

Customer First Venue Services Ltd trading as



6 January 2025

FOOD HYGIENE POLICY DOCUMENT



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1) INTRODUCTION

The Studio has a moral and legal obligation for the safe and hygienic provision of food and beverages at all of our venues as set out in the following regulations:

- **Food Safety and Hygiene (England) Regulations 2013**
- **Regulation (EC) No. 853/2004 Hygiene of Foodstuffs**
- **Food Safety Act 1990**
- **The General Food Regulations 2004**
- **The Food Hygiene (Scotland) Regulations 2006**

This policy sets down the organisational framework for **The Studio** and explains how the above will be achieved.

This policy does not apply to food brought into **The Studio** premises by individuals for their own consumption.

POLICY STATEMENT OF INTENT

The Studio's aim is to provide the highest standards of food safety and hygiene. In particular, we will ensure that all food prepared in our kitchens is both safe, fit for human consumption and of the highest quality.

The Studio is committed to take all reasonable precautions and exercise due diligence to ensure that our premises, practices and procedures within our control, comply with current and relevant food safety legislation. Furthermore, we will strive to ensure that the legal requirements relating to food safety and hygiene will not only be complied with, but wherever possible exceeded.

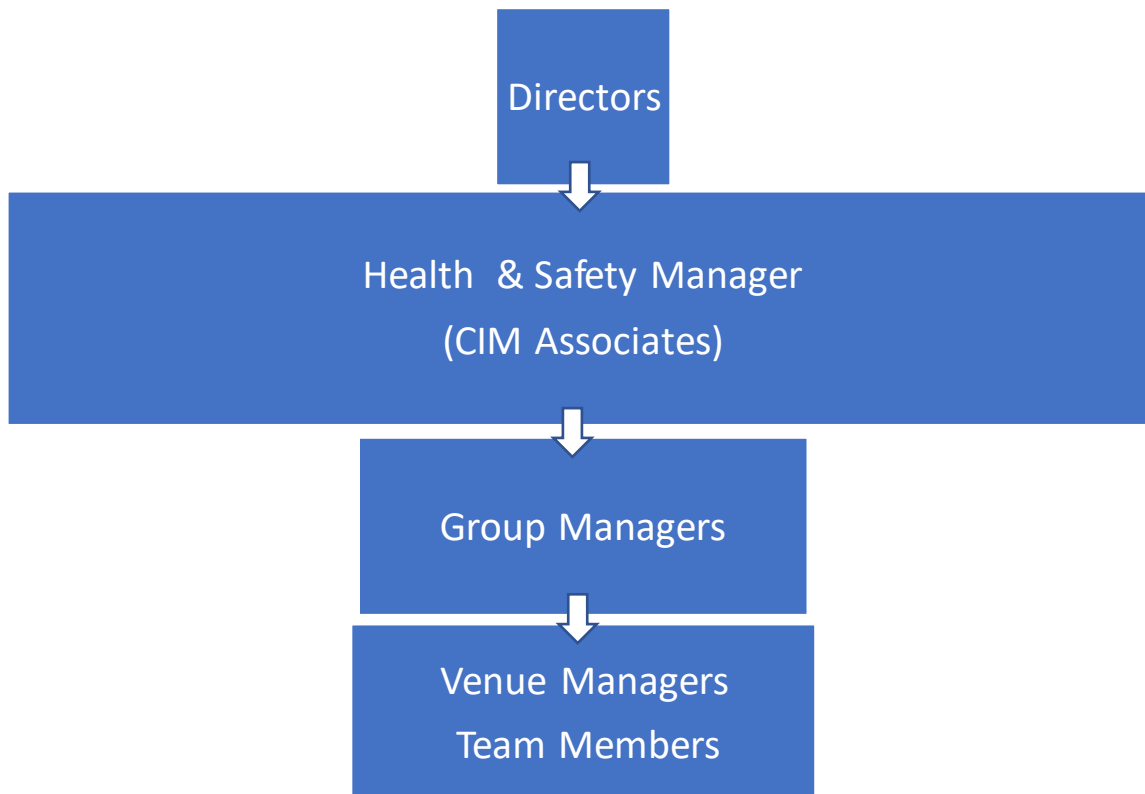
To assist in this responsibility, the duty to take reasonable precautions and exercise due diligence is delegated throughout all team members.

