



Proposal for a training tool on food hygiene in the contract catering sector

Working Group meeting

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Chapter 1: setting the scene

1.1. Glossary with definitions

1.2. General introduction

- presenting the training tool
- explaining why hygiene matters and why the role of each employee is key (a chain is as strong as the weakest link)





Chapter 2: HACCP

2.1. what is HACCP?

2.2. how does HACCP work?

2.3. HACCP: a legal obligation across the EU

2.4. What is a hazard?

2.5. Food contamination

2.6. the world of micro-organisms

2.7. allergens





Chapter 2: HACCP

2.1. what is HACCP about?

- HACCP stands for “Hazard Analysis and Critical Control Points”. It has been developed for the space industry, in order to protect astronauts against food borne diseases.
- The key idea is: HACCP = food safety, preventing as much as possible consumers getting sick from what they eat or drink.





Chapter 2: HACCP

2.2. how does HACCP work?

HACCP is about checking all the activities related to food taking place in a food business, in order to:

- identify specific hazards
- determine control points for these hazards
- define preventive measures to be adopted to control the identified hazards





Chapter 2: HACCP

2.3. HACCP: a legal obligation which apply across the EU

- Regulation 2002/178/EC laying down the general principles and requirements of food law
- Regulation 2004/852/EC on the hygiene of foodstuffs
- Reference to the FERCO Hygiene Guide





Chapter 2: HACCP

2.4. what is a hazard?

Hazards that could be present in the food and be harmful to consumers' health include:

- **Micro-organisms:** yeasts, fungi, bacteria
- **Physical hazards:** small stones, bones, hair, piece of glass,...
- **Chemical hazards:** pesticides residues, cleaning products, disinfectants, ...





Chapter 2: HACCP

2.5. Food contamination: how does it occur?

2.5.1. Initial contamination

- Initial contamination from nature of raw products (salad, vegetables, eggs, raw meat,...)
- Initial contamination of manufactured products (ready-made, soups,...)





2.5.2. Cross-contamination

What is cross-contamination?

- Cross-contamination is the direct or indirect transfer of harmful bacteria from raw food to other foods

How does cross-contamination occur?

- By not separating different types of food
- Raw food touching cooked food
- Blood or juices of raw food dripping onto ready to eat food
- Handling raw food and then handling cooked food
- Using the same knives, chopping board or utensils for preparing both raw food and ready to eat foods
- Incorrect handling of glasses, crockery and cutlery
- Service cloths transferring bacteria from one surface to another





2.6. the world of micro-organisms

2.6.1. the useful (cheese, yoghurt, wine, bier, bread,...) and the dangerous micro-organisms

2.6.2. Food infection (salmonella) and food poisoning (toxin)





2.6. the world of micro-organisms

2.6.3. How do bacteria grow?

- Bacteria need food, heat, moisture, time
- Bacteria grow on food left at room temperature, work surfaces, cloths, utensils and equipment, moist food
- Bacteria grow by increasing in number: 1 bacterium may increase to 100 million in 9 hours
- Bacteria grow more easily on “high risk” food (vegetables, fruit, eggs, meat and fish products, poultry,...)





Chapter 2: HACCP

2.7. allergens





Chapter 3 : personal hygiene

3.1. duty of disclosure

3.2. hands and forearms washing

3.3. personal behaviour

3.4. corporal hygiene

3.5. work clothing

3.6. Wounds





Chapter 3 : personal hygiene

3.1. duty of disclosure

- Staff might carry harmful micro-organisms that may be a source of contamination of foodstuffs, mainly in the hair, nose, mouth, throat, intestines and on wounds on the skin
- You must notify your supervisor before starting work in case of:
 - Sore throat, mouth or nose disorders
 - Eye or tooth infection
 - Open wounds or skin diseases, in particular on hands and forearms
 - Stomach/intestinal illness (diarrhoea and vomiting)





Chapter 3 : personal hygiene

3.2. hands and forearms washing

- Before starting work
- After working with raw products
- When changing activity (ex: washing vegetables and then cutting meat)
- After using the toilet
- After hair care, nose blowing, coughing, sneezing
- Whenever having worked with dirty utensils
- After touching money and/or telephone
- After taking a break





