



Twelve15

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**HEALTH & SAFETY
KITCHEN PROCEDURES MANUAL**

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AUTHORISED USE

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Any inappropriate/unauthorised use of the ECO System may result in disciplinary action being taken.

PERSONNEL CRITICAL CONTROL POINT ASSESSMENT

STEP	HAZARD(S)	PREVENTATIVE MEASURES	MONITORING PROCEDURES	CCP(S)	CRITICAL LIMIT(S)	ACTION ON DEVIATION
PERSONNEL	Contamination of the product or ingredients by: being infected with or a carrier of food poisoning; not wearing adequate or appropriate protective clothing; not tying back long hair; not covering cuts or wounds with blue waterproof dressings; bad practices, wearing jewellery, nail varnish or other potential contaminants or not thoroughly washing their hands and keeping finger nails short.	Health screening of food handlers. Provision of clean protective clothing. Provision of first aid facilities. Staff awareness training on hazards of poor personal hygiene. Limit jewellery, no nail varnish and other potential contaminants. Adequate facilities for hand washing. Observe good practice notes. Issue personal hygiene notes.	Health questionnaires (ASC 2, 3, 4a & 4b). Training record (ASC 1). Internal Audit (ASC 15).	Health status.	Satisfactory health questionnaire or medical. Staff aware of critical limits and action on deviation.	Exclusion from handling food until achieve medical approval. Retrain.

PROTECTIVE CLOTHING

All staff handling food will wear suitable clean protective clothing.

Protective clothing will be changed when soiled.

Protective clothing will be worn only for food handling duties. Uniform will be washable and only used in the kitchen. Armguards are recommended for use with short sleeves.

When involved in heavy cleaning, staff will wear the appropriate gloves and if necessary rubber aprons, goggles, boots and masks.

Staff will not wipe their dirty or wet hands on protective clothing.

Protective headgear will be worn. Long hair should be tied back in a low pony tail or a low bun.

Protective leg covering will be worn i.e. tights, stockings. If for medical reasons trousers cannot be worn.

A notice will be displayed, where appropriate, instructing all visitors to wear suitable protective clothing.

Torn or damaged clothing will be reported to the Caterer, safety pins should not be used.

When required the appropriate safety clothing will be worn.

CHANGING AND STAFF FACILITIES

Adequate changing facilities will be provided to enable food handling staff to change from their outdoor clothing into clean protective clothing before entering a food handling area.

Hand washing facilities will be provided and will include hot and cold water supplies, liquid bactericidal soap and a suitable means of hand drying.

The changing rooms will be kept tidy and scrupulously clean. Soiled protective clothing will be stored away from the storage of clean protective clothing.

Changing rooms will be well lighted and ventilated.

STAFF TOILETS

Where possible sanitary accommodation will be provided for the exclusive use of the food handling staff.

Where necessary separate and sufficient sanitary conveniences will be provided for both sexes.

A notice which instructs the user to wash his/her hands will be displayed in every sanitary convenience.

Wash hand basins will be provided within the areas, with adequate hot and cold water supplies, soap and a suitable hand drying facility.

The sanitary accommodation will be kept tidy and scrupulously clean.

PERSONAL HYGIENE GUIDANCE FOR FOOD HANDLERS

Even healthy people carry germs around with them - in the nose, skin and bowels - some of which can be responsible for food poisoning.

Skin lesions, boils, rashes, cuts and discharge from any site are hazardous and can contaminate food with food poisoning bacteria. Staff with diarrhoea or vomiting may also contaminate food with food poisoning bacteria.

All staff who handle food must take every precaution to ensure that such germs are not passed on to food. A few simple rules are, therefore, necessary and all who are employed in handling food must abide by them.

Scrupulous personal cleanliness is essential to safe food handling and the highest standard must be achieved and maintained at all times by those responsible for food storage, preparation, cooking and service.

Food should be touched by hand only when there is no alternative and hand cleanliness is the basic rule of hygiene.

Hands and arms must be washed with liquid bactericidal soap in running hot water and rinsed thoroughly in a wash hand basin designated specifically for such use:

- Before starting work;

- On returning to work after each break;
- After moving from one area to another;
- After using the toilet;
- Between handling raw and cooked food;
- After handling waste food and refuse;
- After handling chemicals;
- Before and after any cleaning procedure;
- After contact with pests or contaminated food;
- After touching any part of the head, mouth, ears or nose;
- After smoking.

Hands should be thoroughly dried, preferably with paper towels.

Nails must be kept short and scrupulously clean and not bitten. Nail varnish is not permitted.

Hair must be clean and if worn long, tied back off the face with the use of appropriate fastening, in either a low pony tail or low bun,

Skin cleanliness is essential. Therefore a daily bath or shower is recommended. It is appreciated that make-up is part of good grooming but this should be tastefully applied and kept to a minimum at work.

Cuts, boils and septic cuts must be covered with a blue waterproof adhesive dressing. If a porous bandage is used, it must be covered by a water-proof dressing e.g. finger stall or glove.

Feet should be covered with socks or tights and the safety shoes provided.

Food or drink should not be consumed whilst working in the kitchen and food service areas.

Protective clothing must always be clean and in good repair. Personal clothing should not protrude under the protective clothing, below sleeves or above the neckline. All buttons/press studs must be fastened and not present a risk of contaminating the food.

Hats should be scrupulously clean and must be worn at all times when handling food or in a food room.

Jewellery including watches, is not generally permitted, although plain wedding rings, sleepers and medic alert neck chains are allowed as long as they are maintained in a clean condition.

Smoking - remember smoking in a room where open food is handled or stored is illegal and could lead to prosecution.

Authorised medication must not be brought into the kitchen, it must be stored and used away from food preparation areas. Checks will be made to ensure the employee is not too ill to work and the medication does not cause drowsiness.

Strong smelling perfume is not permitted to be worn by a food handler.

AVOIDANCE OF BAD PRACTICES

Bad habits are not easily broken and if they are exhibited by a food handler, and present a risk of contaminating food, careful and conscientious control is required.

Common bad habits include:

- Wetting fingers to open bags or to pick up sheets of wrapping paper;
- Picking the nose;
- Scratching the head or spots;
- Tasting food with an unwashed spoon;
- Coughing and sneezing on to hands and handling food without first washing;
- Using a sink for hand washing;
- Using a wash hand basin to rinse utensils;
- Handling the inner parts of crockery or glasses;
- Chewing gum, eating sweets or food in food rooms other than dining areas.

Caterers must ensure that staff are familiar with and practice good personal hygiene.

RULES FOR EMPLOYEES - MANUAL HANDLING

Injuries caused by incorrect handling form the largest category of work injury.

A back injury, once sustained, frequently causes permanent weakness.

Attention to the following simple rules can prevent years of suffering.

1. If the load is heavy or awkward, ensure a manual handling assessment has been done. If necessary **GET HELP**. Do not lift alone.
2. Mechanical aids should be used to lift and move all loads if practicable. Make sure you have been trained to use mechanical aids safely. If unsure, **ASK** for training.
3. Check before lifting that there is adequate room to lift the object and that an unobstructed path exists to the destination (height and width ways). Check that there is adequate room for setting down.
4. If a "team lift" is involved, one person must lead and take charge. Rehearse the lift if necessary before attempting the real thing.
5. Check for sharp edges, wear protective gloves to protect your hands and give a better grip.
6. Wear suitable safety footwear.
7. Change size of the object i.e. sometimes the problem is an inappropriately sized container for the job. Consider the sequence of the operation too e.g. decant some of the content before lifting.
8. Select containers with handles or handgrips.
9. Position wheels e.g. castors on the base of a bucket allowing the bucket to be pushed rather than lifted.
10. Protect your hands, use wrapping or wear gloves.
11. If you are a sole worker it is your responsibility to ensure guidelines are followed and help is sought when required.
12. Where possible order supplies in easy to carry packages.
13. Limit the maximum number of crates being moved on a trolley.
14. Design the task to reduce reach distances, reduce upward reaching, reduce large vertical movements etc.
15. Provide mechanical handling aids such as a conventional sack trolley.

When lifting a load remember these points:

1. Keep back straight.
2. Keep arms close to the body.

3. Tuck the chin in.
4. Stand facing the direction you intend to go with feet slightly apart, one slightly in front of the other.
5. Bend the knees and grip the load with the palm of your hand, not just your fingers.
6. Lift by straightening the legs, keeping the load close to your body.
7. Turn by moving your feet, not twisting the trunk.

Twelve15 will reduce the risk of manual handling injury by carrying out manual handling assessments.

HOW TO CARRY OUT A MANUAL HANDLING ASSESSMENT

The following questions should be asked when carrying out an assessment:

Is the load: Heavy?

Bulky or unyielding?

Difficult to grasp?

Unstable or with content likely to shift?

Sharp, hot or otherwise potentially damaging?

In the working environment are there:

Space constraints which hinder good posture?

Uneven/slippery/unstable floors?

Variations in floor/work surface levels?

Extreme of temperature/humidity/air movement?

Does the task involve:

Load or controls at distance from the body trunk?

Frequent repetitive movements?

Twisting the trunk?

Stooping or prolonged working with bent neck?

Lifting/carrying/pushing/pulling for excessive distance or height?

Risk of sudden movement of load?

Frequent/prolonged physical effort?

Insufficient rest/recovery periods

Does the manual task:

Require unusual strength, height etc.?

Create a hazard if pregnant or a health problem?

Require special knowledge or training?

Remember to group activities and individuals together where applicable. This assessment will be carried out by a competent person. If possible, provide trolleys or open sack trolleys to move loads around.

HEALTH POLICY

To ensure all food handlers or persons coming into contact with food, are fit to work at all times and are maintained free from infection which could contaminate food.

Method Statement

All prospective food handlers to complete a pre-employment questionnaire prior to appointment.

Caterer to complete Reportable Infection Review Form (ASC4a) following discussion with catering staff. Where a positive response is received on ASC4a, individual food handler must complete form ASC4b a copy of which can be found in the termly record book. Twelve15 will investigate as appropriate the information received on the completed ASC4b to establish fitness to work.

All temporary food handlers to complete questionnaire.

All food handlers to complete an agreement to report certain infections.

Bank staff entering area where open food is handled to complete a Pre-employment questionnaire (ASC 2).

Introduction

One of the most common causes for an outbreak of food poisoning is the contamination of food by an infected food handler. For this reason it is necessary to exercise some form of control to ensure all food handlers are fit to work.

Control should be exercised in respect of any prospective employee; temporary or casual food handler; visitors to food handling areas; and ensuring employees maintain themselves free from infection.

This section provides procedures to follow and appropriate questionnaires. In order to ensure staff report infections, a declaration to this effect is provided which should be signed by all employees. Before requiring an employee to sign the form, it is appropriate to make the member of staff aware of the risks they will present if they handle food whilst infected.

When reviewing the completed questionnaires, it is important to adopt the approach of:

If in doubt, seek medical advice.

Always ensure your Medical Advisor or the employees own General Practitioner is aware of our concern and the duties carried out by the individual. Some form of written evidence of suitability for work should be provided by the Medical Advisor or GP, a copy of which should be kept with the completed questionnaire.

Permanent Food Handlers

All prospective permanent food handling staff will complete a pre-employment health declaration.

All food handlers will complete and sign agreement to report infections (ASC3).

In the case of both questionnaires, where any positive response cannot be suitably resolved, the individual will either not be employed as a food handler or the matter referred to a professional Medical Advisor.

In the case of there being no impediment to employment, stool examination need not be undertaken as part of the pre-employment screening.

In the case of the prospective permanent food handler referred to the professional Medical Advisor it will be necessary to receive confirmation in writing from the Medical Advisor of the suitability of the applicant before the employment is offered.

Temporary or Casual Food Handlers

All prospective temporary or casual food handling staff will complete a Twelve15 pre-employment medical questionnaire for food handling staff (ASC 2).

The completed questionnaire will be assessed by the Caterer.

In the case of any positive response, which cannot be suitably resolved, the individual will not be employed.

In the case of there being no impediment to employment, stool examination need not be undertaken as part of pre-employment screening.

Food Handlers Returning to Work After Sickness or Holiday Abroad

Caterer to complete Reportable Infection Review Form (ASC4a) following discussion with catering staff. In cases where there is a positive response, individual food handler to complete ASC4b. Twelve15 will investigate as appropriate the information received on the completed ASC4b.

In the case of any positive response or concern in respect of areas visited or symptoms, which cannot be suitably resolved, the individual will not be permitted to work in food handling areas until certified fit to work by a professional Medical Advisor or the individuals own General Practitioner.

Visitors

Twelve15 will require all contractors to demonstrate their fitness to enter food handling areas and before entering the kitchen will report to the Caterer before entering food handling areas. Visitors must, at all times, observe the practices and procedures adopted within the catering establishment.

Notices will be displayed at entrances detailing the on site requirements.

TWELVE15 (ASC 2)
Agency/Casual Staff Pre-employment Questionnaire
(Please note that Twelve15 operates a No Smoking Policy)

Name: _____ Position: _____

Agency (if applicable): _____ Date: _____

Time Duty Commenced: _____

Working for Twelve15 you are requested to complete the following questionnaire. Please tick the appropriate box.

Section 1	Yes	No
Do you have a basic food hygiene certificate? If yes please state date of certificate:		
Have you been given any training by your Agency regarding food hygiene?		
Section 2		
Are you suffering from any of the following: Diarrhoea Vomiting A food borne disease e.g. typhoid, paratyphoid, dysentery Skin Infection Heavy Cold Ear or Eye Discharge		
Section 3 - Health & Safety (to be completed after Induction)		
Do you know the location of the fire and safety exits?		
Do you know you can be held responsible if you cause an accident through neglect?		
Have you been instructed how to lift heavy objects?		

