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Services  
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# Starting a new food business





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### CHECKLIST – NEW FOOD BUSINESS

YES NO

|  |                          |                          |
|--|--------------------------|--------------------------|
| Have you registered your premises with the Local Authority? <i>(See Page 11)</i>   | <input type="checkbox"/> | <input type="checkbox"/> |
| Do you need a licence for selling liquor, opening late, providing public entertainment or for selling food in the street? <i>(See Page 8)</i>  | <input type="checkbox"/> | <input type="checkbox"/> |
| Do you need planning permission? <i>(See Page 7)</i>   | <input type="checkbox"/> | <input type="checkbox"/> |
| Do you need to consult building control? <i>(See Page 8)</i>   | <input type="checkbox"/> | <input type="checkbox"/> |
| Have you made provisions for the smoking ban? <i>(See Page 9)</i>  | <input type="checkbox"/> | <input type="checkbox"/> |
| Have you considered incorporating disabled facilities for disabled persons? <i>(See Page 10)</i>   | <input type="checkbox"/> | <input type="checkbox"/> |
| Have you sorted out your utilities e.g. gas, electric, water? <i>(See Page 37)</i>   | <input type="checkbox"/> | <input type="checkbox"/> |
| Have you considered food allergens? <i>(See page 11)</i>   | <input type="checkbox"/> | <input type="checkbox"/> |
| Have you considered how much waste you will produce, where you will store it? How will you keep the facilities clean? Have you organised a registered waste carrier to remove it? <i>(See Page 24)</i> | <input type="checkbox"/> | <input type="checkbox"/> |
| Have you made plans for removal of your waste cooking oil from the premises? <i>(See Page 25)</i>  | <input type="checkbox"/> | <input type="checkbox"/> |
| Is your premises pest proofed, do you have a pest control contract? <i>(See Page 27)</i>   | <input type="checkbox"/> | <input type="checkbox"/> |
| Does the design and condition of your premises meet the legal requirements? <i>(See Page 17)</i>   | <input type="checkbox"/> | <input type="checkbox"/> |
| Are the walls, floors, ceilings and doors constructed out of appropriate materials? <i>(See Page 18)</i>   | <input type="checkbox"/> | <input type="checkbox"/> |
| Is the structure in good repair and free from damp and mould? <i>(See Page 17)</i>   | <input type="checkbox"/> | <input type="checkbox"/> |
| Do you have adequate space for the storage and preparation of food? <i>(See Page 20)</i>   | <input type="checkbox"/> | <input type="checkbox"/> |
| Are raw and ready to eat foods kept separate? <i>(See Page 20)</i>   | <input type="checkbox"/> | <input type="checkbox"/> |
| Is there adequate space to work safely? <i>(See Page 20)</i>   | <input type="checkbox"/> | <input type="checkbox"/> |

**CHECKLIST – NEW FOOD BUSINESS****YES NO**

Are you and your staff adequately trained and aware of the principles of good food hygiene? *(See Page 30)*

 

Have you written a health and safety policy (if you have over 5 employees)? *(See Page 32)*

 

Takeaway businesses – have you considered information on your takeaway menus directing customers to the food hygiene ratings website? *(See page 10)*

 

Are the lighting, heating and ventilation adequate? *(See Page 23)*

 

Are all cleaning materials and chemicals stored correctly? *(See Page 27)*

 

Do you have enough of the right equipment? *(See Page 21)*

 

Can the equipment be easily moved for access when cleaning? *(See Page 21)*

 

Do you have enough washing facilities for:

- Hand washing
- Food washing
- Equipment washing *(See Page 21)*

 

Have you taken adequate measures to ensure temperature control of food? *(See Page 28)*

 

Do you have a cleaning schedule? *(See Page 27)*

 

Have you provided enough toilets for staff and customers? *(See Page 24)*

 

Do you have secure changing facilities for your staff? *(See Page 29)*

 

Have you provided your staff with the correct protective clothing? *(See Page 29)*

 

Have you got adequate provision for first aid? *(See Page 33)*

 

Do you have an illness policy and have you made staff aware of it? *(See Page 29)*

 

Have you made adequate provisions to ensure traceability of food? *(See Page 15)*

# STARTING A NEW FOOD BUSINESS

## INTRODUCTION

The primary aim of this guide is to help people who are thinking about or who are in the process of setting up a new food business, and to give information on how to comply with:

- Food Safety Act 1990
- Food Hygiene (Wales) Regulations 2006
- Regulation EC No 852/2004
- Regulation EC No 178/2002
- Food Hygiene Rating (Wales) Act 2013

Every food business poses different risks depending on the type of food produced. The type of food, how it is handled, treated and stored must all be considered when deciding if there is a risk to food safety.

The information in this document is a short guide only. If you require further, more comprehensive advice or help, please contact us directly prior to starting up your food business. We offer bespoke Food Safety Advice and a range of Training Services for food businesses. These services include:-

- Royal Society of Public Health accredited food hygiene training courses;
- Food safety management training (HACCP);
- Onsite bespoke advice visits prior to starting your food business;
- Mock inspections of your food premises to prepare you for a food hygiene inspection and to help you get the best possible food hygiene rating;
- Auditing your Food Safety Management System.

For more information about accessing these services and prices go to:- [www.srs.wales](http://www.srs.wales),  
call 0300 123 6696 or

e-mail [businessadvice-srswales@valeofglamorgan.gov.uk](mailto:businessadvice-srswales@valeofglamorgan.gov.uk)

### Approved Premises

If you run or intend to start up a business which makes or handles food of animal origin (other than selling them only to the final customer) your premises may have to be APPROVED. If this is the case then a whole new and more stringent set of rules applies to you. For example, you will need to put an identification mark on your products, (or a health mark in the case of red meat carcasses) which is provided by ourselves once we have approved your operation. You have to comply with the general hygiene requirements and also with some specific requirements which vary depending on the types of product you make, under Regulation EC No 853/2004.

If you intend to start up a new food business which comes under this heading then it is important that you discuss it immediately with our Food Safety Officers who will be able to give you some more specific information.

You can contact us at:

### Shared Regulatory Services

Tel: 0300 1236696

Email: [businessadvice-srswales@valeofglamorgan.gov.uk](mailto:businessadvice-srswales@valeofglamorgan.gov.uk)

Website: [www.srs.wales](http://www.srs.wales)

## WHAT IS A FOOD BUSINESS?

### A Food Business is:

Any undertaking, whether for profit or not and whether public or private, carrying out any of the activities related to any stage of production, processing and distribution of food. Please note that food also includes drink, so a Public House selling drinks only would also need to register with us.

### A Food Business operator is:

The natural or legal person responsible for ensuring that the requirements of food law are met within the food business under their control.

### Food should not be:

Placed on the market if it is unsafe. Food shall be deemed to be unsafe if it is considered to be:

(A) Injurious to health;

(B) Unfit for human consumption.

### Food "For Sale" is:

Food located anywhere within a food premises and is intended for sale or is offered as a prize or reward or given away for the purposes of promotion or advertising.

# PLANNING, BUILDING REGULATIONS AND LICENCES

## PLANNING PERMISSION

If you are starting a food business in a premise which is presently not used for this purpose, or you are changing from one type of food business to another you may need planning permission. Please check with the Planning Service who can be contacted using the details below:

E-mail Cardiff: [development@cardiff.gov.uk](mailto:development@cardiff.gov.uk).

Tel: 029 2233 0800

E-mail Vale: [Planning@valeofglamorgan.gov.uk](mailto:Planning@valeofglamorgan.gov.uk)

Tel: 01446 704 681

E-mail Bridgend: [planning@bridgend.gov.uk](mailto:planning@bridgend.gov.uk)

Tel: 01656 643643

## BUILDING REGULATIONS

If you are building a new food premise or changing an existing building to accommodate a new food business, you will require Building Regulation Approval. To obtain an Approval under the Building Regulations a Full Plan application will need to be submitted with detailed drawings and specifications along with the relevant fee. (The fees are based on an estimated cost of work).

For more information, please contact Building Regulation at the relevant office:-

E-mail Cardiff: [buildingcontrol@cardiff.gov.uk](mailto:buildingcontrol@cardiff.gov.uk)

Tel: 029 2233 0383

E-mail Vale: [Buildingcontrol@valeofglamorgan.gov.uk](mailto:Buildingcontrol@valeofglamorgan.gov.uk)

Tel: 01446 704609

E-mail Bridgend: [buildingcontrol@bridgend.gov.uk](mailto:buildingcontrol@bridgend.gov.uk)

Tel: 01656 643406

## LICENSING YOUR FOOD PREMISES

If you intend to carry out licensable activities at your premises, namely:

- Retail sale of alcohol
- Supply of alcohol by a club
- Regulated entertainment (music/dance/films/plays/boxing or wrestling/indoor sporting event)
- Provision of entertainment facilities
- Late night refreshment (sale of hot food or drink 23.00 – 05.00 hrs)

You will need to have an authorisation under the Licensing Act 2003.

