Please note that the following pack has been developed as part of a distance learning programme that includes a workbased skills assessment and knowledge test.

Due to current restrictions on face to face meetings etc this pack is presented here just for online learning with no offer of a site based assessment.

Seafish and the NFFF are working to offer additional support for fish friers. For more information on this please email onshore@seafish.co.uk or training@nfff.co.uk

Introduction to Food Hygiene and Health & Safety in Fish Frying

Name:
Module Number:

This is a Seafish qualification that has been developed in collaboration with the National Federation of Fish Friers.

Introduction to Food Hygiene and Health & Safety in Fish Frying.
A flexible training module for the Seafood Industry.

Contents Page

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Developed in 2004 by Richard Wardell of Seafish Training with assistance from Arthur Parrington and Arthur Brecknell of the National Federation of Fish Friers and the North West England Group Training Association respectively, based on the original text in the Seafish Open Learning module, “Introduction To Fish Frier Practice”.

Revised and updated in 2019 by Mark Drummond on behalf of the National Federation of Fish Friers and Richard Wardell of Seafish.

General Guide

This will help to explain what flexible training is all about. It will help you to make best use of your flexible training module.

WHAT'S SO GOOD ABOUT FLEXIBLE LEARNING?

Flexible learning gives you the freedom to choose.
You study-

- What you like;
- Where you like;
- When you like;
- At a pace to suit you.

You can pick the subjects you want. You don't have to be in a certain classroom at a certain time. You won't be bored because the teaching is too slow, or lost because it's too fast.

You seldom need any qualifications before you are allowed to study.

All this freedom lets you fit your studying into your daily routine.

The best thing about it for most people is that they can study without taking valuable time off work.

THINGS YOU SHOULD KNOW ABOUT YOUR MODULES

What is a module?

A module is the name we have given to a study package. It will have a printed text.

Each module will be divided into segments. You could think of each segment as a lesson. Each segment has a short introduction and a series of aims.

The Fish Frying Skills training materials consist of two modules, which are the Introduction to Fish Frying Skills module and the Introduction to Food Hygiene and Health & Safety in Fish Frying module.

These materials can be used to provide some of the underpinning knowledge for the Fish Frying Skills qualification awarded by Seafish and The National Federation of Fish Friers.

Please note that temperatures are displayed in Celsius (°C). To convert to Fahrenheit (°F), simply multiply the °C number by 1.8 and add 32.

All weights are stated in pounds (lb) and ounces (oz). To convert ounces to grams (g) multiply by 28. To convert pounds to kilograms (kg) multiply by 0.454.

EXERCISES

At the end of each segment there are a series of exercises for you to complete. These are included to help you with your learning and development. Completion of these exercises will assist you in gaining confidence and will also help you to complete the assessment process.

Upon successful completion of the exercises, you should sign and date in the space provided. This will act as evidence that you have read through the segments and completed the exercises.

You must have **ALL** exercises in your modules signed off, dated and available for your assessor to look at on the day of your assessment. Failure to do so will void your assessment.

HELP IF YOU GET STUCK

At the time of obtaining your module you will be told of any support which can be arranged.

This might be through one of the following:

- Telephone;
- Face to face meeting;
- Email.

HINTS ON STUDYING

When?

Try to get into a regular study routine. Set aside times for study but be ready to give and take a bit. Miss one of your planned sessions if you must, but try to make it up later.

Set yourself realistic targets such as 'I will finish segments one and two by this weekend' and stick to them!

Grab the chance to study at odd moments. You'll be amazed how much you can learn in fifteen minutes. It's difficult for the average person to really concentrate for more than twenty minutes at a time anyway. A word of warning – don't think you can learn anywhere. You need to be able to concentrate; there are often distractions which prevent this.

How?

- Time spent just reading a module is not the same as time spent learning.

- You must become involved, the best learning happens when you're active, e.g. completing the exercises and making notes.

- Don't study for too long without a break.

This module will remind you of suitable places to stop for a while, but if you need a break earlier, take one. It's entirely up to you.

Where?

Try to find somewhere where you will not be distracted. Almost anywhere will do. It all depends on how you are placed at home and at work. Don't forget your local library.

The secret is, **be flexible**. All you need is somewhere where you can get on with it and not be disturbed.

Carry your module with you when you can. Try to find gaps in your normal routine when you could do some useful work.

Now that you've decided to have a go, **stick with it!** Don't give up. Most people find studying hard at times, this is quite natural. It is also quite natural to need help with parts that you find especially difficult. Don't be afraid to ask for help. I'm sure that you'll find it worthwhile.

ASSESSMENT

Once you have read the two modules, (Introduction to Fish Frying Skills, Introduction to Food Hygiene and Health & Safety in Fish Frying), completed all of the exercises and signed them off, you should be ready to complete your assessment.

An assessor will arrange a time and a date to come and assess you at your place of work. The assessment will consist of a multiple choice exam paper, practical tasks and answering questions asked by the assessor.

Upon successful completion, a jointly branded (Seafish and the National Federation of Fish Friers) certificate will be awarded to the candidate.

Segment One – Food Hygiene Principles

INTRODUCTION

Any successful food business needs to have excellent food hygiene standards. If you don't, then the consequences can be dramatic. They could include food poisoning, a loss of customers and even fines and imprisonment.

Food safety is all about keeping food free from contamination and therefore protecting your customer's health.

This module will introduce some of the main principles of food hygiene essential in any food establishment, including the one that you work in.

AIMS OF THE SEGMENT

By the end of this segment you'll be able to:

- State how the Food Hygiene Legislation affects fish and chip businesses;
- Understand the role of an Environmental Health Officer and their powers;
- Describe why having a food safety management system in place is important;
- Know why personal hygiene is essential and understand the role that you have to play.

FOOD HYGIENE LEGISLATION

Food Hygiene Legislation includes many components which apply to fish and chip shops and restaurants. They lay down rules about personal hygiene, the premises, disposal of refuse, pest control, equipment, temperature control and many other subjects.