I have been instructed and understand how to use the following equipment (please initial where appropriate).

Equipment	Initials
Sterilizer Fryer Oven Boiling Top Steamer Food Mixer Chemicals	

Section 4 - Memory Aids

You should wash your hands (Bacterial Soap and paper towels are available at all hand wash basins, please use them):

- before you start work;
- after preparing raw food (including vegetables);
- before preparing cold cooked food;
- after emptying waste into bins;
- if you touch your face or hair;
- if you blow your nose;
- if you visit the toilet;
- at regular intervals throughout the day;
- use blue water proof dressing and disposable glove to cover all cuts and abrasions;
- clear up as you go.

Section 5

I have read and understood the units quality policy (delete if not appropriate to the Unit).

I have understood the questionnaire and fully understand my responsibilities.

Please sign and return to the Caterer/Catering Manager.

Signature: _____

Manager's Signature: _____

Date: _____

Twelve15
AGREEMENT TO REPORT INFECTIONS (ASC 3)

To be completed at commencement of employment.
Duplicate copy to be retained by the employee.

I will report to my Manager after returning and before commencing work and make myself available for medical examination, if any of the following apply:

1. Within the past 48 hours, I have suffered from:
 - (a) Vomiting

 - (b) Diarrhoea

 - (c) Septic skin lesions (boils, infected cuts etc. however small)

 - (d) Discharge from ear, nose or any other site

2. A member of my household is suffering from diarrhoea and/or vomiting.

3. I have returned from a holiday during which I suffered an attack of vomiting and/or diarrhoea.

4. I have returned from holiday during which members of my party had an attack of vomiting and/or diarrhoea.

Signed: _____

Date: _____

Twelve15
REPORTABLE INFECTION REVIEW FORM (ASC 4a)

This form is to be completed by the Caterer/Catering Manager after discussion with all kitchen staff members following the return from **every** school holiday.

All cases of reportable infections/symptoms or where an individual has had contact with a sufferer must be declared even if they are no longer suffering from the immediate symptoms.

In cases where there is a **POSITIVE** response to any of the questions below, you must advise your District Manager by telephone and this form must be provided for the REGIONAL OFFICE on the day of reporting for further investigation. Where there is a **NEGATIVE** response, this form should be retained in the Assured Safe Catering Termly Record Book.

Please ✓ the one that is applicable

Have you or any members of your team suffered from diarrhoea and/or vomiting in the last forty-eight hours?	Yes	No
Have you or any members of your team suffered 'flu like' symptoms in the last 48 hours?	Yes	No
Have you or any members of your team had contact with anyone suffering diarrhoea or vomiting or infectious disease?	Yes	No
Are you or any members of your team suffering from infectious conditions of skin, nose, throat, eyes or ears i.e. boils etc?	Yes	No
Have you or any members of your team returned from holiday where individuals or members of your party have suffered diarrhoea or vomiting?	Yes	No
Have you or any members of your team in the last 21 days been in contact with anyone, at home or abroad, who may have been suffering from typhoid or paratyphoid?	Yes	No

Delete and sign as appropriate below:

✓ No reportable infections to declare	Signature: _____ Site Name: _____ Date: _____
____ (number) cases(s) of reportable infections to notify	Date & time reported: _____ Name of person details reported to: _____ Date ASC4a sent to Regional Office: _____ Site Name: _____ Caterer/Catering Manager Signature: _____ Date: _____

**Twelve15
REPORTABLE INFECTION QUESTIONNAIRE (ASC 4b)**

Name:	
Address:	
Contact Number:	
Place of Work:	
Date symptoms first occurred:	
Date symptoms ceased:	
Describe your symptoms (i.e. diarrhoea, vomiting, skin infection):	
Did you consult your Doctor?	Yes or No (delete as appropriate)
What was diagnosed?	
Details of any medication prescribed:	
Is the condition likely to reoccur?	

Twelve15 reserve the right of referral to Occupational Health where symptoms persist.

I declare to the best of my knowledge, that the information I have given is accurate.

Signed: _____

Date: _____

Please return the completed document in the prepaid envelope for the attention of your District Catering Manager. Ensure you refrain from the work place until you are advised that it is appropriate to return to work by your District Manager

PROCEDURE FOR A KITCHEN WITH TEMPORARY FAILURE OF HOT WATER SUPPLY

The Food Hygiene (England) Regulations 2006, Regulation (EC) 852/2004 stipulates that 'wash hand basins must be provided with hot and cold running water'.

If a temporary failure of hot water supply to a kitchen, in particular to the wash hand basin, the following action must be taken immediately.

CATERER to advise the District Manager of the situation IMMEDIATELY.

Where possible Twelve15 will provide a temporary hand washing facility. Arrangements are to be made to place the Mobile Unit into the affected school. Arrangements for this are to be made via the transport co-ordinator. Relevant instructions for use are to be communicated to the Caterer on site.

When required Strictly Education 4S/Area Catering Officer will work with the District Manager to request prompt action from the school to arrange emergency call out and repair to the boiler as soon as it is practically possible.

The District Manager will clarify with the Caterer arrangements in place for cleaning and sanitising purposes:

1. Suitable and sufficient hot water must be available for cleaning and sanitisation purposes. Boiling water in pans or hot water from steriliser is acceptable for this purpose. EXTREME CAUTION must be exercised when boiling hot water is being dispensed and used in this way. A risk assessment must be carried out first.
2. Plates, bowls and cutlery are to be washed in the normal manner in a dishwasher or through the sink and sterilizer. In the case that neither of these options are available, disposable plates etc. must be used.
3. Cleaning of tea towels and oven cloths to continue as normal, either boiled in pan or washing machine.

SMOKE FREE WORKPLACE

The Council is committed to providing a smoke free environment for all staff.

The policy applies to all individuals on council premises, including employees; external contractors; clients; visitors and the general public.

Smoking is prohibited on any council premises including schools, entrances, council vehicles or private vehicles used on council business where another employee or client is a passenger.

It is important to note that the **law** states that smoking is not allowed in any enclosed workplace, public building or on public transport. If you break that law you are liable for any fixed penalty notice or fine imposed. The Council will not pay, or reimburse, any fixed penalties or fines imposed on those found smoking in smoke free premises or vehicles. For further information please see the **Direct Gov website**.

Alternative forms of nicotine replacement are now available, including a growing uptake and usage of E-cigarettes. Whilst it is recognised that they are different from conventional cigarettes they still simulate a smoking experience. This may cause concern in the workplace, particularly in settings used by, and for, younger people. Therefore to remain consistent with Smoke-free at Work Policy the use of E-cigarettes is prohibited in no smoking areas. Given the sensitivity of how these products are perceived in various workplaces, this applies to all cigarette shaped, smoking cessation, inhaling devices. Any attempts to breach the Policy and smoke at any time, in any location, during working hours may lead to disciplinary action.

Implementation

Overall responsibility for policy implementation and review rests with Human Resources. However, all staff are obliged to adhere to and support the implementation of the policy. The department named above shall inform all existing employees, consultants and contractors of the policy and their role in the implementation and monitoring of the policy. They will also give all new personnel a copy of the policy on recruitment/induction/starter pack. Appropriate 'no-smoking' signs will be clearly displayed at the entrances to and within the premises and in all smoke free vehicles.

Non-compliance

Local disciplinary procedures will be followed if a member of staff does not comply with this policy. Local councils are responsible for enforcing the law in England. Those who do not comply with the smoke free law are committing a criminal offence and may also be liable to a fixed penalty fine.

Help to Stop Smoking

The NHS offers a range of free services to help smokers give up. Visit www.smokefree.nhs.uk or call the NHS Smoking Helpline on 0800 0224332 for details.

Guidelines

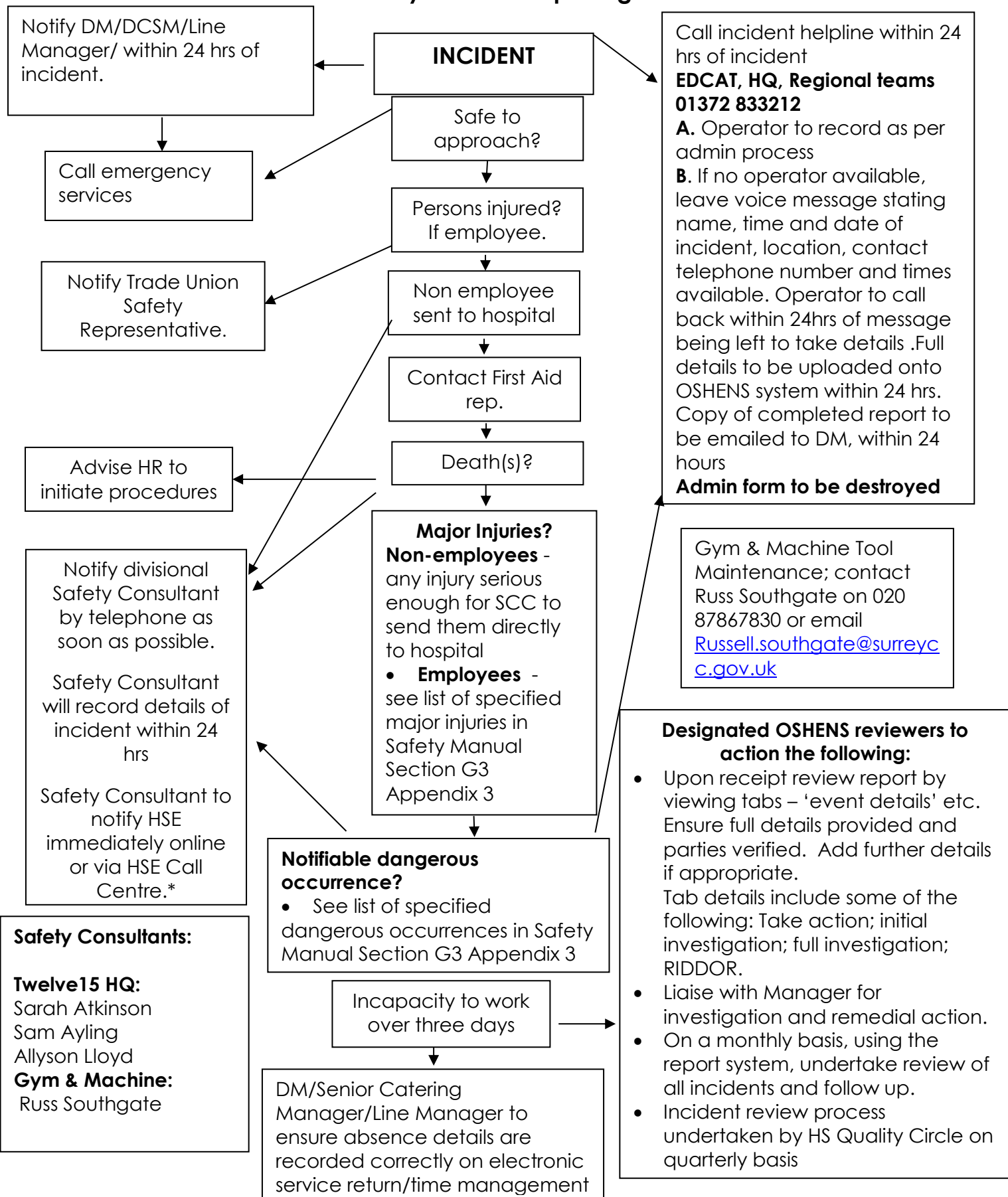
The aim of these guidelines is to work in a smoke free environment, for the benefit of all: staff; client groups and visitors. The Smoke Free at Work Policy is not concerned about whether employees smoke but where they smoke. This is fundamental to Surrey County Council's commitment to being a responsible employer.

- All facilities used by children and young people must be given a smoke free status, consequently school sites including buildings and all areas in school grounds will be considered smoke free zones.
- Staff who are entitled to a break may use their breaks to go off school premises to have a smoking break, with the knowledge of their managers. It is necessary to remove uniform and change into other clothing before leaving the premises.
- If you work less than six hours you are not legally entitled to a break.
- Food handlers who smoke must observe high levels of food hygiene after having a cigarette, handwashing must take place before proceeding with food preparation.
- If a designated smoking area has been identified, management must fully inform employees of the requirements and the objectives of the Policy.
- Smoking is prohibited in all Council vehicles and those on hire to the Council that are used for the purpose of work by Surrey County Council employees – whether they are full time, part time or temporary agency staff.
- Staff who use their own private vehicles for work purposes on a casual or essential car user basis are not permitted to smoke when they are carrying passengers in their cars on Council business. They should also not allow passengers to smoke within their vehicle during working hours.
- All smoke free premises must display no smoking signs that meet the requirements of the law.

INCIDENT AND INJURY REPORTING

An accident is an unplanned, uncontrolled event that may or may not lead to personnel injury, damage to plant or machinery and the loss of business opportunities. Accidents also include acts of violence done to people at work.

Guidance Notes Health & Safety Incident Reporting Flow Chart



First Aid

Twelve15 will ensure that in units where there are over 50 people there will be a qualified first aider on duty at all times during normal working hours.

The District Manager/Catering Manager will be responsible for identifying on site first aider(s) in each site.

Training

First Aider - complete First Aid Certificate issued by HSE (four day course).
Appointed persons - complete appointed person emergency certificate (one day course).

All training should be repeated, as a minimum, every three years.

Twelve15 will be responsible for provision of suitable and sufficient first aid boxes within the workplace and ensure they are replenished and available to use.

The First Aid equipment will comply with current legislative requirements.

All waterproof adhesive dressings for food handlers will be blue and individually wrapped. Finger stalls of various sizes will also be stocked.

No medication whatsoever will be kept in the first aid box or issued to staff.

