

Develop a Food Safety Plan

(Based on HACCP principles)

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I. Introduction

The consumption of contaminated foods causes many cases of foodborne illness each year. Most foodborne illness is caused by foods handled, prepared or stored improperly by food handlers in the food industry (Appendix 1). In order to control food safety problems and prevent food poisoning, all food businesses including food service organizations should prepare their own Food Safety Plan (FSP) based on the principles of Hazard Analysis and Critical Control Points (HACCP) system.

Basically, HACCP system is just the systematic application of good practice to the prevention of food safety problems and hence production of safe food. Prevention has two key elements: (1) anticipation of the problems and (2) design of the right preventive solutions. Prevention is active, not passive, in its approach.

HACCP system has been adopted worldwide by many food manufacturing companies; however, a “classic” HACCP system is generally not considered feasible in the food service organizations due to multiplicity of food products, lack of standardised methods, lack of systematic production planning as well as lack of expertise to develop the HACCP system. This document contains a simplified model based on the principles of HACCP in order to assist managers of food service organizations to implement a HACCP-based food safety plan.

II. What is a Food Safety Plan?

A FSP is a plan designed to identify and control hazards in order to establish and maintain food safety. The hazards may relate to the purchase, storage, preparation, packaging, transport or sale of food.

The following section outlines the stages involved in developing a FSP. It lists the catering steps as well as the potential hazards typical in most food service organizations, outlines the controls which apply generally to most catering operations and advises on when and how these should be applied. It also gives advice on the identification and monitoring of other control points.

III. How to develop your Food Safety Plan?

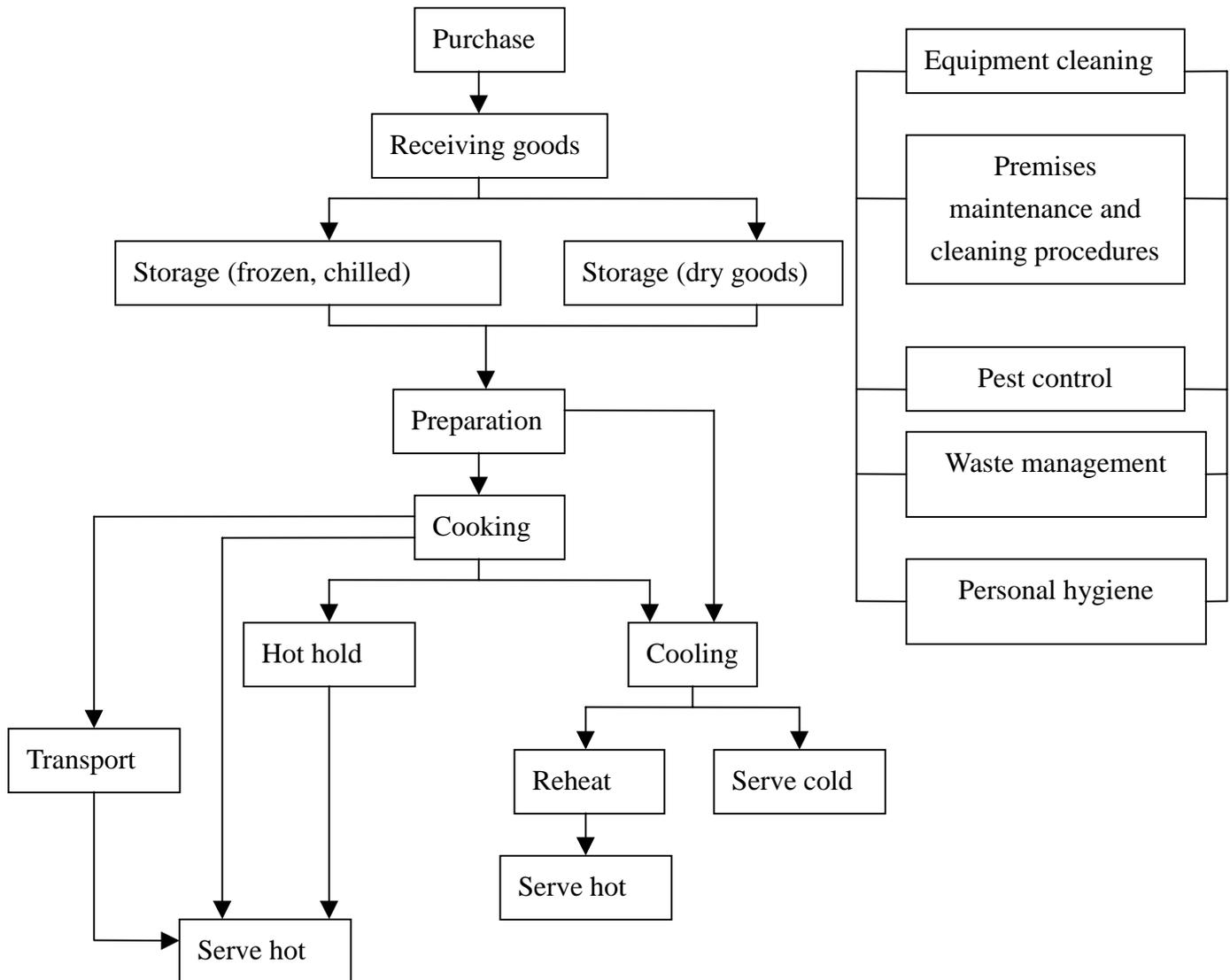
The following section explains to you step by step how to develop your own FSP. It provides you with a set of sheets that enable you to develop, document and monitor your FSP.