What does Food Hygiene Legislation tell us?

- There must be an adequate supply of clean water with a drainage system.
- Hot and cold water must be provided for preparation areas.
- Sinks must be provided for washing food and equipment.
- Food and food handling equipment should be washed in separate sinks.
- Fully functional, clean toilets must be provided away from food rooms. Clean wash basins, hot water, soap and hygienic drying facilities must be provided. These wash basins must not be used for any other purpose.
- Wash rooms should be clearly marked and there should be a notice telling people to wash their hands.
- Welfare facilities can simply be somewhere to get changed and washed before and after work, toilet facilities and an adequate supply of drinking water.
- Suitable storage for food and waste must be provided.
- Walls, floors, windows, ceilings and all other parts of a food room must be kept clean and in good repair and order.
- Rooms must be well lit and ventilated.
- Reasonable precautions must be taken to exclude pests.

Have a look around your service, preparation and storage areas. Do they comply with Food Hygiene Legislation? Are there any holes that will let mice or cockroaches in? Are your work surfaces, floors and walls tough and easy to clean? If they are, you have nothing to fear. If they are not, then bring them up to the required standard. Customers expect a light, bright and clean atmosphere. **Make it your business to provide it!**

BASIC FOOD SAFETY LAWS

Due Diligence

Due diligence generally means taking reasonable precautions to avoid breaking the law and will take into account recognised good industry practices and the level of risk posed to the consumer.

An essential part of any *due diligence* defence is an assessment of potential hazards and risks in a food handling business, including a fish and chip shop, and evidence that reasonable steps have been taken by the food business to minimise the risk.

We will look in more detail at hazards and risks in segment 2.

Obviously the manager of the food business will have to pay careful attention to risks, but both the owners of the business and individual food handlers can be held responsible under the law so it is vitally important that we all take *reasonable precautions.*

The law makes it an offence to place food on sale if it is unsafe. Unsafe means if it is injurious to health or unfit for human consumption.

The condition ‘unsafe' may result from:

- The addition of substances;
- The subtraction (removal) of constituents;
- The way in which food is labelled, presented and advertised;
- The manner in which the food is treated and handled.

Food law is generally enforced by Environmental Health Officers.

ENVIRONMENTAL HEALTH OFFICER (EHO) POWERS

Environmental Health Officers (EHOs) UK-wide are responsible for food safety matters, while in England and Wales Trading Standards Officers (TSOs) are generally responsible for *consumer protection* matters.

England, Northern Ireland, Scotland and Wales all have their own individual food hygiene regulations. At this level we can treat them as all being the same.

EHOs have the power to:

- Enter and inspect any food premises at **all reasonable hours** and whenever the business is in operation, upon proof of their authority;

- Investigate outbreaks of food borne diseases:
- Seize suspect food;
- Serve Hygiene Improvement Notices and Prohibition Notices;
- Take food businesses and individuals to court for breaking food safety laws.

They also have powers to control premises and take samples.

Hygiene Improvement Notice
A Hygiene Improvement Notice is used to require a food business to improve something substandard, e.g. a cracked washbasin or a defective floor. It is an offence to ignore a Hygiene Improvement Notice.

Prohibition Notice
A Prohibition Notice can be used to prohibit an unsuitable person from running a food business.

Emergency Prohibition Notice
An Emergency Prohibition Notice is used where failures are more serious and the threat to human health is imminent, e.g. to prohibit the use of premises which are infested with rodents, or to prohibit the use of equipment which is defective.

Laboratory Testing
EHOs and TSOs have powers to take samples for laboratory and other tests to investigate if **the food is responsible for a food poisoning incident**.

Conducting food hygiene inspections

EHOs are employed by local authorities and can conduct food hygiene inspections which form part of the hygiene rating schemes. In England, Northern Ireland and Wales it is called the **Food Hygiene Rating Scheme** and is sometimes referred to as *scores on the doors*. In Scotland, they operate the **Food Hygiene Information Scheme**. Based upon the EHO's findings, a business receives either a food hygiene rating (England, Northern Ireland and Wales) or inspection result (Scotland) which indicates the food hygiene standards on the date of the inspection. For the Food Hygiene Information Scheme, the grades range from 5, hygiene standards are very good, to 0, which indicates that urgent improvement is required. For the Food Hygiene Information Scheme, the three ratings are pass (meet the legal requirements), improvement required (business didn't meet the legal requirements) and exempt premises (met the pass criteria but are classified as low-risk such as a newsagents).

FOOD SAFETY MANAGEMENT SYSTEMS

For food businesses based in England, Northern Ireland, Scotland and Wales, the law states that they must have a **food safety management system** in place based upon HACCP principles.

Don't worry; we are going to look at HACCP (Hazard Analysis Critical Control Points) in more detail in segment 2.

As we stated in the section above about EHOs, the four nations have their own individual food hygiene regulations. They have also created food safety management systems for food catering businesses, including fish and chip shops, to use.

The Food Standards Agency (England) developed *Safer food better business* which is available for businesses in England and Wales. *CookSafe* was developed for food businesses in Scotland by the Food Standards Agency (Scotland) whilst the Food Standards Agency (Northern Ireland) created *Safe Catering*.

EHOs will encourage small catering businesses, including fish and chip shops, to use one of these three systems although the business where you work may have developed their own food safety management system based on HACCP principles.

PERSONAL HYGIENE

The most important part of hygiene is **you!** This is referred to as **personal hygiene.**

Anyone who handles food can obey all the rules about the shop, storage and presentation and still break the rules themselves.

Personal cleanliness and hygiene are absolutely vital to the safe running of your business, in order to protect food from contamination.

- Food handlers must keep themselves and their clothes clean, to protect food from contamination.

- Staff must wear clean protective overalls including head covering and their outdoor clothing and footwear must be properly stored. Staff should not travel to work in their workwear or wear it outside the workplace.

- Staff shouldn't wear a watch or jewellery (except a wedding band) as these items can trap bacteria, which can then multiply.