These can be through a Premises Licence, club premises certificate or temporary event notice.

If you sell alcohol under a premises licence, you will need to appoint a designated premises supervisor who has a personal licence.

A personal licence has to be obtained from the Licensing Authority where you reside. Amongst the requirements you will need a specified licensing qualification and a recognised criminal record check showing you do not have any relevant offences.

Club premises certificates relate to members' clubs, where all profits are returned to the club for the benefit of those members. These clubs are exempt from certain requirements under the Licensing Act 2003.

Temporary event notices can be submitted for occasional licensable activities. There are restrictions on their length of time and number of events per year for both premises and persons.

For information on the above matters please contact the Shared Regulatory Services Licensing Section:-

Tel: 0300 1236 696

E-mail: [licensing@cardiff.gov.uk](mailto:licensing@cardiff.gov.uk)

[licensing@valeofglamorgan.gov.uk](mailto:licensing@valeofglamorgan.gov.uk)

[licensing@bridgend.gov.uk](mailto:licensing@bridgend.gov.uk)



## SMOKE FREE

The law banning smoking in enclosed public places in Wales came into force on 2nd April 2007. The aim of the smoking law is to protect workers and the general public from the harmful effects of second-hand smoke.

The law creates three specific offences:

- Failing to display no-smoking signs in premises covered by the law.
- Smoking in a smoke-free place.
- Failing to prevent smoking in a smoke-free place.

There are very few exemptions to the smoking ban. The new law affects most public premises, including restaurants, pubs, bars, shops, cinemas, shopping centres, leisure centres, other enclosed workplaces and public transport.

## DISABILITY CONSIDERATIONS

Under the Disability Discrimination Act 1995 you have a legal duty to do what you reasonably can to make your services easier to use by disabled customers. Many of the improvements that can be made will also benefit other customers, such as parents with pushchairs, people carrying heavy shopping and some older people who may not consider themselves as disabled but for whom easier access would be a great benefit.

What is a physical feature? Here is a long but not exhaustive list: steps, stairways, kerbs, exterior surfaces and paving, parking areas, building entrances and exits (including emergency escape routes), internal and external doors, gates, toilet and washing facilities, public facilities (such as telephones, counters or service desks), lighting and ventilation, lifts and escalators.

## GUIDE DOGS

Disabled people who use assistance dogs quite often experience discrimination in doing everyday things other people take for granted. This is because shops, restaurants and other businesses sometimes object to it. It is against the law to discriminate in this way.

The Chartered Institute of Environmental Health have stated that because of their training and skills assistance dogs are exempt from the usual hygiene rules that apply to dogs including those that relate to areas where food is being served.

## FOOD PREMISES REGISTRATION

It is a legal requirement that food business operators register their establishments with us, Shared Regulatory Services.

Anyone starting a new food business operation must register with the Local Authority at least 28 days before commencing food operations.

Registration is free and can be achieved by completing an "Application for the Registration of a Food Business Establishment" form and returning to the address below, depending on where your business is located. Alternatively, you can complete a form online at [www.srs.wales/environmentalhealth/food/registerafoodbusiness](http://www.srs.wales/environmentalhealth/food/registerafoodbusiness).

### Shared Regulatory Services:-

Cardiff Food Safety and Port Health Team  
City Hall  
Cardiff  
CF10 3ND

[foodteam@cardiff.gov.uk](mailto:foodteam@cardiff.gov.uk)

Vale of Glamorgan Food Safety Section  
Civic Offices  
Holton Road  
Barry

[foodsafetybridgendvale-srswales@valeofglamorgan.gov.uk](mailto:foodsafetybridgendvale-srswales@valeofglamorgan.gov.uk)

Bridgend Food Safety Section  
Civic Offices,  
Angel Street,  
Bridgend

[foodsafetybridgendvale-srswales@valeofglamorgan.gov.uk](mailto:foodsafetybridgendvale-srswales@valeofglamorgan.gov.uk)

### PLEASE NOTE

If you are planning on setting up a business that cares for vulnerable people e.g. elderly, toddler and children's groups you will need to register with the Care and Social Services Inspectorate Wales (CSSIW) before you even think about registering with the Local Authority and opening your business.

The CSSIW can be contacted on:

Cardiff National Office  
Care and Social Services Inspectorate Wales  
Cathays Park  
Cardiff  
CF10 3NQ

Telephone: [0300 7900126](tel:03007900126) or [01443 848450](tel:01443848450)

E-mail: [cssiw@wales.gsi.gov.uk](mailto:cssiw@wales.gsi.gov.uk)

Website: [www.cssiw.org.uk](http://www.cssiw.org.uk)

### FOOD SAFETY LEGISLATION

If you are running or thinking of starting a new food business you have a duty to ensure that all food being produced and sold is both safe and wholesome.

The Food Safety Act 1990, Food Hygiene (Wales) Regulations 2006, EC Regulation No 852/2004, Regulation EC No 178/2002 specify the standards that you must meet in order to ensure food safety.

The following section gives advice on structural requirements, types of equipment, facilities and some food hygiene practices you will need to adopt to comply with the above legislation.

## FOOD SAFETY MANAGEMENT

Before you start thinking about anything else, you need to consider the food you wish to prepare and serve and construct your FOOD SAFETY MANAGEMENT SYSTEM.

The law requires all food businesses to have a documented food safety management system in place based on the principle of Hazard Analysis Critical Control Points or HACCP

HACCP is an internationally recognised system of food safety management. It focuses on identifying the critical points in a process where food safety problems (or hazards) could arise and putting steps in place to prevent things going wrong. This is sometimes referred to as 'controlling hazards'. Keeping records is an essential part of the HACCP system.

In order for your Food Safety Management System to work effectively you must have prerequisites in place. These are also known as good hygiene practices. These would include systems that should normally be in place to ensure that the business is operating effectively, such as the maintenance of the premises, cleanliness, pest control, personal hygiene, waste contracts etc.

Why do you need a food safety management system? The following points will provide some answers:

- It is legal requirement for all food businesses.
- It helps to prevent problems rather than reacting to them after they have happened.
- If your business is taken to court you may be able to demonstrate that you have exercised diligence through arrangements in place to prevent an offence being committed.
- You will obtain a very poor Food Hygiene Rating score without a suitable food safety management system.
- It helps ensure food is safe for customers to eat.

HACCP means Hazard Analysis Critical Control Points. This is a process that helps you look at how you handle food and introduce procedures to make sure the food you produce is safe to eat.

1. HACCP involves the following seven steps:
2. Identify what could go wrong (the hazards).
3. Identify the most important points where things can go wrong (the Critical Control Points- CCPs).
4. Set critical limits at each CCP (e.g. cooking temperature/time).
5. Set up checks at CCPs to prevent problems occurring (monitoring).
6. Decide what to do if something goes wrong (corrective action).
7. Prove that your HACCP plan is working (verification).
8. Keep records of all the above (documentation), (commensurate with your business).

Your HACCP plan must be kept up to date. You will need to review it from time to time, especially whenever something in your food operation changes.

Remember that, even with a HACCP plan in place, you must comply with all requirements of current food safety legislation.

The type of system you will need depends on the size and type of the business.

For small food businesses the Food Standards Agency has developed a pack called “Safer Food, Better Business”. This is an innovative and practical approach to food safety management and there are packs available for both Caterers and Retailers. Packs are also available for other types of business, such as Indian and Chinese cuisines, (also available in Cantonese), Childminders, and a supplement to go with the main pack for Care Homes. For some premises, such as butchers who cook meat, SFBB will not be suitable.

If you would like to order a copy of either of these packs you can download them at <https://www.food.gov.uk/business-industry/sfbb>

If you are a small manufacturing business, you may find that My HACCP is a better tool. My HACCP is aimed at small food manufacturing businesses in the UK, although businesses in other food sectors may find it useful. This is likely to include businesses with fifty or fewer employees. My HACCP can be found at <https://myhaccp.food.gov.uk/>

Please contact us if you need further advice or help in writing your own document. We provide training on HACCP for managers and staff and can also get involved in auditing your HACCP system, once it is written. For more information go to [www.srs.wales](http://www.srs.wales),

call 0300 123 6696 or

e-mail [businessadvice-srswales@valeofglamorgan.gov.uk](mailto:businessadvice-srswales@valeofglamorgan.gov.uk)

## FOOD HYGIENE RATING SCHEME

The Food Hygiene Rating Scheme is run by local authorities in England, Wales and Northern Ireland in partnership with the Food Standards Agency. This national scheme provides information on food hygiene standards to help people to choose where to eat out or shop for food.

