

# Food Service ISO 22000 Food Safety Management System



This is a tailor made food safety management system package for Catering Outlets, Food Service Operations, Hotels and Restaurants. This system is compliant with International Standard ISO22000:2005 for food safety management systems.

Ensure your food safety systems meet International standards with our comprehensive and easy to use IFSQN Food Service ISO 22000 Food Safety Management System.

Included in the IFSQN Food Service ISO 22000 Food Safety Management System:

- ✓ Food Safety Manual
- ✓ Food Service Record Templates
- ✓ Prerequisite Programme Manual
- ✓ HACCP Manual containing the Unique Food Service HACCP Calculator
- ✓ HACCP Implementation Guide
- ✓ Free online support via e-mail

# Food Service ISO 22000 Food Safety Management System

## Food Safety Manual

A Food Safety Manual containing 26 comprehensive documents that form your food safety management system:

Food Safety Management System documents are as follows:

- FSM 001 Food Safety Management System
- FSM 002 Food Safety Manual Summary
- FSM 003 Document Control
- FSM 004 Customer, Statutory and Regulatory Conformance
- FSM 005 Record Control
- FSM 006 Management Commitment
- FSM 007 Food Service Quality and Food Safety Policy and Objectives
- FSM 008 Responsibility, Authority and Communication
- FSM 009 Management Review
- FSM 010 Control of Non-Conforming Product
- FSM 011 Crisis Management
- FSM 012 Product Recall
- FSM 013 Human Resources and Training
- FSM 014 Infrastructure and Work Environment
- FSM 015 Planning Product Realization and Contract Review
- FSM 016 Hazard Analysis and Critical Control Point System
- FSM 017 Design and Development
- FSM 018 Purchasing, Orders and Checking Deliveries
- FSM 019 Control of Operations and Validation of Processes
- FSM 020 Identification and Traceability
- FSM 021 Protection of Customer Property
- FSM 022 Validation and Verification
- FSM 023 Corrective Action
- FSM 024 Customer Satisfaction
- FSM 025 Updating and Improvement

# Food Service ISO 22000 Food Safety Management System

## Food Safety Manual

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### FSM 001 Food Safety Management System

- the business environment, changes in that environment or risks associated with that environment
- varying needs of the business
- company objectives
- food service activities
- food service size and organisational structure

This process will be discussed during Management review and the outcome documented in the minutes.

**Record Control**

The company operates a record control procedure. Records are available to demonstrate conformity to specifications and standards.

**Management Commitment**

Food Service Senior Management has a total commitment to observing all food safety, legal, moral and ethical codes and this is the concern of every employee.

Senior management demonstrate clear and visible commitment by,

- Establishing and communicating policies and measurable objectives for quality, environmental and food safety.
- Conducting regular pro-active management reviews and communicating outputs.
- Communicating commitment to satisfying customer requirements including food safety, quality and service
- Supporting and planning the development and operation of the Food Safety systems.
- Providing the resources to manage these objectives effectively
- Promoting an ethic of continuous improvement
- Ensuring the strict observation of all quality system and food safety procedures, the use of correct materials and equipment, recording and reporting of both standard and non-standard events and compliance with the company rules.

**Responsibility and Authority**

Senior Management is responsible for implementing, maintaining, reviewing and improving the Food Safety Management System. The

Document Reference FSM 001 Food Safety Management System Revision 1  
6 October 2009  
Owned by: Food Service Manager  
Authorised By: Managing Director

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### FSM 001 Food Safety Management System

**Introduction**

Food Service has established, documented and implemented a food safety management system which is maintained in order to continually improve its effectiveness in accordance with food safety legislation, international standards and best industry practice.

**Scope**

The scope of the Food Safety Management System includes foods prepared and activities conducted by the Food Service Operation. Food Service policies and objectives are aligned with the requirements of international standard ISO 22000:2005 and Food Safety Legislation.

**Due diligence**

The Food Safety Management System demonstrates due diligence of the company in implementing and documenting a food safety management system. This system is supported by the completion of the records specified in this document.

Food Service activities are documented within the food safety, prerequisite programmes and HACCP manuals. This document outlines the Food Safety Management System.

