NEW COLLEGE CATERING
DEPARTMENT

FOOD SAFETY POLICY MANAGEMENT
SYSTEM

1 Food Safety Policy (January 2016) (1)
amended July 2016
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NEW COLLEGE

New College has a food production and service operation which provides annually approximately 4000 High Table dinners and 14,000 lunches to Senior Members, 20,000 cafeteria breakfasts and lunches, 44,000 served dinners to Junior Members, 30,000 meals to vacation Conference and Summer School participants, 14,000 private lunches and dinners, 14,400 meals (mostly lunches) to non-academic staff and numerous afternoon teas/snacks for the College choir and other outlets.

New College School provides approximately 180 lunches for the boys and staff during term time only. No other catering occurs outside of this period on the school premises.

The College employs 43 full time plus part time staff in the main Kitchen and ancillary areas, Hall, Buttery, Beer Cellar, Senior Common Room, Junior Common Room and School.

The College is proud of its catering services and shows commitment to food safety and hygiene by issuing this policy document and by introducing and maintaining the highest standards of work practice and procedure.

The policy requires that all food supplied within and by the College will have been produced to the highest standards, complying with all food safety and hygiene legislation, good practice and codes of practice issued within the catering industry. The College has committed itself to ensure that resources, both in staff and finance, will be available to ensure compliance.

The Home Bursar and Catering Manager have been involved in the drafting of this document in line with the College’s Hygiene Audit Advisors recommendations as of March 1999 and annually thereafter following consultation with EHO officers

The policy and Codes of Practice include relevant general hygiene, health and safety and fire safety requirements. Training will play a key role in successful policy implementation. The Home Bursar through the senior staff listed below, is responsible for its implementation. Principal responsibilities are:-
HOME BURSAR -
Selection, appointment and training of staff.
Instigating initial and refresher training records for all relevant staff and for the disciplining of non-conforming personnel.
Seeking from the Governing Body the financial resources necessary for compliance;
Reporting annually to the Bursar/Governing Body on the state of food safety and hygiene.

CATERING MANAGER –
Selection, appointment and training of staff including maintenance of individual training records for all staff and for instigating initial and refresher training in accordance with the Training Code of Practice (CP1) and for disciplining of non-conforming personnel.
Implementing the policy in all catering areas and establishing auditing, monitoring and management of control systems in conjunction with HR directives.

HEAD CHEF, FOOD SERVICE MANAGER, SCR BUTLER, BEER CELLAR STEWARD, HEAD COOK AT SCHOOL –
Ensuring that all Codes of Practice are adopted in his/her area of responsibility; for arranging training as specified and ensuring that staff at all times are adhering to the Codes of Practice; for establishing working routines, cleaning schedules and methods of working; for establishment and operation not less frequently than monthly throughout the year a monitoring procedure to ensure compliance; for seeking from the Catering Manager the resources necessary for compliance.

CODES OF PRACTICE –
Will be operated from the date of issue of the policy and as amended from time to time. Additional codes may be introduced at any time.

THE POLICY –
and its Codes of Practice will be reviewed by the Catering Manager annually, and more frequently if legislation is changed or new standards introduced.
CODE OF PRACTICE – TRAINING

Responsibility for Training
The Catering Manager and H.R department will establish and maintain adequate training records, and notify heads of departments of training requirements and revalidation’s. Heads of Departments are responsible for carrying out the prescribed level and frequency of training, in consultation with the Catering Manager.

Heads of Department are (alphabetically):’ Beer Cellar Steward, Food Service Manager, Head Chef, SCR Butler, and School Head Cook.

Code of Practice implementation dates are related to the date of the Governing Body’s adoption of the Food Safety Policy.

1. INDUCTION

Formal Induction will be carried out by the Catering Manager. All staff will participate within one month of commencement.

Departmental Induction is the responsibility of the departmental head. It will be carried out on the day of commencement or not later than the end of the first working week.

This comprises: toilet, locker, cloakroom location, meal and security arrangements; hours of work, uniform, smoking*, First Aid*, dangerous machinery*, personal safety*, COSSH*, complaints, pest control, training policy, personal hygiene*, and departmental sickness procedure.