These ratings will be available for anyone to view on the FSA website at [food.gov.uk/ratings](http://food.gov.uk/ratings) and you will be given a sticker which MUST be displayed at the entrance to your food business. This is so that your customers can easily see them and decide if they want to go in.

FHRS will help consumers choose where to eat out or shop for food by giving them information about the hygiene standards in restaurants, pubs, cafes, takeaways, hotels, supermarkets, and other places they eat out and buy food.

When food hygiene inspections take place, there is a check that the requirements of food hygiene law are met., These hygiene standards found at the time of inspection are then rated on a scale ranging from zero at the bottom (which means ‘urgent improvement necessary’) to a top rating of five (‘very good’). At the inspection, the officer will check:

- how hygienically the food is handled – how it is prepared, cooked, re-heated, cooled and stored;
- the condition of the structure of the buildings – the cleanliness, layout, lighting, ventilation and other facilities ;
- how the business manages and records what it does to make sure food is safe.

Advice on all these issues is contained in a guidance booklet. The green and black stickers

which show the hygiene rating of a food outlet are designed to be displayed somewhere prominent, such as at eye level at the window in the front of the shop. The scheme is a good advertisement for those businesses that comply with food hygiene law. Good food hygiene means a food hygiene rating, and a good hygiene rating is good for business. It is a legal requirement to display your current Food Hygiene Rating. If your rating is not displayed, a fixed penalty Notice will be served upon you and you may also be prosecuted.

## THE FOOD HYGIENE RATING (PROMOTION OF FOOD HYGIENE RATING) (WALES) REGULATIONS 2016

### What do these Regulations require?

Food businesses are now required to publish a bilingual statement on certain hardcopy publicity materials directing customers to the food hygiene ratings website.

### What must it say?

- “Ewch i [food.gov.uk/ratings](http://food.gov.uk/ratings) i ganfod sgôr hylendid bwyd ein busnes neu gofynnwch inni beth yw ein sgôr hylendid bwyd wrth archebu.
- Go to [food.gov.uk/ratings](http://food.gov.uk/ratings) to find out the food hygiene rating of our business or ask us for our food hygiene rating when you order.”

### Which businesses and materials are included?

- Businesses that supply takeaway food directly to consumers.
- If a takeaway leaflet or menu shows food for sale, the price, and a way of ordering the food (other than at the premises) it must include the statement.

## PRIMARY AUTHORITY PARTNERSHIPS

Are you looking for consistent, assured advice which will enable your business to comply with legal requirements, and make financial savings?

If so, you may be interested in a Primary Authority partnership with Shared Regulatory Services. You will be able to rely on the assured advice you receive from us, which must be considered and adhered to by other regulators across the country when undertaking inspections or proactive enforcement work.

### What we can do for you:-

We draw expertise from professional, fully qualified Trading Standards, Environmental Health and Licensing officers across three local authorities, which means we have a wealth of experience and a broad range of skills.

As well as having your own dedicated business engagement officer to support, guide and advise your business, you can expect:

- Assured advice, which other regulators must respect. As a Primary Authority, we can direct that proposed enforcement action that is inconsistent with the advice or guidance we have offered your business, does not proceed.
- Comprehensive support, advice and guidance.
- Regular meetings and reviews of the partnership

- Staff training on Trading Standards, Environmental Health and Licensing legislation.
- Audits of your procedures and policies, contracts and terms & conditions.
- Regular reports and data analysis to assist with forward business planning.
- The creation of inspection plans, which means inspections by other regulators are less time consuming and burdensome.
- We are also perfectly placed to offer expert advice on devolved legislation in Wales.

#### Benefits:-

We will be your liaison point with local authorities across the UK, allowing you to get on with the day job. This can reduce the risk to your business whilst increasing productivity.

- A guaranteed level of support from professionally qualified officers
- Access to sources of information and other agencies
- Financial savings
- Reduced compliance costs
- Improved standards
- Single contact point for regulatory advice, removing inconsistency

For further information or to arrange a meeting with a business engagement officer, please contact us: [0300 1236696](tel:03001236696) / [pa-srswales@valeofglamorgan.gov.uk](mailto:pa-srswales@valeofglamorgan.gov.uk)

Please also visit our website for latest news and information [www.srs.wales/en/Business-Advice-Support/Primary-Authority/Primary-Authority-Overview.aspx](http://www.srs.wales/en/Business-Advice-Support/Primary-Authority/Primary-Authority-Overview.aspx)

## FOOD STANDARDS

### ALLERGENS

Under EU law, any pre-packed food or drink sold in the UK must clearly state on the label if it contains the following ingredients:



#### What must you do to comply with the law?

- Have a system in place so that your customers can be provided with accurate information about the allergens in the foods and/or drinks that you sell
- Provide the information in any way that suits you and your customers.
- Provide this information in a timely manner

### What do I need to do?

- For most businesses, the easiest way to provide allergen information is to have it available on request.
- If it is available on request then you MUST have a signpost or notice on display that clearly informs customers what they need to do to get the allergen information.

“Do you have an allergy or intolerance? For further information please speak to a member of staff”.

- Best practice is to have a clear notice on display in a conspicuous position with the same wording used on menus.
- Keep food packaging so that it can be shown to customers. Consider whether you can cut out the ingredients lists and save them in a file or a scrapbook.
- Retain product specifications provided by your supplier. eg ingredient lists or supplier information.
- Use allergen matrix sheets and other tools from the Food Standards Agency website (see link below).

### What do customers need to do?

- Where a business says, on a signpost or notice, that allergy information can be obtained by talking to staff, the customer also has a responsibility to ask for information and relay their dietary needs to the person providing the food.
- Where can I find more information, training and tools?
- Go to the Food Standards Agency website. Follow the allergens links - [www.food.gov.uk/business-industry/allergy-guide/allergen-resources](http://www.food.gov.uk/business-industry/allergy-guide/allergen-resources)
- You can find recipe cards, a menu allergen matrix, free training and also customer signs etc.

## LABELLING AND COMPOSITION

There are different standards that need to be adhered to depending on whether you will be catering or a food retailer. Nevertheless, you have to ensure that the food you sell is properly labelled and that the food you are using or selling is within its use by dates. In addition the food that you sell must not contain any harmful levels of additives such as artificial colours or preservatives. Similarly, if your food contains ingredients that are irradiated, or genetically modified (GM), you must declare this on the food label, on the menu, or on a notice visible to your customers.

Businesses that are planning to manufacture food to be sold to food retailers MUST ensure that their food is labelled in accordance with the FOOD LABELLING REGULATIONS. For more information on Food Standards please contact the Trading Standards Section.

Tel: [0300 1236 696](tel:03001236696)

E-mail: [enquiries-SRSWales@valeofglamorgan.gov.uk](mailto:enquiries-SRSWales@valeofglamorgan.gov.uk)

Below are brief checklists giving guidance to retailers and caterers.

#### **Food Retailers**

- Use By / Best before dates followed.
- If food is packed and supplied for sale elsewhere it needs to be properly labelled using food grade packaging.
- Pre-packed foods brought in must be properly labelled in English.
- You must describe food accurately on menus, blackboards and adverts. For example, if it is advertised as a fillet steak the product must be a fillet steak and not a cheaper cut.

#### **Caterers**

- Use By / Best before dates followed.
- If food is packed and supplied for sale elsewhere it needs to be properly labelled using food grade packaging.
- Pre-packed foods brought in must be properly labelled in English.
- Ensure that any labelling for allergens is correctly identified in bold.
- Dishes on menu must be described accurately.
- Any description of food/ advertisement must not mislead the customer.
- Food that you sell must not contain any harmful levels of additives such as artificial colours or preservatives.
- Claims in the menus must be genuine e.g. GM free, vegetarian.

### **TRACEABILITY**

Under Article 18 of EC Regulation No 178/2002, food businesses are required to:

- Identify their suppliers of food, food-producing animals and any other substance intended or expected to be incorporated into food;
- Identify the businesses to which they have supplied products; and
- Produce this information to the competent authorities on demand.

Food businesses should be able to:

- Identify the name and address of suppliers of food, feed, food-producing animals and ingredients.
- Identify the customers to which you have supplied products.
- Identify the date of delivery or despatch.
- Identify the volume or quantity delivered or dispatched.
- Maintain appropriate records and ensure that such information can be provided to authorities on demand.

### **PREVENTING AND RESPONDING TO FOOD INCIDENTS**

An incident is when there are concerns about actual or suspected threats to the safety or the quality of food, including when food does not meet legal requirements.

All businesses, irrespective of size, should be taking all reasonable precautions to ensure



that the produce they supply meet safety requirements. Actions you can take may include the following:

- Source your raw materials and ingredients from suppliers that have registered with their local enforcement authority.
- Source your raw materials and ingredients from suppliers that have recognised certification or have demonstrated that they are working to good-practice systems and procedures.
- Ask your suppliers if they routinely check that their raw materials and ingredients comply with relevant legislation.