2) ORGANISATIONAL RESPONSIBILITIES

(NOT EXHAUSTIVE)

The following flow chart describes the responsibilities for food safety within **The Studio**:

Health and Safety Manager – CIM Associates



DIRECTORS

The Directors will endeavour to ensure that:

- All contracts are audited annually
- The significant findings of all audits are reported to the Board and to relevant Directors on an ongoing basis
- All Senior Managers have ongoing food hygiene / safety training commensurate with their roles and responsibilities
- The Food Safety Policy and Management Systems are monitored and reviewed regularly
- Adequate resources are available for the provision of the above

HEALTH & SAFETY MANAGER (CIM Associates)

The Health and Safety Manager is responsible for (or through delegation):

- Auditing all venues at least annually and more frequently contracts of concern
- Reporting findings of the audits to the relevant Director or Group Manager in a timely manner
- Reporting significant concerns, changes in legislation / best practice etc. to the Board and Group Manager quarterly or as is necessary
- Provide in-house training as directed
- Reviewing the Food Safety Policy and Management Systems annually or as is necessary
- Providing professional advice to all levels within the organisation with regards to food safety matters
- Liaise with enforcement agencies and partners as is necessary
- Maintain competence through Continual Professional Development (CPD) and professional membership of a relevant professional body.

GROUP MANAGERS

Group managers are responsible for ensuring that:

- The Studio's Food Safety Policy and Management Systems are adopted and fully implemented within all venues
- The Health and Safety Manager is kept informed of any food safety issues within all venues
- Details of audit findings through Directors and any other food safety information made available for cascading via teams and group managers
- The implementation of Food Safety Policy and Systems are carried out in a timely manner
- They provide an action plan after an audit to the Health and Safety Manager within 28 days of the receipt of the audit findings or sooner depending on the severity of work required
- All venue managers and team members have training commensurate with their food handling duties (see Section 4 for further details)
- Regular checks within their venues to ensure food safety practices and procedures are being followed
- Ensuring that all venues are registered with the relevant food authority

Venue MANAGERS

All Managers are responsible for:

- Implementing Food Safety Policies and Management Systems with their venues
- Monitoring areas critical to food safety, recording the findings and carrying out corrective action as is necessary
- Ensuring the highest standards of personal hygiene and general cleanliness are maintained by their team
- Informing the Group Manager if a food safety issue arises (see Section 7 for further details)
- Ensuring that all team members have received and recorded training commensurate to their food handling duties (see Section 4 for further details)
- Following guidance with relation to food safety matters issued from a senior manager
- Managing food safety on a day-to-day basis
- Ensuring that all team members are fit for work
- Attend and complete any training as directed
- Maintain good relationships with enforcing officers during regulatory food safety inspections and reporting the findings to the Health and Safety Manager and General Manager in a timely manner

ALL TEAM MEMBERS

All Team Members of **The Studio** and any other persons undertaking food provision duties on behalf of **The Studio** e.g. agency staff etc. are responsible for:

- Ensuring that the highest standards of personal hygiene and a 'clean as you go ethic' is maintained at all times
- Not knowingly doing anything that could compromise food safety
- Attend and complete any training as directed by their Line Manager
- Carrying out any monitoring and/or record keeping as delegated by their Line Manager
- Ensure that they inform their Line Manager immediately if they begin to suffer symptoms of a food borne illness, if they have vomiting or diarrhoea the member of the team needs to be clear of symptoms for 48 hours before returning to work
- Reporting any concerns over food safety to their Line Manager immediately
- Report defective equipment to their Line Manager immediately

3) TRAINING

The Studio is committed to ensuring they have a trained and knowledgeable workforce. It is also a legal requirement that all food handlers have knowledge and where necessary training commensurate with their food handling duties.

It is expected that all **Chefs and Venue Managers** have received certified training to at least 'Level 3' in food safety and hygiene. This is completed "in house" in a classroom environment by a qualified (Level 3) member of the Health and Safety Team. This training will be 'refreshed' within 3 years, or as is necessary due to legislative changes.

All other food handlers must have completed the in-house induction program and food safety test within 10 weeks. The test is based at 'Level 2' in food safety and hygiene. While they are completing the training program all food handlers will be closely monitored and supervised by a manager in the kitchen. A score of 80% must be achieved, if this score is not achieved it must be retaken with 2 weeks. If the test is failed again the Group Manager should be informed and suitability / capability should be considered.

All those involved in food preparation should have completed **Allergen Training** and be fully aware of the **Allergen Management Procedure**

4) REGISTRATION AND REGULATORY INSPECTIONS

All **The Studio** venues are required to be registered with the relevant Food Authority and will be inspected by 'Authorised' Officers from the said Food Authority. This will usually be an Environmental Health Officer (EHO) or Food Safety Officer (FSO) from the local council.

The frequency of inspections will be dependent on the individual authority. The business will be scored using the Food Standards Agency "Food Hygiene Rating Scheme" (Food Hygiene Information Scheme in Scotland). This will give the business a food hygiene rating of between zero and five, with zero meaning that urgent improvement is necessary and five meaning that the business hygiene and safety standards are very good. In Scotland, there are four ratings that can be given – awaiting inspection, exempt premises, improvement required and pass. Officers may also visit to undertake an investigation e.g. allegation of food poisoning, complaints or to undertake routine sampling etc.