- Any cuts or abrasions must be covered up with a blue waterproof dressing immediately.

- You should keep your hands away from your mouth **and** your hair when handling or serving food.

- Staff must not spit or smoke (this includes electronic cigarettes) in a food room or when handling food outside.

- Fingernails should be kept short.

- Employees should inform their manager as soon as possible if either they or their immediate family are suffering from a stomach upset, vomiting, diarrhoea (common symptoms of food poisoning) or a skin complaint.

If you or a member of your staff are suffering or recovering from a bout of food poisoning then you must not handle food. Some food borne diseases must be notified to your Environmental Health Officer (EHO) and in many cases you will need a doctor's clearance note before returning to work. For more information, speak to your EHO.

Even if you have a common cold or a cough you should be wary of handling food. Utmost care should be taken in these circumstances and its better if you stay away altogether.

It is important that your shop is safe and hygienic. Don't forget that **a dirty shop could mean that you're out of business** - either because your customers are ill and can't come back or because they are unimpressed and won't come back, or because the EHO has closed you down!

EXERCISES

What food safety management system do you use in your business?
When did an EHO last visit your business and what rating did you achieve?
Check your first aid kit contains blue waterproof dressings. Circle your answer below. YES NO
Check your toilet area/wash room to see if there is running hot water, soap, hygienic hand drying facilities and a sign saying “Now wash your hands”. Record your findings below.
Candidate’s signature and date

You have now completed this segment. Well done! Time for a well-deserved break?

Segment Two – Hazards and Controls

INTRODUCTION

Identifying the hazards and implementing controls play a vital role in forming an effective food safety management system in your fish and chip business.

Key aspects of your controls focus on correct temperatures, successful cleaning practices, maintaining the building and preparation areas, properly storing and disposing of refuse and declaring food allergens.

These topics are introduced in this module and contribute to running a successful fish and chip business.

AIMS OF THE SEGMENT

By the end of this segment you will be able to:

- Understand the principles of HACCP;
- State the four types of hazards;
- Highlight the correct storage and cooking temperatures to keep food safe;
- Explain why correct cleaning is important;
- Understand the importance of maintaining high standards in your building including preparation areas;
- Highlight why the disposal of refuse is a key aspect of pest control;
- State the significance of declaring allergens in your food business.

HAZARD ANALYSIS AND CRITICAL CONTROL POINTS - HACCP

In segment 1, we highlighted that it is a legal requirement for food business operators to develop, utilise and maintain a food safety management system based on HACCP principles. In a nutshell, you will need to identify and implement controls for any hazards at key stages in the process of preparing and cooking of food. The idea is that you reduce the risk of food poisoning by serving food that is safe to consume which will result in satisfied customers.

Remember, a hazard is anything with the potential to cause harm whilst a risk is the likelihood of harm occurring.

How do I start to identify hazards?

You must identify all potential hazards and decide which are critical for food safety. The analysis can simply be based upon your own judgement, with no need for specialist skills or complicated techniques, or you could bring in a specialist to do this for you.

Whichever method you choose, it should be systematic and should take into account:

- **all potential hazards;**
- **all aspects of your food business operation;**
- **your actual working procedures and conditions.**

You can consider whether you want to record your findings in one of the formal documents mentioned in segment 1 (*Safer food better business*, *CookSafe* or *Safe Catering*) or develop and annotate your own HACCP plan. You may find it helpful to draw a flow diagram of your operation from purchase of ingredients, through to the sale or service of the food. Food hazards can then be identified at each step and any necessary controls put in place.

Types of Hazard

There are essentially four categories of food hazard; microbiological, chemical, physical and allergenic.

- **Microbiological**
  - Could harmful bacteria be present in or on the food (e.g. raw meat)?
  - Could foods, particularly ready-to-eat foods, become contaminated?
  - Could harmful bacteria grow to dangerous levels in the food?
  - Could harmful bacteria survive a process, like cooking, meant to destroy them?

Bacteria need the following to multiply: a food source, moisture, warmth and time.

- **Chemical**
  - Could toxic chemicals (e.g. cleaning chemicals) get into the food?

- **Physical**
  - Could glass, hair or (parts of) pests get into the food?

- **Allergenic**
  - Could nuts or other unwanted allergens including soya and mustard get into the food?

Introducing Controls

A control measure is any action which eliminates or reduces the risk from a hazard.

When considering controls, remember:

- **They must be effective**. The controls should either completely eliminate the hazard or reduce it to a safe, acceptable level;

- **They should be practical**. Try to ensure that controls can be applied to your business in a realistic and sensible way. You could change either the nature of the control or the operation;

- **They should be understood**. You should tell appropriate staff about the importance of any controls in place, particularly any for which they are responsible.

Some examples of possible controls are:

- buying supplies from reputable suppliers;

- checks on raw materials;

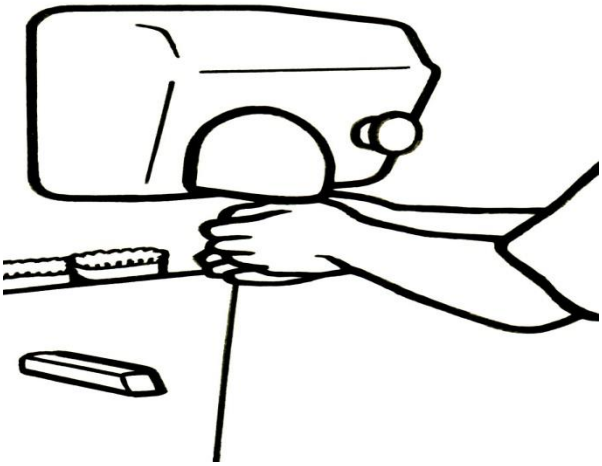
- proper stock rotation of food and ingredients;

- separating different types of food (raw and cooked) to prevent cross-contamination;

- using foods within date marks;

- food temperature holding controls – i.e. during display/storage;

- good staff hygiene;



- wearing hats, hairnets and clean uniforms;
- additional food hygiene training;
- review training needs as appropriate;
- effective cleaning routines;
- pest control.