## WHAT TO DO IF A FOOD INCIDENT HAPPENS

Businesses are legally required to inform their local authority, port health authority and the Food Standards Agency if there is reason to believe that food or feed is not compliant with food or feed safety requirements.

If in any doubt, contact your local authority, or the FSA.

Businesses must immediately notify the Food Standards Agency if their food is considered injurious to health.

Tel: **020 7276 8448** (out of hours: **020 7270 8960**)

Alternatively, inform the FSA online, using the incident notification report form at: [www.food.gov.uk/foodindustry/regulation/foodfeedform](http://www.food.gov.uk/foodindustry/regulation/foodfeedform)

Businesses must also notify their local authority Food Standards Agency or local authority will advise you of any action you might need to take.

Businesses should immediately withdraw, or if necessary recall, food if they have reason to believe it is unsafe.

If the products do not meet food standards requirements, such as labelling or quality issues, where there is no safety issue, then you might wish to ensure that products are withdrawn, rather than risk prosecution.

- ‘Recall’ means that food is removed from the market, where the food has reached customers and they are advised, for example by means of public notices and other publicity, to return or destroy food supplied to them. The advice given to the customer will include the reason for the recall.
- ‘Withdrawn’ means that food is removed from the market up to and including the retail stage, but before it reaches customers.

## DESIGN AND LAYOUT OF FOOD PREMISES

The design and layout of a food premise will vary considerably depending on the:

- Type of food you will be producing, handling or selling
- The amount and type of equipment you will need
- The space that is required.

The layout, design, construction and size of premises must

- Avoid the accumulation of dirt in places inaccessible to cleaning.
- Allow food to be prepared safely
- Allow effective cleaning

The ideal aim of any kitchen layout is to have everything moving forward in orderly progression from delivery to food preparation, cooking, service and washing up. The layout should be planned with a clear idea of the purpose of every room

Construction materials must not include any substance that may add toxic material to food either by direct contact or vapour.

Design and construction, especially of high level surfaces, should avoid finishes that may lead to shedding of particles such as flaking paint, plaster or fibres.

**PLAN AHEAD!!** Design for what you will be doing in the future, not what you are doing now. For example if you are opening a take away will you want to provide tables and chairs for customers in the future? If you run a pub will you want to provide Sunday dinners?

If you are planning a new kitchen get the plans laid down on paper. Prevent the problems before they start. Please contact us prior to starting up your food business if you need further advice or help. Our pre inspection advice visits are bespoke to your business and give you the best possible chance of scoring a high food hygiene rating. For more information about accessing these services and prices go to [www.srs.wales](http://www.srs.wales), call 0300 123 6696 or e-mail [businessadvice-srswales@valeofglamorgan.gov.uk](mailto:businessadvice-srswales@valeofglamorgan.gov.uk)

## FLOORS

In rooms where food is prepared, treated or processed:

Floor surfaces should be even and must be maintained in a sound condition and they must be easy to clean and, where necessary, disinfect. This will require the use of impervious, non absorbent, washable and non-toxic materials, unless the proprietor of the food business can satisfy us that other materials used are appropriate. It is good practice to make all junctions between floors and other surfaces covered to help with cleaning.

Assuming that they are properly installed, floor surfaces that would comply with this requirement include:

Flooring tiles (quarry, ceramic or vinyl), Vinyl safety flooring, Terrazzo, Cast in situ resin flooring. Ensure any flooring used is non-slip when wet or dry.

Floors must be designed to prevent pooling of water in normal use. Where there may be significant spillage onto floors or wet cleaning (hoses) is used, floor drains may be provided. In this case the floor levels must fall towards the drains.

## WALLS

Wall surfaces must be maintained in a sound condition and they must be easy to clean and, where necessarily, disinfect.

Wall surfaces immediately behind food preparation surfaces or equipment must be able to

be disinfected periodically to reduce the risk of food contamination.

This will require the use of impervious, non-absorbent, washable and non-toxic materials and require a smooth surface up to a height appropriate for the operations, unless the proprietor of the food business can satisfy us that other materials used are appropriate.

Assuming that they are properly installed, wall surfaces that would comply with this requirement include:

Washable painted smooth plaster; Epoxy resin and similar coatings; Ceramic tiles; Stainless Steel sheeting; PVC, GRP and other proprietary sheeting. The wall surfaces must be cleanable to a height which might be expected to become soiled with food debris under normal operations.

## CEILINGS

Ceilings and overhead fixtures must be designed, constructed and finished to prevent the accumulation of dirt and reduce condensation, the growth of undesirable moulds and the shedding of particles.

Ceiling or overhead surfaces that would comply with this requirement, (assuming that they are properly fixed, applied or installed) include:

Smooth washable painted plaster, direct fixed ceiling systems, suspended ceilings.

Any surface must be capable of being cleaned. A smooth, washable painted plaster finish is recommended. Suspended ceilings are not recommended unless they are easy to clean and have suitable access points.

The inner surface of a roof structure may provide an acceptable surface provided that it is in a sound state of repair and cleanable.

Ceiling materials and design play an important part in reducing condensation in conjunction with the ventilation system.

Ceilings must be periodically maintained to remove any mould build up or any other particles or debris that could fall into food.

Polystyrene or fibre tiles would not be suitable in high humidity locations.

## WINDOWS

Windows and other openings must be constructed to prevent the accumulation of dirt.

They must allow effective cleaning and prevent the accumulation of dirt. Windows that are opened to the outside for ventilation should be fitted with insect-proof screens that can be easily removed for cleaning.

## DOORS

Any door used by staff who handle open food during work activity may be a source of contamination, especially if staff are likely to touch the door with their hands. These doors must be capable of disinfection.

Door furniture likely to come into hand contact such as finger plates and handles must also be capable of disinfection. A variety of smooth impervious surfaces are available. A cleanable paint or sealed finish would comply. Unsealed wood does NOT comply.

Swing doors with kick plates or push plates are preferable to doors with handles.

## SURFACES

Surfaces (including surfaces of equipment) in contact with food must be maintained in a sound condition and be easy to clean and, where necessary, disinfect. This will require the use of smooth, washable and non-toxic materials. Surfaces should be continuous, free from cracks, crevices and pits, be non-flaking and non-porous. Joints should be continuous or bonded. Projections, edges or recesses should be avoided. Unsealed wood is not suitable.

Other surfaces that do not normally come into direct contact with food but are in close proximity could contaminate food if dirty, for example the outer casings of equipment must also comply.

Surfaces which would comply with this requirement (assuming that they are properly fixed, applied or installed and maintained) include:

Stainless steel, ceramics, food grade plastics

## FOOD STORAGE

Foods must be stored to prevent harmful deterioration and protect them from contamination. Certain foods must be stored in the refrigerator or freezer. Ready to eat foods must be stored away from and above raw foods (which include raw meat and poultry, shell eggs and unwashed root vegetables) in both the fridge and freezer. Foods should not be stored on the floor, and should be stored in its packaging if clean, or in lidded containers. The same containers must not be used for raw or ready to eat food storage. If shelves or racking are used for storing dry foods, the racking should be clean and easy to clean without shedding any particles. Any wood shelves or surfaces should be smooth and treated/painted – unsealed wood is not suitable.

## SEPARATION OF WORKING AREAS AND EQUIPMENT

There must be enough space in storage and food preparation rooms to allow raw food to be prepared on separate work surfaces and with separate equipment from ready to eat food. Raw food includes uncooked chicken, meat, fish and also root vegetables. Any vegetables or salad which have been grown in contact with soil may have bacteria associated with them and must be prepared on a separate board (usually brown) until they have been washed or peeled to remove any soil contamination. If preparing vegetables for use in a salad, eg carrots or onions, they can then be prepared on a green board once they have been washed or peeled.

Usual coloured chopping board usage is **Red** = raw meat (including poultry); **Yellow** = cooked meat; **Blue** = raw fish; **Brown** = dirty/unpeeled root vegetables; **Green** = ready to eat vegetables or salads; **White** = bakery and dairy.

If the handling of raw and ready to eat foods happens at different times, the same area may be used provided it is able to be properly cleaned and disinfected between operations (see below). However, the most reliable way to prevent cross-contamination of ready to eat foods is through strict physical separation, ensuring that ready to eat foods are handled and stored away from any other surfaces or equipment that is used for raw foods.

## **E.COLI O157 & CROSS CONTAMINATION**

There is guidance for food businesses to clarify the steps that they need to take to control the risk of food becoming contaminated by E.coli O157 and what businesses should be doing to protect their customers.