Stage 1 Planning

Preliminary planning and preparation will be essential before developing your FSP. A coordinator for developing a FSP should be appointed and adequate authorities and resources should also be provided. Staff should be made aware of the changes that will result from the introduction of the FSP. The FSP will only work if each staff member knows their role in the programme, and is committed to making it work. To reduce the anxiety of staff, the FSP should be introduced in phases over a period of time. For example, the FSP could be introduced initially for just the first step of the catering operation (i.e. purchase of raw materials), making sure that the first step is working properly before moving onto the next step.

Stage 2 Draw a flow diagram

A flow diagram should be drawn showing each step in the operation from purchase of raw materials to serving food to consumer. The following diagram is a generic example for a catering operation which should be tailored to each individual operation. Each of the steps of the operation can be considered a control point to control food safety hazards.



Stage 3 Steps

3a List Hazards

A hazard is anything that may cause harm to the consumer (Appendix 2). Use your flow diagram to identify all the hazards associated with each step.

Examples of hazards are:

- I. Harmful microorganisms that contaminate raw materials
- II. Harmful microorganisms that grow during processing
- III. Harmful microorganisms or toxins that survive heating
- IV. Chemicals that contaminate food
- V. Physical objects that enter food

Of these, the most important hazard is likely to be harmful bacteria that may contaminate and grow in food.

3b Identify Preventive Measures

List the measures that can be used to control the identified hazards.

Examples of preventive measures are:

- I. Using reputable suppliers
- II. Requiring product specification
- III. Adequate freezing or chilling
- IV. Handwashing and good personal hygiene
- V. Proper cooking
- VI. Effective cleaning
- VII. Regular calibration of measuring instruments (e.g. thermometer)

3c Identify Control Limit

At each step (e.g. purchase, storage, hot hold, etc.) of the catering operation, control limits are established for the identified hazards. A control limit is a value or measurement (such as temperature or acidity) that must be met to ensure safety of the product. The critical limit is what separates safe from unsafe.

Examples of control limits are:

- I. Food should be stored at 4°C (or below) or at 63°C or above
- II. Cooking of food at 75°C or above
- III. Cooling of cooked food to 4°C in 6 hours (63°C to 20°C in 2 hours and 20°C to 4°C in the next 4 hours)

3d Establish Monitoring Procedures

The monitoring of control points will ensure that any loss of control (i.e. deviation from control limits) can be identified so that corrective actions can be taken before the product becomes unsafe. The methods used should be kept as simple as possible.

Examples of monitoring procedures include:

- I. Temperature and time measurements
- II. Visual observation of “use by” date and stock rotation
- III. Visual observation of equipment and work surface cleanliness
- IV. Visual inspection of incoming food materials

Simple and clear work instructions for the controls and monitoring procedures should be developed for staff to refer to:

- I. What is to be checked?
- II. How is the control point checked?
- III. When is it checked?
- IV. Where is it checked?
- V. Who does the check?

3e. Establish Corrective Actions

If monitoring shows that control is not satisfactory, it is important to take corrective actions.

Examples of corrective actions include:

- 1 Reheat the food until it is thoroughly cooked if cooking temperature is inadequate.
- 2 Adjust or repair the chiller if chiller’s temperature is greater than 4°C.
- 3 Clean the equipment again if it is dirty.

3f. Keep Records (For example: temperature records of the freezer)

The records of control points help you check that the food safety measures are adequate and working. Examples of work sheets for catering operations are provided in Appendix 3 to Appendix 14.

3g. Check and Review

In order to prove that your FSP in your premise works, you should perform a systematic check periodically (e.g. once a month). An example of a FSP checklist is provided in Appendix 15 for your reference. The checklist may help you to determine areas in your operation requiring action. In addition, you should also review your FSP at least once a year because your operation or products may change.

Examples of hazard identification and control

Following are examples of generalized analysis of hazard work sheets for each step described in the food operation flow charts.