**Documents**

Food Safety Management System documents are as follows:

- FSM 001 Food Safety Management System
- FSM 002 Food Safety Manual Summary
- FSM 003 Document Control
- FSM 004 Customer, Statutory and Regulatory Conformance
- FSM 005 Record Control
- FSM 006 Management Commitment
- FSM 007 Food Service Quality and Food Safety Policy and Objectives
- FSM 008 Responsibility, Authority and Communication
- FSM 009 Management Review
- FSM 010 Control of Non-Conforming Product
- FSM 011 Crisis Management
- FSM 012 Product Recall
- FSM 013 Human Resources and Training

Document Reference FSM 001 Food Safety Management System Revision 1  
6 October 2009  
Owned by: Food Service Manager  
Authorised By: Managing Director

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### FSM 001 Food Safety Management System

- FSM 014 Infrastructure and Work Environment
- FSM 015 Planning Product Realization and Contract Review
- FSM 016 Hazard Analysis and Critical Control Point System
- FSM 017 Design and Development
- FSM 018 Purchasing, Orders and Checking Deliveries
- FSM 019 Control of Operations and Validation of Processes
- FSM 020 Identification and Traceability
- FSM 021 Protection of Customer Property
- FSM 022 Validation and Verification
- FSM 023 Corrective Action
- FSM 024 Customer Satisfaction
- FSM 025 Updating and Improvement

Food Safety Prerequisite Programme Manual documents are as follows:

- PRP 001 Prerequisite Programmes
- PRP 002 Allergen control
- PRP 002 Ambient Food Storage Shelf Life
- PRP 004 Cold Display
- PRP 005 Cooking
- PRP 006 Cooling and Freezing
- PRP 007 Defrosting
- PRP 008 Food Preparation Procedure
- PRP 009 Food Service Hygiene Policy
- PRP 010 Food Service Job Descriptions
- PRP 011 Food Service Operations
- PRP 012 Food Service Outside Catering Events
- PRP 013 Food Service Storage and Handling Conditions
- PRP 014 Frozen Food Storage Shelf Life
- PRP 015 Glass Breakage Procedure
- PRP 016 Hand Washing Procedure
- PRP 017 Hot Holding
- PRP 018 Hygiene and Housekeeping
- PRP 019 Maintenance
- PRP 020 Management of Cleaning
- PRP 021 Non-refrigerated buffet display
- PRP 022 Pest Control
- PRP 023 Prevention of Biological Physical and Chemical Contamination
- PRP 024 Refrigerated Food Storage Shelf Life
- PRP 025 Reheating
- PRP 026 Staff Instruction for Customers with Food Allergies
- PRP 027 Storage

Document Reference FSM 001 Food Safety Management System Revision 1  
6 October 2009  
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### FSM 001 Food Safety Management System

**Contract Review and Planning**

The Senior Management team conduct full contract reviews at specific contract review meetings. The team consider capability to meet the customer, statutory and regulatory requirements where applicable with the current resources available. At this stage any additional requirements considered applicable are determined. These include maintenance and contractual requirements such as green services (recycling or final disposal) or other supplementary services. Any additional resources required are approved by the Managing Director in principle prior to proceeding.

The Food Service Manager is responsible for receipt of sales orders, issuing menu plans and for maintaining adequate stocks to meet customer orders.

**Design and Development**

Food Service Design and Development is separated into two categories:

- Food menu development activities are co-ordinated by the Head Chef.
- Equipment and Kitchen design activities are co-ordinated by the Food Service Manager

Each is responsible for planning, identifying inputs, generating outputs, reviewing and verifying the development process. Each stage of the process is documented.

**Purchasing**

The Food Service Manager purchases materials and services in accordance with the company purchasing procedure. This ensures that all purchases are against defined specifications and from an approved supplier. Authority to purchase outside of these procedures can only be authorised by the Managing Director in writing.

**Customer Orders**

All Customer bulk purchase orders are received and approved by the Food Service Manager. Routine customer order requirements are

Document Reference FSM 001 Food Safety Management System Revision 1  
6 October 2009  
Owned by: Food Service Manager  
Authorised By: Managing Director

# Food Service ISO 22000 Food Safety Management System

## Food Safety Manual



### FSM 008 Responsibility, Authority and Communication

#### Introduction

Food Service has established and documented clear levels of responsibility and authority and communication for personnel within the food safety management system. Detailed organisational arrangements and food safety responsibilities for all levels of management are contained in the food safety and quality manual.

#### Scope

The scope of the defined responsibility and authority and communication includes all staff, both full time and temporary. Staff responsibilities include contributing to achieving site objectives and continuous improvement. The level of responsibility and authority of sub-contractors is defined in the procedure for the control of sub-contractors.