The guidance has been developed in response to the serious outbreaks of E.coli O157 in Scotland in 1996 and Wales in 2005, which were attributed to cross-contamination arising from poor handling of food. Although E.coli is the key focus of this guidance, the measures outlined will also help in the control of other bacteria, such as campylobacter and salmonella. The guidance can be found at -

<https://www.food.gov.uk/sites/default/files/ecoli-cross-contamination-guidance.pdf>

Complex equipment, such as vacuum packers, slicers and mincing machines must never be used for both raw foods and ready to eat foods – separate machines must be provided, where necessary.

Updated guidance to help assess and minimise the risk of Clostridium botulinum in vacuum packed chilled foods can be found at:

<https://www.food.gov.uk/sites/default/files/multimedia/pdfs/publication/vacpacguide.pdf>

Adequate separation of equipment applies to items such as:-

- Chopping boards;
- Knives;
- Packaging (cling film and containers);
- Cleaning materials (bottles and cloths);
- Aprons (disposable aprons are useful for raw food handling, or separate coloured aprons if using washable ones);
- Gloves;
- Pens;
- Display items, eg labels/tags.

It is almost inevitable that you will need more space than what you first envisage. Remember it is advisable to have adequate storage space for all food items, all dry goods, all vegetables and all frozen and chilled foods. Consider how many fridges and freezers you need.

Ensure that there is adequate space around any planned hot fat fryers, food slicers etc to allow staff to move around the kitchen safely.

## EQUIPMENT

All items that come into contact with food, including the packaging must:

- Have a durable construction and be resistant to corrosion, especially those that will come into contact with powerful cleaning chemicals;
- Be kept in a good state of repair that enables them to be kept clean and, where necessary, to be disinfected;
- Be effectively cleaned and disinfected. You must use different, easily identifiable sets of equipment for raw and ready to eat foods, eg tongs with coloured handles or different sized tongs.
- Be installed so that the surrounding area can be effectively cleaned;
- Be maintained at a high level of efficiency.

N.B Equipment needs to be durable. “Domestic” appliances rarely stand up to the wear and tear of commercial kitchens. Commercial ovens, ranges, fridges and freezers are commonly required.

## TEMPERATURE REQUIREMENTS

Specific temperature requirements are set out in the Food Hygiene (Wales) Regulations 2006.

Good temperature control plays a very important role in preventing food poisoning. High risk foods such as cooked products containing meat, fish, eggs, etc., should be kept cold at temperatures below 8°C. It is highly recommended that fridges operate at or around 5°C to keep food below the legal level of 8°C if the food is likely to support the growth of pathogenic organisms or the formation of toxins.

Note that fresh fishery products and cooked shelled and shucked molluscs and crustaceans have their own temperature requirements; they must be kept at a temperature ‘approaching melting ice’. This is generally considered to be between 0°C and 4°C.

Some other products, for example some cooked meats and cheeses, will require storage at a lower temperature than the legal or recommended level. This will be indicated on the label of the food. Always check storage instructions and use by dates on any food received into the business.

You must have a system for checking the temperatures of refrigerators and freezers every day to ensure that food is stored safely at the correct temperatures. It is strongly recommended that a record be kept of the temperatures. You MUST know what to do in the event that there is a problem with your fridges and freezers.

The Food Standards Agency have produced guidance aimed at healthcare and social care organisations to help reduce the risk of vulnerable groups in their care contracting Listeriosis. One of these recommendations is to ensure that the cold chain for high risk foods is kept at 5°C or less. The guidance can be found at - <https://www.food.gov.uk/sites/default/files/listeria-guidance-june2016-rev.pdf>

Food must be cooked thoroughly to ensure that it is safe, and you will be asked how you ensure that this is done. You can show that food is cooked properly by probing the thickest piece to ensure that it reaches over 75°C, keeping a record of the temperatures to show

that this is being done. Food to be sold hot should be kept at or above 63°C, subject to certain exemptions. Once cooked, if not intended to be eaten hot, food must be cooled as quickly as possible and that active cooling takes place within 90 minutes.

## WASH HAND BASINS

The number of wash hand basins will depend on the size of the business and the size and layout of the premises.

Wash hand basins must be located at strategic places in the premises so that any worker has convenient access to them.

Wash hand basins must be used for hand washing ONLY.

Wash hand basins for cleaning hands must be provided with hot and cold (or appropriately mixed) running water and a supply of liquid soap, along with clean materials for hand drying.

Drying facilities may include:

- Disposable paper – the best option
- Roller paper cabinet towels
- Washable fabric ‘roller towels’ in cabinets

It is good practice to supply warm water for hand washing at about 45°C through a single tap which is preferably not operated by hand. It is good practice to use bacterial soap from a dispenser.

Any towel on which the same part can be used more than once is not recommended.

It is good practice to have signs to identify designated ‘HAND WASH BASINS’.

It is good catering practice to site wash basins by the entrance to kitchens. In larger premises extra wash basins may be needed especially where ‘high risk’ foods are handled.

If only hand operated taps are available at the food business, the risk of cross-contamination can be controlled by turning taps off with a paper towel. This must be done after hand drying.

## WASHING FACILITIES FOR EQUIPMENT

Where crockery, glass and cutlery are washed by hand, it is good practice to use a food approved detergent and disinfectant. Utensils and equipment should ideally be heat disinfected or put through an adequate dishwasher cycle. Dishwashers should be properly maintained, serviced routinely and the cycle not interrupted when started. Food particles should be removed before washing, equipment pre-rinsed, limescale removed from the inside of the machine and the internal surfaces regularly cleaned. Do not overload the machine.

If this is not possible, you must ensure that equipment is kept free from contamination during washing by cleaning equipment used for ready to eat foods before equipment which has been used for raw items (raw meat, fish, poultry and root vegetables). Separate, easily identifiable equipment must be used for raw foods and ready to eat foods where no commercial dishwasher is available, and stored separately so that there is no risk of cross

contamination. It is good practice to use separate designated sinks if you have them to wash equipment used for raw foods and equipment used for ready to eat foods. Separate cleaning materials, eg a pink cloth or scourer, must be used for washing up raw equipment.

Adequate facilities must be provided for the cleaning and disinfecting of work tools and equipment. These facilities must be constructed of materials resistant to corrosion and must be easy to clean and have an adequate supply of hot and cold water.

Suitable facilities for equipment washing will include:

- Sinks together with detergents and disinfectants for manual equipment cleaning. (Sinks must be large enough to deal with the equipment normally used in the premises).
- Sterilising sinks.
- Automatic spray wash machines (dishwashers).
- Hoses or other equipment for cleaning and disinfection of fixed equipment.

Sinks and draining boards should have a smooth, hard, even surface and are best constructed of non corrosive metal (e.g. stainless steel).

Sinks used for washing up should be small enough to ensure frequent replenishment of hot water but large enough to take the largest dishes comfortably.

It is desirable to have a sink fitted with a spray hose for washing down the sink and draining boards, and a removable strainer in the waste pipe for trapping crumbs.

Drying of equipment must not cause recontamination, for example from soiled cloths. Space for air drying of equipment is a suitable alternative.

A single mixer tap is acceptable, or water supplied at a regulated temperature from a heating unit.

It is good practice to provide facilities for draining and drying of equipment close to the area where it was washed.

## WASHING FACILITIES FOR FOOD

Food must be washed in sinks which have been cleaned and disinfected before use, preferably in a colander, container or with clean hands to prevent them coming into contact with the sink. When root vegetables have been washed in the sink, the sink must be cleaned and disinfected before it is used again for other uses. Do not wash raw meat as this spreads bacteria around the kitchen.

## WATER SUPPLY

All cold water used with food, for cleaning equipment or surfaces, or for personal hygiene must be potable, preferably mains supplied and not fed via an intermediate tank. All premises must have a supply of hot water; as a guide, hot water should have a discharge temperature of 60°C. Where water heaters are used they should be of sufficient capacity to supply all hot water needs to a business without running out. If you have designated separate sinks for raw and ready to eat equipment wash, the corresponding food can be washed in these sinks, ie root vegetables in raw sink; fruit in ready to eat sink.



## LIGHTING

Adequate natural and/or artificial lighting must be provided to all parts of the premises. Recommended illumination levels range from 150 Lux in store rooms to 500 Lux in food preparation areas. Adequate lighting will ensure that work can be carried out easily and safely. Good lighting will also ensure that cleaning is being carried out properly.

Fluorescent tubes should be covered with a diffuser to prevent glare and to reduce the likelihood of contamination of foods in the event of a breakage. Shatterproof lamps/bulbs are also an option in a food business.

## VENTILATION SYSTEMS AND TEMPERATURE

Installing or replacing external fume extraction systems may require Planning Permission. Please check with Planning - Development Control (see contact details above).

Any growth of mould within the fabric of the building is undesirable.

Design, construction, layout, and size of the premises must be planned to avoid the build-up of condensation. An effective ventilation system may help to reduce the build up of such occurrences.

Natural or mechanical ventilation must be provided where it is necessary to ensure that heat and/or humidity do not build up to levels that could assist in the rapid multiplication of bacteria.