Step: Purchasing

Hazards	<ul style="list-style-type: none">• Raw materials contaminated with<ul style="list-style-type: none">- Harmful bacteria- Toxins- Chemicals such as pesticides- Glass, metal, etc
Preventive Measures	<ul style="list-style-type: none">• Buy from reliable sources• Specify temperature at delivery• Specify product quality• Select least hazardous ingredients
Control Limits	<ul style="list-style-type: none">• Products obtained from approved, reputable suppliers• Specify product quality and safety including delivery temperature (chilled foods at 4°C or below, frozen foods below -18°C)
Monitoring Procedures	<ul style="list-style-type: none">• Check suppliers' monitoring documentation to show that they follow good manufacturing practice• Inspect suppliers' premises• Report of customer complaints
Corrective Actions	<ul style="list-style-type: none">• Avoid unqualified suppliers
Records	<ul style="list-style-type: none">• Record of approved suppliers• Purchasing record form (Appendix 5)

Step: Receiving raw materials

Raw materials or ingredients must be checked on deliveries. Different ingredients and foods will need to be checked more frequently depending upon the degree of risk they present.

Hazards	<ul style="list-style-type: none">• Presence and growth of harmful bacteria during delivery• Damaged packaging and contamination with foreign matter
Preventive Measures	<ul style="list-style-type: none">• Check or label date codes, temperature• Check conditions of food• Move chilled and frozen foods to cold storage as quickly as possible.• Check packaging• Check delivery vehicles and drivers
Control Limits	<ul style="list-style-type: none">• Expiry date<ul style="list-style-type: none">- Use By date- Best Before date• Temperature<ul style="list-style-type: none">- 4°C or less for chilled food- Frozen food must be entirely frozen• General conditions<ul style="list-style-type: none">- No off odour or stickiness and so on• Store chilled and frozen foods immediately (e.g. within 10 minutes)• Packaging intact and no visible foreign matter• Clean delivery vehicles
Monitoring Procedures	<ul style="list-style-type: none">• Check expiry dates• Measure temperature of chilled or frozen foods• Visual check the general conditions of foods• Observe handling procedures of food upon receiving• Visual check packaging and foreign matter contamination• Visual check the hygienic condition of vehicles
Corrective Actions	<ul style="list-style-type: none">• Inform supplier• Reject product• Store foods immediately
Records	<ul style="list-style-type: none">• Records of incoming food and supplies (Appendix 6,7 and 8)

Step: Dry storage

Dry storage includes the storage of some kinds of fruits/vegetables, dried foods (e.g. cereals and seasonings) and canned or bottled foods.

Hazards	<ul style="list-style-type: none">• Bacterial growth• Cross contamination
Preventive Measures	<ul style="list-style-type: none">• Do not use food beyond its expiry date• Cover/wrap foods and separate food types• Check packaging• Pest control• Cleaning/sanitation
Control Limits	<ul style="list-style-type: none">• All foods to be date marked and use First-in-first-out (FIFO) rotation• All food covered and food types separated• Packaging intact and no visible foreign matter• Area to be pest-proofed• Area to be in a dry and clean condition
Monitoring Procedures	<ul style="list-style-type: none">• Check date codes• Visual check storage conditions• Visual check packaging• Check pest control records• Check cleaning records
Corrective Actions	<ul style="list-style-type: none">• Mark food items with dates• Wrap/cover the food• Reorganize layout to separate different food types• Employ a pest control company• Clean the storage area
Records	<ul style="list-style-type: none">• Pest control records (Appendix 12)• Cleaning records (Appendix 11)

Step: Refrigerated storage

Hazards	<ul style="list-style-type: none"> • Growth of harmful bacteria and formation of toxins. • Cross contamination (e.g. contaminating cooked food from raw food).
Preventive Measures	<ul style="list-style-type: none"> • Store chilled food in refrigerator of appropriate temperature • Arrange foods to allow for good air circulation • Do not use food beyond its expiry date • Do not use food that appears or smells spoilt • Cooked food and raw food to be stored separately • Cover all foods and separate food types • Clean the area
Control Limits	<ul style="list-style-type: none"> • Storage temperature at 4°C or below • All foods to be date marked and use FIFO rotation • Store cooked food above raw food • All food covered • Area to be cleaned
Monitoring Procedures	<ul style="list-style-type: none"> • Measure storage temperature twice a day • Check date codes • Visual check the general conditions of food • Visual check general storage conditions • Check cleaning records
Corrective Actions	<ul style="list-style-type: none"> • Adjust or repair refrigerator • Reorganise layout • Mark food items with dates • Discard spoilt food and food outside its expiry date • Separate ready-to-eat food and raw food • Cover the food • Clean the area
Records	<ul style="list-style-type: none"> • Temperature record sheet for refrigerator (Appendix 9)

Step: Frozen storage

Hazards	<ul style="list-style-type: none"> • Growth of harmful bacteria
Preventive Measures	<ul style="list-style-type: none"> • Store frozen food in freezer of appropriate temperature • Arrange foods to allow for good air circulation
Control Limits	<ul style="list-style-type: none"> • Storage unit temperature at -18°C or below
Monitoring Procedures	<ul style="list-style-type: none"> • Check temperature
Corrective Actions	<ul style="list-style-type: none"> • Adjust or repair freezer • Reorganise layout
Records	<ul style="list-style-type: none"> • Temperature record sheet for freezer (Appendix 9)