In identifying appropriate controls, consider whether you have done all the things the Food Hygiene Legislation requires. Are there generally accepted industry standards in place? For example, once you have accepted any materials, it is your responsibility to ensure that they are safe.

We will now look in more detail at some of the control measures.

TEMPERATURE REGULATIONS

These Regulations specify the temperatures at which a wide variety of foods should be kept. In Scotland the Regulations covering temperature control are slightly different to those in the rest of the UK.

- **Who is affected**? - All types, from mobile retail vans to multi-national processing businesses.
- **What temperatures apply**? - Food must be kept either hot or cold.

	In England/Wales	**In Scotland**
• HOT	at or above **63°C**	at or above **63°C**
• COLD	at or below **8°C**	refrigerated in a cool ventilated space

Temperatures between **8°C and 63°C** are referred to being in the **danger zone**. This is when bacteria multiply to dangerous levels in food, which can lead to food poisoning.

You should note that these temperatures do not apply to chilled fish products which should be kept colder, at or close to the **temperature of melting ice**. Fishery products and other foods can be kept at temperatures higher than 8°C for short periods of time while processing etc.

- **What foods are covered**? - A long list of foods are covered by the Regulations. The main thing they all have in common is that without temperature controls the food might support the multiplication of harmful bacteria or the production of toxins (poisons) and so lead to food poisoning.

There are some products, which should be kept at lower temperatures for safety reasons. We have already seen that chilled fish is kept colder, but other foods such as some cook-chill meals, or vacuum-packed foods should be kept close to 0°C.

- **What Other Temperatures Apply**?

Frozen Foods -18°C or below for most frozen foods
-12°C or below for products such as ice cream.

- **Heating and reheating cooked food**

Cooked foods (including for example hot smoked fish) should generally be heated to **above 75°C** to ensure that food poisoning bacteria are mostly killed. Some, but not all toxins will be destroyed at this temperature. Spores are unaffected.

Cooked food that is being reheated must be heated to 82°C *or more.* This higher temperature is needed as the bacteria we are trying to kill are those that survived (probably as spores) the initial cooking that may only have reached 75°C.

Canned foods are heated to 121°C or higher in order to destroy all bacteria and their spores.

Hot pies should be served hot i.e. over 63ºC and should first be heated as quickly as possible; to 75°C. If your cooked pies have cooled below 63°C then do not reheat them.

Cooked meat pies supplied by the manufacturer can be reheated, but their core temperature should rise above 82°C (mandatory in Scotland, advisory in the rest of the UK) and then they can be kept at 63°C until served.

Storage temperatures for uncooked food

Fish	frozen unfrozen	Below -18ºC 0ºC to +4ºC
Meat Meat with Pastry	e.g. Sausage e.g. pies	0ºC to +5ºC +5ºC to +8ºC
Poultry	frozen unfrozen	Below -18ºC 0ºC to +4ºC

Cooked food on display should be at +63ºC or above.

Hot food should first be cooled as quickly as possible but for **not longer than 1½ hours**, before being placed in the refrigerator at about 4°C.

Any food that is past its sell by date should be disposed of. Remember this will impact on your profits.

If you don't store or cook food at the correct temperatures you are risking the health of your customers.

Incorrect temperatures during storage will encourage the growth of bacteria and your customers could end up with Salmonella food poisoning. Definitely not good for business!

All food that is sold from your shop must be fit for people to eat. Temperature control has a very important role to play in this.

CLEANING AND DISINFECTION

To ensure that all parts of the premises are cleaned at the proper intervals, a written cleaning programme should be produced, setting out the item to be cleaned, how often, using what material and whom by. The programme should be displayed in the premises and copies given to the persons named in it. A named person should be given the responsibility for checking that the programme is adhered to and the cleaning carried out to a satisfactory standard.

The following should be regarded as the minimum frequency for cleaning:

Floors	daily and should be in a clean state at the end of the working day
Work surfaces	after each use
Equipment, utensils	after each use
Shelves, cupboards	cleared weekly and cleaned

Machinery	after each day's use and between different products
Walls and ceilings	as often as necessary, some areas may need daily cleaning
Toilets	daily

Food contact surfaces and fridge handles should be disinfected on a regular basis to prevent the spread of bacteria.

How to write a Cleaning Schedule

- Describe the item or part of the structure that is to be cleaned.
- Decide how often it will need to be cleaned. Some things will need to be cleaned more often than others are. Some machines, for example, may need cleaning each time they are used. **Some machines may not be cleaned by people under the age of 18.**
- Describe the way in which the item is to be cleaned and the equipment and materials to be used for cleaning.
- Stipulate the detergent, steriliser, or other cleaning agent to be used and the dilution in which it is to be used.
- Give any special instructions that are to be followed when cleaning the item. For instance, for dangerous machines or electrical equipment, special training may have to be given.
- Specify (by name if possible) the person who is to clean the item.
- Specify (by name if possible) the person who is responsible for checking that the cleaning has been correctly carried out.

Disinfection can be described as reducing micro-organisms to a safe level. Only sterilisation and radiation will kill all bacteria.

If cleaning the equipment, utensils, crockery etc. is to be done by hand, a double sink unit should be used for washing and rinsing, using detergent (removes grease and dirt but doesn't kill bacteria) and a disinfectant (reduces the number of bacteria to a safe level). **If a disinfectant is not used the temperature of the final rinse water should be above 82°C.**

Sanitisers combine the cleaning effect of a detergent with the properties of a disinfectant, whilst sterilisers removes or kill all of the bacteria.

BS-EN Compliance
All cleaning chemicals used in food premises must conform to British Standard BS-EN 1276 or later, so check your bottles and equipment. http://www.disinfectant-info.co.uk/ lists all approved products.

To work effectively, disinfectants must be left on the surface that you are cleaning for a suitable amount of time. This is referred to as the **contact time** and will be stated on the side of the container.