#### Responsibility and Authority

Responsibilities and authorities of all personnel are communicated to them via induction and role training.

The food service organisational chart shows the company structure with deputies for each management position. The identity of deputies is communicated to all employees.

All Managers have agreed and signed job descriptions for their individual roles which include responsibility and authority.

General Job descriptions including levels of responsibility and authority are available for all roles on site. All personnel are required to sign the relevant general job description which is held with their individual training records. Responsibility for reporting any problems with the food safety management system are detailed in individual job descriptions. The job descriptions include details of staff responsibility and authority to initiate and record corrective actions.

Specific responsibilities for key processes are documented within operational procedures.

Document Reference FSM 008 Responsibility, Authority and Communication Revision 2  
6 October 2009  
Owned by: Food Service Manager  
Authorised By: Managing Director

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### FSM 020 Identification and Traceability

The traceability entails tracing a food backwards from finished food to its raw materials, ensuring that all associated checks, cleaning of equipment and all relevant paperwork has been completed and is satisfactory.

For all foods the following information is traceable from the food expiry code:

Stage	Traceability Information
Material Intake	Time Date Temperature Batch Code
In-Process Food Records	All Ingredients mixed Reworked material
Preparation Records	Hot/Cold Temperatures Time
Raw Storage Records	Temperature Time
Finished Storage Record	Time Date Food Expiry Code
Despatch Records	Time Date Food Expiry Code
Critical Control Records	All Control Points Core temperatures Cold, ambient and hot display times and temperatures
Cleaning Records	For all stages
Delivery Records	Customer Location Time Date Food Expiry Code

Document Reference FSM 020 Identification and Traceability Revision 2  
6 October 2009  
Owned by: Food Service Manager  
Authorised By: Managing Director

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### FSM 023 Corrective Action

#### Introduction

Food Service has established documented and implemented a procedure for Corrective Action which is maintained in order to continually improve the quality management system effectiveness in accordance with international standards and best industry practice.

#### Scope

The scope of the procedure for Corrective Action includes foods handled by and activities conducted by Food Service. These requirements are aligned with the policies and objectives of Food Service and those of the international standard ISO 9001:2008.

#### Procedure

Corrective Action is the action taken to eliminate the cause of an existing non-conformance in order to prevent a recurrence. The procedure for corrective action is managed by the Food Service Manager. This procedure defines that when a Non-Conformance is raised such as for unsafe food a corresponding agreed corrective action is raised to eliminate the non-conformance and the cause of the non-conformance and that action is taken to reduce the risk of or prevent a recurrence.

When implementing a corrective action, the time and resource required takes into consideration the significance of the non-conformance. Sources of non-conformances requiring corrective action include the following.

Customer Complaints and/or Surveys  
Management Review  
Internal and/or External audits  
Food Safety checks  
Trend Analysis  
Non-conformance records

The process of applying corrective action is as follows:

1. There is an initial review of non-conformance to determine the root cause.

Document Reference FSM 023 Corrective Action Revision 2  
6 October 2009  
Owned by: Food Service Manager  
Authorised By: Managing Director

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### FSM 026 Updating and Improvement

#### Introduction

The company has planned, documented and implemented applicable methods to verify, validate and update the Food Safety Management System in order to demonstrate compliance with regulatory requirements, industry best practice, company policies, meet company objectives and the requirements of the following standards:

ISO 9001:2008  
ISO 22000:2005

#### Continual Improvement

The company has established, documented and implemented methods to measure the effectiveness of the Food Safety Management System in order to review these measurement and take action to continually improve the FSMS and meet the requirements of the defined international standards, best industry practice and increase customer satisfaction.

The Food Service Manager reviews the following Key Performance Indicators on a regular basis with the Senior Management team:

- Outstanding Non-conformances as a result of internal and external audits
- Trends analysis of the results of internal and external audits
- Results of internal, hygiene, second and third-party audits
- Trend analysis of Customer and Supplier complaints
- Actions from evaluation of individual verification results
- Actions from analysis of results of verification activities
- Actions from validation of control measure combinations
- FSQMS updating requirements
- Quality Key Performance Indicators Review and trend analysis
- Food Safety incidents, recalls, withdrawals
- Process performance and product conformity
- Corrective and preventive action status

Analysis of this data allows the Senior Management team to assess the effectiveness of the Food Safety Management System. Adverse trends