Step: Preparation

Hazards	<ul style="list-style-type: none"> • Growth of harmful bacteria and formation of toxin • Cross contamination
Preventive Measures	<ul style="list-style-type: none"> • Wash all fruits and vegetables • Limit the time that chilled food is out of the refrigerator • Frozen food to be thawed under <ul style="list-style-type: none"> – Refrigeration – Cool running water in waterproof package • Use clean utensils and cutting boards to avoid cross contamination
Control Limits	<ul style="list-style-type: none"> • Fruits and vegetables to be washed thoroughly • Maximum length of time for thawed and chilled food held above 4°C is 2 hours • Frozen food to be adequately thawed before cooking • Food equipment and utensils to be clean, in good repair and designated for use only with ready-to-eat foods
Monitoring Procedures	<ul style="list-style-type: none"> • Visual check • Measure thawing temperature periodically
Corrective Actions	<ul style="list-style-type: none"> • Rewash fruits and vegetables • Discard thawed foods that have been held above 4°C for more than 2 hours • Leave food to thaw for a longer period of time • Discard contaminated ready-to-eat food • Use separate utensils and cutting boards for ready-to-eat and raw foods
Records	<ul style="list-style-type: none"> • Corrective action record sheet (if taken) (Appendix 10)

Step: Cooking

Hazards	<ul style="list-style-type: none"> • Survival of bacteria and bacterial spores
Preventive Measures	<ul style="list-style-type: none"> • Cook food thoroughly
Control Limits	<ul style="list-style-type: none"> • Core food temperature above 75°C
Monitoring Procedures	<ul style="list-style-type: none"> • Check food temperature • Visual check <ul style="list-style-type: none"> – soups, sauces, etc. boil for at least 5 minutes – minced meat is brown inside – poultry juices run clear – fish flakes with a fork
Corrective Actions	<ul style="list-style-type: none"> • Continue cooking to required temperature
Records	<ul style="list-style-type: none"> • Temperature record sheet

Step: Cooling

Hazards	<ul style="list-style-type: none"> • Growth of bacteria and formation of toxin • Cross contamination
Preventive Measures	<ul style="list-style-type: none"> • Use appropriate methods to cool food quickly • Cover immediately after cooling • Use clean and sanitized containers
Control Limits	<ul style="list-style-type: none"> • Containers less than 5 cm/2 inches high • Cool to 4°C or less in 6 hours. Cool from 63°C to 20°C in 2 hours and then to 4°C or less in the next 4 hours • Containers to be covered • Containers to be cleaned and sanitized
Monitoring Procedures	<ul style="list-style-type: none"> • Regular monitor time and temperature when food is left to cool • Visual check cleanliness of containers
Corrective Action	<ul style="list-style-type: none"> • Cool food by: <ul style="list-style-type: none"> – Using shallow containers or dividing it into small portions – Placing containers in ice water bath – Stirring it frequently • Discard product if not at 4°C or less within 6 hours • Cover containers • Wash and sanitize containers before filling them with product
Records	<ul style="list-style-type: none"> • Temperature record sheet

Step: Reheating

Hazards	<ul style="list-style-type: none">• Survival of harmful bacteria and growth of bacteria spores
Preventive Measures	<ul style="list-style-type: none">• Reheat food thoroughly
Control Limits	<ul style="list-style-type: none">• Core food temperature above 75°C
Monitoring Procedures	<ul style="list-style-type: none">• Check food temperature
Corrective Actions	<ul style="list-style-type: none">• Return to heat until correct temperature is achieved
Records	<ul style="list-style-type: none">• Temperature record sheet

Step: Hot holding

Hazards	<ul style="list-style-type: none">• Growth of harmful bacteria and formation of toxin• Cross Contamination
Preventive Measures	<ul style="list-style-type: none">• Use insulated containers or use heated holding system• Cover immediately
Control Limits	<ul style="list-style-type: none">• Keep at 63°C or above• Containers to be covered
Monitoring Procedures	<ul style="list-style-type: none">• Regular monitor food temperature in holding container• Visual check cleanliness of containers
Corrective Actions	<ul style="list-style-type: none">• Readjust or modify holding system so it can achieve acceptable temperatures• Discard food if it falls below 63°C for more than 2 hours• Cover containers
Records	<ul style="list-style-type: none">• Temperature record sheet