Authorised Officers are legally entitled to enter a food business at any reasonable time i.e. if food preparation/production is occurring, note this does not mean that the business has to be open to customers. It is an offence to obstruct an Authorised Officer.

On arriving at the premises, the Authorised Officer should introduce him/herself and provide identification and proof of their authorisation. The Officer is entitled to examine all relevant documentation pertaining to food safety.

Prior to leaving the premises the Officer should discuss his/her findings and what, if any, further action will be taken. If there are any major issues e.g. where the Officer intends to take formal legal action in the form of a notice etc. then the Venue Manager should inform Directors of the business.

It is important that all regulatory inspection reports be forwarded to the Directors, Group Manager and Health and Safety Manager even if there is nothing to report.

5) FITNESS TO WORK

It is **The Studio's** Policy and a legal requirement that all food handlers must be fit to work as a food handler i.e. they must not pose a risk of spreading communicable diseases to customers, colleagues and anyone else they may come into contact with at work. This also applies to any other Team Member that may have reason to spend time in food preparation areas e.g. Senior Managers, Cleaners and Contractors etc.

All new employees are asked on their starter form if they have any medical conditions/disabilities they wish to disclose, that may require reasonable adjustments in the workplace.

The Manager must ensure that all Team Members and visitors are made aware that they are responsible for informing the Manager if they are suffering from certain symptoms or diseases that may be transmitted to others (detailed below). Team members are made aware of these types of illnesses and that the Venue Manager must be made aware of during induction training. Visitors should be verbally asked by the Venue Manager if they are suffering from any illness prior to them being allowed into the kitchen.

In general, a Team Member showing symptoms of a food-borne illness should be excluded from carrying out food handling duties and should seek medical advice. The exclusion period is normally 48 hours from when symptoms stop naturally. However different action is sometimes required in special cases. The Contract Manager must inform the Health and Safety Manager when excluding Team Members. Examples of such symptoms include (not exhaustive):

- Diarrhoea
- Vomiting
- Nausea
- Abdominal Cramps
- Fever

If any member of staff has diarrhoea and / or is suffering from vomiting, then they should be excluded from work immediately. Once symptoms have ceased naturally and they have been symptom free for 48 hours then they may be allowed to return to work. If further clarification is needed regarding a particular member of staff suffering from any of these symptoms, then the Manager should contact the Health and Safety Manager for further advice before they are allowed to return to work.

There are also several other diseases and conditions that may require exclusion from food handling duties, including parasitic conditions, skin conditions and numerous other communicable diseases. The Manager can contact the Health and Safety Manager for full details of these illnesses and must contact the Health and Safety Manager if in doubt.

Advice on any upcoming illnesses that may affect The Studio business will be issued as necessary e.g. pandemic flu etc.

If you are not sure what to do in any situation, you should always seek advice from the Group Manager Further information may be found at:

<https://webarhive.nationalarchives.gov.uk/ukgwa/20131206111055/http://food.gov.uk/multimedia/pdfs/publication/fitnesstoworkguide09v3.pdf>

6) MAJOR FOOD SAFETY ISSUES

Whilst the majority of food safety issues can be managed at Venue Manager level, there are certain issues that may require professional advice.

It is expected that such issues are where there is a threat to **The Studio's** business through, poor client relationships and/or enforcing authority involvement and/or a threat to **The Studio's** reputation.

Examples of such issues are as follows (not exhaustive):

- The loss of cold and / or hot running water to the business
- Signs of an active pest infestation and in particular rodents, cockroaches and pharaohs ants in food areas
- Major flooding or sewage effluent release into a food area
- Allegations of food poisoning
- Food complaints
- Where Team Members have shown signs of food poisoning and/or have been diagnosed with a food borne illness or other medical condition that could affect food safety
- Any instance where an Authorised Officer (see Section 5) has reason to visit the business other than for routine reasons

Should any of the above issues arise, or any other issues of major concern, the Group Manager and Health and Safety Manager must be informed immediately by the Venue Manager by telephone. The Manager and or Health and Safety Manager will then escalate this to the Directors both verbally and by email.

7) COMPLAINTS & ALLEGATIONS OF FOOD POISONING

There may be occasions where allegations are made against **The Studio** with regards to food safety. It is **The Studio's** policy that all allegations will be taken seriously and where necessary fully investigated.

Allegations may be made directly to the Venue, Event Co-Ordinator or to the Enforcing Food Authority.