Annual Health and Safety Update by Heads of Department to cover items asterisked above,

2. FOOD SAFETY

Basic Food Hygiene Certificate (such as Institute of Environmental Health Officers Basic Food Hygiene Certificate, the Royal Institute of Public Health and Hygiene’s Primary Certificate in Food Hygiene, the Royal Society of Health’s Essential Food Hygiene Certificate) will be held by all food handlers on the permanent staff, part and full-time. Competence will be revalidated annually. Unqualified staff must qualify within six weeks of commencement or as soon as a date can be arranged with the Environmental Health Officer.

Intermediate Food Hygiene Certificate or equivalent will be held by the Catering Manager, Chef, 2nd Chefs, and Chef de Parties, Food Service Manager. Head Cook New College School.

Advanced Food Hygiene Certificate or equivalent will be held by the Chef, Senior Sous Chef, and Catering Manager.
3. **SKILLS TRAINING**

Successful implementation of the Governing Body’s policies will be achieved through training of staff undertaken by Heads of Departments.

*Craft and Technical Skills:* may be instigated by the Catering Manager, Home Bursar or Departmental Head or requested by the employee. Hall assistants will all achieve competence in silver service, and dishwasher operation.

*AGENCY STAFF* – any staff engaged through a staff or personnel agency must have a current Basic Food Hygiene Certificate.
CODE OF PRACTICE – PEST CONTROL

Building Design

Buildings will be as far as possible impervious to infestation by rodents, insects and birds and will incorporate fly screening where desirable. Ultra-violet insect killing devices will be fitted in main food production areas.

Responsibility

Heads of Departments are responsible for pest control in their areas, through training, regular monitoring, inspection and the maintenance of orderly places of work. The Catering Manager will keep a record of all visits by the Pest Control Contractors.

Contractors

The Catering Manager will enter into an agreement with a contractor who is a member of the British Pest Control Association. The contractor will provide quarterly written reports (filed by the Catering Manager) and will visit the Catering Manager not less frequently than once a year on or about the anniversary of the contract. A written record of each visit and actions if required by the pest control agent is kept in the Head Chef’s office and is reviewed quarterly by the Catering Manager.

Infestation

Heads of Departments will report infestation to the Catering Manager on each occasion.
CODE OF PRACTICE – CLEANING SCHEDULES
AND MAINTENANCE OF EQUIPMENT

Responsibility

Each head of department is responsible for producing and operating a systemised written cleaning schedule for each room, area, piece of equipment or machinery in his/her area of responsibility. Schedules should be prepared as soon as possible after adoption of the Food Safety Policy.

Policy

Cleaning must take place as part of regular daily work patterns and will be undertaken by all staff on each shift. It is the objective to ensure that all equipment is left in a clean, safe and hygienic condition at the end of each working day.

Design

Schedules will be produced on the pro forma provided and all must specify:-

(i) frequency
(ii) standard of cleanliness (physical and bacteriological)
(iii) chemicals or other materials to be used, together with relevant safety precautions (COSHH)
(iv) COSSH training for all catering staff will take place annually and records kept accordingly.
(v) Who, What, When and How questions should be identified in these schedules.
(vi) Cleaning schedules should be the same for all areas using the same products and procedures.

Monitoring, Control and Audit

Departmental heads may instruct a nominated deputy or assistant to undertake all or part of this work. Departmental heads will monitor the arrangements frequently and cleaning procedures and standards will form part of quarterly audits (see CP13)

External Contractors

Contractors will be engaged for the following:-
(i) window cleaning (by the Clerk of Works)

(ii) cleaning above 2 metres in the main kitchen and dining hall. (Chef/Clerk of Works in consultation with the Catering Manager)

It is the responsibility of each departmental head to notify the Catering Manager if external contractors are required elsewhere.

Preventive Maintenance

The Catering Manager will enter into a contract with a suitably qualified company for preventive maintenance of all catering equipment. In the event of breakdown during the warranty period on new equipment the responsible Head of Department will contact the warranty holder directly. Thereafter, the Catering Manager should normally be consulted when a service call-out is requested.