Many cleaning chemicals carry a slight health and safety risk and come under a set of regulations called COSHH **(Control Of Substances Hazardous to Health Regulations 2002)**. These regulations are discussed in more detail in segment 3.

STRUCTURE OF PREMISES

First of all, everything about the building must be suitable for a place which comes into contact with food. Everything must be capable of being kept clean so that the risk of contamination is as low as possible. This applies to all walls, floors, ceilings and all fixtures and fittings in your shop.

How would this affect you practically?

It means that all your surfaces must be suitable.

Flooring, for instance, must be capable of being easily cleaned and must also not absorb grease. (This rules out wooden floors.)

It should be non-slip and not have any dirt-trapping gaps between itself and the walls. (Cracked or chipped tiles harbour dirt easily.) Quarry tiles is really the best floor covering. Once laid, the floors must be cleaned daily (more often if they demand it). Certainly anything spilt must be wiped up immediately. This includes chips that form a nice 'skateboard' under your shoes!

What about **walls?**

Very similar rules are laid down for walls. They should be smooth and non-absorbent. Walls should be tough and easy to clean. Tiled walls are not so hygienic as they appear at first, especially if they get cracked or there are missing tiles. Grouting in tiled walls often looks dirty and it is often the case that only the middle of each tile gets washed! Melamine or other hardwearing surfaces would be better and they come in bright, attractive colours too.

By now, you should be getting the message that tough, unbroken surfaces are the best. This also applies to **ceilings**. Who wants to see a dirty stained ceiling while they're waiting for their chips to cook?

One of the biggest hazards in your shop will be **FIRE**. You can help to prevent a fire really getting hold by making sure that your floors, walls and ceilings are **fire resistant.** This also applies to work surfaces. Now that your shop is capable of being really clean, you can safely look at your **lighting**. Basically, your lighting should also highlight those little corners that collect dirt because they are often in shadow. Fluorescent tubes must be kept clean and covered with diffusers. This is relevant to preparation, cooking and serving areas.

What else is covered by the regulations? All your service areas must be tough and easily cleaned. Again **FIRE** must be considered as a likely hazard Melamine or stainless steel are the best materials, the latter being the hardest wearing and therefore would look better for longer.

Any shelves and surfaces that are used to store food and equipment should be tough and practical. Anything that absorbs water or grease is out.

It should go without saying that all your **equipment** and **utensils** should be in a good state of repair and anything cracked or damaged should be thrown away. Damaged equipment can be dirty, rusty or have sharp edges that should never get near food or people.

Preparation areas

You must not give dirt a chance to collect in any cracks in your walls, floors, ceilings or surfaces. Think about where you prepare food.

Is your preparation area as clean and hygienic as it should be?

- The area should be well ventilated by either extraction fans or opening windows.

- You must, so far as you can, stop flies getting in by fitting fly screens to doors and windows. Fit and use insectocutors as well.

- The lighting in your preparation room should be good enough not to cast shadows so that dirty corners will not stay uncleaned.

- Fluorescent tubes in food preparation, cooking and serving areas must be protected with shatterproof covers.

- All your preparation surfaces should ideally be of stainless steel. Chipboard surfaces are inadequate because they will let in water and rot.

If you store food in your preparation area you must make sure that it is protected from vermin. Flour, therefore, should be stored in a stainless steel bin and the lid should fit tightly.

You should not store potatoes in your preparation area. They should be stored on pallets in a special area. Make sure that potatoes are kept well away from the walls, and, of course, the room must be spotless.

REFUSE AND PEST CONTROL

One of your biggest problems could be the **storage and disposal of refuse.** If you do not get rid of it properly you will have difficulty controlling pests.

- You must not allow refuse to accumulate anywhere inside the shop unless it is in a bin with a tight lid.

- If you put any rubbish out, do not allow it to become a nuisance to anyone. You don't want to upset your neighbours!

Pest control is also important in your relations with the neighbours and, of course, with the Environmental Health Officers!

Pest control should be an ongoing process. Never regard it as complete.

All food premises should be designed and constructed to prevent the entry and harbouring of rats, mice, insects, birds and other pests.

- The gaps between door and floor should be as small as possible.

- External doors should be self-closing and not be kept open.

- All opening windows should be fitted with fly screens, which can be opened or removed for cleaning.

- Gaps where service pipes pass through walls, floors or ceilings should be filled in.

- Drainage should be well maintained.

- Air bricks should be protected with a metal mesh covering.

- Roof spaces and under-drawings should be capable of being inspected.

- Water tanks should be protected against contamination.

- Ultra-violet insectocutors should be installed to kill flying insects. They should be appropriately sited as per manufacturer's recommendations and well maintained.

To avoid attracting or allowing pests into premises:

- Store all food waste in metal bins fitted with close fitting lids. Lockable bins may be necessary to prevent interference;
- Provide a good, hard standing for refuse bins, which can be cleaned and disinfected regularly;
- Clean up immediately any food which has been spilt;
- Store all food in rodent-proof containers;
- Store food away from walls to allow easy inspection and cleaning and to reduce harbouring of dirt;
- Inspect incoming food for signs of infestation.

It is recommended that a pest control contract be taken out with a reputable company.

Pets must not be allowed into food rooms. They pose a serious risk of contamination.

ALLERGENS

Many allergens contain protein and some people do have an allergic reaction to foods containing allergens. These reactions can result in abdominal pains, the flushing of the skin or swelling around the throat and month. People who are allergic to nuts experience an **anaphylactic shock** and some people have died from eating an allergen.

Restaurants and takeaways are required by law to tell customers if any of the main 14 food allergen ingredients are in the food they serve.

The 14 allergens which need to be declared are:

- Celery, cereals containing gluten, eggs, milk;
- Fish, crustaceans, mmolluscs;
- Lupin, mustard, nuts, peanuts, sesame seeds, soya and sulphur dioxide (sometimes known as sulphites).