Any complaint must be referred to the Group Manager and Health and Safety Manager immediately, who will then advise on what action must be taken. Directors should always be informed.

Venue Managers are responsible for keeping a formal record of any allegations, especially at the initial contact stage, including dates, times, complainant details and contact details etc.

8) AUDIT POLICY

It is **The Studio's** policy that all of its food premises are audited annually. More frequent audits may be carried out at the request of a director and/or as required on a risk basis.

Audit reports should be considered confidential, CIM will send these to a director who will review and action with the Group Manager.

9) HACCP

It is a legal requirement that ALL food businesses have a Food Safety Management System (FSMS) based on the principles of Hazard Analysis Critical Control Points (HACCP).

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This Policy document is intended to give an overview / framework of how **The Studio** not only manages food safety at an organisational level but also how it complies with the HACCP requirement on a day-to-day basis.

The scope of **The Studio's** business varies greatly with typically between 2 – 20 food handlers per venue

Due to the above, it has been decided that a generic HACCP document would not be user friendly and would not help at venue level with regards to ensuring food safety, largely because it would not be site specific and would be difficult to adapt to the differing business requirements.

In view of the above and after consultation with the Food Standards Agency **The Studio** has chosen to adopt the relevant Food Standards Agency's Safer Food Better Business (SFBB) packs for the management of food safety on a day-to-day basis at venue level along with a TRAIL system for daily control points.

This consists of a daily diary that is competed. The Manager (or nominated person) is responsible checking and signing this off each day to ensure that it has been competed correctly. Any discrepancies must be addressed immediately and rectified. In addition to the Manager checking and signing this off daily the SFBB information will be checked and will be audited by a member of the Health and Safety Team.

The SFBB packs are intended to be used for contract level management of food safety and should be read in conjunction with this policy document, which covers food safety management that is controlled at an organisational level.

All team members are expected to be aware of the contract SFBB and its contents reading through the SFBB manual during induction. In addition, all food handlers are issued a food safety booklet and have access to the 'Bacteria Bites' information. Team Members training cards should be competed accordingly.

In addition to the SFBB pack, **The Studio** also has full monitoring and record keeping at points critical to food safety via TRAIL. See below for details.

9.1) HAZARDS & CCPS

A hazard is defined as something that has the potential to cause harm or injury.

Within food safety there are four main hazards:

- Micro-biological
- Chemical
- Physical
- Allergens

Micro-biological hazards include harmful bacteria and micro-organisms that could cause illness and food spoilage. Special attention must be paid to **E.COLI 0157**: “An invisible threat to your business”. Fact sheet can be found in the [Shared Sales and Catering drive](#)

If there is any doubt over the ability to comply with this guidance, you should contact the Health and Safety Manager for further advice.

Chemical hazards can arise from food coming into contact with chemicals or from chemical processes that occur in foods that cause toxins to form. This can lead to illness and ‘food taint’.

Physical hazards are anything in a product (other than microbiological and chemical hazards) that is not supposed to be there. Physical hazards can cause physical injury, distress and in some cases illness.

Many people suffer from a food allergy or intolerance, with symptoms ranging from discomfort to anaphylactic shock. There are 14 listed allergens, and it is a legal requirement for caterers to be able to inform sufferers if an allergen is present in the food they serve. Details on how to achieve this is stated in our **Allergen Management Procedure**.

Critical Control Points (CCP’s) are points at which controls must be put in place to ensure food safety by preventing the occurrence of the above hazards. In general, they are points at which **The Studio** dictate monitoring and record keeping is required. It is the venue manager’s responsibility to ensure that monitoring is carried out and recorded. Failure to carry out monitoring and record keeping may be seen as a disciplinary matter.

Further information on food hazards and what controls are employed at contract level can be found within the venue SFBB manual.

The minimum level of monitoring and record keeping is stated in the following sub-sections.

10) SUPPLIERS

It is **The Studio's** policy to only use reputable suppliers. All suppliers must either be certified via a UKAS accredited scheme or must complete a 'Nominated Supplier' self-certification questionnaire which must be approved by **The Studio's** procurement supplier.

Once this information has been received, the supplier will be entered onto the nominated supplier list. Any deviations from this practice must be cleared by the procurement supplier.

Any complaints regarding suppliers should be communicated to the procurement supplier, copying in the Group Manager, as soon as possible and a supplier complaint form should be completed.

The Studio may also from time-to-time audit suppliers.

A list of nominated suppliers is available.

11) DELIVERIES

The number and times of deliveries will vary. Wherever possible suppliers should be delivered when there is sufficient time to thoroughly check and put away stock i.e. within 15 minutes.