Service notes may be signed only by the catering manager, departmental heads, their deputies or the Clerk of Works and then only after the equipment has been demonstrated to be in satisfactory working order.
CODE OF PRACTICE – SUPPLIERS AND GOODS

1. SUPPLIERS

It is the College’s policy to purchase supplies of food and drinks from firms and individuals whose premises and vehicles are hygienic and who operate sound practices through trained staff.

ASL (Acquire Services Limited) are retained by New College via The Oxford Catering Management Group – namely FOODQUAD and are responsible for the inspection of the premises and procedures of all suppliers who are contracted under the aegis of FOODQUAD.

The Catering Manager will arrange for the inspection of the premises of ‘high risk’ suppliers who are not covered by the above arrangements.

The Catering Manager may enter into an arrangement with other Colleges for consortia inspection and assessment.

Re-inspection will take place at a suitable interval, and not less frequently than every two years. ASL conduct both planned and on the spot inspections of all current suppliers and their vehicles. A table, record and report of all these inspections are available to all FOODQUAD members and listed on the FOODQUAD website.

2. ORDERING AND RECEIPT OF GOODS

The Catering Manager delegates to the Head Chef and Buyer/Stock Controller the ordering of all foodstuffs. The Head Chef will ensure that stock levels are the minimum compatible with known production requirements, in the case of non-dry stores, up to two weeks ahead. Stock levels should never exceed £12,000 in value. The Buyer/Stock Controller will maintain a duplicate record of goods ordered, the top copy being held at the goods entrance. All orders must be purchased through the EPSYS purchasing system unless agreed with the Catering Manager.

Only the Buyer/Stock Controller, Head Chef, 2nd Chefs, and Assistant Chefs are authorised to receive or reject fresh vegetables, meat or fish.

The Chef may delegate to any member of the kitchen staff the receipt of frozen and dry stores.

The Chef or person receiving goods will:

(i) check the goods delivered against the order copy and the delivery note. The delivery note may not be signed before the goods have been checked for quantity and quality.

(ii) make a visible check of boxes, packaging, tins and wrapping.
(iii) check use-by and best-before dates for validity.

(iv) weekly sample test delivery temperatures as follows, recording the test on the sheet provided or the delivery note which would accompany the food

below 18c
Frozen foods

-1 to +5c
Fresh meat, poultry, offal and fish; smoked fish

0 to 5c
Other chilled foods except

0 to 8c
Hard and processed cheeses, yoghurts, butters, margarines and fats.

(v) make weekly checks of supplier’s vehicles for temperature and cleanliness, recording results, as in (iv).

3. High risk food items e.g. cheese, cold meats, pates, are to be regularly checked on delivery and the temperature recorded on the relevant delivery note for future reference. Items of a temperature of over 5ºc will not be accepted and returned to the supplier.

4. Quality Control Inspectors from Acquire will carry out random inspections of goods from suppliers at the point of delivery to the College Kitchen and submit a written report of such inspections to the catering Manager. A list of approved suppliers has been drawn up to identify possible suppliers who are not approved.

5. STORAGE OF GOODS

The Head Chef is responsible for training staff in proper cleaning, storage and stock rotation procedures and will check all store areas not less than once weekly.

Goods will be stored in accordance with the Food Hygiene Regulations 1990 and Food Safety (General Food Hygiene) Regulations 1995 (details as attached) broadly as follows:-

Frozen Food – 18c
Chilled Food 0 to 5c

The Buyer/Stock Controller, or in his absence the Head Chef, will check storeroom thermometers and record them on the temperature monitoring
sheet twice each day and alert the Head Chef/maintenance contractors as required.

6. RECORD KEEPING

The Buyer/Stock Controller and Food Service Manager will keep temperature printouts, manual record sheets and delivery check sheets for six weeks after which they may be destroyed. These will be kept in the head chefs office.

Once a month the Catering Manager will inspect these records.
CODE OF PRACTICE – TEMPERATURE MONITORING

Responsibility
The Head Chef, and Catering Manager, Butler, and Beer Cellar Steward will each establish records in which the temperature of each hot cupboard, chill counter, heated counter, will be recorded twice daily, when in use: at 12.00 noon and again at 7.00pm. The refrigerators and freezer rooms will be monitored constantly, 24 hours a day, by automatic monitoring system.