Document Reference FSM 026 Updating and Improvement Revision 2  
6 October 2009  
Owned by: Food Service Manager  
Authorised By: Managing Director

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# Food Service ISO 22000 Food Safety Management System

## Food Safety Management System Records

A comprehensive range of 29 easy to use record templates. The Food Safety Management System controlled records are as follows:

- FSR 001 All in One Record
- FSR 002 Calibration Record
- FSR 003 Chilled and Frozen Storage Temperature Record
- FSR 004 Complaint Investigation Form
- FSR 005 Cook Chill Record
- FSR 006 Corrective Action Request
- FSR 007 Daily Equipment Inspection Record
- FSR 008 Delivery Inspection Record
- FSR 009 Design and Development Record
- FSR 010 Environment Cleaning Procedure and Record
- FSR 011 Equipment Cleaning Procedure and Record
- FSR 012 Food Preparation Record
- FSR 013 Food Service Audit
- FSR 014 Food Service Training Record
- FSR 015 Glass Breakage Record
- FSR 016 Hot Display Record
- FSR 017 Hygiene Audit Checklist
- FSR 018 Hygiene Policy Staff Training Record
- FSR 019 Identification and Traceability Record
- FSR 020 Management Review Record
- FSR 021 Non-Conformance Record
- FSR 022 Preventative Action Request
- FSR 023 Quality System Audit Report
- FSR 024 Register of Customer Property
- FSR 025 Reheating Record
- FSR 026 Return to Work Form
- FSR 027 Supplier Evaluation Record
- FSR 028 Temperature Probe Calibration Record
- FSR 029 Training Record

# Food Service ISO 22000 Food Safety Management System

## Food Safety Management System Records

### FSR 001 All in One Daily Record

Day ..... Date .....

Delivery Record								
Date	Time	Supplier	Product Details and Date Code	Temp °C	Delivery Inspected and Passed Yes/No*	Comments	Delivery put Away into Correct Storage	Sign

Reject all Chilled Deliveries above 8 °C and inform the Food Service Manager immediately  
 Reject all frozen deliveries above -12 °C and inform the Food Service Manager immediately  
 \*Report to the Food Service Manager and reject unsatisfactory items

Temperature of Freezer/Cold Room/Chill Display							
Freezer		Cold Room		Chill Display		Comments / Action	Staff Sign
am	pm	am	pm	am	pm		

Temperature of chilled food must not exceed 8 °C.  
 Temperature of frozen food must not exceed -18 °C.

Cook Chill Record										
Food	Cooking to minimum 82 °C				Blast Chill to less than 8°C				Comments / Actions taken	Staff Sign
	Start Time	End Time	Total Time	Core temp (°C)	Start Time	End Time	Core temp (°C)			

\* Probe the centre of the food. Ensure the thermometer probe is cleaned and disinfected before and after use.

Document Reference FSR 001 All in One Daily Record Revision 1  
 6 October 2009  
 Owned by: Food Service Manager  
 Authorised By: Managing Director

### FSR 013 Food Service Audit Checklist

	Satisfactory		Findings & Action Taken
	Yes	No	
<b>Deliveries, Ingredients and Supplier Approval</b>			
Are raw material suppliers assessed?			
Any new suppliers and approved list updated?			
Are records of suppliers kept and available?			
Are raw material specifications available?			
Are checks on raw materials carried out on delivery?			
Are delivery notes received for each delivery and retained?			
Are storage rotation systems adequate?			
Is the water from a satisfactory source or monitored?			
Are there effective packaging removal procedures in place?			
Are deliveries appropriately stored immediately?			
<b>Raw Preparation</b>			
Are there raw ingredient preparation controls in place?			
Are there controls in place to control method, times and temperatures?			
Are there batch records in place (where appropriate) detailing recipes and ingredients used?			
Are there effective systems in place to prevent contamination of vegetarian products with meat?			
Are there effective systems in place to prevent contamination of organic products with non-organic ingredients?			
Are there effective systems in place to prevent contamination of product claims to be "free from" for example preservatives or colourings?			
Are there effective systems in place to prevent contamination of nut free products with nuts?			
Are there effective systems for separation of raw and cooked			

Document Reference FSR 013 Food Service Audit Checklist Revision 2  
 6 October 2009  
 Owned by: Food Service Manager  
 Authorised By: Managing Director

### FSR 014 Food Service Training Record

Name: ..... Employee Number: .....