The following checks are required:

- Where available, temperature receipts will be requested and kept for non-ambient stable products. If temperature receipts are not available, the temperature should be checked to ensure it is colder than 8°C for refrigerated and colder than -14°C for frozen.
- Durability dates should be checked to ensure that there is sufficient shelf life i.e. refrigerated goods >2 days and frozen >1 month.
- Visual checks for external contamination, packaging condition and quality should be carried out.
- Visual checks for signs of pests should also be completed and any items showing signs of pest contamination rejected.
- Delivery vehicle conditions should also be completed.

Any deviation from the above should not be accepted and a suppliers' complaint should be raised.

The above checks are required to be recorded in **The Studio** TRAIL system.

12) STORAGE

It is essential for food safety that foods are stored appropriately. The level of food storage available will be dependent on the size and equipment available at each contract.

Ambient stable foods are usually considered to be low risk should be stored as directed on the packaging. This will generally be a dry-store or in appropriate conditions so as not to affect the quality of the produce. It should be remembered that some ambient stable foods may require refrigeration after opening (see date marking section below).

Frozen goods should be stored at -18°C or colder unless immediate defrosting is about to occur. Foods that have been prepared on site and then cooled for freezing must be date marked and used within 1 month. Temperatures of freezers must be taken twice daily and recorded in **The Studio** trail system.

Frozen foods may require defrosting before they can be used and the method employed will vary between contracts. The method used should be detailed in the venue SFBB.

Foods that require chilled / refrigerated storage are generally considered high risk in that if they are not stored correctly, they could cause food poisoning. This will include foods that have been prepared on site that will not undergo any further processing to ensure their safety e.g. ready-to-eat foods that will not be cooked etc.

Foods requiring refrigeration **MUST** be stored at a temperature colder than 8°C (>5°C is recommended).

Wherever possible separate fridges should be used for:

- Raw meats and fish
- Dirty (unwashed / unprepared) salad, vegetables and fruit
- Ready-to-eat foods

If this is not possible raw meats / fish and dirty salad, vegetables and fruit must be covered and stored at the lowest level of the fridge in a clearly defined area away from ready-to-eat foods. All other foods should also be covered wrapped to help prevent contact contamination of allergens. All fridges and freezers must be marked accordingly.

Temperatures of chilled storage provision must be taken twice daily and recorded in **The Studio** TRAIL system.

One of these checks should be a probe check on a foodstuff and/or a medium in the fridge.

Care with the storage of food packaging must also be taken. All packaging that is to be used on foodstuffs must be stored hygienically and in conditions that will render it free from contamination.

Any deviation from the above must be recorded on the SFBB diary sheets along with corrective actions.

13) DATE MARKING

All foods (if not for immediate use) once opened, should be kept in original packaging to identify allergen dated with a storage label and once prepared must be dated with an allergen label.

Foods should be discarded after 3 days (day of production + 2) unless an earlier date is stipulated on the packaging (see 'Use By' dates below).

Most 'bought in' foods will also have been given a durability date by the manufacturer / supplier in the form of a 'Use By' or 'Best Before' date.

The 'Use By' date gives the date that the manufacturer guarantees that the unopened food will be safe to use until, if stored as directed. Foods marked with a 'Use By' are typically high risk / ready to eat foods and it is an offence to exceed the 'Use By' date. If foods are opened, they should be used within the time scales stated on the packaging e.g. consume within 48 hours of opening etc. and ate marked accordingly.

The 'Best Before' date indicates the date after which foodstuffs may deteriorate to an extent that they are no longer of the quality of which the consumer would expect. Foods marked with a 'Best Before' generally can be stored at ambient temperatures, although some may require refrigeration once opened to prevent spoilage. It should also be noted that some 'Best Before' foods may also have a limited life once opened which is shown on the packaging.

It is poor practice to use foods beyond their 'Best Before' dates and may be considered an offence in some circumstances.

Stock rotation is an important control for ensuring food is used whilst it is still safe and of a quality expected by the consumer. This simply means using the oldest foods first, which helps ensure that foods are not used beyond their durability dates and cuts down of wastage.

14) FOOD PREPARATION

The way food is prepared on site will vary between venues. The method employed will be dependent on the size and characteristics of the food preparation areas and equipment available at each site.

To help reduce the risk of **cross-contamination and contact-contamination**, wherever possible, foods of certain types should be prepared in designated areas away from each other.

For example, raw foods such as meat, fish and dirty vegetables should be prepared in a different area from ready-to eat foods such as sandwiches, cooked meats and salads etc. This must always be the first option.

If this is not possible then preparation should be separated by time. For example, thoroughly clean and sanitise the area, prepare all ready-to-eat foods and then store appropriately until required. Then thoroughly clean and sanitise again and then prepare raw and 'dirty' food stuffs. This process should ensure that raw and ready-to-eat foods are not prepared together. A two-stage cleaning approach must be applied.