Contents of First Aid Box

Waterproof blue plasters;
Sterile eye pads;
Triangular bandages;
Sterile dressing of various sizes;
Safety pins;
Plastic gloves.

FIRST AID PRACTICES

All food handlers suffering from a small cut or scratch will have these fully covered with a clean blue waterproof adhesive plaster before starting work. An injury sustained on duty will be reported to a Caterer immediately and notified to the incident reporting helpline 01372 833212. Medical treatment will be sought in appropriate cases.

Food handlers with septic cuts, boils, rashes, other skin lesions or discharge from any site will inform the Caterer immediately.

It is a disciplinary offence for food handling staff to work with a porous dressing on the hands or forearm below the elbow.

First Aid Guidelines

Bleeding

1. Press the edges of the wound together for a few minutes;
2. Place a pad over the wound;
3. Bandage;
4. If necessary, place on more pads and bandage again. **Do not** remove earlier pads or bandages;
5. Place a limb in raised position;
6. Do not remove foreign bodies unless just on the surface.

Nose Bleed

1. Sit subject upright with head slightly forward;
2. Firmly pinch either side of the nose above the nostrils

Scalds and Burns

1. Smother the flames if burning;
2. Cool the area with cold running water for **at least** 10 minutes;
3. **Do not** use ointments or sprays;
4. **Do not** try to remove clothing

Shock

1. Keep the subject warm and comfortable;
2. Give nothing by mouth.

Poison or Drugs

1. Refer to advice given on COSHH data sheets;
2. Seek medical help.

Non Corrosive Products e.g. Neutral detergent, sanitiser etc.

1. Refer to advice given on COSHH data sheets;
2. Seek medical help.

1. **Acidic Products** e.g. Acid toilet descaler
2. Do not induce vomiting;
3. Give the subject milk;
4. Drink large quantities of water;
5. Get help immediately.

Electric Shock

1. Switch off the supply and disconnect the appliance. If this is possible - **STAND ON DRY, INSULATING MATERIAL.**
2. Remove the subject clear.

3. Apply CPR. (Apply heart massage if trained).
4. Now treat for shock.
5. **SEEK MEDICAL HELP.**

Broken or Dislocated Bones

1. Do not move the subject unless unavoidable.
2. Immobilise injured part with splints.
3. **DO NOT TRY** to correct deformity.
4. **SEEK MEDICAL HELP.**

Unconsciousness

1. Place subject in the recovery position.
2. Give artificial respiration if necessary.

STAFF PROTECTION – REDUCING THE POTENTIAL FOR VIOLENCE

It is the policy of Twelve15 as a caring employer, to be concerned with all aspects of violence to staff at work. It is the joint responsibility of Management and Client to provide a framework within which staff can work without the threat of violence.

Caterers Working Alone

1. Position desk facing door of the office;
2. Lock all outside doors excluding fire doors which should be secured with a thumb lock or shoot bolt. Identify a phone to use in case of emergencies. Make sure other personnel are aware that you are on-site;
3. Leave outside lights on during the hours of darkness;
4. Always ask for visitors' identification before admitting them.

Caterers Supervising External Catering Contractors (e.g. for a school kitchen let)

1. Lock away knives and dangerous equipment;
2. Lock yourself in Caterer's office and telephone for assistance if worried.

Incident Reporting

Detailed records must be kept of any assault or serious threat. All incidents must be notified to the incident reporting helpline on 01372 833212.

Bad Language

The use of bad language by Twelve15's staff is strictly forbidden and as such is a disciplinary offence. There is no reason why our staff should

have to accept bad language from our customers. Try to reason with the customer and seek an apology, if this fails they should be reported to the school to take the necessary action. In an extreme case we are within our rights to refuse to serve that customer.

Threatening/Abusive Behaviour

If a customer is threatening or abusive, remain calm and try to reason with them, do not rise to the bait, usually this diffuses the situation. If this fails, they should be reported to the school. Once again, in extreme cases we are within our rights to refuse to serve that customer.

General Advice

Wherever possible there should be a barrier between our staff and the customer, such as a service counter or trolley and where these are not fixed, it should be possible to lock them into position so that they cannot be easily removed.

Everyone should always be looking for ways to reduce the potential for violence. The potential for violence can be reduced by:

- Providing a high standard of service;
- Recognising and responding to behavioural warning signs such as raised voices, people becoming agitated and showing signs of tension, responses becoming terse and accompanied by gesticulation, banging of tables or their other hand with a clenched fist.

The best way to handle a violent situation is to prevent it from happening.

There should always be a member of school staff available to deal with issues and he/she should be your first port of call. It is not Twelve15's responsibility to discipline the students.

Remember to stay cool and calm at all times and no matter how strong the provocation, do not touch a child as you will be in far worse trouble with potential police involvement if you do.

If you feel that the situation is so bad that the safety of your staff is a serious risk and there is not a member of school staff available, close down that particular service point or if absolutely necessary, close down the complete service.

The safety of our staff and customers should always be paramount.

If any member of staff is a victim of violence, they should be offered support and counselling. This can be at a local level by colleagues or

line manager or if they wish, they always have access to the employee support service (Team Prevent) on 0800 731 8631.

Finally, some very simple do's and don'ts for everyone:

Avoid Confrontation

DO treat everyone with courtesy

DON'T talk or use body language in an aggressive way

DON'T over-react when people are rude and inconsiderate

Try to Stop Disagreement progressing to Argument

DO keep calm – breathe slowly and keep muscles relaxed

DO speak clearly in a normal voice without patronising

DO listen to the other person's point of view

DO seek compromise – maintain hope of a reasonable outcome

DON'T interrupt, shout or use threatening body language

DON'T do anything which may humiliate the other person

Walk Away from Danger

DO try to avoid being cornered

DO keep alert to any possible need to escape

DO leave politely before a situation deteriorates too far

DON'T 'have a go' – it's not your job

TRAINING POLICY

Twelve15 recognise our staff as our most important asset. All staff will receive training and development opportunities to ensure that they are able to carry out their role effectively to meet the needs of the service.

It is the policy of Twelve15 to continuously assess the skills and development of all staff and where there are training needs, to work to meet those needs.

A Training Booklet is available on the ECO system or by contacting the Human Resources Division at HQ giving details of the courses we run for catering staff. After discussion with your staff, you can discuss with your District Manager the courses they would like to attend and would benefit from. Similarly, if you feel that you or your staff have other training needs which cannot be met by these courses, please discuss the matter with your District Manager.

Payment of Expenses

Twelve15 acknowledge that training is of value to both the service and to the individual and invests considerably in the development and presentation of service appropriate courses. The individual is expected to contribute their time for their own personal development.

Delegates can claim travelling expenses from their normal place of work to the training venue. Claims should be based on accurate mileage with reference to the meter reading for the journey. Mileage should be rounded up to the nearest whole mile and any home to work miles deducted on the claims form. You should plan to follow the shortest route and share car journeys where possible. Mileage will be paid at the current County Council user rate.

Parking fees will be paid if a free parking space is not available. The parking ticket must be retained as proof of purchase and submitted with a completed travel expenses claim form.

If you are required to travel on public transport to a training venue, you can claim the cost of your journey. Tickets must be retained as proof of purchase and submitted with a completed travel expenses claim form.

Claim forms can be obtained from the Regional Office and once completed in full and signed should be sent to the District Catering Manager/Line Manager for authorisation.

Responsibilities

It is the responsibility of staff and managers to identify training needs to ensure the appropriate development takes place and its effectiveness is evaluated.

Delivery of Training and Development

The following methods will be used:

- On the Job Training by other members of the team and managers;
- Work Shadowing;
- Formal training sessions in accordance with our Training Programme;
- Secondments/Coaching
- In addition information on policies and procedures is available via electronically held manuals

Pre-start Induction

All new employees are required to complete a number of mandatory online training modules prior to starting work and a further suite of modules as part of the on going induction process and within the probationary period. There is a continuous training

programme, which will be carried out by either the District Catering Manager, Mobile Caterer or Line Manager or appropriate Twelve 15 Trainer.

This is a requirement of employment and as such is unpaid. The District Catering Manager will contact the successful candidate and make the necessary arrangements to carry out the pre-start induction.

Once a job offer has been made Business Support will e mail the candidate with log in details for Twelve15 on line learning platform 'Olive,' along with instructions on how to access and complete the Olive pre start induction modules.

The new employee is unable to start work until these modules have been completed

The employee will receive an on-site induction to explain essentials such as fire evacuation procedures, who leads on safeguarding within the school.

Training and Development Records

An Induction checklist and Equipment Training Record Card (ASC1) will be completed for all new members of staff. Once complete, the Induction Checklist will be signed by both the trainer and the employee and will be forwarded to the Regional Office, where a copy will be maintained on the Performance File. The ASC1 will be completed and signed as training on the equipment is completed. It should be maintained in the kitchen. If the individual transfers to another site, they should take their training record card with them.

Training needs should be assessed and agreed on an ongoing basis and as part of an annual performance conversation.

Annual Appraisals

As a member of Twelve15 staff, we want you to feel valued and able to contribute to the way you and your team work and develop. Part of this process involves giving you the opportunity to discuss your role in detail, at least annually as part of a performance conversation. Of course you will have other regular feedback sessions with your line manager throughout the year.

Food Hygiene Training Objective

To ensure all food handlers are trained in food hygiene matters commensurate with their work activity.

Training will be designed and carried out to ensure that all food handlers are able and qualified to carry out their duties, ensuring at all times the highest standards of food safety and hygiene.

An annual training plan will be maintained detailing the specific needs and achievements of each food handler.

Individual training records will be maintained.

The proprietor of a food business must ensure that food handlers are adequately supervised, provided with appropriate instructions and where necessary, trained in food hygiene matters commensurate with the work activity.

Whilst the term "food handler" is not legally defined, the Industry Guide recommends that it includes:

"any person involved in a food business who, by their actions, or management, or decisions, or advice, can directly influence the hygiene of any food handled by that business at any stage".

This would encompass anyone who handles and prepares open food and at least the next line of supervision. It will also include staff handling or cleaning articles or equipment with which food comes into contact. Food includes drink and ice.

All food handlers should undertake induction training during their first day of employment. Such training should include:

- * Controls and systems of the organisation;
- * Personal hygiene and health policy;
- * Avoidance of contamination of food;
- * Temperature control.

This is recorded on the Induction Checklist and Equipment Training Record Card (ASC1), and signed by the Caterer and Employee.

Staff should also be issued with and sign the agreement to report infections and a copy of the personal hygiene guidance for food handlers.

Further training will be determined having regard to:

- * The industry guide;
- * The nature of the food with which the food handler works;
- * How the food handler handles the food or food contact surfaces;
- * The critical steps or control measures for which the operator is responsible;
- * How the requirement about supervision will be applied.

The regulations do not specify methods, nor do they specify that attendance at a formal instruction course is necessary. Managers will receive additional training/checklist to be made aware of the key responsibilities of the role.

On an annual basis a Health & Safety knowledge check is carried out by way of a quiz.

PERMANENT STAFF - TRAINING PLAN

On a termly basis the training needs of all food handlers will be assessed by the Unit Manager and/or District Manager with each individual member of permanent staff. New members of staff will be included in the plan within one month of appointment. Progress and review of the Training Plan will be undertaken mid-term and any necessary modifications undertaken.

Training Plan records will be maintained at the Regional Office.

PERMANENT STAFF - INDIVIDUAL TRAINING RECORD

An individual training record will be maintained for each member of permanent staff. New members of staff will have an individual training record sheet completed within one month of appointment. The Training Record will be updated by the member of staff completing any element of training.

Records will be maintained on form ASC1 and electronically on SAP.

AGENCY STAFF

Temporary staff will be requested to demonstrate a level of hygiene knowledge which is adequate to undertake the task for which placement is sought. Agreement will be sought with the staff employment company. Where possible, the duties of temporary staff will be limited to low risk activities or those requiring limited hygiene knowledge. A suitable induction programme will be organised during the first week to cover the specific aspects of the company procedure. Before commencement of duties, the temporary member of staff will be required to demonstrate their hygiene knowledge (ASC2).