Staff are supplied with temperature probes; equipment will have digital temperature readouts. Probes must be sanitised after each use and calibrated at least annually as part of preventive maintenance.

Temperatures – food
The temperatures above which chilled foods intended for sale or consumption may NOT be kept are:-

- Uncut mould-ripened soft cheeses 8c
- Other cold foods 5c

Cooked food for consumption hot must be held and served at or above 75c.

The Head Chef, Food Service Manager and SCR Butler are responsible for ensuring that production is planned and served in such a way to ensure compliance.

Temperature – dish washing
Containers, utensils, crockery, cutlery, glassware etc. must be washed and rinsed at the correct temperatures:-

- Machine - minimum wash 65c
- - minimum rinse 82c
- Sink - minimum wash 50-60c
- - minimum rinse 80c

Machine/sink temperatures will be monitored by the Departmental Heads and results recorded.
SCHEDULE TO CP5

1. COOLING OF COOKED FOODS.
Any food cooked for the following day’s requirements must be correctly processed, cooled and refrigerated.

   (i) Food required for the following day. i.e. within 24 hours of cooking should be blast chilled and held below 3 degrees c. and clearly date marked. No high risk food shall be kept longer than its 3 day shelf life after which it should be disposed of as directed in the waste management schedule CP10.

2. Temperature monitoring record sheets are kept in the Head Chef’s and Food Service Manager’s Office. The temperatures of relevant food items to be served at lunch and dinner including SCR and banquet meals are to be taken and entered on these record sheets immediately prior to service by the service staff involved. These records should then be returned to the Head Chef’s or Food Service Manager’s Office.

BUFFET SERVICE

The policy regarding buffet service in College is to top up used food items from refrigerated storage on an as and when required basis. Thus helping to reduce any wastage and maximise temperature control.

Food produced for buffets must be kept under efficient refrigeration to as near the actual buffet service time as practical.

The key element is to ensure that the food is safely prepared and cooked before being put on display.

Once displayed, buffet food remaining unused should not be re-chilled for subsequent resale, but may be used up on that day provided it has been kept under refrigeration from the end of preparation.

N.B. If the buffet service has been served by College staff, i.e. protected from contamination by customers, and if the remaining food items have been on refrigerated display for 2 hours or less, the Chef may decide to return certain food items to refrigerated storage below 5ºc for use within the next 24 hours.

Hot food may drop to 65ºc or below provided it is only displayed for up to 2 hours following from time of completion of cooking/preparation and then discarded.

The food most at risk are minced meat, stews, chicken and sauces, rolled joints, rice. Never place a container of this type of cooked food in a refrigerator where the thickness or depth is greater than 2".
FOOD TEMPERATURES

Foods prepared for hot service should be held at a temperature not less than 63 degrees C.
Reheated foods for immediate service should be heated to a minimum temperature of 75 degrees C for a minimum time of 30 seconds.
All chilled foods for service must be kept at a temperature of not more than 8 degrees C.
All Sous Vide produced foods should cooked for a minimum of 60 degrees C for 45 minutes and then probed to ensure compliance.
All Sous Vide products to have a maximum shelf life of 10 days to avoid potential clostridium botulinum infection.

Food Safety Management System (FSMS) additions
Cooking meat/ fish rare
Some prime whole cuts of meat may be cooked rare such as beef fillet, rack of lamb, loin of lamb. Such cuts must be purchased fresh from the relevant Foodquad supplier, seared at a high heat evenly around the joint and cooked well on the outside to ensure any bacteria is eliminated.
Rare tuna must be treated in the same fashion and only sashimi grade tuna can be purchased where the necessary freezing process been undertaken. If rare sashimi tuna is to be served cold e.g. canapés, the fish must be seared well, blast chilled and stored under refrigeration until service on the day it was purchased. All standard temperature record taken will apply i.e. during cooking and time of service
CP6

FOOD STORAGE/CROSS CONTAMINATION

Unprocessed and processed foods must not be stored together unless they are totally wrapped and sealed with no possible chance of cross contamination. This applies to deep freeze units. In the refrigerators, all food must be wrapped and unprocessed food kept on the lower shelves. No raw food must be kept above or by the side of cooked food.