Pre-packaged food must list the allergens included on its labelling. For non pre-packaged food, information can be provided verbally and a prominent sign must be on display. A good idea is to have a food allergens matrix available for customers to view. Each item that you sell in your shop must be listed on the matrix and cross referenced to each of the 14 allergens. You can do this by checking the labelling for each ingredient in each food item that you sell.

For example, eggs may be found in the mayonnaise used to make home-made tartare source, presenting both an allergy risk and possibly a food safety risk if poor temperature control leads to bacterial multiplication. That's why home-made tartare sauce should be considered a **high care or high risk dish.**

Gluten in flour is another well-known allergen, and one that many fish and chip shops have addressed by having gluten free days and gluten free frying equipment. As the gluten in standard flour/batter can easily contaminate the oil and anything else fried in it, fresh or uncontaminated oil should be used for gluten free fish and chips. The gluten contamination cannot be sieved out or otherwise removed so don't cross contaminate your frying medium. Some shops are full time gluten free. They will have a dedicated pan that is only used for frying fish in gluten free batter, as well as separate serving tongs and sieves to avoid any cross contamination.

Your food allergens matrix must be reviewed annually with any changes annotated. If any ingredients change from an existing supplier, you change to a new supplier or update your menu offering, you must check the ingredients and make any necessary amendments to your allergens matrix. It is best practice to record the review date on the document along with the name of the person who conducted the review.

EXERCISES

Conduct the following exercises in order to further both your knowledge and confidence.

What do you think the temperature should be inside your refrigerator? Write your answer here. °C
Check the running temperature of your refrigerator and write down your answer here. °C
Do you have a prominent sign telling customers they can ask for information about allergens? When was your allergens matrix/information last updated?
Candidate's signature and date

You have now completed the Food Safety module. Well done!

Segment Three - Health & Safety and The Law

INTRODUCTION

The Law is an area that frightens many people. There's such a lot of it for a start ... and it's hard to find out what it is until you break it.

In this module we're going to look briefly at some areas which most affect you. Work steadily through the module and remember headings. A good lawyer does not know all the Law. They just remember where to look for it!

This module must not be taken as authoritative. If you have any legal problems, see a solicitor.

AIMS OF THE SEGMENT

When you have completed this section you'll be able to:

- Outline the key points of the Health and Safety at Work Act 1974;
- List the powers of a Health and Safety Inspector;
- Understand how to complete a Health & Safety and a Fire risk assessment;
- List the various types of fire extinguisher available;
- State how to deal with a frying range fire;
- Understand how the COSHH (Control of Substances Hazardous to Health) Regulations affect your business;
- Describe the other Health & Safety hazards present in your business;
- Understand how to deal with and when to report accidents.

HEALTH AND SAFETY LAW

The **Health and Safety at Work Act 1974** was brought in to protect anyone who is at work.

It applies to you, your staff, your customers and visitors to your shop.

It is the legal duty of employers to ensure:

- The health, safety and welfare of all employees;
- That they display an up to date Health and Safety Law poster;
- That they provide safe equipment and safe methods of working;
- That they provide information, instruction and training to all employees;
- That they provide a safe working environment;
- That they provide welfare facilities;
- That they assess the risks in the workplace;
- That they have a health and safety policy.

The Act also gives powers to Health and Safety Inspectors.

Full details can be found on the Health & Safety Executive website at http://www.hse.gov.uk/

SAFE EQUIPMENT AND SAFE METHODS OF WORKING

All equipment in the premises must be safe to use including the frying range.

- Any machines that require guards must have the guards in position. Any removable guards should be fitted with cut out switches or similar protective device. An example of this will be your chipper if you have one.

- Appropriate training must be given to anyone authorised to use this kind of equipment, and training records kept.

- The equipment must be serviced regularly so that you don't put your employees or the public at risk.

Employees have a legal duty not to misuse or interfere with equipment. They should adopt safe working practices and must not endanger each other. **If an electrical appliance is faulty, you should switch off the appliance at the socket, isolate the faulty equipment and seek help from a qualified person.**

Frying ranges

A modern frying range must conform to European product safety Directives and will carry a 'CE' certification plate.

Only a qualified engineer should service and repair your frying range. It is essential you only use a **GAS SAFE registered engineer with the correct qualification to work on the type of commercial catering equipment you have.**

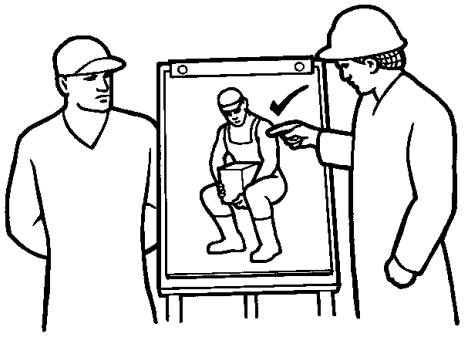
If it's a newly installed range you should have your flue outlet approved by the Local Authority. The company supplying your range should advise on this.

It is important that your flue outlet doesn't bother your neighbours or the passing public. If you have your range connected to an existing brick chimney then you must have a flue liner and the terminal height must be well above nuisance level.

If your range has a sump box in the extraction system it should be checked regularly and any fat deposits cleaned out, and records of doing this kept to comply with your insurance warranty.

Information, instructions and training

This will include general information about Health and Safety legislation as well as more specific instruction and training designed to reduce the risk of accident and injury. This could mean introducing control measures to remove or reduce risks.



"An accident can be defined as an unplanned event which causes or has the potential to cause injury or loss."

An employer must provide instruction to staff on how they should work and what potential risks they may encounter during work. More formal training delivered within the business or by means of external training courses may back up this instruction. It is the responsibility of the management to take the appropriate action on behalf of their staff.

Safe working environment

As it suggests, this means that the premises are laid out and maintained in such a way as to promote safe working. In practice this will include things like flooring material, lighting, water and electricity, space, time and motion, and fire exits.

Floors

Floors should be durable, non-porous (so it doesn't absorb water) and made from anti-slip material. Epoxy resin is seen as best, but non slip tiles and Altro flooring are also good. Where appropriate, a floor should slope for fluids to run into drains. Wooden and bare concrete floors are ruled out because they absorb water.