Step: Transport

Hazards	<ul style="list-style-type: none">• Growth of harmful bacteria and formation of toxin• Cross contamination
Preventive Measures	<ul style="list-style-type: none">• Use insulated containers to reduce heat loss• Delivery person has received appropriate training• Use clean vehicle
Control Limits	<ul style="list-style-type: none">• Keep above 63°C for hot foods• Keep at 4 °C or below for cold foods • Delivery person trained in personal hygiene• Clean vehicle
Monitoring Procedures	<ul style="list-style-type: none">• Periodic check food temperature• Observe work of delivery person• Visual check vehicles
Corrective Actions	<ul style="list-style-type: none">• Readjust and modify delivery system so it can achieve acceptable temperatures• Discard food if hot food is kept at a temperature below 63°C for more than 2 hours• Discard food if cold food is kept at a temperature above 4°C for more than 2 hours • Retrain delivery person• Clean and repair delivery vehicle
Records	<ul style="list-style-type: none">• Temperature record sheet• Vehicle inspection sheet• Staff training record (Appendix 13)

IV Other basic requirements for a Food Safety Plan

A FSP should also include some basic activities which address hazard control more broadly. Listed below are the examples of these components.

A. *Cleaning and sanitation*

Effective cleaning and sanitising remove food residues and dirt and hence minimize the risk of food contamination and food poisoning. A cleaning programme should be developed to ensure that cleaning is conducted in a systematic and regular manner. A well-planned cleaning programme should include the following:

- (a) areas and equipment to be cleaned
- (b) frequency of cleaning required for each item
- (c) the specific standard procedure
- (d) equipment and methods to be used
- (e) chemicals or systems to be used
- (f) the staff responsible for each task

A simplified cleaning programme

Item	Frequency	Equipment and chemicals	Method	Responsible person
<u>STRUCTURE</u>				
Floors	End of each day or as required	Broom, Damp mop, scrub, detergent and sanitizer	<ol style="list-style-type: none"> 1. Sweep the area 2. Apply detergent and mop the area 3. Use scrub for extra soil 4. Rinse thoroughly with clean water 5. Remove water with mop 	
Walls, window and ceiling	Weekly or as required	Damp cloth, scrub, detergent	<ol style="list-style-type: none"> 1. Remove dry soil 2. Rinse with water 3. Apply detergent and wash 4. Rinse with water 5. Air dry 	
<u>FOOD CONTACT SURFACES</u>				
Work tables, sinks and waste disposal	After use	Clean cloths, detergent and sanitizer	<ol style="list-style-type: none"> 1. Remove food debris and soil 2. Rinse with water 3. Apply detergent and wash 4. Rinse with water 5. Apply sanitizer 6. Air dry 	

Item	Frequency	Equipment and chemicals	Method	Responsible person
<u>EQUIPMENT</u>				
Utensils, cutting boards, knives, and other cooking equipment	After each use	Clean cloths, brush, detergent and sanitizer	<ol style="list-style-type: none"> 1. Remove food debris and soil 2. Rinse with water 3. Apply detergent and wash 4. Rinse with water 5. Apply sanitizer 6. Air dry 	
Refrigerator, freezers and storage areas	Weekly or as required	Clean cloths, brush, detergent and sanitizer	<ol style="list-style-type: none"> 1. Remove food debris and soil 2. Rinse with water 3. Apply detergent and wash 4. Apply sanitizer 5. Air dry 	
<u>HAND CONTACT SURFACES</u>				
Door knobs, drawers and switches	Daily	Damp cloths, detergent	<ol style="list-style-type: none"> 1. Remove debris 2. Apply detergent 3. Rinse with damp cloth 4. Dry with paper towel/Air dry 	

B. Personal hygiene

Good personal hygiene is essential to ensure food safety. Disease-causing bacteria may be present on the skin and in the nose of healthy people. All food handlers must therefore maintain a high standard of personal hygiene and cleanliness in order to avoid transferring food poisoning bacteria to foods. The following points need to be considered by all food handlers.

- Uniforms, aprons (or clothes) should be clean at the beginning of a work shift
- Wear a hair restraint (hat or hairnet)
- Keep fingernails short and clean
- Avoid touching nose, mouth, hair and skin during food preparation
- Do not smoke in food premises
- Do not cough or sneeze directly onto food. Wash hands after coughing or sneezing
- Avoid using handkerchiefs, use disposable tissues
- Wash your hands after blowing your nose
- Avoid wearing jewellery while handling and preparing food
- Avoid using strong perfumes/after shaves
- Do not wear uniforms / aprons outside the food preparation area
- Cover all wounds or cuts on hands or arms completely with bright-coloured waterproof wound strip
- Wear disposable gloves if there is a wound on the hand. Change both gloves and wound strip regularly
- Food handlers to be free from any illnesses such as gastro or the flu
- Cease work and report to the manager while ill

Hands must be washed before:

- Working
- Handling food and utensils

Hands must be washed after:

- Using the toilet
- Handling raw food
- Coughing, sneezing, eating, drinking or smoking
- Licking fingers
- Every break
- Touching pimples or sores
- Handling waste
- Carrying out cleaning duties
- Changing soiled clothes
- Touching ears, nose, hair, mouth, or other bare body parts
- Handling animals
- Any other unhygienic practice

Handwashing technique:

- Moisten hands with water
- Apply soap or detergent, work up a lather beyond the wrist
- Rub hands together for at least 20 seconds (use a nail brush when necessary)
- Rinse off soap or detergent
- Dry hands with paper towel or hot air dryer – do not wipe hands with uniform or cloths

C. Pest Control

Pest may contaminate food and cause foodborne illness. A pest control programme should be developed to eliminate pests and prevent pests from infesting your food premises. An effective pest control programme should be able to prevent access, deny harbourage and eradicate any pests present.