All foods within refrigerated storage should be labelled and date coded with the daily labels provided.

The kitchen has separate fridges or storage areas for dairy, vegetables, fruit and veg. Additionally there are refrigerated areas solely for the storage of raw meats.
Cooked foods and salads are kept in separate cold rooms.

At no time must any foods be stored in incorrect areas. It is the responsibility of the Senior Chef in charge to enforce this and to instigate appropriate disciplinary measures if contravened.

All kitchen and service staff have been trained on food allergy and cross contamination policy and risk.

Daily allergen sheets are prepared by the chefs on duty and checked by the senior chef daily. The information is given to the senior food service manager before each service.

FOOD PREPARATION/CROSS CONTAMINATION

Different colour coded preparation boards are provided for differing foods.

Red – Raw Meat
Yellow – Cooked Meat
Blue – Raw Fish
Green – Fruit
White – Bread and Dairy
Brown – Raw Vegetables

These are clearly marked with pictorial storage areas for eases of identification.
Each board is machine washed and rinsed to 80 degree C after use.

There are designated pastry, raw and cooked food preparation areas in the kitchen which all staff are aware of.

All nut products are clearly marked and kept in sealed containers once opened from their packaging. Pea nuts are not stored or used in the kitchen.
The pastry section only use bought in pasteurised egg yolks and whites.

Worktops are sanitised with a cleaning sanitiser after each use before another task is performed.

Leg/Arm Hand washing facilities are clearly signposted with soap, paper towels, hand sanitiser.

Laser and needle temperature probes are used and probe wiped between use.

Separate serving utensils are used for each dish including salad items and sauces.

Staff are trained and regularly updated re allergen and cross contamination potential.
CP7

CODE OF PRACTICE – THAWING/DEFROSTING

Policy:

It is the College’s policy to purchase fresh (not previously frozen) produce whenever possible.

Thawing/Defrosting Rules

1. Whenever using frozen produce, food production must be planned allowing sufficient time for frozen produce to defrost naturally. It is not permissible to defrost produce at ambient temperatures (e.g. in a warm room), nor is it permitted to force-defrost (e.g. by immersion in hot, cold and/or running water).

2. Produce must always defrost in a refrigerator, in a shallow container. The customary rules of separation must apply to ensure that cross-contamination is prevented: i.e. raw poultry, meat, fish separately on the lowest shelves.

3. Never freeze stewing meat, minced meat or sausages even when purchased fresh.

4. Never purchase produce with the purpose of freezing for later use, unless specific arrangements are agreed between the Head Chef and the Catering Manager. This will take place only in exceptional circumstances.

The procedures to be followed in the case of fresh (not previously frozen) produce has been bought for a particular service but was after all surplus to requirements, are described in the Schedule to CP5.

Examination for satisfactory defrosting.

1. On completion of defrosting the flesh should be pliable.

2. The temperatures of all parts should not be lower than -1ºc prior to the cooking or refrigerated storage.
CODE OF PRACTICE – HEALTH & PERSONAL HYGIENE

The health and personal hygiene and practices of each individual are of particular importance. The practices covering this area should be read in conjunction with the appropriate risk assessment document.

Responsibility

Departmental heads are responsible for instructing staff in personal hygiene (initially at induction training), for monitoring standards and re-instructing as required. Among the rules to be observed are:-

1. Kitchen: clean overalls are to be worn and outside clothes, bags etc. are not permitted in the kitchen. Hair must be covered with a white hat and, if necessary, a hairnet.

Hall, Buttery and Common Rooms: Departmental heads will draw up their own uniform standards ensuring that staff are always attired in clean uniforms; white overalls may be worn by service staff only for cleaning duties when customers are not present. Service staff must cover their hair with a clean hat and/or hairnet.

Jewellery is not to be worn except for stud earrings, plain wedding rings. Kitchen and cafeteria staff are not permitted to use nail-polish.