Mechanical ventilation may also be necessary where the style of cooking produces a lot of smoke or fume.

Air mechanically drawn into 'clean' preparation rooms, producing ready to eat food must not be drawn from dirty areas such as waste storage areas or rooms used for 'dirty' processes such as pot wash.

Ventilation systems must be so constructed as to enable filters and other parts requiring cleaning or replacement to be readily accessible.

- As a target ambient temperatures should be below 25° C. Natural ventilation in rooms where food is cooked will only be suitable in small premises and where there is low heat input into the room.

Some rooms such as kitchens, especially if large scale cooking is proposed, are likely to require mechanical ventilation. The provision of a new ventilation system will require the services of a professional contractor who will advise on elements of performance and design. If installing a new ventilation system you should also consider the potential noise impact on neighbouring properties.

The minimum ventilation rate for kitchens should be not less than 30 air changes per hour; 17.5 litres per second per square metre of floor area.

For more information on the installation of ventilation systems and the potential environmental impacts please contact the Pollution Control Section.

## SANITARY ACCOMMODATION

You will need to provide an adequate number of customer lavatories if you are running a business classed as a place of entertainment or you are selling food or drink to the public for consumption on the premise. These lavatories must be connected to an effective drainage system.

Lavatories must not lead directly into rooms in which food is handled/prepared.

A wash hand basin should be provided with hot and cold (or appropriately mixed) running water, soap and a hygienic means of drying hands.

It is good practice to have toilet facilities for catering staff separate from those for customers, guests and other visitors. Staff who clean the toilets must not wear food preparation clothing i.e aprons into the toilet cubicle.

Toilets must have either natural or mechanical ventilation to prevent (as far as possible) aerosols and offensive odours from permeating food rooms.

Guidelines on the number of toilets needed are given in British Standard BS 6465-1: 2006.

## REFUSE

Food waste, non-edible by-products and other refuse is to be deposited in closable containers, preferably foot operated, which must be kept clean, are easy to clean and disinfect.

Systems of operation must ensure that refuse containers in food rooms do not become over full and are regularly emptied and removed from the room. Containers must be constructed of durable material which makes them easy to clean and disinfect.

Any refuse containers used for STORAGE of waste awaiting collection and removal from site should have a lid and be constructed of a durable material which makes them easy to clean and disinfect. Adequate provision must be made for the storage of refuse outside food rooms, in such a way so as to enable them to be kept clean and free from animals and pests.

Bins or sack holders used in areas preparing high risk foods must be disinfected more frequently.

Bins must be removed at the end of each trading session from the immediate food preparation area and arrangements made for disposal or collection.

The frequency of collection will depend upon the volume and type of waste.

Liquid food waste such as oil and cleaning chemicals must be disposed of safely. It will not normally be acceptable to flush significant quantities into the drain.

Any waste containing raw food of animal origin must be separated from any other waste and disposed of through a contractor authorised to dispose of animal by-products. Examples of this include raw sausage, bacon, rare cooked meat, raw poultry, raw fish, sushi, frozen raw meat and raw eggs.

Under the ENVIRONMENTAL PROTECTION ACT 1990 you have a DUTY OF CARE regarding how you dispose of your waste. As commercial refuse is not included in your business rates you must pay for an authorised waste carrier to remove your waste from your premises. It will also be necessary for you to keep details in relation to the type of waste, amount

produced and details of the company removing waste.

Refuse generated by your business should not be presented for collection with domestic waste; you will breach your duty of care if you allow this to happen.

## WASTE OIL

If you produce waste cooking oil as part of your catering business then you must ensure that it is stored properly, that none is allowed to spill and that it is collected by an authorised collector who will take your waste to an authorised site for recovery or disposal. Many companies will collect this waste for FREE. Officers will expect to see evidence that you are having your waste oil collected and disposed of in an appropriate manner.

Waste cooking oil must not be poured down drains or sewers because this inevitably leads to blockages and odour or vermin problems and may also pollute watercourses leading to problems for wildlife. Such action could also result in potential prosecution. Nor should waste cooking oil be disposed of with the rest of the catering or kitchen waste because it may cause spillages leading to odour or pollution problems or waste contractors may refuse to remove it.

Waste cooking oil should not be taken to household recycling centres (also known as Civic Amenity sites) for disposal in engine oil banks.

Please contact your Commercial Waste Collection Service to businesses throughout the Shared Regulatory Services Area:-

Cardiff – Tel [02920 717501](tel:02920717501)

[www.cardiff.gov.uk/ENG/Business/Commercial-waste/](http://www.cardiff.gov.uk/ENG/Business/Commercial-waste/)

Vale – Tel [01446 700111](tel:01446700111)

[www.valeofglamorgan.gov.uk/en/living/Recycling-and-Waste/Commercial-Waste](http://www.valeofglamorgan.gov.uk/en/living/Recycling-and-Waste/Commercial-Waste)

Bridgend – Tel [016560643643](tel:016560643643)

[www.bridgend.gov.uk/services/recycling-and-waste/trade-and-commercial-waste](http://www.bridgend.gov.uk/services/recycling-and-waste/trade-and-commercial-waste)

## DRAINAGE

Drains must have sufficient fall to allow all solid and liquid waste to flow away. All appliances connected to the drainage system must be provided with an effective trap. Inspection points must be available, but they must be adequately sealed.

It is recommended that grease traps are installed to prevent the entry of grease into the sewerage system.

## POLLUTION

It is necessary to ensure that your premise is not the cause of a Statutory Nuisance to others in neighbouring properties. This covers matters such as smoke, fumes, gases, dust, steam, smell, noise or accumulations or deposits that are prejudicial to health or a nuisance.

For more information regarding statutory nuisances please contact the Pollution Division.

Tel: [0300 1236696](tel:03001236696)

E-mail: [enquiries-SRSWales@valeofglamorgan.gov.uk](mailto:enquiries-SRSWales@valeofglamorgan.gov.uk)

## PEST PROOFING

Adequate procedures must be in place to ensure pests are controlled. Pests include animal life unwelcome in food premises, especially insects, birds, rats and mice. You may employ a specialist pest control contractor to ensure pests are controlled; alternatively you should carry out your own regular checks.

Procedures which should be taken to control pests could include:

- Proofing of entrances and other access points.
- Insect screens.
- Electronic fly killers.
- Good stock rotation of dry goods.
- Regular surveys by competent contractors.
- Baiting with pesticides.

Domestic animals and pets should not be allowed into places where food is handled, prepared or stored.

Cardiff Council offers a Pest Control Service to Food Businesses in the Cardiff area. For more information, please contact Pest Control at-

Tel: [029 2087 2934](tel:02920872934)

[029 2087 2935](tel:02920872935)

Answering machine out of hours - [029 2087 2934](tel:02920872934)

E-mail: [PestControl@cardiff.gov.uk](mailto:PestControl@cardiff.gov.uk)

## CLEANING MATERIALS/ SCHEDULES

Cleaning materials must be clearly labelled, stored in suitably robust containers, and stored away from food. Under no circumstances should cleaning materials or other hazardous substances be decanted into food containers.

Cleaning chemicals brought into food rooms for use should be handled carefully to prevent contamination of food.

It is good practice to have a separate cleaning schedule for every piece of equipment and every area of the premises. A cleaning schedule should identify the following:

- The task to be done.
- Frequency of the task.
- Cleaning material and chemicals to be used.
- The method (including details of strip down and reassembly of the equipment).
- Safety Precautions to be taken.
- Who does the job.
- Standard expected.

Effective applications of cleaning schedules should be monitored by the manager or supervisor.

Disinfection using chemical disinfectants or sanitisers should not be a substitute for

physical separation as a means of controlling cross contamination. However, it is a control measure in many cases. The use of disinfectants or sanitisers that meet BS EN 1276:1997 or BS EN 13697:2001 can be considered appropriate. They must be applied to visibly clean surfaces (a cleaning stage is required prior to applying disinfectant by using hot water and detergent, such as washing up liquid); properly diluted; used at the correct temperature; and leaving on for the required contact time. Manufacturers instructions must be followed at all times.

Wherever possible, disposable cleaning cloths should be used for cleaning, but where this is not possible, cloths must be disinfected before being reused. Effective disinfection can be achieved by washing cloths in a standard hot wash laundry cycle (ie over 82°C).

## STAFF ISSUES

### CHANGING FACILITIES

Provision must be made to allow food handlers to change and to store their street clothes and personal effects away from open foods. Depending upon the size of the operation and numbers of employees, a changing area away from foods and lockable secure cupboards may be adequate to meet this requirement

### PROTECTIVE CLOTHING

Clothing must be clean and should be changed regularly to maintain hygienic standards to protect the food from risk of contamination.