Lighting

Ideally, shop lighting will be bright "daylight" lighting. A well-lit shop is not only attractive to customers but it is also more hygienic and safer. More hygienic because it is so much easier to tell when things are dirty and need cleaning. Safer because it is easier to spot hazards when they are well lit.

Water and electricity

These **MUST** be kept separate. All circuits must be in good condition and tested at regular intervals. Machinery must be earthed, fused, or include circuit breakers. This is to reduce the risk of shocks to the user. All work should only be carried out by a qualified and competent person.

Space, time and motion

Sufficient space for people to work in is very important. There must be plenty of space for you and your staff to move around, to avoid bumping into each other or the equipment. A well-laid out spacious workplace is efficient, safer and looks better to customers.

Finally, your layout must work for you in terms of 'time and motion'. By this I mean that your shop should be organised with the minimum amount of effort in mind. If you find your equipment is in the wrong place when you're actually using it, move it! If it's a long walk to fetch fresh batter or chips, do something about it! If you don't use your head, your legs will become very tired indeed!

Fire exits
A fire exit is essential from the back of the premises as well as the front. Fire exit routes should be clearly sign posted and fire exit doors should be clearly marked with the appropriate signage. Don't forget that the outside of the fire exit door should be clearly marked "Fire exit, do not obstruct".

HEALTH AND SAFETY POLICY

Every business that has **five** or more employees, including the owner, **must** prepare a written statement of policy concerning health and safety at work in relation to the business and they must ensure all employees know of this. Even if there are fewer than five employees, it is a good idea to write out a policy statement. This will help you identify all the potential hazards such as trailing wires, electrical equipment, hot fat, hot surfaces and potentially slippery floors, together with arrangements for dealing with any emergency.

If you employ fewer than five staff or have no staff at all, you are not *exempt* from the requirements of Health and Safety Law. The authorities will come down just as heavily on self-employed persons for any breach of the regulations.

HEALTH AND SAFETY INSPECTORS

An inspector is authorised by the Health and Safety Executive to exercise similar powers to those of EHOs under the Food Act. These include the right to enter any premises at any time to exercise their duties. An inspector has the power to issue improvement notices, and if they feel that the person is carrying out an activity that involves a risk of serious personal injury, they have the right to issue a prohibition notice.

A prohibition notice may be immediate, but an improvement notice must allow a period of at least 21 days, before coming into effect. Failure to comply with either of these notices could lead to a significant fine, if found guilty, and in some cases even imprisonment.

Let's now look in greater detail at some of the practical aspects of health and safety.

RISK ASSESSMENT

Remember, a hazard is anything with the potential to cause harm whilst a risk is the likelihood of harm occurring.

The six main steps of conducting a risk assessment are:

- Identify the hazards;
- Identify who may be harmed and how;
- Evaluate the risks and existing controls and decide if they are adequate;
- If existing controls are not adequate, implement additional controls;
- Record all significant findings;
- Periodically review and update the assessment.

For further information about conducting risk assessments see www.hse.gov.uk/risk/

FIRE SAFETY

Employers (and/or building owners or occupiers) **must carry out a fire safety risk assessment** and keep it up to date. This shares the same approach as health and safety risk assessments and can be carried out either as part of an overall risk assessment or as a separate exercise.

You must have proper firefighting equipment. It must be serviced regularly.

Training is essential and the fire evacuation drill should be practised. Everyone should know what to do. For example who will phone the fire brigade? Who will evacuate customers from the premises? Who will decide if it is safe to fight the fire? Who will carry out the roll call after an evacuation? Where is your assembly point?

What would you do if a person's clothing catches fire? Roll them in a fire blanket to smoother the flames.

How can you prevent an oil or fat fire?

- Before lighting your range check that all pans have oil/fat to a level to cover the thermostat;
- Never overheat oil;
- Never leave a pan unattended while oil is heating;
- Check thermostats and high limit stats are working correctly;
- Handle and dispose of batter scraps safely;

- Ensure the range is serviced by a qualified engineer at the required intervals
- Ensure the extraction ducting is cleaned by a competent contractor at the required intervals;
- Be alert to possible dangers at all times.

Fighting a pan fire

Of the types of extinguisher usually available on the market only CATEGORY F (wet chemical) extinguishers are suitable for deep fat fires. However dry powder or carbon dioxide can also be used for electrical fires and water extinguishers for paper fires.

Water extinguishers are not suitable for oil or fat based fires as water will spread the fire with explosive force. In fact they can be far more dangerous than the fire itself.

Training is essential for firefighting and you should go through a fire drill with your employees.

Even with the most modern fire extinguishers available it is often safer to call out the fire brigade and let them deal with the emergency.

If a pan fire breaks out you should:

- Raise the alarm;
- Call the fire brigade;
- Switch off all equipment;
- Shut down extractor systems to prevent fire spreading to the ducting;
- Close pan lids;
- Get everyone outside and check they're all there;
- **Only** fight the fire if it is safe enough to do so.