2. THE HIGHEST STANDARDS OF PERSONAL HYGIENE WILL BE OBSERVED.

Food handlers must ensure that the head, neck, face, hands and arms are scrupulously clean. Hands and wrists should be washed in hot water using soap and a nylon bristle brush, dried on a clean towel or air dryer: a bactericidal rub must then be applied. Departmental heads will instruct staff to wash hands and wrists at the start of work, after using the toilet, after eating, after blowing the nose or touching any part of the body likely to harbour bacteria and otherwise frequently during periods of work. Only wash hand basins will be used. Wash hand basins may not be used for other purposes.

It is the responsibility of departmental heads to ensure that wash hand basins are always supplied with soap, bacterial rub, nylon brush, plug and clean towels.

3. For reasons of hygiene, health, safety and consideration for customers and fellow staff all areas of work the College has a no smoking policy. Smoking is only permitted in the designated smoking areas – away from all the College buildings. Those smoking should ensure that hands are thoroughly cleaned and disinfected before re-entering catering areas.
Declarations of Fitness to Work and Return to Work Policy

Employment of food handlers is conditional upon satisfactory completion of the College’s medical questionnaire for which the Catering Manager will be responsible. A medical examination may also be required.

The Catering Manager will maintain a staff sickness record for each member of the Catering Staff.

After all periods of absenteeism due to sickness or holiday periods, the employee must report to the Catering Manager to ensure that they are fit to resume their duties.

Persons reporting diarrhoea must be clear of all symptoms for 48 hours before being able to return to work.

A return to work interview will be held and a return to work form (attached) must be completed and kept on file.
# Sickness Self-certification Absence

This form should be completed on your return to work following any period of sickness, and then returned to your Line Manager.

If you are returning to work after a period of sickness of more than 7 calendar days, then a medical certificate or certificates should have already been provided to cover the period of absence in excess of these first seven days. However, this form should still be completed for the full period of absence.

### Your Statement

<table>
<thead>
<tr>
<th>Surname</th>
<th>Other names</th>
<th>Title (Mr/Miss/Mrs/Ms other)</th>
<th>Date of Birth</th>
</tr>
</thead>
</table>

### About your sickness

<table>
<thead>
<tr>
<th>Details of absence (not 'I didn't feel well')</th>
<th>What was your 1st date of sickness</th>
<th>What was your last date of sickness</th>
<th>Total days sick</th>
<th>Total working days sick</th>
</tr>
</thead>
</table>

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<tr>
<th>Was your sickness caused by an accident at work?</th>
<th>Yes / No</th>
</tr>
</thead>
</table>

### Declaration

I certify that I was incapable of work with this or any other employment because of my sickness/injury as detailed above.

I acknowledge that false information will result in disciplinary action.

I hereby give my permission to New College to verify your absence.

Signed: (Staff member) Acknowledged: (Line Manager)

<table>
<thead>
<tr>
<th>Date</th>
<th>Date</th>
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<table>
<thead>
<tr>
<th>Line Manager use only</th>
<th>Return to work interview completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>on U-Access</td>
<td>Yes / No</td>
</tr>
<tr>
<td>Date</td>
<td>Date</td>
</tr>
</tbody>
</table>

21Food Safety Policy (January 2016) (1) amended July 2016
CODE OF PRACTICE – NON-CATERING PERSONNEL & VISITORS

Restricted Areas

The Kitchen, including the storerooms, and vegetable preparation room are restricted areas and will normally be entered only by catering staff in clean uniforms. Food handlers may not bring or wear outside clothing in the restricted areas and must go through the proper hygiene procedures before entering the restricted area.

Visitors

Members of the College, staff, representatives and bona fide business visitors calling on the Chef in his office are permitted in the normal way, but anyone wishing to have access to other parts of the restricted areas must be offered a white coat and hat by the senior chef on duty and asked to observe proper practice. This includes members of the Governing Body and Environmental Health Officers.

Tourist visits to the kitchen are not to be permitted without express permission of the Catering Manager on each occasion: senior members wishing to bring personal visitors to view the kitchen may be extended every courtesy compatible with good hygiene practice.

