. If cloths are used it is recommended that different colour cloths are used for raw and ready to eat food areas.
- Dishwashers must reach a wash temperature of 82°C. If you do not have a dishwasher then separate equipment and utensils must be provided for raw and ready to eat foods.
- Effective cleaning will reduce the risk of food contamination
- The chemical used for cleaning is called a **detergent**
- The chemical used to reduce bacteria to a safe level is called a **disinfectant**
- A **sanitiser** is a detergent and disinfectant combined
- To be effective cleaning must be planned and organised. Cleaning schedules should be written.
- “Clean as you go”
- Keep work areas clean and tidy and do not allow food waste and dirty equipment to build up
- Cleaning **chemicals** must be stored away from food handling areas

## Waste disposal:

- Food waste must not be allowed to accumulate in food rooms
- Food waste must be stored in closable containers that are kept in sound condition and easy to clean
- Provision must be made for the storage and disposal of waste
- Refuse stores must be kept clean and free from pests

## Pest control:

- Pests threaten food safety by contaminating food with food poisoning harmful bacteria
- Food business owners must take all reasonable precautions to prevent food pests gaining entry into food rooms
- All voids, gaps and holes to external doors, windows and walls must be filled to prevent access
- Good housekeeping is essential to prevent harbourage of pests and to allow for early detection
- Open windows and doors should be fitted with fly screens to prevent the entry of flying insect pests
- The use of electric fly killers will reduce problems with flying insects
- Denying pests access to food (for example, by fitting food containers with tightly fitted lids) will discourage an infestation
- The hygienic storage and disposal of waste will minimise the risk of a pest infestation
- Staff must be made aware of the importance to notify the manager immediately if they see any pests
- It is recommended to set up a contract with a reputable pest control company who will make regular visits throughout the year to check the premise and deal with any infestations
- Pest infestations pose a serious risk to public health and must not be ignored



## **Appendix D:**

### **Useful words and terms**

#### **Allergy**

An immune response to food which may involve the respiratory system, the gut, the skin or the nervous system

#### **Contamination**

Transfer of bacteria from raw food to ready to eat food by direct contact, drip or indirect contact

#### **Detergent**

Chemical used to remove grease and dirt

#### **Disinfectant**

Chemical used to reduce bacteria numbers to a safe level

#### **Pest**

An animal that lives in or on food

#### **Food safety management system (FSMS)**

The policies and procedures that ensure that food sold is safe to eat

#### **Prerequisites**

The good hygiene practices that a food business must have in place before implementing a FSMS

#### **Sanitiser**

A chemical used for cleaning and disinfecting surfaces

**We would like to thank all those businesses whose help and support was invaluable in producing this revised pack.**