Exclusion and restriction (preventing access and denying harbourage)

- Seal all gaps around fittings or in walls or floors
- Keep the doors to the outside closed at all times
- Fit windows open directly into food preparation areas with screens (with apertures of 2mm square or less) to keep insects out
- Cover ventilation ducts and floor drains
- Store and remove garbage properly and regularly. Keep garbage covered.
- Inspect frequently (e.g. weekly) for sign of pests – both outside and inside
- Check incoming foods and supplies for sign of pests
- Store food and supplies properly:
 - Cover them properly
 - Store them at least 15cm/6 inches off the floor and 15cm/6 inches away from walls
 - Store at low humidity (50 percent or less)
 - Apply First-in-first-out system
- Remove cartons, newspaper, etc. that may attract and harbour pests
- Clean up spillages of food immediately
- Keep toilets cleaned and sanitized
- Keep garbage in sealed plastic bags and inside tightly covered refuse bins

Destruction

- Use chemical, physical or biological means, e.g. rodent traps, where there are sign of pests
- Use a zapper or insecticutor to capture and kill flying insects. Ensure zappers are not above or within 3 metres of a food preparation or storage area. Avoid spraying insecticide over food preparation surfaces.
- Hire a professional pest control company
- An example of a pest control monitoring record sheet is provided in Appendix 12

D. Waste Disposal

Waste can be regarded as any item of food, ingredients, packaging materials, etc. which are not suitable for further use and are intended to be disposed of. Waste should be controlled carefully since it presents a risk of contamination of foods.

- Waste disposal bins are to be placed around the working area of food preparation rooms and positioned conveniently to staff and operations
- Waste disposal bins are clearly distinguishable from other storage bins
- Waste disposal bins in food preparation rooms need not be covered if they are in frequent use and are regularly emptied
- A defined area is to be allocated for the storage of waste pending disposal
- When food waste is removed from food preparation rooms pending disposal, it must be placed in a tightly covered waste storage bin
- Plastic liners are to be used in waste disposal and storage bins
- Waste disposal and storage bins are to be emptied when full or on a regular basis
- Waste disposal bins are to be cleaned and sanitised daily and placed upside down and off the floor to drain overnight

E. Training

Training offers food handlers a better understanding of how food can become contaminated, and how foodborne illness can be avoided through proper food handling procedures.

- It is good practice for a business to have a training plan to identify the training needed for each member of staff
- It is also good practice to keep records of the training completed by every member of staff
- Training needs should be reviewed on a regular basis and should be judged against the role and responsibilities, the existing skills, experience and previous training of the staff
- An example of staff training record is provided in Appendix 13

F. Customer Complaint

Customer complaint helps to reflect problem of the food production process. Complaints should be handled carefully. Appropriate amendment on the FSP can be made if necessary.

- Establish complaint procedures
- Document all complaints from customers
- Record details including the date, customers details, reasons and response for complaint and corrective actions
- An example of a customer complaint record sheet is provided in the Appendix 14

**COMMON FOOD HANDLING PRACTICES THAT CAUSE FOOD
POISONING**

1. Inadequate cooking
2. Prolong storage of food between 4°C and 63°C
3. Improper cooling
4. Inadequate reheating
5. Inadequate thawing of food before cooking
6. Preparation of food too far in advance and storage of food at ambient temperature
7. Use of unsafe food source
8. Use of leftovers
9. Cross-contamination
10. Infected person

LIST OF HAZARDS

A hazard is anything that may cause harm to the consumer. Hazards may be biological, chemical or physical:

Biological

- *Listeria*
- *Salmonella*
- *Campylobacter*
- *E.coli* O157:H7
- Norwalk virus

Chemical

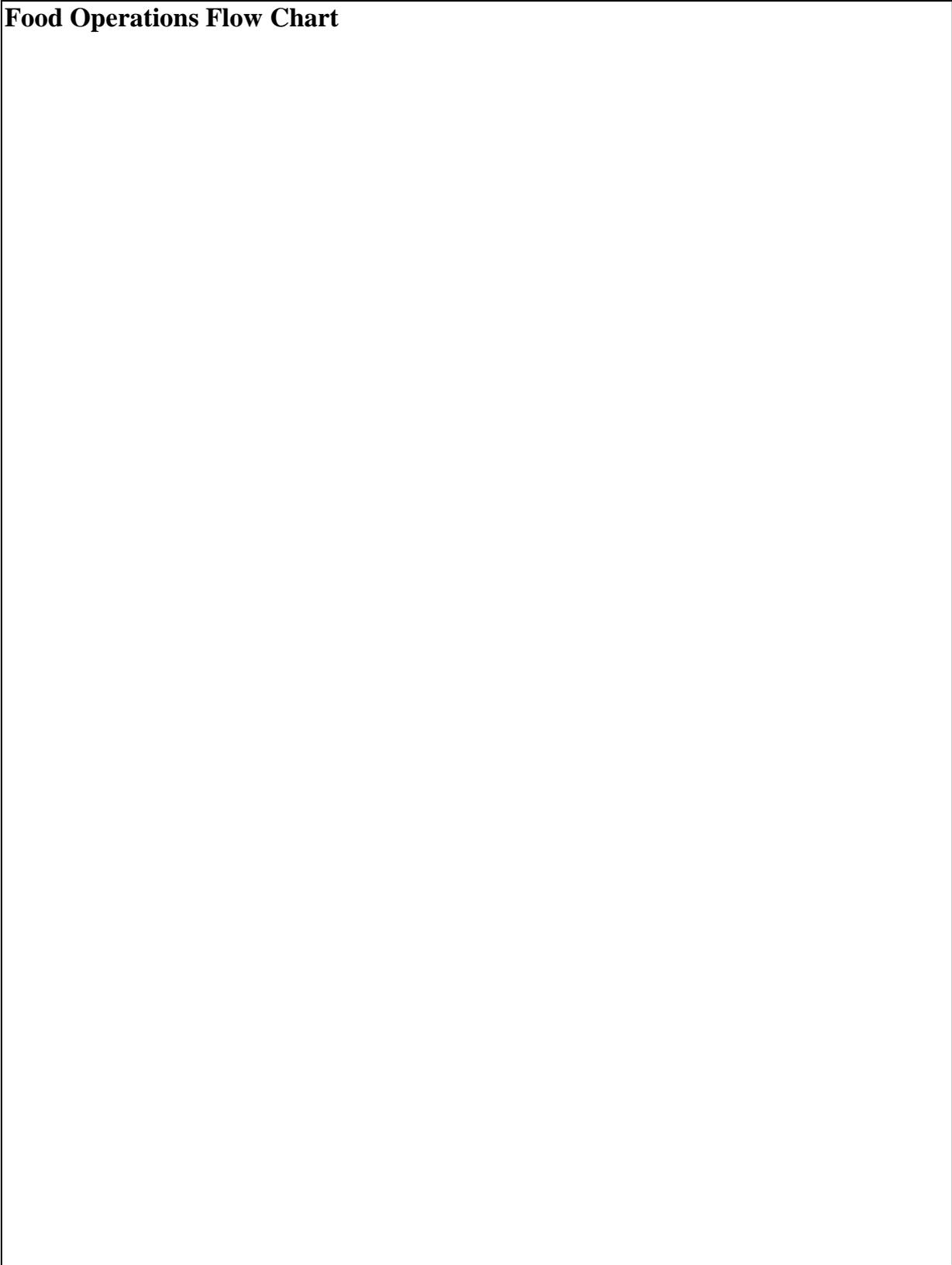
- Pesticides
- toxin (fish)
- mycotoxins
- allergens

Physical

- Glass
- Metal
- Stones

Hazard Work Sheet

Food Operations Flow Chart



Hazard Work Sheet

Stage	
Hazards	
Preventive Measures	
Critical Limits	
Monitoring Procedures	
Corrective Actions	
Records	

Staff Training Record

Name:	
Position:	
<p>Previous training received</p> <p>(1) Type:</p> <p style="padding-left: 40px;">Date:</p> <p style="padding-left: 40px;">Training offered by:</p> <p>(2) Type:</p> <p style="padding-left: 40px;">Date:</p> <p style="padding-left: 40px;">Training offered by:</p> <p>(3) Type:</p> <p style="padding-left: 40px;">Date:</p> <p style="padding-left: 40px;">Training offered by:</p> <p>(4) Type:</p> <p style="padding-left: 40px;">Date:</p> <p style="padding-left: 40px;">Training offered by:</p>	
Additional training required:	

Customer Complaint Record

Date receiving the complaint	
Name of the complainant	
Telephone number of the complainant	
Ways of sending the complaint	Oral/Letter
Person receiving the complaint	
Person handling the complaint	
Cause of the complaint	
Result of the investigation	
Corrective action taken	
Response of the complainant	Not satisfactory/Satisfactory