Maintenance Personnel and Contractors

Arrangements should be made with the Head Chef or Catering manager.
CODE OF PRACTICE – ENVIRONMENTAL HEALTH INSPECTIONS

Policy

The College will have a pro-active policy and, in the absence of a spontaneous inspection visit by an Environmental Health Officer, will invite inspection not less frequently than every two years, commencing on implementation of this policy.

Visits by Environmental Health Officers

In the case of an un-notified visit the inspecting Officer will be invited to contact the Catering Manager. The Catering Manager will make appropriate inspection arrangements with the Chef and other relevant departmental heads and advise the Home Bursar.

EHOs will be offered a white coat and hat by the senior chef on duty.

The Catering Manager will maintain a record of visits.

Documentation

College staff are not permitted to receive, sign or otherwise acknowledge any correspondence or documentation from an Environmental Health Officer, nor to make undertakings or statements whether verbal or written. All such matters are the responsibility of the Catering Manager.

Correspondence

Official correspondence will be between the Chief Environmental Health Officer and the Home Bursar/catering Manager of New College. Formal notices under the Act, viz. Improvement and Emergency Prohibition Notices, should be directed through the Home Bursar.
CODE OF PRACTICE – WASTE

Responsibility

Departmental heads are responsible for the safe, secure and hygienic collection, storage and disposal of waste in and from their working areas. The College has legal obligations under the Food Safety Act, 1990 and the Environmental Protection Act, 1990. Waste Regulations 2011. Hazardous waste Regulations 2005

Non-food waste stored externally under cover becomes the responsibility of the Clerk of Works/Housekeeper.

Documentation

The Home Bursar is responsible for discharging the College’s responsibilities in respect of the Duty of Care Regulations under the Environmental Protection Act, including the four main duties of:-

1. Registration of collection agencies
2. Secure packaging or containment of waste
3. Provision of description of waste
4. Completion to collectors of waste transfer notes
5. The implementation of recycling initiatives

In particular the Home Bursar in conjunction with the store keeper will personally examine not less frequently than once in every calendar year the waste disposal or waste management licences (or waste registration certificates) of the agencies, including the City Council, collecting waste from the College.

The Clerk of Works will retain waste transfer notes of up to two years.

All food waste from all areas should be disposed of either –

Through the waste food processor which separates the waste in to pellets and liquid the former which are then collected by the council in designated food waste containers or -
Directly into bio-degradable sacks again which are stored in designated food bins and collected as part of the local council waste to energy scheme. Collections are 5 times per week.
CP12

CODE OF PRACTICE – COMPLAINTS

Responsibility

Importance is placed on the proper and efficient handling of complaints because experience has shown that serious mishaps are often preceded by customer complaints.

It is the responsibility of departmental heads to ensure that staff are instructed to bring any and every customer complaint to his/her departmental head’s attention. Thereafter, it is the departmental head’s responsibility to investigate the matter and, if necessary, bring it to the attention of the Catering Manager.

Serious complaints including those about actual or alleged foreign body contamination, the unfitness of food for consumption or food allegedly below acceptable stands must always be brought to the Catering Manager’s attention, and a complaint form completed.

Channels of Comment and Complaint

Whilst all customers should be encouraged to make their observations to senior staff at the time of a complaint or incident, senior and junior members also have the opportunity to express their views to the Catering Manager through their appointed food representatives.

Response to Complaints

The departmental head on duty must take whatever action he/she thinks fit to remedy the complaint at the time.

It is the Catering Manager’s responsibility to instigate wide remedial or investigative action and only the Catering Manager may contact statutory or external bodies.

College staff must not bind or commit the College by admitted liability.
CP13

BBQ, OUTSIDE CATERING/BUFFET PROVISION WITHIN THE COLLEGE.

On occasions we are required to cater for BBQs and other buffet type provision within the College.

Hot Foods should be finished on the BBQ and temperatures recorded to ensure H&S compliance as per CP5.

High Risk Buffet items should be kept under refrigeration until immediately required and subject to the same policy as in CP5.

At all times a supply of hot soap and water, paper towels should be present.

The purpose bought fencing to protect clients should be erected in front of the BBQ before and during use with the correct warning signage.