Twelve15 INDUCTION CHECKLIST

to be completed either Pre-Employment or on First Day of Employment

To be completed in conjunction with the staff information book
(Section references are highlighted in brackets)

All topics must be covered on initial meeting and reinforced at site induction with
Caterer

NAME: _____

SITE: _____

START DATE: _____

MANAGER: _____

PREMISES

Tick box

Training record card (ASC1 for Ed Cat & Civic)	<input type="checkbox"/>
Introduction to colleagues/Site staff/Role of clients	<input type="checkbox"/>
Tour of local facilities/notice boards/signing in register	<input type="checkbox"/>
Location of toilets, washing facilities/changing/storage facilities	<input type="checkbox"/>

Signature of Trainer: _____

Signature of Employee: _____

Date: _____

HEALTH AND SAFETY

Tick Box

Health and Safety Welfare Policy Statement (January 2016) (App D) Include Manual Handling/ personal hygiene /local safety practices	<input type="checkbox"/>
Protective Clothing (S11)	<input type="checkbox"/>
Cleaning agents & COSHH Regulations (S11)	<input type="checkbox"/>
Regular reporting of infections (If appropriate) (S10)	<input type="checkbox"/>
Event and Injury reporting procedure OSHENS (S11)	<input type="checkbox"/>
First Aid instructions (S11)	<input type="checkbox"/>
Hand Washing/Personal Hygiene	<input type="checkbox"/>
Awareness of faulty/dangerous equipment and reporting procedure (S11)	<input type="checkbox"/>
Fire exits, location of fire alarm/equipment/evacuation procedure, assembly points	<input type="checkbox"/>
Risk assessments required e.g. Maternity/unaccompanied working/Young persons/Well- being/light duties (S11)	<input type="checkbox"/>
Unaccompanied workers Instructions (I drive)	<input type="checkbox"/>

Signature of Trainer: _____

Signature of Employee: _____

Date: _____

CONDITIONS OF EMPLOYMENT

Tick Box

Contract and pay information (S3)	
Guidance for employment of relatives/partners/friends (S6 & I Drive)	
What to Do When Sick /Sickness/Absence Card/ Role of Occupational Health/EAP Leaflet/Other absences (S10)	
Standards of Appearance (App F)	
Ending Harassment, bullying and Discrimination in the workplace-reporting incidents of violence, bullying, harassment, victimisation and discrimination	
Twelve15 Vision	
Job Profile/Probation review meetings set up/Annual Appraisals (S7)	
Code of Conduct (App C)	
Domestic Abuse Card/Safeguarding card (S12)	
Requests for time off (S9)	
Twelve15 Behaviours document	

Signature of Trainer: _____

Signature of Employee: _____

Date: _____

OPERATIONAL ISSUES

Tick Box

Keys/passes/Securing buildings (if appropriate) (S16)	
Lockers/Securing Personal Belongings/Use of mobile phones (S16)	
Hours of work/Entitlement to breaks and lunch/drinking water (S16)	
No Smoking Policy/Drugs/Alcohol policy and Twelve15 guidelines issued (S11)	
Management of Cash & use of systems (if appropriate)	
Key responsibilities and duties/Role of Supervisor	
Emergency contact details & email address	
Cleaning, inset and closure days/Additional periodic cleans (App B)	
Internet acceptable use policy & use of Social Media (S5)	

Signature of Trainer: _____

Signature of Employee: _____

Date: _____

Once fully completed this document should be returned as soon as possible to RO/HQ to be maintained in staff performance file.

**Twelve15 Training Record Card
Education Catering**

Employee's Name _____ **Unit** _____

Line manager _____ **Date** _____

	Make / Model	Date	Signature of Trainer	Signature of Employee	Re-trained	Date
General Gas						
General Electric						
Steam General						
Extractor unit						
Knives						
Sterilizing Sink						
Dish Washer						
Hobs	Gas					
	Electric					
Ovens	Gas Standard					
	Electric Standard					
Combi	Rational					
	Air-o-steam					
Fryer						
Mixer	Hobart					
	Electrolux					
Mixing Attachments						
Slicing Machine						
Food Processor						
Veg Prep	Ditto					

**Twelve15 Training Record Card
Education Catering**

Employee's Name _____ **Unit** _____

Line manager _____ **Date** _____

Courses	Date Completed		Expires on	Re - Test Date		
Induction Session						
Level 1 Hygiene						
Level 2 Hygiene						
Level 3 Hygiene						
Craft Course 1						
Craft Course 2						
Craft Course 3						
Book Keeping						
Manual Handling						
Fire Safety						
Allergen Training						

ADDITIONAL TRAINING REQUIRED					
Training Required	Background details	Need identified by ?	Date training completed	Signature of employee	Signature of Manager/Trainer

CRITICAL CONTROL POINT ASSESSMENT -CLEANING

STEP	HAZARD(S)	PREVENTATIVE MEASURES	MONITORING PROCEDURES	CCP(S)	CRITICAL LIMIT(S)	ACTION ON DEVIATION
CLEANING	Contamination of the product or ingredients by: using dirty containers or equipment which comes into contact with food; dirty hand contact surfaces or; misuse of chemicals; dirty oven cloths and wiping cloths.	Provision of a comprehensive cleaning schedule and cleaning materials chart. Instruction and training of staff in the use of chemicals and protective equipment. Observe good practice notes. Plan programme for cleaning of cloths.	Internal audit (ASC15). Training Record Card (ASC1). Casual/Agency Staff Questionnaire (ASC2).		Disinfection of cloths.	Re-clean.

THE PRINCIPLES OF KITCHEN CLEANING & HYGIENE

The objective of a kitchen cleaning and hygiene programme is to minimise the risk of bacteria and dirt from the general kitchen environment contaminating food.

Since bacteria grow on any type of soil or dirt and especially food soils, this is best achieved by a regular cleaning and hygiene programme, which both prevents the build-up of soil and dirt and also ensures the absolute cleanliness of those surfaces which come into contact with food.

Certain principles govern this operation:

1. Cleaning Frequency
Both the regularity of cleaning and the timing of cleaning must be designed to achieve maximum impact. Leaving accumulations of dirt and soil overnight, for example, can make an already demanding task much harder by allowing the soil to harden and become more difficult to remove, or by allowing bacteria to breed overnight and contaminate other areas of the kitchen.
2. Cleaning Areas
It is important to know what as well as when. A list of all the necessary areas to be cleaned and their time of cleaning is fundamental to helping kitchen staff ensure proper completion of the total cleaning programme.
3. Cleaning Products
Unless the products used can really do the job, then all the best planning in the world is wasted. Choosing correctly formulated products not only makes cleaning more effective, it makes it easier and simpler for staff to use them and thus achieve the desired standard of cleanliness.
4. Method of Use
Even the most effective products need to be used correctly to achieve best results. Clear instructions for correct product use on each cleaning task must be provided. Success comes from using the right amount of the right product, in the right way.
5. Cleaning Equipment
Mops, cloths, wipes etc. must be kept in good condition. Even the best operator will be let down if not provided with the correct "tools" for the job.

6. Sanitising

All surfaces that come in contact with food or can influence the general level of bacteria in the kitchen should be sanitised as well as cleaned at regular intervals. Sanitising kills bacteria and therefore reduces the level of bacteria present to an acceptable level. This minimises the chance of growth of the dangerous types of bacteria, for example, dirty surfaces can breed bacteria, which can be transmitted to food contact surfaces by a number of methods. Clean surfaces, regularly sanitised, reduce the risks.

REMEMBER - SANITISING IS NOT A SUBSTITUTE FOR CLEANING. IT REINFORCES AND EXTENDS THE BENEFITS OF EFFECTIVE CLEANING.

7. Sterilising

The rinsing sink should be prepared as early as necessary, filled with hot water and left with the lid on so that water is maintained at a temperature of 82°C.

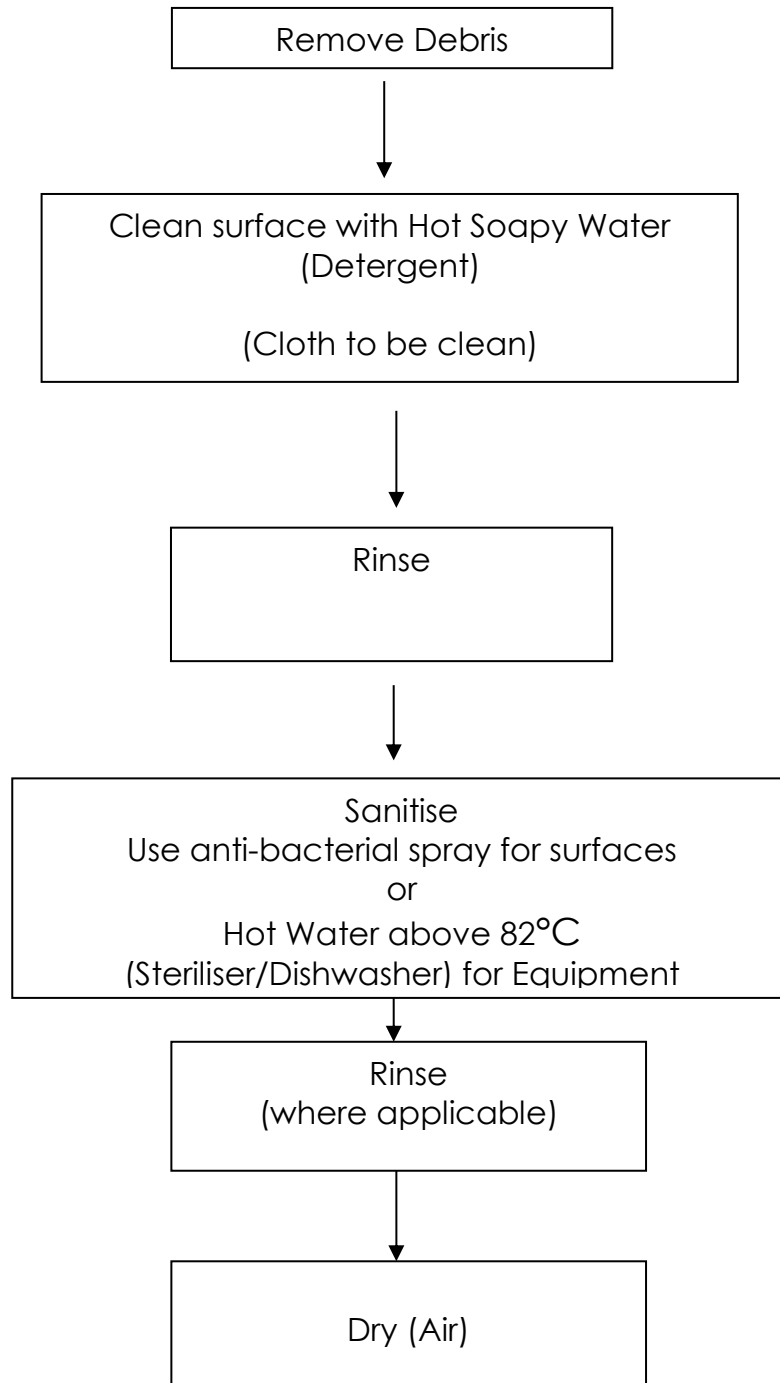
Plates, cutlery and beakers should stay at least two minutes in the rinsing sink.

The steriliser is to be probed prior to use and recorded on Form ASC7.

TWO STAGE CLEANING PROCESS

The Flow Chart below describes the Six Stages of the Cleaning Process to be used on all Food and Hand Contact Surfaces

NB: Ensure equipment for cleaning i.e. cloths are cleaned appropriately after each use and renewed regularly



KITCHEN CLEANING SCHEDULE

Daily	M	T	W	TH	F
Follow Two Stage Cleaning process; clean as you go, prior to start, between tasks and at the end of the day.					
Two Stage Clean fridge/freezer doors and handles.					
Two Stage Clean all sinks & taps, sterilizer unit, wash hand basin, bucket sink, toilet flush and toilet door handle.					
Two Stage Clean all hobs, hob plates, service counter, any equipment i.e. food mixer/slicer.					
Wash & sanitise cloths – machine wash (boil wash-90°C) boil on hob using a designated saucepan & biological washing powder only after service.					
Empty, wash and sanitise rubbish bins.					
Sweep and wash floor. Put out 'Wet Floor' signs.					
WEEKLY					
Empty and Two Stage Clean fridges					
Clean shelving under work surfaces and windowsills.					
Move and clean grundy bins (inside & outside) and clean the storeroom.					
Clean changing room and toilet.					
Clean Caterer's/Catering Manager's office.					
Boil mop heads above 82°C. Do not put in washing machine.					
Empty deep fat fryer: Secondary – weekly, Primary – half termly or as required.					
PERIODICALLY					
De-scale: dishwasher, sterilizer, steamer, sinks & taps.					
Where applicable Rational Interim Clean (43 minutes).					
HOLIDAY CLEANING: 1 DAY EASTER; 2 DAYS SUMMER					
Deep Clean ovens Strong Clean Rational Oven (214 minutes).					
Defrost, Clean Fridge/Freezer (move away from the wall to clean behind).					
Wash walls up to 6ft/2 metres, pipe work up to 6ft/2 metres, including floor/wall edges. School to arrange all cleaning above 2 two metres					
Dry Stores, shelves, drawers/food cupboards, cleaning cupboards.					
SUMMER CLEANING DAYS					
Day 1: Clean dining room furniture Day 2: Normal cleaning day					

NB: Carry out your duties with due care to prevent injury to yourself and others.

CLEANING EQUIPMENT AND MATERIALS

Cleaning equipment, chemicals and materials will be stored in a purpose built room or cupboard within or adjacent to the catering area. When not in use, the room or cupboard will be locked shut.

Separate colour coded cloths and cleaning equipment (brooms, mop and buckets and dustpan and brushes) must be used in Kitchen, Toilet and Dining areas to avoid cross contamination.

Mop heads are to be detachable and colour-coded. Blue for the kitchen and green for the toilet area and should not be used in other areas.

Mops will be washed and wrung out after every use and stored in the designated area with their heads uppermost. Mops will never be stored with their heads soaking in water or disinfectant solution, or on the floor.

Mop heads are to be detached and heated to a rolling boil at least once a week separately from the cloths in a designated saucepan using biological washing powder. Do not put in washing machine.

Mop buckets will be emptied, cleaned, dried with disposable paper towels and stored inverted.

Cleaning equipment, chemicals and materials will be returned to the cleaning room or cupboard immediately after use. It will not be stored in the kitchen preparation, storage or serving areas.

Cleaning materials will never be stored in food or equipment stores where they may contaminate food or equipment, or be decanted into unsuitable or unmarked containers.

All food surfaces, food and equipment will be covered whenever large scale cleaning takes place. Preparation surfaces will be covered before a floor is pressure-hosed and cleaned down afterwards, to avoid the risk of airborne contamination. Pressure hosing will not take place where open food preparation and cooking is in progress.

Cleaning agents will be used only by trained staff in accordance with the manufacturer's instructions in respect of dilution and application. Chemicals will never be mixed.

All equipment used for cleaning will be cleaned after use and prior to storage. Cleaning equipment must be stored away from food/toilet areas.