To further reduce the risk of cross/contact-contamination, different preparation equipment and utensils must also be used for raw and ready-to-eat foods, unless they are thoroughly cleaned and disinfected, ideally by going through a commercial dishwasher.

It is strongly recommended that colour coded chopping boards are employed which must be in good condition (not scored or damaged). Signage detailing colour coding and dirty and clean areas should be displayed in each site and is available from a member of the Health and Safety team.

Once prepared high risk foods must either be used or be put covered into temperature control and labelled accordingly with the name of the product, preparation date and use by date.

Food should only be washed in the designated food preparation sink.

Further details on how food preparation and cross-contamination is managed can be found in the venue SFBB and in **E.COLI 0157 guidance** is found in the sales and catering shared drive

Additional care should be taken when preparing food with allergens adhering to the **Allergen Management Procedure**

14.1) COOKING

Cooking food at an adequate temperature and time combination can drastically reduce the risk of food poisoning by killing pathogenic bacteria.

Whilst there are numerous effective temperature and time combinations, it is **The Studio's** policy that the following temperature and time should be observed.

Cooked foods should reach a core temperature of 75°C (or hotter) for at least 30 seconds. The only deviation from this temperature is for steaks/joints of beef and lamb which haven't been rolled, which may be cooked to a rare state, provided the surface areas are fully seared.

All high-risk food should be checked for the correct temperature using a probe type thermometer that must be calibrated, documented to be working correctly and be sanitised before and during use. This temperature should be recorded in **The Studio** TRAIL system.

If a probe thermometer cannot be used for any reason, then the guidance on visual checks found in the SFBB must be followed.

Note that cooking will not kill allergens and only thorough 2 stage cleaning will remove allergen contamination.

14.2) RE-HEATING

The Studio prides itself on producing fresh foods and therefore does not encourage re-heating foods.

However, it is accepted that this will occur in some circumstances.

All re-heated foods must reach a minimum core temperature 83°C.

After re-heating foods should be served immediately and should never be re-heated more than once.

Wherever possible foods should be checked for temperature using a probe type thermometer. This temperature should be recorded in **The Studio** trail system.

14.3) HOT HOLDING

Hot holding is a term that describes food that has been cooked and is kept hot at a safe temperature of greater than 63°C prior to, or during service. This temperature is a legal requirement.

It is **The Studio's** policy that foods that are not due for direct service be probe checked on an hourly basis to ensure that they remain at a temperature hotter than 63°C. These checks are to be recorded in **The Studio** TRAIL system.

14.4) CHILLING DOWN

It may be the case that foods may be cooked and then require chilling down prior to refrigeration or freezing. It is essential that hot food is chilled down as quickly as possible and wherever possible within 90 minutes.

The options for chilling down are detailed in the venue SFBB manual.

15) TEMPERATURE CONTROL DEFENCE

There may be certain times when high risk / ready-to-eat foodstuffs will be kept out of temperature control e.g. will not be refrigerated to 8°C or colder or kept above 63°C after cooking etc.

Therefore, there are two defences available to caterers in England and Wales that are commonly known as the 4- and 2-hour rules.

15.1) THE 4 HOUR RULE

This refers to food that requires refrigeration and may be applied as follows:

- **The Studio** may offer a defence against failure to observe the requirement for foods to be kept at or below 8°C by proving that the food:
 - ❖ was for service or on display for sale
 - ❖ had not previously been kept for service or display for sale outside temperature control, or, above 8°C, and
 - ❖ Had been kept for service or on display for sale for a period of less than 4 hours

The defence only permits a single period outside temperature control.

Foods displayed outside chill holding under this tolerance should subsequently be placed under chill holding until they are served, sold, or discarded. Alternatively, they should be discarded immediately after the tolerance period.

The above defence should only be applied when the option for chilled display is not available e.g. equipment failure, defrosting, preparation etc. and should not be seen as a long-term solution.

15.2) THE 2 HOUR RULE

This refers to foods that have been cooked and would normally be held hotter than 63°C and can be applied as follows:

- **The Studio** may offer a defence against failure to observe the requirement to keep foods at or above 63°C by proving that the food:
 - Had been kept for service or on display for sale for a single period of less than 2 hours

At the end of the period of up to 2 hours, the food should be cooled to a temperature of 8°C or colder as quickly as possible or discarded.

16) PROBE THERMOMETERS

It is always The Studio's policy that all catering venues have at least one accurate probe thermometer and suitable sanitising wipes available on site .

The efficiency of the probe should be checked on a monthly basis using any of the following methods.