CP14

CODE OF PRACTICE – SUPERVISORY CHECKS AND AUDITS

SUPERVISORY CHECKS

Heads of department are responsible for checking on the work of their staff, the operation of their equipment and procedures and the effectiveness of training.

Heads of departments will visit all parts of their department weekly for visual checks on plant and procedure.

INTERNAL AUDITS

The Catering Manager will make regular and frequent visits to all catering areas during and outside service times. The Home Bursar and Catering Manager will also undertake a formal audit or departmental inspection not less frequently than annually (excepting when an external audit is to take place).

The Catering Manager will compile a written record, noting non-compliances and action taken, which will be countersigned and retained by the Home Bursar.
# SENIOR COMMON ROOM

## RECORD OF PANTRY - F/L - BAR - KITCHEN REFRIGERATORS/HOT CUPBOARDS TEMPERATURE READING

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<th>DATE</th>
<th>TIME</th>
<th>TEMPERATURE</th>
<th>CHECKED BY</th>
<th>REMARKS</th>
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**NOTE:** COLD FOOD/DRINKS MUST BE AT 5° C

H. Hamed Mfrl

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27Food Safety Policy (January 2016) (1)

amended July 2016
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<thead>
<tr>
<th>DATE TESTED</th>
<th>PROBE (°C)</th>
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AGITATE PROBE IN BOILING UNSALTED WATER UNTIL A STEADY
READING IS ACHIEVED, THIS SHOULD BE BETWEEN 99°C AND 101°
IF OUTSIDE THIS RANGE THE UNIT SHOULD BE REPAIRED/REPLACED
**NEW COLLEGE KITCHEN: BLAST CHILLING LOG**

<table>
<thead>
<tr>
<th>DATE</th>
<th>DISH/ PRODUCT</th>
<th>FINAL COOKING TIME</th>
<th>TEMP °C</th>
<th>BLAST CHILLING PROGRAM</th>
<th>END OF CYCLE TIME</th>
<th>TEMP °C</th>
<th>INITIALS</th>
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## Cooking Temperature Log

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<th>Time</th>
<th>Temperature (°F)</th>
<th>Employee</th>
<th>End Point (Y/N)</th>
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In the check point column, enter "Y" for "yes" if this is the final cooking temperature and the product will not be cooked further.

Enter "N" for "no" if the product will be cooked further.
CALIBRATION OF FOOD PROBES

STAFF SHOULD CARRY OUT A MONTHLY PROBE CHECK, BY USING SIMPLE PROCEDURES

- **COLD** – AGITATE THE PROBE IN A MIXTURE OF ICE AND A SMALL AMOUNT OF WATER UNTIL A STEADY READING IS ACHIEVED: **THIS SHOULD BE BETWEEN -1 DEGREE C TO +1 DEGREE C.**

OR

- **HOT** – AGITATE PROBE IN BOILING UNSALTED WATER UNTIL A STEADY READING IS ACHIEVED: **THIS SHOULD BE BETWEEN 99 DEGREE C AND 101 DEGREE C.**

IF THE READINGS ARE OUTSIDE THE ABOVE RANGE, THEN THE UNIT SHOULD BE REPAIRED/REPLACED

CALIBRATION RECORDS SHOULD BE MAINTAINED

DEPT. **SCR**

<table>
<thead>
<tr>
<th>YEAR</th>
<th>PROBE (C)</th>
<th>PROBE (H)</th>
<th>SIGN</th>
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*H. Hamed MIH*
**FOOD TEMPERATURE CHECK SHEET**

1. FOOD TEMPERATURE MUST BE CHECKED AT THE START OF THE SERVICE USING THE PROBE AND THE WIPES PROVIDED.
2. HOT FOOD TEMPERATURE MUST BE AT LEAST 63°C OR ABOVE & COLD FOOD AT 5°C.
3. MAKE SURE THE PROBE IS WIPED PRIOR TO CHECKING TEMPERATURE AND BETWEEN EACH CHECK.

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Lunch</th>
<th>Food type</th>
<th>TEMPERATURE</th>
<th>CHECKED BY</th>
<th>REMARKS</th>
<th>ACTION TAKEN</th>
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*H. Haqder MIH*