It is good practice for ALL visitors to the kitchen (including maintenance personnel) to wear protective clothing and hats if they present a risk of contamination.

Standards of clothing may differ depending upon the duties carried out. The following would fulfil the requirement:

Personnel preparing open food- clean coat, tunic uniform or similar, plus head covering. Safety shoes should be considered.

Storeman/Driver- Clean coat or over-garment.

Waiters/ waitresses/ bar staff- clean clothing, tunic or uniform.

Staff who prepare 'high risk' food should not travel to their place of work in their protective clothing. They should also remove protective clothing if they leave the kitchen for other reasons, eg staff breaks or cleaning.

### ILLNESS POLICY

No person, known or suspected to be suffering from, or to be a carrier of, a disease likely to be transmitted through food or while suffering, for example with infected wounds, skin infections, sores or with diarrhoea, shall be permitted to work in any food area in any capacity in which there is a likelihood of directly or indirectly contaminating food.

When you become aware that you or a member of staff is suffering from one of the

conditions listed, you have the legal responsibility to take the necessary action. This may involve exclusion from work altogether, or exclusion from certain jobs.

Any person working in a food handling area must report certain illnesses or conditions to the proprietor where there is a likelihood of them directly or indirectly contaminating the food. They must immediately report if they:

- Know or suspect that they are suffering from or are a carrier of a disease likely to be transmitted through food.
- Are suffering from an infected wound, a skin infection, sores, diarrhoea or any other condition which involves stomach upset or vomiting.

People suffering from food borne disease or infection, including vomiting, diarrhoea, skin infections, sores and open wounds should stay away from working in any food handling areas until they have been free of symptoms for 48 hours, or medical clearance is obtained.

Certain illnesses may require a longer exclusion period or even medical clearance before it is safe to work with food again. Consequently, it is good practice for the manager to consult the Communicable Disease Section at Cardiff Council for advice on the exclusion of the staff member from food handling and on their suitability to return after illness.

Tel: [0300 1236696](tel:03001236696)

E: mail: [communicabledisease@cardiff.gov.uk](mailto:communicabledisease@cardiff.gov.uk) for the whole of the SRS region.

## PERSONAL HYGIENE

Persons working in food handling areas must also practice good hygiene.

They must for example:

- Have clean hands if they are handling food.
- Not smoke or spit in the food handling area.
- Not eat or drink whilst handling food.
- Have clean hair tied back and covered.
- Cover wounds likely to cause risk of contamination of foods (on hands or other exposed parts of the body) with waterproof dressings. It is good practice to use brightly coloured wound dressings that are easy to spot if they come off.
- Not wear jewellery or false nails or nail varnish that may present a risk of contamination.

## QUALIFICATIONS AND TRAINING

The legislation requires those within a food business to have the necessary knowledge to ensure that they do not compromise the safety of food whilst carrying out their duties, whether through the direct handling of food or the management of the business and its food safety management procedure. Compliance cannot be demonstrated simply by having attended a formal training course or the production of a certificate; managers and staff must actively put their knowledge of food hygiene into practice in the workplace, regardless of how this has been gained. Enforcers will therefore make judgements on compliance based on evidence obtained from:

- Questioning managers and staff
- Observing work practices
- Any relevant documentation

It is suggested that staff that prepare open high risk foods or handle food and have a supervisory role must have training to a level equivalent to the Chartered Institute of Environmental Health (CIEH) Level 2 Award in Food Safety and Catering within 3 months of starting work. To assist in this requirement we run the above Level 2 award as well as Level 3 Supervising Food Safety. You can either come to us for training – we regularly run courses in City Hall, Cardiff – or alternatively, we can provide training at a venue to suit yourselves. Please contact us for further information on this.

A full list of other training providers is also available, who can supply training in both in English and other languages.

HACCP training can also be provided for managers and staff to assist with understanding and writing your own documentation. Both Level 2 and Level 3 HACCP training is available.

Level 2 Health and Safety in the Workplace training is also available to staff and businesses.

Please note that all training courses are competitively priced, delivered by trained, experienced, professional officers who currently carry out inspections in their area of expertise. Training sessions can either be held in a nearby local office or alternatively, at a venue to suit yourselves.

It is good practice to compile records of any training undertaken by staff and keep them on the premises. Training records will be required during an inspection as evidence to show that staff have received adequate and up to date training.

We offer Training Services for food businesses, including Royal Society of Public Health accredited food hygiene training courses. For more information about accessing these services and prices go to:-

[www.srs.wales](http://www.srs.wales),

call 0300 123 6696 or

e-mail [businessadvice-srswales@valeofglamorgan.gov.uk](mailto:businessadvice-srswales@valeofglamorgan.gov.uk)

## HEALTH AND SAFETY

### HEALTH AND SAFETY AT WORK ETC. ACT 1974

Every employer has a duty to ensure, so far as is reasonably practicable the health, safety and welfare at work of all employees, customers, and visitors and on site contractors. This may impact on the design, construction and operation of food premises and you should therefore assess the risk.

You are required to produce a written Health and Safety policy if you employ 5 or more. It should be specific to your company and sets out your general policy for protecting the health and safety of your employees at work. The statement is important because it is your basic action plan on Health and Safety, which all your employees should read, understand and follow.

A health and safety policy is basically in 3 parts:

#### **Statement of Intent**

State in simple terms your general aims with regard to your employees' health and safety. You may wish to refer to the Health and Safety at Work Act and stress the importance of co-operation from your workforce. The statement should be signed and dated.

#### **Organisation for Health and Safety**

Responsibilities under the Health and Safety at Work Act may be delegated to managers and supervisors. Your statement should show clearly how these duties are allocated. Where key individuals are named their responsibilities must be defined.

#### **Arrangements for Health and Safety**

Describes the systems and procedures for ensuring employees' health and safety. You should analyse the activities carried out by your company and think of the hazards that could arise. The hazards could then be listed with rules and precautions for avoiding them. This called a risk assessment. An assessment of the risk is a careful examination of what, in your work, could cause harm to people, so that you can weigh up whether you have taken enough precautions or should do more to prevent harm. The aim is to make sure that no one gets hurt or becomes ill. For more information on risk assessments see the HSE publication 5 steps to risk assessment

You should also cover the arrangements for dealing with injury, fire and other emergencies and your arrangements for providing instruction, training and supervision necessary to ensure the safe systems are always adopted and adhered to.

For more information, please contact the Health & Safety Section –

Tel: [0300 1236 696](tel:03001236696)

Email: [Healthandsafetyenforcement@cardiff.gov.uk](mailto:Healthandsafetyenforcement@cardiff.gov.uk)

We offer Level 2 Health and Safety in the Workplace training for staff and businesses, as well as Infection Control training. For more information about accessing these services and prices go to [www.srs.wales](http://www.srs.wales), call [0300 123 6696](tel:03001236696) or e-mail [businessadvice-srswales@valeofglamorgan.gov.uk](mailto:businessadvice-srswales@valeofglamorgan.gov.uk)

## **FIRST AID AND ACCIDENTS**

It is a legal requirement to provide first-aid equipment, trained employees and facilities relative to your size and risks to cover your employees.

All accidents must be recorded in the company's accident book.

These accident books should be reviewed regularly by senior management to ascertain the nature of incidents which have occurred in the workplace. This review should be in addition to an individual investigation of the circumstances surrounding each incident.

Near-misses should also be reported so that action can be taken to investigate the causes and to prevent recurrence.

Any work-related injuries that keep staff off their normal work for more than three days (or major or fatal injuries) should be reported to the Incident Contact Centre (ICC) via phone,



e-mail, post, fax or internet. You should also report any injuries to the public arising out of or in connection with work if they are fatal or they involve a person being taken to hospital for treatment. For more information, the HSE publication 'RIDDOR EXPLAINED' can be accessed here or from the HSE website at [www.hse.gov.uk](http://www.hse.gov.uk)

## OTHER CATERING ESTABLISHMENTS

### MOBILE VEHICLES, STALLS, TEMPORARY PREMISES

Structures such as marquees, stalls and vans come under this category and are subject to the same hygiene requirements as other food businesses.

- Mobile Vehicles must not be sited close to sources of contamination or pests.
- If the premises cannot be proofed against pest access, then food must not be stored in the temporary premises unless it is in a storage unit or container that itself prevents access of pests
- Surfaces in contact with food must be in a sound condition and be easy to clean and, where necessary, disinfect. This will require the use of smooth, washable, non toxic materials,
- Food contact surfaces must be cleaned and disinfected frequently.
- Equipment should be clean and free from contamination before the start of a work session.
- Solid waste must be removed frequently from food preparation and storage areas. It must be stored in lidded containers whilst awaiting collection from the site.
- There must be a basin or basins used for hand wash only, hygienically provided with hot and cold water or water at a suitable temperature, liquid soap and a means of hand drying.
- A wholesome supply of hot and cold water must be available for washing tools and equipment together with a supply of detergent. Adequate provision must be made for the cleaning of food stuffs.
- It is good practice to use separate sinks for food washing. Where this is not possible, the sink should be cleaned between different activities.
- Temporary facilities will ideally be connected to a potable supply, preferably the mains water supply. Where this is not practicable, tanked supplies or water bowsers may be used but this must be of a potable standard and transported in clean containers which are regularly disinfected. Clean water should not be stored for longer than a day.