- Iced boiling water
- Via calibrated test caps
- A probe water bath

A tolerance of + - 1°C is deemed acceptable. The results of these checks should be recorded in **The Studio TRAIL** system.

Once the test has been completed and is verified to be operating correctly then the probe must be cleaned using sanitising wipes prior to use.

Deviations will require the probe to either be recalibrated or replaced.

17) CLEANING

The Studio prides itself on having a safe, clean and hygienic work environment and it is **The Studio's** policy to actively encourage a 'clean as you go'.

Wherever possible disposable 'one use' cloths should be used for cleaning down, if this is not possible colour coded cloths may be used. However, the cloths must be clearly identifiable and not interchangeable between dirty and clean areas.

Reusable cloths ie oven cloths / tea towels must be thoroughly cleaned and disinfected regularly, ideally by going through a 'boil wash' programme (hotter than 82°C).

It is **The Studio's** policy that all sites must have a formalised and documented cleaning schedule. A cleaning schedule template can be found in the SFBB, or alternatively a site-specific schedule may be produced on site. All cleaning schedules should contain the following information:

- What is to be cleaned
- When it is to be cleaned
- How it is to be cleaned (including precautions)
- What chemicals are to be used (Company approved only)
- Who is responsible for ensuring the cleaning takes place?
- The above must be signed and dated

Unless stipulated at venue level and cleared by the Health and Safety Manager, only cleaning chemicals provided by **The Studio's** nominated supplier may be used. These chemicals must only be used by trained personnel and as directed in the manufacturers' instructions. Further information may be found in the venue COSHH documentation. (Control of Substances Hazardous to Health)

Note that thorough 2 stage cleaning is the **ONLY** way (other than complete separation) to prevent contact-contamination.

Dependant on the venue there may be the need for regular 'Deep Cleaning' on high-level walling and the extraction system. This is completed by a third-party specialist contractor. This is normally site specific and should be detailed in SFBB.

18) MONITORING

Evidence of comprehensive monitoring ensures that **The Studio** has a robust 'all reasonable precautions and due diligence' defence, in the event of any food safety allegations made against the company.

It should be noted that any deviations found during monitoring require a corrective action. The Venue Manager is responsible for monitoring these records and documenting any corrective action. All corrective actions require recording in The Studio TRAIL system and where necessary, in the venue SFBB manual. All the documentation is subject to regular Audits by Health and Safety Team at CIM

The monitoring records described in this document is the minimum required by **The Studio** and further monitoring may be required if considered necessary on a risk basis.

All monitoring sheets can be found in The Studio TRAIL system.

19) CLOTHING & PERSONAL HYGIENE

The Studio expect the highest standards from all team members, including high levels of self-presentation and personal hygiene. **The Studio** will provide protective clothing to all operational team members when required

However, in summary the following must be adhered to:

- All work wear/uniforms must be clean, presentable and suitable for use
- Hats and where necessary hair nets should be worn, and long hair must be tied back
- Safety shoes must be worn
- Appropriate trousers / tights / stockings etc. must be worn
- Protective clothing should not be worn outside of work i.e. journeying to and from work to home
- Nails should be kept short and be clean
- Excessive make up, perfumes and nail varnish may not be worn
- Only sleeper type earrings and a wedding band may be worn
- Anyone other than team members that enter food preparation areas for any length of time must wear appropriate protective clothing
- Good personal hygiene must be adhered to

19.1) HAND WASHING

It is vital for team members to follow good personal hygiene practices to help prevent harmful bacteria spreading to ready-to-eat food by cross-contamination.

Team members should wash and dry their hands thoroughly, using the example from the NHS, before handling food. This sign must be displayed above all wash hand basins.

It is particularly important to wash your hands before touching ready-to-eat food, after going to the toilet, after touching raw meat or surfaces that might have come into contact with team members handling raw food.

Separate hand washing basins with hot water, liquid soap and drying facilities must be made available. The use of non-hand-operable taps is recommended, but if they are not available, taps should be turned off using paper towel.

Single-use towels must be used for drying hands hygienically.

The use of sanitising gels should not be used instead of effective hand washing.

19.2) Food service - HANDLING FOOD

Minimising direct contact with food will reduce the risk of harmful bacteria spreading.

Safety tips:

- Use tongs and other utensils to handle food and keep hands clean to prevent contamination of handles
- Wash hands thoroughly before the handling, delivery of special diets for allergens
- Use of disposable gloves is not allowed. Ensure hands are thoroughly washed and dried regularly between tasks
- Wear clean clothing or disposable aprons and change outer clothing (e.g. aprons and overalls) before handling ready-to-eat food or entering a clean area

20) PEST CONTROL

This responsibility will be stated in the Safer Food Better Business (SFBB manual).