Colour Coding

GREEN	Toilet areas
YELLOW	Dining areas
BLUE	Kitchen areas
RED	Raw meet preparation

DE-SCALING

Kitchen appliances and areas in the kitchen in frequent contact with water will require periodic de-scaling. The hardness of the water in an area will determine the frequency of which the de-scaling process will need to be carried out. Regular de-scaling will ensure machines are operating at their greatest efficiency and minimise breakdown due to furred pipes. Monthly de-scaling is advised or more regularly if necessary.

Please ensure you follow the guidance notes below.

De-scaling Guidance Notes

There are two types of de-scale in use as follows. Please ensure when using either de-scaling product that the relevant personal protective equipment is used i.e. goggles and gloves.

SUMA SCALE D5.2

Dishwasher:

1. Turn L4/A5 dispenser unit rocker switch to the off position (if your unit has a switch it will be found either, on the front under the cover or on the underside of the dosing unit).
2. Fill machine with fresh water.
3. Under counter machines hold approximately 15 litres of water – add seven doses of D5.2 using the dispensing pelican pump. Pull through machines hold approximately 20 litres of water – add nine doses of D5.2 using the dispensing pelican pump.
4. Run two minute cycle five times.
5. Drain dishwasher and rinse thoroughly with fresh water.
6. Switch dispenser unit back on (as per step 1).

Steamers:

1. Ensuring water tank is full **turn off** water inlet valve.

2. Dispense nine doses of D5.2 using the dispensing pelican pump into the water in the tank.
3. Soak for 30 minutes, **do not** leave to soak overnight.
4. Drain water away completely including topper tank.
5. Rinse thoroughly with fresh water.

Spray Bottle: Sinks, Taps, Sterilizers:

1. Fill spray bottle with 1 litre of water.
2. Dispense two doses of D5.2 using the dispensing pelican pump into the spray bottle.
3. Spray affected areas and allow 15 minutes contact time.
4. Rinse thoroughly with fresh water.

DELPHIS ECO DE-SCALER

Dishwasher:

1. At the end of the day re-fill machine with fresh water.
2. Under counter machines hold approximately 15 litres of water – add three doses of Delphis Eco De-scaler 2 using the dispensing pelican pump. Pull through machines hold approximately 20 litres of water – add four doses of Delphis Eco De-scaler using the dispensing pelican pump.
3. Run five normal cycles.
4. Drain dishwasher and rinse thoroughly with fresh water.
5. Leave door open to air dry.

Steamers

1. Ensuring water tank is full **turn off** water inlet valve.
2. Dispense three doses of Delphis Eco De-scaler using the dispensing pelican pump into the water in the tank.
3. Soak for 15 minutes, then drain completely including topper tank.
4. Rinse thoroughly with fresh water.
5. Turn on water valve and re-fill tank with fresh water.

Spray Bottles: Sinks, Taps, Sterilizers:

1. Fill spray bottle with 1 litre of water.
2. Dispense two doses of Delphis Eco De-scaler using the dispensing pelican pump into the spray bottle.
3. Spray affected areas and allow 15 minutes contact time.
4. Rinse thoroughly with fresh water.

GUIDANCE ON PREPARING CLEANING SCHEDULES

Cleaning schedules will be devised, covering all food handling areas, including storage, refuse and delivery areas.

The rota will indicate the equipment/structure, the method and frequency of cleaning, the chemical or detergent to be used, and its dilution.

All fixtures/fittings, equipment and surfaces will be included in the schedule.

The schedule will be revised regularly to ensure that new equipment is included.

The frequency of cleaning of equipment of an area will depend entirely upon its present use. Changes in use will require a change in the cleaning frequency and the schedule will be regularly reviewed and revised.

Detailed cleaning processes for all equipment will be available.

DEEP CLEANING PROGRAMMES

Regular deep cleaning of food handling rooms will be undertaken as necessary.

CLEARING OF DINING ROOM - MORNING BREAK & LUNCH BREAK

At the end of service the catering staff are responsible for wiping tables in the Dining Room, sweeping and spot mopping any spillages and emptying and washing waste bins.

MONITORING

Cleaning will be checked and signed by the Manager on a weekly basis (ASC7).

CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH 1988 (COSHH)

The COSHH regulations cover the control of substances hazardous to health and concern the health and safety at work of all staff.

A COSHH assessment for each product used in the workplace has been carried out, in conjunction with the manufacturers and suppliers, copies of which are to be held in each workplace, which may be amended from time to time. The assessments detail the proper use of substances, the steps to take for safe use and emergency action including first aid service.

COSHH helps to protect everyone at work. It is important to read the assessment sheets and follow directions for the safe use of products.

Additionally, please ensure that you always follow these general rules:

Safety Rules for use of Materials

1. If you do not know what to use, **ask**;
2. **Never mix materials** together;
3. Read the instructions carefully;
4. Always measure the materials and water;
5. Ventilate rooms when using a solvent;
6. Do not leave unmarked materials where others could misuse them;
7. Always add the materials to water.

Hazardous Substances

- Twelve15 will whenever possible, replace hazardous substances with less hazardous substances.
- Will train the staff in COSHH.
- Refresher training in COSHH will be given when necessary, or when chemicals are changed.
- Will ensure the COSHH file containing safety data information is readily accessible for emergencies and is held by Catering Manager / District Manager.
- Will detail all substances used in the COSHH file.
- Will ensure all staff are informed about the COSHH assessment and protective equipment required.
- Will provide suitable protective equipment where the need is identified e.g. gloves and face masks.
- Staff will report any defects to Managers.
- Will carry out a COSHH assessment on all new substances prior to its use.
- Will review the COSHH assessment on an annual basis. All changes to control measures and change of personal protective equipment will

be properly assessed and appropriate training planned and carried out.

- Will store and use chemicals in approved designated areas.

CARE AND CLEANING OF EQUIPMENT

Refrigerator

Switch off the motor and wedge open the doors. Allow the refrigerator to defrost completely, then clean out thoroughly. This should be carried out weekly, preferably not on a Friday, to ensure that the refrigerator is to correct temperature before the weekend in order that any faults can be identified.

Food with strong smells i.e. fish, should be lightly covered and stored well away from items which will take up these smells.

Fresh meat and fish must always be placed at the bottom of the refrigerator to avoid cross-contamination.

Deep Freezer - Defrosting

- The cabinet must be defrosted and cleaned at least every three months/termly, ideally during the holidays when all frozen foods have been used. Frost will accumulate on the lining of the cabinet. It is not harmful up to 6mm (1/4" thick). If it becomes thicker, defrost at the first available opportunity.
- Warm water and bicarbonate of soda must be used to clean the interiors of the cabinet.
- Wipe the seal with food grade oil to prevent ice forming on it.
- Never use a sharp or metal instrument to remove frost.

Upright Freezers

Upright freezers require defrosting more frequently, i.e. termly, monthly or bi-monthly. Care must be taken to ensure that ice does not build up on the shelf edges, thereby preventing the door from sealing effectively.

POLICY REGARDING THE USE AND CLEANING OF JANITORIAL SINK UNIT

This policy is applicable only for schools with janitorial units.

The janitorial unit or mop sink should be treated as a 'high hygiene' area. It must be included on the daily cleaning schedule and weekly deep clean schedule.

Where a dual-use hand washbasin/mop sink is in situ, additional care must be taken to avoid cross-contamination between the mop sink and hand washbasin.

The hand washbasin must remain accessible at all times.

Where possible, the mop sink should only be used at the end of the day when all food is stored away and the floor has been cleaned.

If, however, the mop sink is used during service it must be cleaned to remove debris and sprayed with sanitizer to avoid the possibility of cross-contamination to the hand sink.

The mop sink must NOT be used for general cleaning outside of the kitchen area. Any incidents that occur in the Dining Hall, for example, a child being sick, must be dealt with by the school, using separate equipment.

After use at the end of the day, the mop sink must be cleaned and sprayed with sanitizer. All cleaning equipment must be stored in designated cleaning equipment storage area i.e. away from foodstuffs and toilet areas.

FREQUENCY OF CLEANING PREMISES CHART

REFERENCE	TYPE OF AREA	FREQUENCY	CLEANING WORK
A	KITCHEN	DAILY	Sanitise door handles and finger plates. Empty bins to bin areas. Wash, dry and sanitise all work surfaces. Wash, dry and sanitise all sinks, including taps, sink and grainer units (including hand wash sink). Sweep and wet mop floor. (Ensure use of wet floor warning sign). Wipe all door handles and finger plates
		WEEKLY	Wash & flush gullies and drains. Clean grease traps – arrangements for cleaning to be made by the school Wipe all ledges. Wipe over towel dispensers. Sweep & deck scrub floor.
B	DRY STORE	DAILY	Wipe over weighing scales or bench scales. Sweep and wet mop floor.
		WEEKLY	Wipe shelves, wipe doors & door handles. Wipe finger plates on doors. Wipe ledges, sweep & deck scrub floor.
		ANNUALLY	Reseal shelves.
C	VEGETABLE STORE	DAILY	Sweep & wet mop floors.
		WEEKLY	Wipe any shelves & ledges. Wipe over door handles & finger plates. Sweep & deck scrub floors.
		TERMLY	Scrub any shelving. Scrub any duckboards.
		ANNUALLY	Re-seal shelves.
D	SERVERY	DAILY	Wash & dry counter area. Wipe over door handles, finger plates & doors. Wash and dry sink and drainer. Sweep & wet mop area.
		WEEKLY	Sweep & scrub floor.
		TERMLY	Wipe over servery shutters.
E	DINING AREA	DAILY	Collect waste. Sweep & mop spillages. Wipe over tables and sanitise.
		ANNUALLY	Wash & thoroughly clean table & chairs.
F	OFFICE	DAILY	Collect waste, sweep floor.
		WEEKLY	Dust shelves, desk & cupboards. Sweep & mop floor.
G	CLOAKROOM	DAILY	Sweep & mop floors.
		WEEKLY	Wipe ledges, door handles, finger plates and lockers. Sweep & scrub floors.
		ANNUALLY	Re-seal shelves.

REFERENCE	TYPE OF AREA	FREQUENCY	CLEANING WORK
H	TOILETS	DAILY	Clean wash and sanitise hand basin & taps. Wipe over towel dispenser. Wipe over toilet seats & handles. Wipe over door, door handles & finger plates. Wipe over toilet roll holder. Clean, flush & disinfect toilet. Sweep & wet mop floor.
		WEEKLY	Wipe all ledges. Sweep & scrub floors.
I	PASSAGES	DAILY	Sweep & wet mop floors.
		WEEKLY	Wipe all ledges. Sweep & scrub all floors.
J	DUSTBIN AREA	DAILY	Clear litter & sweep.
		WEEKLY	Hose & deck scrub bin area.
K	EQUIPMENT OR TIN STORAGE ROOM	DAILY	Sweep & mop Floor.
		WEEKLY	Wipe over shelf area. Scrub floor.
		TERMLY	Scrub shelves.
L	LIFTS	DAILY	Sweep & mop out.
		WEEKLY	Sweep & deck scrub.
		TERMLY	As above - wipe down walls.
M	CLEANING CUPBOARDS	DAILY	Sweep & wet mop.
		WEEKLY	Sweep & deck scrub.
		TERMLY	As above - clean any shelves, wipe ledges etc.
N	KITCHEN & SERVICE WALLS	DAILY	Wipe away any spillages.
		TERMLY	Using hot detergent solution, wash down walls to specified height - 2 metres. Particular care should be taken behind sinks, pipes & tables etc.
O	DUSTBINS	DAILY	Ensure all rubbish bags are removed.
		WEEKLY	Wash out bin, leave to dry turned upside down with lid off.

FREQUENCY OF CLEANING HEAVY EQUIPMENT CHART

REFERENCE	TYPE OF EQUIPMENT	FREQUENCY	CLEANING WORK
A	OVEN RANGE TOPS	DAILY	Wipe over tops & any drip trays.
		WEEKLY	Wipe down surfaces including drip trays. Soak removable parts in hot detergent solution & thoroughly clean. Rinse in clean water & dry. Replace all part, clean switches & gas taps.
B	OVENS	DAILY	Wipe out oven to remove spillages.
		WEEKLY	Remove shelves and drip tray to sink & clean in hot detergent solution. Wipe out inside of oven door, sides & tops. Dry all parts after rinsing in clean water & re-assemble. When using oven cleaner, protect eyes, hands & all clothing.
C	BOILING PANS	DAILY	Drain & remove any scraps. Fill with detergent & hot water. Scrub well, rinse out with hot water. Wipe over outside with damp cloth. Polish.
		WEEKLY	Flush through if not used.
D	STEAMER	AFTER USE	Drain. Remove shelves & thoroughly clean. Rinse with clean water & replace. Wipe door sides, top etc.
		TERMLY	Drain, clean & leave empty. Make sure a notice is displayed to ensure steamer is not lit when there is no water in the tank. Leave door open.
E	FISH FRYER	DAILY	Remove food particles with fine mesh web. Wipe outside of fryer to remove any spilt oil.
		WEEKLY	Wipe outside of fryer. Remove frying baskets & trays & clean drain & refill.
		TERMLY	Drain clean & leave empty during closure.
F	HOT CUPBOARDS	DAILY	Wipe up spillages.
		WEEKLY	Remove shelves to sink & wash. Clean inside of cupboard doors & outside using stiff brush. Remove deposits from door frames.
G	CHOPPING BOARDS	DAILY	Sterilise after use. Dishwash or wash and sanitise after use. Dry well. Store standing on side to allow air to circulate.
H	WASHING UP MACHINE	DAILY	Drain machine. Remove particles of food from tank. Clean out ensuring all food particles are washed away. Wipe down outside of the machine. Leave doors open to allow air to circulate until next time.