Food Safety Plan
Manager Self-Inspection Checklist

Checked by _____

Date _____

Personal Hygiene

Standard	Yes	No	Comment	Date corrected
Employees wear proper clothing				
Hair restraint is worn by food handlers				
Fingernails are short, unpolished, and clean				
Jewelry is limited to watch and plain ring				
Gloves are changed at critical points				
Open sores, cuts, or bandages on hands are completely covered while handling food				
Adequate hand washing and drying facilities are available				
Hands are washed routinely and thoroughly using proper hand-washing procedures				
Smoking is observed only in designated areas away from preparation, service, storage, and warewashing areas				
Eating, drinking, or chewing gum are observed only in designated areas away from work areas				
Employees take appropriate action when coughing or sneezing				
Disposable tissues are used and disposed of when coughing/blowing nose				
Personnel with infections restricted				
Employee illnesses are documented				

Utensils and Equipment

Standard	Yes	No	Comment	Date corrected
All small equipment and utensils, including cutting boards, are thoroughly cleaned between uses and sanitized where necessary				
Small equipment and utensils are air dried				
Work surfaces are clean to sight and touch				
Work surfaces are washed and sanitized between uses				
Thermometers are washed and sanitized between each use				
Can opener is clean				
Drawers and racks are clean				
Small equipment is inverted, covered, or otherwise protected from dust or contamination when stored				

Cleaning and Sanitizing

Standard	Yes	No	Comment	Date corrected
Three-compartment sink is properly set up for warewashing (wash, rinse, sanitize)				
Cleaning procedures are in place for utensils equipment and premises				
Chlorine test kit or thermometer is used to check sanitizing rinse				
If heat sanitizing, the utensils are allowed to remain immersed in 82°C water for 30 seconds				
If using chemical sanitizer, it is the proper dilution				
Cleaning chemicals and equipment are stored properly				
The utensils are allowed to air dry				
Wiping cloths are stored in sanitizing solution while in use				
Cleaned tableware and utensils are properly stored				

Garbage Disposal

Standard	Yes	No	Comment	Date corrected
Adequate garbage containers are provided				
Garbage containers are washed and sanitised				
Garbage containers are emptied as necessary				
Boxes and containers are removed from site				
Garbage storage area is protected from insect or rodent infestation				
Proper storage is available for brooms, mops, and other cleaning utensils outside of food production areas				

Pest Control

Standard	Yes	No	Comment	Date corrected
Screens are on open windows and doors and in good repair				
A pest control program is in place				
No evidence of pests is present				

Food Production

Stages	Criteria for control	Yes	No	Comment	Date corrected
Receiving	Immediately upon receipt, incoming food and supplies are inspected				
	All food and supplies are promptly moved to proper storage areas				
	Receiving area is clean and free of food debris, boxes, or other refuse				
	Refrigerated and frozen products are arriving at correct temperature				
	Products are supplied by approved suppliers				

Stages	Criteria for control	Yes	No	Comment	Date corrected
Dry Storage	Storage area is dry and well ventilated				
	All food and paper supplies are stored off the floor				
	All food is labelled with name and delivery date				
	FIFO (First-in-first-out) is used				
	There are no bulging or leaking canned goods in storage				
	Opened bulk-food supplies are stored in containers with tight-fitting lids				
	Food is protected from contamination				
	All surfaces and floors are clean				
	Chemicals and clean supplies are stored away from food and other food-related supplies				
Cold Storage	Thermometer is conspicuous and accurate				
	Proper temperatures are maintained: 4°C or lower in refrigerators and -18°C or lower in freezers				
	All food are stored off the floor				
	Unit is clean				
	Foods are arranged to permit air circulation				
	Cooked foods are stored above raw foods				
	Proper chilling procedures have been practiced				
	All food is properly wrapped, labelled and dated				
	FIFO (First-in-first-out) is used				

Stages	Criteria for control	Yes	No	Comment	Date corrected
Food Handling	Frozen food is thawed under refrigeration or in cold running water				
	Food is not allowed to be in the “temperature danger zone” (i.e. between 4°C and 63°C) for more than 2 hours				
	Food is tasted using proper method				
	Food is not allowed to become cross-contaminated				
	Food is handled with utensils, clean gloved hands, or clean hands				
	Utensils are handled to avoid touching parts that will be in direct contact with food				
	Reusable towels are used only for sanitizing equipment surfaces and not for drying hands, utensils, floor, etc.				
Hot /cold Holding	Unit is clean				
	Food is heated to 75°C before placing in hot holding				
	Temperature of food being held is 63°C or above				
	Temperature of cold food being held is 4°C or below				
Transport	Food is protected from contamination				
	Transport containers and carts are regularly cleaned and sanitized				
	Proper temperatures are maintained during transport: at 4°C or below for cold foods and above 63°C for hot foods				
	Transport carts and containers for food are covered				
	Transport vehicle is clean				

**For more information, please contact the
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or

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Compiled by Risk Communication Section, Food and Environmental Hygiene Department

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