Daily checks on the premises, structure and food stock should be carried out as part of the opening checks and recorded in the SFBB manual and teams tasks to ensure that there are no signs of pest infestation.

Any signs of pest infestation should be reported immediately to the Venue Manager and Group Manager who will liaise with director for action. These actions should be formally recorded in the daily diary sheets of the SFBB manual and teams task along with any corrective actions implemented. Once the corrective actions have been completed the Group Manager must be informed so that they can be closed off.

21) EQUIPMENT / MAINTENANCE ISSUES

The formal responsibility for equipment maintenance and repair will vary between **The Studio** and the Landlord. This responsibility will be stated in the Safer Food Better Business (SFBB) manual and as a teams task.

Any equipment issues must be recorded formally via TEAMS, making sure all the relevant people are allocated to the task, including the person reporting it. The Group Manager or Directors is then responsible for ensuring that any equipment maintenance or repair issues are rectified either by the Landlord or a third-party provider depending on the contract.

Only competent persons should carry out equipment maintenance and repair and wherever possible this should be done when food is not being produced.

22) EMERGENCY PROCEDURES

Where there is an emergency situation, both customer and team member safety is paramount and at no stage must food safety be compromised.

Types of emergencies may be:

- Flood
- Loss of power
- Loss of gas supply
- Loss of water supply

Any emergency situation (when safe to do so), must be reported immediately to the Group Manager and Director by phone and recorded in the SFBB diary and team task so that the appropriate action can be taken. The Group Manager and Director or the Hygiene and Safety Manager will then agree a course of action

22.1) LOSS OF HOT WATER SUPPLY

The supply of hot water to a wash hand sink is imperative to help stop the spread of bacteria that may possibly contaminate food in a food preparation area.

If there is a loss of the hot water supply to the hand wash sinks, then the following procedure will apply:

1. Manager informs Group Manager
2. Group Manager/ Venue to establish:
 - Reason for problem
 - How long the problem is going to take to rectify
 - Agree temporary service level
 - Agree temporary measures (provision of water boilers etc.)
3. Group Manager-informs Venue Manager of temporary measures (service level agreed, water boilers, use of disposables, emergency sanitising procedures etc.)
4. Venue Manager implements temporary measures and informs Team Members
5. Temporary measures – all staff must ensure:
 - That they should use alcohol gel to sanitise their hands between tasks
 - All surfaces, work utensils etc. must be sanitised correctly between tasks
 - The production of high-risk foods must be minimised to stop any possibilities of cross contamination
 - The menu choice should be adapted (with prior consultation and agreement with the Group Manager) so that ready to eat menu choices are made available rather than preparing dishes
6. Group Manager contacts Venue regularly for up-dates to water situation.
7. Once water supply has been restored the correct service level can be implemented.

23) ALLERGENS

Allergen information must be available for both food and drink and includes loose foods, those pre-packed for direct sale and those packed at the customer's request.

The **Allergen Management Procedure** and **Allergen Statement** must be trained by managers to all food servers and have a full understanding of the daily **Allergen Matrix**

The Allergen Matrix is completed daily by the chef and cross checked by another member of the team

Signage must be displayed on every buffet station, stating foods from buffets may not be suitable for anyone with an allergen or intolerance and a member of the team must be consulted

Team members refer to daily Allergen Matrix to advise customers

Extra care must be taken in the preparation and service of dishes **for customers with allergies to avoid cross-contamination of allergens** and the following steps followed:

- Prep dishes in a separate area if possible or ensure area you are prepping in is fully cleaned before introducing ingredients to prep these dishes. Double check that the dish ingredients are suitable for the allergy of concern.
- Ensure hands are washed thoroughly before preparing a dish for a customer with an allergy
- Change any PPE that may cause a cross-contamination
- Ensure clean utensils are used when preparing these dishes, on clean boards and if possible
- Check the ingredients you are using have come from original packing with allergens labelled. Use clean utensils when taking from packaging or pour direct from containers, to avoid cross-contamination.
- Keep ingredients separate from other areas whilst prepping/cooking these dishes
- Serve into a Kraft box and label with **N.ame E.vent A.llergen D.ish**. Ensure Kraft boxes are stored in a way to avoid cross-contamination and if dish is being served to a plate is clean and has been stored in a way to avoid cross-contamination.

24) SUMMARY

As previously stated, this document is intended to be read in conjunction with the contract SFBB manual, TRAIL, Team Tasks and additional documents and the guidance identified herein and should not be seen as a 'stand-alone' document.

Failure to observe the policies, procedures and practices detailed may be seen as a disciplinary matter.

This policy document will be reviewed annually or as is necessary.

Director	Emma Jennings
Date	16th January 2025
Review Date	January 2026