REFERENCE	TYPE OF EQUIPMENT	FREQUENCY	CLEANING WORK
I	WASH HAND BASINS	DAILY/WEEKLY	Using detergent - wash around basin paying special attention to taps & any splash backs. Wipe dry & polish taps.
J	PLATE LOWERATOR	DAILY	Remove any food particles. Wipe over outside.
		WEEKLY	Give a good clean inside & out ensuring that any food particles are removed from bottom of lowerator.
		TERMLY	Scrub wheels & if possible, inside of lowerator spring.
K	COMBI OVENS	DAILY	Wipe out oven for spillages.
		WEEKLY	Remove shelves. Clean inside & out including doors.
		TERMLY	If necessary, clean with special solution or descaler as per manufacturers instructions.
L	VEGETABLE PREPARATION MACHINES	DAILY	Take apart, being careful with the blade. Always wash blade separately. Wash all parts, wipe out machine ensuring all food particles are removed. Re-assemble.
M	DISPLAY CABINET	DAILY	Wipe over shelves & doors.
		WEEKLY	Wash out whole cabinet. Remove doors if possible & clean door runners. Dry & polish. Replace shelves. Leave door open.
N	TABLES	DAILY	Make sure tables are cleaned down after use using detergent & hot water. Rinse & polish surface.
		WEEKLY	Clean out any drawers. Wipe down table legs.
O	REFRIGERATORS	DAILY	Wipe up any spillages.
		WEEKLY	Clean inside & out.
		TERMLY	Defrost. Clean inside & out. Ensure shelves are cleaned. Leave door ajar if not in use.
P	FREEZERS	WEEKLY	Wipe over top & sides of cabinet.
		TWICE YEARLY	Defrost. Clean thoroughly inside & out. Leave lid ajar if empty over a holiday period.
Q	TROLLEY (GENERAL)	DAILY	Wipe over shelves, handles & any other parts.
		WEEKLY	Thoroughly clean inside & out ensuring that all food particles are removed.
		TERMLY	Thoroughly clean inside & out ensuring wheels are also cleaned.
R	HOT TROLLEYS	DAILY	Wash & dry tops, shelves & handles.
		WEEKLY	Thoroughly clean inside & out ensuring that all food particles are removed.
		TERMLY	Thoroughly clean inside & out ensuring wheels are also cleaned.
S	CONVECTION OVEN	DAILY	Wipe up all spillages.

REFERENCE	TYPE OF EQUIPMENT	FREQUENCY	CLEANING WORK
		WEEKLY	Remove all shelves & clean doors inside & outside of the oven.
T	TOASTER	DAILY	Empty out all crumbs. Wipe over the outside.
U	MICROWAVE OVEN Civic Only	DAILY	Wipe up any spillages.
		WEEKLY	Wash out inside of microwave. Wipe the outside & the door. Ensure it is dried well. Radiation checks should be carried out once a year.
V	FOOD MIXER	DAILY	Wipe down outside of machine. Make sure all bowls & attachments are cleaned after use.
		WEEKLY	If any bowl protectors are used, make sure they are cleaned.
W	SLICER	DAILY	After use, carefully dismantle all moveable parts. Where applicable, remove cutting blade with special tool. Always clean the blade separately. Wash all parts well. Rinse in hot water. Dry thoroughly. Re-assemble. Ensure the blade is securely fixed.
X	SINKS	DAILY	Wash after use & at end of day clean with detergent. Wipe and sanitise around the taps.
Y	BRATT PAN	DAILY	Drain all liquid & food particles. Fill with detergent & hot water & scrub well. Drain & rinse. Wipe over outside. Leave lid open to keep dry.
Z	GRILLS	DAILY	After use, remove tray & drip tray. Place in sink & clean thoroughly. Wipe down outside of grill. Replace all trays & racks.
AA	BAIN MARIE	DAILY	Drain out water where required. Remove all spillages. Wipe down surface. Refill.
		WEEKLY	Drain out if required. Removable parts to be cleaned in sink. Wipe over outside of unit.
AB	POTATO PEELER	DAILY	Remove all parts & wash well. Wash out all peelings. Remove collecting box/tray. Wash well. Rinse out box area. Replace moveable parts. Do not put cover on. Leave open for air to circulate until next needed for use.

AC	CAN OPENER	DAILY	Wipe over to remove food & sterilise.
		WEEKLY	Remove particles from frame. Clean all parts being careful of blade. Lubricate all working parts. Re-assemble.
AD	TRANSPORTED MEAL EQUIPMENT	DAILY	After use ensure all food particles are removed & containers are scrubbed well inside. Wipe outside to remove any splashes or dried on food.
		TERMLY	To be scrubbed inside & out.
AE	STAFF LOCKERS	DAILY	Wipe over on outside.
		TERMLY	Clean inside & out.
AF	VENDING MACHINES		The manufacturers operating & cleaning instructions should be maintained. All food contact surfaces must be regularly cleaned & sterilised.

STRUCTURE / EQUIPMENT CRITICAL CONTROL POINT ASSESSMENT

STEP	HAZARD(S)	PREVENTATIVE MEASURES	MONITORING PROCEDURES	CCP(S)	CRITICAL LIMIT(S)	ACTION ON DEVIATION
STRUCTURE / EQUIPMENT	Contamination of the product or ingredients by: the premises and/or equipment not being maintained in a sound condition and good state of repair.	Ensure that equipment is well maintained and accurate records kept. Inspection of all equipment is carried out by competent person. Observe good practice.	Internal Audit (ASC15).			Notify responsible officer.

KITCHEN STRUCTURE

The Client, i.e. the school, or in the case of a community school/civic site, Surrey County Council is responsible for kitchen structure. Dependent upon the contract with the individual site, the maintenance and equipment servicing will be the responsibility of either the client or Twelve15. Details of specific site arrangements can be obtained from your District Manager.

RESPONSIBILITIES FOR REPORTING DEFECTS

The individual employee is responsible for identifying and immediately bringing to the attention of their Caterer who will notify the Client of any defects in building and/or equipment so that appropriate remedial action can be taken.

The following standards and guidelines have been prepared to aid the design of facilities and the effective rectification of defects:

FLOORS

1. Floor surfaces should be durable, slip resistant, non absorbent, coved to the wall and without cracks or crevices;
2. Regard must be given to the likely wear of the surface, how it will be cleaned, the type of sub floor and whether the floor will be wet or dry or subject to any chemicals;
3. The floor should be laid so as to enable easy and effective cleaning;
4. Any defective grouting, joints, damaged, worn or uneven surfaces should be remedied;
5. Any drainage channels or gulleys should be effectively trapped and sealed.

WALLS

1. Solid walls, coved at the junctions with floors and ceilings are preferable;
2. Wall surfaces should be durable, smooth, impervious and readily cleaned. All cracks and crevices should be filled.
3. Where walls are clad with stainless steel, aluminium, polypropylene or plastics, the gap between the wall and such cladding should be minimal. The sides, top and bottom of the cladding should be effectively sealed so as to prevent the ingress of pests and vermin. Where walls are clad with glazed tiles, voids behind the tiles should be eliminated and water-resistant grouting maintained in good order.
4. If walls are painted, absorbent emulsion and textured paints should not be used.

5. Food grade gloss paints or other suitable non-absorbent wall coverings may be used, but they should be durable and readily cleaned. Light coloured, preferably white paint should be used.
6. Wall surfaces around sinks, wash hand basins, to the rear of the shelves and work surfaces, will require protection from water, physical damage and/or heat;
7. Wall or floor stops may be required to prevent doors damaging wall surfaces and non-corrosive metal or PVC angles to protect wall corners. These should be sealed to prevent any voids;
8. Solid crash rails should be used where trolleys are likely to damage wall surfaces;
9. Pipe work should be bracketed at least 150mm from walls to facilitate cleaning;
10. All lagging should be smooth and impervious;
11. Pipes passing through walls should be effectively sealed.

CEILINGS

1. Ceilings should be smooth, hard and impervious and capable of being readily cleaned;
2. If a ceiling is suspended, access should be provided to enable pest control inspections/treatment and cleaning;
3. Solid ceilings should be insulated to avoid condensation problems.

WINDOWS

1. Windows and frames should be easy to clean;
2. All woodwork should be well seasoned, properly knotted, stopped, primed and given three coats of polyurethane paint;
3. Insect/Bird proofing should be provided to opening windows in food preparation areas where there is a risk of infestation. When fitted internally, they should be of a cleanable material and easily removable for cleaning;
4. Windows and fly proofing should be cleaned regularly and be constructed so as to enable easy cleaning;
5. Window sills in all new or upgraded kitchens should be sloped at an angle of at least 30°.

DOORS

1. Doors should be properly fitted with hard, smooth, durable, non-absorbent surfaces that are easy to clean;
2. All external doors and frames leading into the kitchen area should be adequately rodent proofed with metal strips to prevent gnawing;
3. Doors that are required to be left open should be fitted with suitable insect/bird proofed screening, where there is a risk of infestation.

LIGHTING

1. Lighting of a high standard is required in food preparation areas, not only for clear and safe working conditions, but also to detect dirt and pests;
2. Flush-mounted light fittings are preferred;
3. Fluorescent light fittings should be fitted with glare free vapour proof diffusers;
4. In food preparation areas, light bulbs and tubes should be of the safety type to prevent contamination in the event of the breakage.

VENTILATION

1. Ventilation should be provided to remove contaminated air and conditions suitable for pests and bacterial growth, thus preventing excessive heat, cooking smells, steam, grease, condensation and dust contamination surface;
2. Fresh air flows should not be provided to a "clean area" via a "dirt area" and should be screened to prevent ingress of insects, etc.
3. Appropriate gas interlocking ventilation systems will be installed wherever possible and maintained to ensure compliance with legislation.

SUPPLY OF WATER - HAZARDS

Control of Legionellosis and control the provision of water which is clean, wholesome, constant and of correct temperature.

The Client will be responsible for the control and co-ordinate the risk assessments for hot and cold water system and identify improvements.

The Client will ensure the following for new installations/repairs to existing water system:

- Ensure compliance with BS7000 and Codes of Practice;
- Where showers are installed, hot water shall be provided by in-line direct water heater;
- Commissioning of such systems shall include cleaning and chlorination in accordance with BS670;
- A total viable count country water test will be taken by the contractor from the farthest top outlet between 24-48 hours after completion of disinfection, to confirm the portability of the water supply.

ELECTRICITY SUPPLY

The Client will ensure safe provision of supply of electricity. This will include a programme and records of electrical testing of portable appliances.

Appliances requiring repair will be reported by the Caterer / Manager to the responsible officer.

GAS SUPPLY

The Client will be responsible for the safe supply of gas and ensure the following servicing and maintenance:

- All installation and repair work to gas appliances and/or associated pipework will be performed by approved CORGI registered contractors in accordance with the manufacturer's instructions;
- Review emergency shut off procedures regularly;
- Managers within Twelve15 will ensure all staff are aware of the emergency shut off procedure.

GOOD PRACTICE NOTES

GAS LEAK

If you smell gas:

- Open the windows;
- Do not create a flame;
- Do not operate electrical switches;
- Isolate gas at the control valve;
- If you are unable to isolate the supply then phone National Grid immediately on 0800 111999
- Evacuate the Kitchen
- Finally, inform your District Catering Manager.

CONTRACTORS/SUB-CONTRACTORS

Twelve15 requires contractors to comply with our Health and Safety standards, in addition to meeting their own obligations.

Selection

Twelve15 will only employ contractors authorised by Surrey County Council to properly manage their health and safety responsibilities.

Information

Twelve15 will ensure effective routes of communication for the exchange of relevant information between Twelve15, the Client and the Contractor.

- Provision of information about risks to health and safety associated with the work and the measures necessary to control and manage those risks;
- Provision of information about injuries, dangerous occurrences and ill health;
- Provision of relevant information to the contractors' employees.

EQUIPMENT REQUIREMENTS GUIDELINES

When purchasing equipment consideration will be given to:

- Ease of cleaning i.e. smooth, impervious surface;
- Designed to protect contents from external contamination e.g. nuts or bolts;
- Smooth round edges;
- Smooth joint and welds and continuous welding rather than spot welding hinges should be capable of being cleaned;
- The bases and lower parts of equipment including motors should be covered to prevent dirt traps;
- Electrical equipment must be waterproof.

NB. Preparation surfaces - will be jointless, durable, impervious, the correct height and provide a firm base on which to work. If materials other than stainless steel are used, for example, plastic laminate, care should be taken to seal edges and gaps. They must be able to withstand repeated cleaning at the required temperature without deterioration, pitting or corrosion. Flanged-lip designs for table and shelves are difficult to clean and should be avoided.

NB. Cutting Boards - when selecting a cutting board, regard should be given to its:

- water absorbency;
- resistance to stains, cleaning chemicals, heat and food itself;
- toxicity and odour;
- durability;
- colour coding system;
- purchased from an approved supplier.
- a suitable rack for air drying to be supplied

All equipment should be positioned to allow for adequate cleaning of the surrounding area. Where practicable equipment should be mobile and trailing wires should be avoided.

All potential dangerous equipment will be clearly labelled.

All equipment should be cleaned according to the cleaning schedule and records kept.

A kitchen Risk Assessment identifying all potential hazards and control measures in place to minimize these is found in the front of the Assured Safe Catering Termly Record Book, The Risk Assessment is updated on a termly basis.

If equipment breaks down the Caterer must be informed immediately. The Caterer is responsible for reporting the fault and implementing the contingency plan.

POWER OPERATED MACHINERY

In order to get the best out of your machine with the least damage to yourself - NEVER touch a piece of machinery unless you have been trained on its correct use. Training is vitally important as it increases your efficiency by making you aware of the best possible use of your machine. Training also points out the dangers and the precautions to be taken.