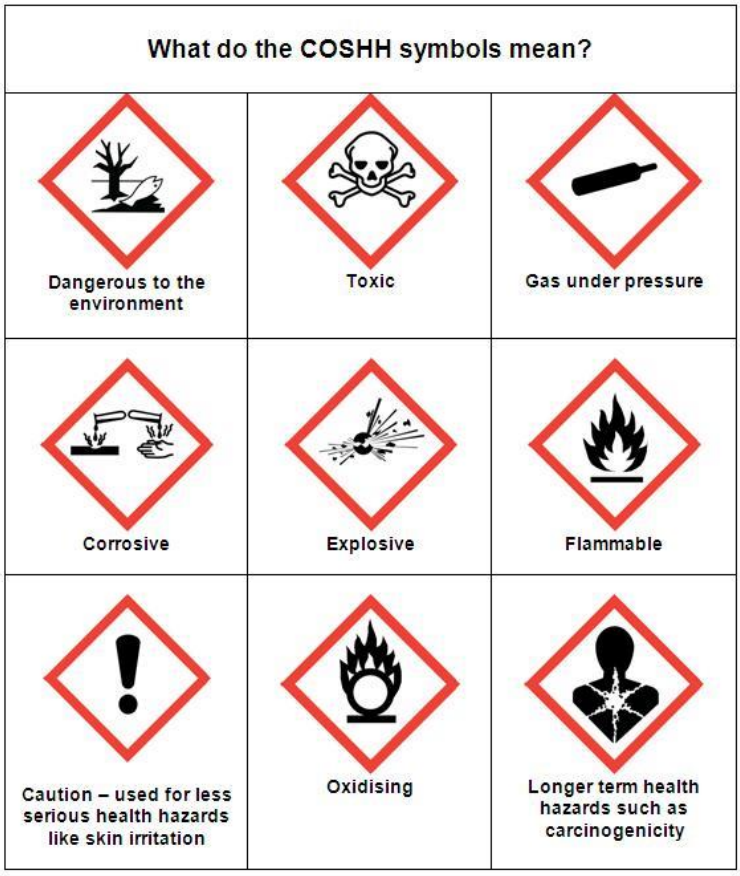
There must be at least two fire exits from your premises.

COSHH (CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH) REGULATIONS 2002.

The use of cleaning materials is controlled by COSHH **(Control Of Substances Hazardous to Health Regulations 2002).** When you are using cleaning materials, it is important that you follow the appropriate working practices, which may well include specialist training and providing (and wearing) personal protective equipment.

The COSHH Regulations 2002 provide a framework to help protect employees and other persons, including the public, from health risks from hazardous substances in the workplace. The regulations include a wide range of substances such as cleaning materials for floors and toilets, dish washer detergents, fungicidal paints and garden chemicals. **In fish & chip shops don't forget items such as undiluted non-brewed condiment and potato whitener such as Drywite.** The suppliers of these ”controlled chemicals” must also provide clear guidance on their use and a safety data sheet, which you must read.

Many substances will incorporate one of the following signs, displayed on the next page, on the label.
However the absence of such a sign need not necessarily mean this substance is not hazardous.



Source: rospaworkplacesafety.com

Carrying Out A COSHH Assessment

1. List all hazardous substances used in the workplace.

2. Record for each the suppliers name, address and telephone number from where further information on the substance can be obtained.

3. Identify the significant risks to people from each substance.

4. Consider and record what precautions, protective clothing, training or other control measures are required.

On completion of the assessment the control measures should be put into place and regular reviews carried out, particularly if new substances are used or working methods changed.

OTHER HAZARDS

Hot fat, trailing wires and **slippery floors** all require simple care. Again, training is essential.

Did you know that slips, trips and falls are the most common cause of injuries at work?

Keep people away from the hot fat.

Don't ever trail wires across a floor. Make sure the floor is dry and free from chips. Look out for the skateboard chip!

Sharp corners, equipment and obstacles are your responsibility.

There shouldn't be any sharp corners to take bits out of elbows, knees or hips!

Equipment such as peelers and chippers must be safe to use and maintained regularly.

Knives should be kept sharp and stored safely. This is best done on a magnetic strip mounted on the wall.

All gangways, doorways and confined spaces must be free of obstacles.

Anything with a guard must be used according to the manufacturers' instructions.

ACCIDENTS AND INCIDENTS

Inevitably accidents can still occur in the workplace:

Every fish & chip business should have:

- A first aid kit;
- An accident book;
- Trained first aiders;
- The knowledge of when to report incidents to the HSE.

Write down all accidents. A dispute about an injury could cost you money later.

A fully stocked first aid kit must be within easy reach. .

All first aid kit must be comply to British Standard BS 8599-1 and be a suitable size for the number of employees in your workplace

Plasters (waterproof dressings) need to be blue, so that if they fall into food they are easy to identify.

Contents of British Standard Compliant (BS 8599-1)
First Aid Kits for the Workplace

Contents	**Small**	**Medium**	**Large**
F/A guidance leaflet	1	1	1
Medium sterile dressing	4	6	8
Large sterile dressing	1	2	2
Triangular dressing	2	3	4
Safety pins	12	12	24
Eye dressing	2	3	4
Adhesive dressings	40	60	100
Sterile wet wipe	20	30	40
Microporous tape	1	1	1
Nitrile gloves - pair	6	9	12
Face shield	1	2	3
Foil blanket	1	2	3
Burn dressing 10 x 10cm	1	2	2
Clothing shears	1	1	1
Conforming bandage	1	2	2
Finger dressing	2	3	4
Sterile eyewash 250ml	0	0	0

Accident Book

All companies with ten or more employees are required by law to have a work accident book on premises to record injuries. Information in the work accident book is legally required to be stored safely for three years. Accident books must comply with data protection legislation.

First Aiders

First aid should only be administered by an approved first aider.

It is recommended that every business should have at least one qualified first aider on duty at all times, more if a large number of employees are working at the same time.

Reporting accidents

Incidents and accidents that occur in the workplace have to be reported to the HSE under RIDDOR **(Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013)** if:

- Death, major injury or injury to a member of the public occurs;
- The employee is absent from work for more than three days as a result;
- A specified occurrence or disease is the result.

RIDDOR specifies who must complete the report and how it must be completed.

Now that you have become familiar with some of the important aspects of health and safety issues, have a go at completing the following exercises.

EXERCISES

Read your Health and Safety policy statement. Record below when this was last reviewed and by whom?
Check that adequate firefighting equipment (fire extinguishers and fire blankets) is available. Check that the equipment is stored correctly using mounted brackets or on stands and is labelled correctly including the date of the last service. Record the last service date:
Find out where your first aid kit is located and check its contents against a designated list. Does your first aid kit contain everything it should?
Does your frying range carry a 'CE' certification plate? Where is this located?
In the event of an evacuation due to a fire, where is your assembly point?
Candidate's signature and date

Well done. You have now completed the Health and Safety segment.