Mobile food businesses may require a **STREET TRADING LICENCE** before you are allowed to trade.

If you are considering attending an event, you may wish to contact us do discuss any issues you may have. For many events, traders must have a Food Hygiene Rating of 3 or above in order to trade, to show that they are generally satisfactory. Details of current Ratings can be found at [www.ratings.food.gov.uk/](http://www.ratings.food.gov.uk/)

## CATERING FROM DOMESTIC PREMISES

This section is aimed to help those people who are planning to set up a business which involves preparing food from their own home.

Like all other food businesses there is a legal requirement that Food business operators must register their establishments with the appropriate competent authority, Regulatory Services, at least 28 days before commencing business.

For more information on premises registration see the [FOOD PREMISES REGISTRATION](#) section.

As the person responsible for making the food it is your responsibility to ensure that the food is safe to eat. As with all other Food businesses you have to comply with:

- Food Safety Act 1990
- Food Hygiene (Wales) Regulations 2006
- Regulation EC No 852/2004

Premises shall be designed, constructed and kept clean and maintained in good repair and condition, to avoid the risk of contaminating foodstuffs and harbouring pests:

- Traditional domestic structural finishes may be satisfactory if they can be kept clean and are maintained in good repair.
- Food contact surfaces must be cleaned and disinfected regularly. They should be clean and disinfected before beginning commercial food preparation.
- A sink with hot & cold water must be available to wash tools and equipment together with a supply of detergent.
- A single mixer tap is acceptable, or water supplied at a regulated temperature from a heating unit. A hot water supply is not essential if a sink is to be used exclusively for food preparation.
- Facilities for hand washing must be available together with soap and water and a means of hand drying.
- Surfaces in contact with food must be in sound condition and be easy to clean and, where necessary, disinfect. This will require the use of smooth, washable, non toxic materials.
- An automatic dishwasher is recommended.
- A wholesome supply of cold water must be available in sinks used to wash food. Cold water from the rising main could be expected to satisfy this requirement.
- Food waste must be removed regularly from the kitchen and stored in lidded bins or containers awaiting removal from site. If commercial food preparation creates significant amounts of food waste, arrangements should be made to have it removed more frequently than normal domestic collection.
- The person operating the food business must ensure that suitable equipment is available to achieve good temperature controls for the type of food preparation that is carried out.
- Many domestic refrigerators may not consistently achieve the temperature required by law, especially units that do not have fan assisted circulations or which are overloaded.
- Equipment must be available to monitor food temperatures.
- Activities that present a risk of food contamination such as the access of pets, and the

handling of laundry (especially heavily soiled materials and nappies) must not happen at the same time as food preparation.

- Separate sinks must be provided for food preparation and equipment washing if the volume of preparation in the kitchen demands it.
- If the same sink is to be used at different times for both food preparation and equipment washing, it should be thoroughly cleaned between each procedure.

## TRANSPORTING FOOD

If there is a need to transport your food or collect your food from the suppliers it is essential that you must do everything to prevent that food from becoming contaminated with dirt or bacteria. Several simple steps may be taken to prevent such occurrences:

Food should be transported in packaging or containers to protect it from contamination.

Vehicles and containers must be kept clean and in good repair.

If raw and cooked foods are being transported together they must be kept apart. This may be achieved by using closed containers.

If foods are required to be refrigerated or frozen then it is essential they are kept at the correct temperature. In such instances cool bags and boxes or refrigerated vehicles should be used.

## BUYING AN EXISTING BUSINESS

The following points are a guide to those people thinking of buying an existing food business.

- Do not assume that it meets legal requirements.
- Ask to see a copy of the last food hygiene inspection report.
- Ask if there are any legal notices outstanding. Food safety notices are served on the proprietor of the business so will not show up on a property search.
- Remember if you want to make any alterations you should check whether they need planning permission and/or building regulations approval.
- Are the layout and equipment suitable for the type of business you want to run?
- Take legal advice.

## UTILITIES

Ensure that you enquire if bills for utilities such as gas, water and electricity supply are up to date and remember to notify your utility providers of the date that you take over.

If you do not notify these companies when you take over the premises you may be liable for previous outstanding bills.

If your water supply becomes disconnected at any time, it is possible that an imminent risk to public health will ensue, as cleaning, regular hand washing and use of wc facilities will be affected. Failure to provide a potable water supply will result in the formal closure of the food business.

You can Contact Welsh Water By phoning **0800 052 0145**. Or you can write to:

Dŵr Cymru Welsh Water  
P.O. Box 690  
Cardiff  
CF23 5WL

#### **Disclaimer**

This is not a comprehensive list of requirements.

Information in this publication is provided in good faith by the Shared Regulatory Services, which cannot be held responsible for any inaccuracies.

Individual businesses are responsible for checking how the law applies to them in practice.

## **USEFUL CONTACTS**

### **Shared Regulatory Services**

Tel: **0300 1236696**  
Email: [businessadvice-srswales@valeofglamorgan.gov.uk](mailto:businessadvice-srswales@valeofglamorgan.gov.uk)  
Website: <http://www.srs.wales>

### **Food Safety -**

Food Safety and Port Health Team:-  
Shared Regulatory Services  
City Hall  
Cardiff  
CF10 3ND

Email: [foodsafety@cardiff.gov.uk](mailto:foodsafety@cardiff.gov.uk)

### **Food Safety and Port Health Team:-**

Bridgend & Vale of Glamorgan  
Shared Regulatory Services  
Vale of Glamorgan  
Civic Offices  
Holton Road  
Barry

Email: [foodsafetybridgendvale-srswales@valeofglamorgan.gov.uk](mailto:foodsafetybridgendvale-srswales@valeofglamorgan.gov.uk)

### **Health and Safety**

Tel: **0300 1236 696**  
Email: [Healthandsafetyenforcement@cardiff.gov.uk](mailto:Healthandsafetyenforcement@cardiff.gov.uk)

### **Planning**

Cardiff: [development@cardiff.gov.uk](mailto:development@cardiff.gov.uk).  
Tel: 029 2233080

Vale: [Planning@valeofglamorgan.gov.uk](mailto:Planning@valeofglamorgan.gov.uk)

Tel: 01446 704681

Bridgend: [Planning@bridgend.gov.uk](mailto:Planning@bridgend.gov.uk)

Tel: 01656 643643

### **Building Control**

Cardiff: [buildingcontrol@cardiff.gov.uk](mailto:buildingcontrol@cardiff.gov.uk)

Tel: 029 22 330383

Vale: [Buildingcontrol@valeofglamorgan.gov.uk](mailto:Buildingcontrol@valeofglamorgan.gov.uk)

Tel: 01446 704609

Bridgend: [buildingcontrol@bridgend.gov.uk](mailto:buildingcontrol@bridgend.gov.uk)

Tel: 01656 643406

### **Licensing**

Tel: 0300 1236 696

Cardiff: [licensing@cardiff.gov.uk](mailto:licensing@cardiff.gov.uk)

Vale: [licensing@valeofglamorgan.gov.uk](mailto:licensing@valeofglamorgan.gov.uk)

Bridgend: [licensing@bridgend.gov.uk](mailto:licensing@bridgend.gov.uk)

### **Pollution**

Tel: 0300 1236 696

E-mail: [enquiries-SRSWales@valeofglamorgan.gov.uk](mailto:enquiries-SRSWales@valeofglamorgan.gov.uk)

### **Trading Standards**

Tel: 0300 1236 696

E-mail: [tradingstandards-srswales@valeofglamorgan.gov.uk](mailto:tradingstandards-srswales@valeofglamorgan.gov.uk)

## **MORE CONTACTS**

### **FOOD STANDARDS AGENCY**

Tel: 02920 678999

Website: [www.food.gov.uk](http://www.food.gov.uk)

E-mail: [wales@foodstandards.gsi.gov.uk](mailto:wales@foodstandards.gsi.gov.uk)

### **CCSIW**

Tel: 01443 848450

E-mail: [casiw@wales.gsi.gov.uk](mailto:casiw@wales.gsi.gov.uk)

Website [www.casiw.org.uk](http://www.casiw.org.uk)

### **HM REVENUE & CUSTOMS**

Website: [www.hmrc.gov.uk](http://www.hmrc.gov.uk)

### **HEALTH AND SAFETY EXECUTIVE**

Website: [www.hse.gov.uk](http://www.hse.gov.uk)