GUIDELINES FOR MACHINE SAFETY – RULES TO BE OBEYED

1. Get to know your machine - Make it your first duty to find out exactly what it can or cannot do. This information is supplied with the machine in the instruction booklet and will ensure that maximum efficiency is quickly reached;
2. Study its surroundings - If the machine is fixed, is there a solid stand of sensible height to cut out unnecessary strain on you the operator? Is the lighting adequate around the machinery? Does it live close to the power point to cut out trailing flexes?
3. Check its connections - If the machine is electrically operated, never begin work with it until you have carried out a visual check on the plug, leads and sockets. Always re-check these before putting the machine away. If the machine is gas operated, never begin work with it until you have carried out a visual check on the flame. For it to be safe it must be burning blue in colour with an even spread. If this is not the case do not use and report as faulty.
4. Know its safety features - Always know what guards/safety features the machine has. Understand why it has them and check that they are there at all times. It is against the law to use a machine without its safety guard;
5. Miscellaneous details - Are your hands dry? Is the socket in the off position before the plug is inserted or removed? Never remove the plug by pulling on the flex. At this point, if anything appears to be wrong with your machine, do not carry on using it. Action points:
 - Switch off the machine. Switch off at the socket. Remove the plug. Stick "out of order" label on the machine;
 - Report the fault to your Manager immediately;
 - Never attempt to repair any defect yourself. Leave it to a trained mechanic.
6. Never leave unattended - If the machine is in use, never go away and leave it running. Someone less capable than you may attempt to using it!
7. Leave it as you wish to find it - Never put a machine away without cleaning it. However, before cleaning always remove the plug from the power point. This prevents accidental 'switch on' which is both messy and dangerous.

Sections 17, 18 and 19 of the Offices, Shops and Railway Premises identifies that certain machines are defined as dangerous, which means that conditions are laid down for their use. The following machines are classified as dangerous:

Slicing Machine;

Rotary Knife;

Food Mixer and attachments – i.e. grater

Vegetable Preparation Machine

No person under the age of 18 years is permitted to use the equipment listed above.

A kitchen Risk Assessment identifying all potential hazards relating to the use of dangerous machinery and the control measures in place to minimize these is found in the front of the Assured Safe Catering Termly Record Book, The Risk Assessment is updated on a termly basis.

If you work with any of these machines, it is your duty to see that they are marked with a "Dangerous Machinery" warning notice (see sample below). Obey the conditions laid down for your machine.

Remember that by removing safety guards or not using the correct safety solutions, you are putting yourself and other at risk AND your breaking the law.

NOTICE TO EMPLOYEES

This slicing machine is **DANGEROUS** and must **NOT** be used or cleaned without permission.

NEVER TRY TO OPERATE IT WHILE THE GUARD IS REMOVED

USE - You must not use it unless you have been thoroughly trained or are being trained under supervision.

CLEANING- You must not clean it unless you are at least 18 years of age, and have been thoroughly trained or are being trained under supervision.

BEFORE CLEANING- Disconnect electricity by means of plug and socket or by the isolating switch. NEVER rely on the switch on the machine. Remove the guards: to remove the blade use safety carrier. Insert locking bar into hole next to centre mounting hole.

AFTER CLEANING - Remove locking bar. Replace guards before reconnecting electricity.

BAINS-MARIE, HOT SERVING COUNTERS & CUPBOARDS

Hazards

The main dangers are burns and scalds.

Rules for Employees:

1. Before the unit is used, check that the heating water is up to the correct operating level in the trough. Check that the drain tap is tightly closed. If the appliance is gas, check that the flame and pilot are safely alight and burning evenly and blue in colour.
2. Drain valves should discharge directly into a drain.
3. Wear protective silicon gloves or oven cloths when handling hot containers.
4. Before cleaning, ensure that the equipment is switched off and isolated from the electricity supply. Allow the water to cool.

Training

Staff will be trained before using and cleaning heated food service equipment.

DEEP FAT FRYERS

Hazards

The main hazards are burns from contact with hot cooking oil or fat; fire from ignition of hot cooking oil or fat; and slipping hazard due to spilled or splashed oil or fat on the floor around a fryer.

Rules for Employees:

1. Before cleaning the fryers ensure that they are turned off and if electric, isolated. Allow the oil or fat to cool before drainage into a suitable container.
2. Do not attempt to clean the fryers unless you have been trained.
3. Check that the drain valve is closed before re-filling.
4. Before you switch on the heating element or light the gas, check that the oil is filled to the oil level mark: when topping up to the recommended level, add the new oil or fat slowly (where fryers use solid fat, ensure that heating elements are fully covered before heating). **Do not overfill.**
5. Mop up any spillages immediately and dry the floor.
6. Do not leave a working fryer unattended.
7. In event of fire, switch off and cover immediately with the lid or a fire blanket. Never use water to put out oil or fat fire.

Training

Staff will be trained in the safe use and cleaning of the deep fat fryer.

DISHWASHING MACHINES

Hazards

The main hazard is scalding. Broken crockery and glass can cause cuts and incorrect use of concentrated cleaning chemicals.

Rules for Employees:

- Dishwashers should be installed, maintained and operated only in accordance with the manufacturer's instructions;
- Always wear rubber gloves, aprons and suitable shoes if necessary when working with very hot water;
- The conveyor and any other moving part which could cause injury should be properly guarded. Side panels should not be removed while the dishwasher is working;
- Never put your hands in the dishwasher while it is running;
- Never try to adjust or repair any part of the dishwasher unless you have been trained to do so;
- Never let the water level go over the maximum for the dishwasher;
- Concentrated detergent can burn skin and eyes. Always wear the protective clothing specified when handling, diluting or cleaning up

- spilled detergent. The automatic dosing equipment should be checked regularly by the Caterer/Manager;
- Cleaning will be carried out only when the dishwasher is isolated from the electrical supply, by staff correctly trained to do so.
 - Regular de-scaling of dishwasher to be carried out in line with guidance notes on page 42 of this manual.

Training

Staff will be trained to safely use and clean the dishwasher.

OVENS/RANGES

Hazards

The main hazard from ovens and ranges is being burned either by touching a hot surface or by being in the way of hot air when an oven door is opened or by being splashed by hot liquid (e.g. fat).

Rules for Employees:

- Always use a dry oven cloth or silicon oven gloves when handling anything in an oven or on a range;
- Always stand to one side when opening an oven door and open the door slowly;
- When lighting a gas oven with a tapper, light the tapper before turning on the gas.
- Make sure all gas burners light and remain alight;
- Some fan ovens are fitted with an interlock system which switches the fan off when the oven doors are opened. If this system fails to operate it must be reported as a fault.
- Do not leave unattended oven doors open (particularly bottom hinged types);
- Never use a fan convector oven if the fan guard is not in place;
- Do not rest anything heavy on bottom hinged doors;
- Do not allow handles of saucepans to project beyond the edge of the range;
- Do not leave ladles and spoons in saucepans on hot plates or rings;
- Make sure all gas burners light and remain alight. Check that the flame is safely alight and burning evenly and blue in colour.

Training

Staff will be trained in the safe use and cleaning of ovens/ranges.

MICROWAVE OVENS

Hazards

The main hazards associated with using microwave ovens are burns or scalds caused when sealed containers containing hot food burst open; hot food containers and steam also cause burns; microwave ovens can

catch fire if they are not used properly or if their contents overheat; poorly sited ovens can cause the user back strain; microwave energy can burn the user if the door seals are not effective or the protective mesh behind the glass door slips.

Rules for Employees:

- Use commercial catering microwave oven only;
- Do not put food in a sealed container in the oven unless the food manufacturer's instructions are to do so. Remove lids from jars;
- Do not cook food in metal containers or on metal plates;
- Do not obstruct the air vents at the side and rear of the microwave;
- The door should move freely and when closed seal the oven. Do not use if the seal is damaged and report this as a fault.
- The interlock switches on the door should switch off the oven as soon as the door is opened, employees must report defects;
- Use dry oven cloth or silicon oven gloves when handling hot food containers.

Training

Training will be given on the proper use and cleaning of microwave ovens.

GUARDING

1. Dangerous parts of any machine should be guarded. Do not use any machine without the guard fitted.
2. Check the guard prior to use and ensure that it is maintained in proper working order.
3. Check interlocks daily and repair when necessary.
4. Check the guards after maintenance or cleaning when they may have been removed.
5. Ensure machines have a secure fixed base so that they cannot move or vibrate when in use.
6. Ensure staff do not wear loose or frayed clothing or jewellery when operating the machines.
7. Display warning notices alongside dangerous machines to remind operators and others of the dangers the machine poses.
8. Ensure new machines with exposed blades, such as slicers are fitted with a no-volt release (NVR) device to ensure the machine starts only when the control button is operated and not when it is plugged in or when the electrical power is switched on.
9. Locate machines in a safe location preventing unnecessary risks and allow sufficient floor space to prevent overcrowding.

ELECTRIC MIXERS

Hazards

The main hazards are injuries to the hands such as bruising or crushing and strain injuries.

Rules for Employees:

- Do not put your hands into the bowl while it is in use;
- Report any faults to the Caterer;
- Before cleaning ensure that it is unplugged;
- Suitable warning notices will be posted beside the mixers;
- Where a fitted guard and interlocking system is not integral to the machine, a bowl extension collar must be placed on the bowl to restrict access to the attachments.
- Ensure the mixer is firmly secured to the base on which it is sited.

Training

Staff will be trained prior to operating and cleaning the mixer.

FOOD PROCESSORS

Note: Food processors are prescribed dangerous machines.

Hazards

The main hazards are injuries to the fingers and scalding.

Rules for Employees:

1. Do not use the machine unless the guards are in place;
2. Report any faults to the Caterer, particularly if the machine can be switched on without necessary guards being in place;
3. Do not put your finger in the processor unless it has stopped and is isolated, use "push devices" provided to feed food down the hopper.
4. Before cleaning ensure the machine is switched off at the isolator or is unplugged.

Training

Staff will receive training in the safe use and cleaning of food processors.

PRESSURISED BOILERS/CAFÉ SETS/ BARISTA MACHINES

Hazards

The main hazards associated with this equipment are burns and scalds.

Rules for Employees:

- Ensure that the cold water supply is fully on before you light or switch on the equipment;
- Do not alter the heating control settings on automatic units;

- A pressure boiler should be fitted with the following safety devices: safety valve, pressure gauge; if electrically heated, a low water cut out device; if gas heated a flame failure cut out device;
- A pressure boiler and its associated pipe work should be inspected by a qualified engineer every six months. Records must be kept;
- Keep the pressure gauge and safety devices clean;
- Keep the drip tray in position;
- Raise the vessel up to the tap to stop splashing;
- Only trained staff should clean the equipment. Turn off and if electrically heated, isolate the boiler and allow to cool before cleaning.

Training

Staff will receive training in the safe use and cleaning of water boilers/café sets/ barista machines.

USE OF KNIVES

Hazard

The knives in use are a major cause of injury in the kitchen. The main hazard is cuts.

Rules for Employees:

- Select the correct knife for the task;
- Knives should be kept sharp; blunt knives encourage the use of greater pressure, therefore injuries resulting are worse;
- Training will be given on the correct use of knives and the dangers associated with misuse;
- Do not leave knives lying around when they are not in use; store them in a safe, designated location.
- Do not leave knives in the sink; or in cutlery/utensil drawers.
- Never leave knives on the work surface where they maybe cover with other objects.
- Never walk around with a knife in your hand, unless the blade is turned downwards;
- Always pick up a knife by the handle;
- Never try to catch a falling knife;
- Do not allow yourself to become distracted or distract someone else when a knife is in use.
- Report all breakages to your Caterer/Manager and place the well wrapped broken blade in the designated bin.

REPAIRS TO EQUIPMENT

If an item of equipment breaks down please call 01737 737709 following the guidance below. If you need to leave a message clearly state the

school name, your name and a contact number. You will receive a call back within one working hour.

Have the following information ready:

- 5 digit reference code from the asset tag (silver tag on the front of the equipment e.g.00123)
- the nature of the problem and the impact that it is having on the service delivery
- State if it is a recall
- Kitchen access times i.e. when staff are on duty
- State if the equipment is less than 12 months old

The process for reporting equipment breakdowns is outlined in the flowchart overleaf. Please dispose of any older versions that you have in your kitchen and replace with the below. Please ensure that this is in an accessible place in order that anyone placing a call uses the correct procedure.

Once call is logged check the **Equipment Orders on the ECO** system to see when an engineer will be attending, and inform the school.

Engineer attends site

A. Equipment repaired whilst staff in kitchen.
Record on ECO system to say job completed

B. Equipment repaired whilst kitchen empty.
Engineer will leave a card confirming job completed.
Record on ECO system the next day to say job completed

C. Equipment not repaired – parts required. Do not record anything until the job is completed. If longer than one week contact the Helpline.

ECO

It is vital that you check the ECO system on a daily basis to see:

- details of your repairs jobs (in the **Equipment Orders section of the Primary / Secondary Book**)
- any messages regarding your equipment (in the **Messages Book**)

IF YOU SMELL GAS

- ❖ Open the windows
- ❖ Do not create a flame
- ❖ Do not operate electrical switches
- ❖ Isolate gas at the control valve
- ❖ Call the helpline for instruction, if no answer please call the Regional Office.
- ❖ In an emergency, school to contact National Grid on 0800 111 999.

VITAL MAINTENANCE -YOUR PART

- Empty the water from your **steamer** and **Bain Marie** on a daily basis.
- Ensure that you are using **Water Softeners** correctly, and that they are regenerated with **salt**.
- Please do not use cooking oil to **grease** slicer parts or the control knobs of your **mixer**. Use Tasteless Oil only. Please contact the Helpline for this.
- If any **electrical equipment** is not working, check that the plug has not been switched off, and that the electricity has not tripped off at the board.
- Are **gas flames** on appliances burning correctly? They should be blue in colour.
- Ensure you know where the mains isolators are for Water, Gas & Electric (check with caretaker).
- Ensure you report any cracked slicer guard.