Chapter 3 : personal hygiene

3.3. personal behaviour

- Do not sneeze or cough on food
- Eating, smoking, chewing gum or spitting is prohibited in storage and preparation area
- Medicines are not allowed in storage and preparation area, except first aid kit
- Personal possessions and clothing must be left out of the kitchen
- Persons who do not belong to the kitchen staff may not enter preparation area





Chapter 3 : personal hygiene

3.4. corporal hygiene

- Good hygiene starts at home to avoid unpleasant smell
- Not too much perfume or aftershave
- Nails short and clean, no nail polish
- No jewellery except a plain wedding ring
- Long hair must be tied up





Chapter 3 : personal hygiene

3.5. work clothing

- Protective clothing, shoes, aprons, caps, gloves, masks
- Work clothing must be clean
- Change into protective clothing before starting work
- Keep dirty washable work clothing apart to avoid cross-contamination
- Throw away disposables after use





Chapter 3 : personal hygiene

3.6. Wounds

- Cuts, minor injuries and grazes must, once they have been treated, be bandaged. The bandage must be waterproof, fit very tightly, stick fast and be clearly visible
- For minor injuries on the hands, also use a finger condom or disposable glove





Chapter 4: safe food handling

- 4.1. Receipt of merchandises**
- 4.2. Storage of food**
- 4.3. Preparation of food**
- 4.4. Transport**
- 4.5. Food distribution (serving, leftovers)**
- 4.6. Tidying up and cleaning**
- 4.7. Storage and disposal of waste**
- 4.8. Washing-up**
- 4.9. Disinfection**
- 4.10. Pest control**
- 4.11. Storage of hazardous substances**





4.1. Receipt of merchandises

4.1.1. Delivery time

- Do not accept deliveries outside opening hours.

Why?

- To enable the delivery being checked
- To avoid breaking the cold chain
- To prevent products being left unattended





4.1.2. Check the delivery

- **Packaging:** reject the delivery if the packaging is damaged (ex: dented cans)
Why? Packaging protects the product from contamination
- **Labels:** check “best before” and “use by” dates and discard out of date products
- **Temperature:** check the temperature of both the products and the delivery vehicle at delivery. If temperature are not correct, reject the delivery





4.1.3. Monitor freshness

Monitoring freshness calls for common sense and experience:

- Does the product appear fresh?
- Is its colour, smell, appearance what you would expect?
- Is it in good condition?





4.1.4. Documentation

- Use a **delivery checklist**, listing all the checks that should be made, to ensure that no checks are forgotten
- Ensure that the delivery comes from the approved supplier
- Ensure that the delivery corresponds to what was ordered
- Sign the delivery note if the delivery is OK





4.1.5. Damaged products

- Sort and discard damaged or defective product and put it to one side

Why?

- To reduce the danger of cross-contamination of sound products
- To reduce the risk of food poisoning
- To save money by sending defective products back to the supplier





4.1.6. Outer packaging

- Remove product from outer packaging as soon as possible

Why?

- Defective products can be immediately detect
- No contamination is brought into the storage area





4.2. Storage of products

4.2.1. putting products in store

- Check the labels for recommended storage instructions
- Discard dirty packaging
- Put the products, especially chilled or frozen, into the correct store as quickly as possible.

Why?

- Products must be put in store quickly to maintain the cold chain. A break in the cold chain is often responsible for outbreaks of food poisoning





4.2.2. What goes where?

Dry store (cool ambient temperature)

- Canned food, grocery, rice, bread, flour...

Chilled store (5° or cooler)

- Dairy products, cold meats, delicatessen and all chilled foods

Frozen store (minimum -18°)

- All frozen food, ice and ice cream





4.2.3. Stock rotation

- Apply **FIFO**, the “first in-first out” and **FEFO** “first expire-first out” principles
- Keep checking “best before” and “used by” dates
- Eliminate out of date products as they can be source of food contamination





4.2.4. Storage in dry store

- Keep store and shelves clean and free from dirt or debris
- Always store food on shelves above floor level
- Keep doors and windows closed and proofed against animals and pest access
- Keep different types of products apart (cans, bottles, etc...)
- Keep cleaning material strictly apart from food





4.2.5. Storage in chilled and frozen stores (1)

Warning:

- if the cold chain is broken, bacteria will grow and this may lead to food poisoning
- Chillers and freezers must be fitted with an efficient temperature control system
- Raw food may contaminate cooked food
- Out of date and spoiled food may contaminate other food in the store





4.2.5. Storage in chilled and frozen stores (2)

- Keep food in refrigerated stores at the right temperature
- Check temperature daily and take immediate action if too high
- Keep doors closed
- Defrost the unit regularly
- Do not pile products on top of each other, allow good airflow around products





4.2.5. Storage in chilled and frozen stores (3)

- Use a storage plan
- Separate foods that may cause contamination: raw meat, poultry and fish must be separated from prepared dishes
- Keep “ready to eat” foods (cooked meats, delicatessen, cakes, prepared salads,...) on shelves above raw food
- Decant “high risk” foods into clean containers and trays for chilled storage
- Fridges that are used to store perishable foods should not be used to cool drinks





4.3. Food preparation

2 options :

- 1. Focus on “high risk” products (ex: raw/fresh vegetables)**
- 2. Focus on processes:**
 - Prevention of (cross-) contamination
 - Use of water
 - Cooking
 - Portioning





4.3. Food preparation

4.3.1. Preparing vegetables

1. Peeling and trimming fresh vegetables
2. Washing and disinfecting fresh vegetables
3. Washing and disinfecting work surfaces and equipment
4. Rinsing fresh vegetables
5. Cutting fresh vegetables
6. Storing fresh vegetables after cutting
7. Thawing frozen products
8. Cooking vegetables
9. After cooking





4.3.1. Preparing vegetables

1. Peeling and trimming fresh vegetables

- Cleaning raw fresh vegetables may contaminate the working area and the kitchen. This operation should be done ideally in a separate working area set aside for this purpose or at a time when no other operations are being carried out.
- Waste must be put into bags or bins, sealed and removed from the working area





4.3.1. Preparing vegetables

2. Washing and disinfecting fresh vegetables

- Wash vegetables in plenty of clean, potable water to remove dust, micro-organisms and pesticides residues.
- Salad vegetables to be eaten raw may be disinfected in a mild chlorine solution. Disinfectant concentration must be carefully controlled: enough to kill micro-organisms but not too strong that it will taint the food. Follow instructions on the label.





4.3.1. Preparing vegetables

3. Washing and disinfecting work surfaces and equipment

- Whilst vegetables are soaking in the solution, clean and disinfect work surfaces and equipment and wash your hands in order to avoid re-contamination after disinfection of vegetables
- To work properly, disinfectant needs to be left on surfaces for adequate contact time.
- Follow instructions on the label





4.3.1. Preparing vegetables

4. Rinsing fresh vegetables

- Rinse vegetables in lots of clean drinking water after disinfection to remove disinfectant residues

5. Cutting fresh vegetables

- Peeled, washed and disinfected vegetables are vulnerable to contamination as their natural protection has been removed
- Cut vegetables where they were washed or in a clean and disinfected place reserved for the purpose
- Use clean and disinfected equipment
- Wash your hands before starting the operation, ideally wear disposal gloves.





4.3.1. Preparing vegetables

6. Storing fresh vegetables after cutting

- After cutting, put vegetables into clean containers, cover with cling films if necessary
- Put into chilled store unless vegetables are immediately needed for cooking or serving cold





4.3.1. Preparing vegetables

7. Thawing frozen vegetables

- Vegetables to be cooked may come straight from the preparation area, from chilled storage or from the deep-freezer
- Thaw products in the chilled store, used within 24 hours, never refreeze





4.3.1. Preparing vegetables

8. Cooking vegetables

- Vegetables are normally cooked at high temperature in boiling water or steam

9. After cooking

- Treat vegetables as “high risk food” and keep them at the right temperature: hot (above 63°C) if they are to be served straight away or cool quickly and keep chilled until needed.





Chapter 5: customer care

how to get around with customers as far as food hygiene is concerned.





Chapter 6: health and safety at work

- 1. Prevention of accidents and injuries by following safety instructions**
- 2. Prevention of health problems by using the body in the best way**
- 3. How to react in case of fire, accident, injury**