To help explain the process further there are a number of screen shots included to guide you through the process:

Shot 1

Equipment Repairs orders are shown on ECO at the bottom of your Primary / Secondary book. Please review any orders currently showing as open, and close if completed. Any new orders will appear here - please check daily for any updates.

The screenshot displays a vertical purple bar on the left side with the text "PRIMARY BOOK" written vertically. To the right of this bar, a list of menu items is shown, each with a status indicator in red text. The items are:

- [Enter Meal Information](#) **Not Yet Entered.**
- [Enter Staff Information](#) **0 of 5 Records Entered**
- [Enter Bank Staff Information](#)
- [Service Returns](#) **5 of 5 Records Approved**
- [Enter Information about Other Income - Functions](#) **0 Records Entered**
- [Enter Information about stock transfers out of the Unit](#) **0 Records Entered**
- [Enter the details of goods received today](#) **0 Records Entered**
- [Enter Stock Information \(If today is the last day of the trading period then Add Stock for Today\)](#)
- [Enter Miscellaneous Stock Information \(If you have items in stock which are not in the stock list above enter them here.\)](#)
- [Alternative Stock Take](#)
- [View this months stock](#)
- [Monthly Report](#)
- [Stock Sheet](#)
- [Daily Report](#)
- [Absence Report](#)

Below these items, there are three more menu items:

- [Specific Messages For You](#)
- [Messages of the Day](#)
- [Equipment Orders](#) **YOU CURRENTLY HAVE 1 EQUIPMENT ORDERS OPEN WHICH NEED YOUR ATTENTION (total no of orders raised 107)**

Shot 2 – List of Orders

Once you click on the link, you will see a list of all of your equipment orders, with the open orders at the top. An order will usually appear within two hours of a call being placed. If you do not see an order appear within 24 hours, please call the helpline.

Status	Order No	Asset No	Asset Type	Order Details	1st Visit Status	2nd Visit status	3rd Visit Status
open	25975 2019-12-03	47	Combi Oven	reading clean jet not available	Awaiting Part	0	0
Closed	2019-11-21 25810	7385	Washing Machine	Please supply Montpellier 7kg Washing machine @ £138.00 Delivery £34.00 Removal £20.00 Install £20.00	Job Completed	0	0
Closed	2019-11-14 25880	92036	Ejector Plate	Please supply 1 x Ejector Plate STD TRK2 Part Number OD5554	Job Completed	0	0
closed	2019-11-12 25884	7238	Washing Machine	Drum Noisy	0	0	0
Closed	2019-07-17 25454	54	Freezer	Temperature rising recall on CER25364	Awaiting Part	Job Completed	0
Closed	2019-08-28 25384	54	Freezer	leaking water, doors not shutting properly and temperature is rising	Job Completed	0	0
Closed	2019-06-19 25282	51	Fridge	Lock is broken cannot be locked when leaving kitchen	Job Completed	0	0

Shot 3 – Submitting Visit Details

Once the engineer has attended click on the relevant order and complete the details:

Date of Call: 2017-01-12 Caller Name Position : allyson L
 Equipment: Dishwasher Equipment Type: Electric Equipment make: Electrolux Equipment model: wt65ebidg Equipment serial no: 8360001
 Budget : Repair
 Contractor: Corrigenda Ltd
 Order Status: open

CONFIRMATION OF SATISFACTORY COMPLETION OF WORK

Details of First Visit Order Raised

Date and time of Contractors visit: (if not known enter na in all boxes)

Date of visit

Time on site

Time of site

Was the work completed to your satisfaction (enter YES or NO) Please Select the status of the Work

Comments:

Completion of Works approved by: 0

Order created by: Alyson_Lloyd

Order created by: Alyson_Lloyd

Financial Year: 2016

Shot 4 – Job Completed on First Visit

You should complete the fields with details of the engineer’s visit. If the works are completed on the first visit, then you would complete as per this example, and select the status of the work as “Job Completed”, and press “Click to Amend”.

CONFIRMATION OF SATISFACTORY COMPLETION OF WORK

Details of First Visit Order Raised
 Date and time of Contractors visit: (if not known enter na in all boxes)

Date of visit
 Time on site
 Time of site

Was the work completed to your satisfaction (enter YES or NO) Please Select the status of the Work

Comments:

Completion of Works approved by: 0
 Order created by: Alyson_Lloyd

Order created by: Alyson_Lloyd
 Financial Year: 2016

Shot 5 – Job Not Completed on First Visit

This example shows what should be completed if the works are not completed on the first visit. You complete the time / date information for the initial visit, then select the appropriate job status – “Awaiting Part” or “Awaiting Follow Up”. If the engineer has given you a timescale for the next visit, please detail this in the comments field. Then press “Click to Amend”.

CONFIRMATION OF SATISFACTORY COMPLETION OF WORK

Details of First Visit Order Raised
 Date and time of Contractors visit: (if not known enter na in all boxes)

Date of visit
 Time on site
 Time of site

Was the work completed to your satisfaction (enter YES or NO) Please Select the status of the Work

Comments:

Completion of Works approved by: 0
 Order created by: Tricia_Hall

Order created by: Tricia_Hall
 Financial Year: 2016

Shot 6

Once you have completed the form, the details will appear in your table of equipment orders, showing the current status.

Status	Order No	Asset No	Asset Type	Order Details	1st Visit Status	2nd Visit status	3rd Visit Status
open	21087 2017-01-10	5391	Dishwasher	leaking from underneath the main body of the machine.	Awaiting Part	0	0

Shot 7 – Follow up Visit

After a follow up visit, you should complete the field “Details of Second Visit”, as shown below, selecting the appropriate work status. Click to amend and close the order

Details of First Visit Awaiting Part
Date and time of Contractors visit: (if not known enter na in all boxes)

Date of visit
 Time on site
 Time of site

Was the work completed to your satisfaction (enter YES or NO) Please Select the status of the Work

Comments:
 Completion of Works approved by: **Rachel_Mehdoubi**
 Order created by: **Tricia_Hall**

Reason for Second Visit Awaiting Part
Date and time of Contractors visit: (if not known enter na in all boxes)

Date of visit
 Time on site
 Time of site

Was the work completed to your satisfaction (enter YES or NO) Please Select the status of the Work

Comments:
 Completion of Works approved by: **Rachel_Mehdoubi**
 Order created by: **Tricia_Hall**

Order created by: **Tricia_Hall**
 Financial Year: **2016**

Shot 8

Once you have clicked to amend the order the job will show as “Closed” and “Job Completed” in the Orders Table.

Closed	2017-01-08 21074	438	Fridge	not holding temp - always over 5 degrees	Job Completed	0	0
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New equipment

New equipment ordered will show in the same way as any repairs ordered. Once the item has been delivered and installed please complete in the same way that you would close down a repair, completing the details and changing the status to “Job Completed”.

A new asset tag is issued by equipment repairs co-ordinator when a new piece of equipment is fitted.

If you have any queries or concerns, please ring the equipment helpline on 01737 737709.

CONTINGENCY PLAN

All staff must understand the procedures to be followed:

1. The Caterer must be informed immediately of any equipment breakdown;
2. The Caterer will then inform the Equipment Repairs Co-ordinator who will arrange for an engineer to repair the equipment;
3. Whilst the equipment is out of order, where possible, similar equipment should be used;

If similar equipment is not available the District Catering Manager will source equipment or change the menu to suit the equipment available and inform the clients of such changes. The Caterer is responsible for ensuring at all times that foods do not become contaminated and temperatures of hot food are above 63°C and of food served cold are below 5°C during such instances.

FIRE POLICY

Twelve15 recognises the need to have detailed fire safety procedures in place as a means of preventing any potential fire or explosion. It also recognises the need to plan for emergency measures to deal with any unforeseen fire/explosion related incidents. These plans include staff training and emergency evacuation drills.

Each school, college or site will have its own Fire Rules and Evacuation procedures – these **MUST** form a part of the induction process for all staff members (including permanent, casual or agency) on the first day of employment in your school or establishment. If you are in doubt **ASK**.

Fire occurs when FUEL sources i.e. materials that burn easily, come into contact with a HEAT source i.e. a flame, spark or electrical appliance and sufficient OXYGEN to cause ignition. Kitchens are a high-risk environment as there are a number of heat sources i.e. ovens, burners and electrical appliances and a number of fuel sources i.e. packaging, oven cloths and tea towels and flammable gas.

IF YOU DISCOVER A FIRE – SOUND THE NEAREST FIRE ALARM

If you are trained to do so and the fire is manageable you may attempt to extinguish the fire. IF IN DOUBT, GET OUT BY FOLLOWING THE EVACUATION PROCEDURE.

GENERAL GUIDANCE

The Caterer will ensure that all members of staff are aware of the relevant fire controls and procedures for fire and emergency evacuation.

The Caterer will ensure the following are brought to the attention of all staff:

- The procedures for evacuating the building, where to assemble and to whom to report.
- The date, time and number of staff present at fire evacuation drill to be recorded by Caterer on Fire Evacuation Drill Log Sheet.
- The detail of the evacuation procedure and the assembly point(s) must be filled in on the "Fire Action Sign" supplied by the school.
- The Fire Action Sign must be displayed in a prominent position in the kitchen or working environment.
- Staff to receive training on position and safe use of fire extinguishers and their type and use of fire blankets. Maintenance of fire fighting equipment and emergency lighting is the responsibility of the school.

VISITORS/CONTRACTORS TO THE KITCHEN

All visitors/contractors to the kitchen on arriving must sign in at the School Office. On entering the kitchen, their attention must be drawn to the procedures to follow in the event of a fire and the relevant assembly points. Staff will be responsible for the safety of the visitor(s) at all times whilst in the kitchen.

FIRE RISK ASSESSMENTS

Each kitchen will have its own Fire Risk Assessment. The risk assessment will identify any significant findings relevant to the site. All staff within the kitchen (including permanent, casual and agency staff) and any visitors must be made aware of the relevance of any such significant findings. The findings must also form part of the induction process of any new staff members on the first day of employment within the kitchen.

The significant findings will highlight any specific fire hazard peculiar to the site for which there must be a procedure in place to control the risk i.e. particulars of evacuation route for catering staff or visual alarms fitted in the case of an individual with a hearing impairment.

General Guidance

- The Fire Risk Assessment is to be retained in the blue kitchen equipment wallet within this section (Section 20) of the Kitchen Procedures Manual for reference.
- The detail of the Risk Assessment is to be reviewed on an annual basis to determine any changes. This review will be undertaken by the Regional Assured Safe Catering Auditor.
- Staff to be reminded of the detail of significant findings at annual health and safety refresher training. To be recorded on the Training Record Card (ASC1).

- Instruction and training of staff in the safe use of fire extinguishers and their type and use of fire blankets is to be recorded on the Training Record Card (ASC1).

FIRE PREVENTION

1. Identify and control of fire hazards
 - Report faulty electrical or gas equipment promptly.
 - Do not overload electrical sockets.
 - Always turn off gas and electrical equipment after use.
 - Equipment with naked flames must be used carefully and kept away from combustible materials.
 - Follow correct procedures when dealing with gas appliances i.e. never leave fat fryer unattended.
 - If you smell gas, DO NOT use a naked flame or turn on any electrical appliances and report immediately.
2. Good Housekeeping
 - Correct storage of flammable materials i.e. flammable liquids and aerosols.
 - Control and regular removal of refuse and waste.
 - DO NOT block fire exits.
 - DO NOT use passage ways or stair wells for storage areas.
3. Fire Precaution Systems
 - Detection systems in place must be regularly checked and maintained. (This is a school responsibility). Record of maintenance checks to be maintained in kitchen on Fire Safety Maintenance Log Sheet.
4. Evacuation Measures
 - Maintain all escape routes (no dead ends/locked fire doors).
 - Labelling of all fire exits, doors and routes. (This is a school responsibility).
 - Determining and labelling of fire alarm points. (This is a school responsibility).

EMERGENCY EVACUATION PROCEDURES

The most important part of the fire routine is the evacuation of the premises. Fire drills that include evacuation must be held to ensure everyone on the premises is familiar with the routine. (Please check with the school for local detail).

On hearing the fire alarm, you should follow the procedures identified on your nearest FIRE ACTION SIGN.

Bomb Threats

Every bomb must be treated as genuine and on no account should it be assumed to be a hoax.

On receipt of bomb threat:

1. Notify the Headteacher or Officer in charge.
2. Follow the emergency evacuation procedures as detailed under the fire evacuation instructions.

LEAVE IMMEDIATELY. DO NOT RETURN FOR ANY PERSONAL BELONGINGS.

Always be aware of the following:

1. Unusual points of origin - from postmark or name of sender;
2. Manuscript of sender - if foreign style not usually received;
3. Balance if lopsided;
4. Weight - if excessive for size of letter/package;
5. Springiness - if any springiness in top, bottom or sides but **do not bend**;
6. Wires - may be protruding;
7. Small hole in outside (like a pinhole);
8. Greasy or black stains;
9. Smell of almonds or marzipan;
10. Loose objects inside when shaken gently (i.e. safety pin);

Action

1. **Do not** handle package;
2. Evacuate the room in which suspect package is situated and close the door;
3. Dial 999 and ask the operator to notify the Police or Fire Brigade immediately;
4. Inform the Headteacher on site or Officer in Charge who will evacuate all rooms adjacent to that in which the suspect package is situated and evacuate the whole department if necessary;
5. If evacuation takes place, follow the Unit Fire Instructions.