Company Start Date: ..... Position: .....

Prior External Qualification(s), Skills & Experience

Details of Internal Training or External Training Course	Dates of Training	Signed (Trainee)	Competent Signed (Trainer)
Induction			
Quality Policy Briefing			
Quality Objectives			
Description of Food Service Operations			
Food Service Healthy Eating Policy			
Food Service Job Descriptions			
Food Service Quality Management System			
Purchasing, Orders and Checking Deliveries			
Resources and Training			
Food Service Breakfast Delivery Menu			
Food Service Sample Main Menu			
Food Service Room Service Menu			
Healthy Menu Guide			
Allergen control			
Ambient Food Storage Shelf Life			
Cold Display			
Cooking			
Cooling and Freezing			
Defrosting			
Food Service Hygiene Policy			
Food Service Outside Catering Events			
Food Service Storage and Handling Conditions			
Frozen Food Storage Shelf Life			
Hot Holding			
Hygiene and Housekeeping			
Hygiene Policy Staff Training Record			
Maintenance			
Management of cleaning			
Non-refrigerated buffet display			
Pest Control			
Prevention of Microbiological Physical and Chemical Contamination			

Document Reference FSR 014 Food Service Training Record Revision 1  
 6 October 2009  
 Owned By: Training Manager  
 Authorised By: Food Service Manager

### FSR 018 Hygiene Policy Staff Training Record

**Hygiene Policy**

Before entering any part of the Food Preparation area all staff, including temporary staff must wear suitable clean protective clothing. These will be supplied and laundered by the Company.

Clean Headwear to enclose hair (including moustache and beards) and ears must be worn. Permanent staff will be issued with protective shoes.

Visitors and outside personnel must have permission from Management to enter food areas. Approved visitors will be supplied with protective clothing. Temporary staff and Contractors must wear and supply their own protective footwear. All protective clothing and footwear must not be worn outside of the facility

Cigarettes, tobacco, lighters etc including any loose items must not be carried in the pockets of clothing when in the food preparation areas.

Nail varnish, false nails, eyelashes and hairgrips are not permitted. Fingernails should be kept short and clean. The use of cosmetics such as perfume, lipstick and aftershave is also not allowed.

Food and drink must not be consumed in the food preparation areas.

With the exception of a Plain band ring No Jewellery including watches is permitted to be worn in the food preparation areas. Religious artefacts are allowed at Management discretion.

All cuts wounds and septic skin complaints must be covered by formally issued blue coloured detectable waterproof dressing. These must be accounted for at the end of the shift. Any loss of dressing must be reported to Management immediately.

Non-hand operable hand washing facilities are provided at entrances to food preparation areas. Hands must be regularly and thoroughly washed and disinfected particularly:

- Before starting work
- After handling food

Document Reference FSR 018 Hygiene Policy Staff Training Record Revision 1  
 6 October 2009  
 Owned by: Food Service Manager  
 Authorised By: Managing Director

# Food Service ISO 22000 Food Safety Management System

## Prerequisite Programme Manual

A comprehensive set of prerequisite procedures and documents to assist in controlling your food safety hazards. Food Safety Prerequisite Programme Manual documents are as follows:

- PRP 001 Prerequisite Programmes
- PRP 002 Allergen control
- PRP 002 Ambient Food Storage Shelf Life
- PRP 004 Cold Display
- PRP 005 Cooking
- PRP 006 Cooling and Freezing
- PRP 007 Defrosting
- PRP 008 Food Preparation Procedure
- PRP 009 Food Service Hygiene Policy
- PRP 010 Food Service Job Descriptions
- PRP 011 Food Service Operations
- PRP 012 Food Service Outside Catering Events
- PRP 013 Food Service Storage and Handling Conditions
- PRP 014 Frozen Food Storage Shelf Life
- PRP 015 Glass Breakage Procedure
- PRP 016 Hand Washing Procedure
- PRP 017 Hot Holding
- PRP 018 Hygiene and Housekeeping
- PRP 019 Maintenance
- PRP 020 Management of Cleaning
- PRP 021 Non-refrigerated buffet display
- PRP 022 Pest Control
- PRP 023 Prevention of Biological Physical and Chemical Contamination
- PRP 024 Refrigerated Food Storage Shelf Life
- PRP 025 Reheating
- PRP 026 Staff Instruction for Customers with Food Allergies
- PRP 027 Storage
- PRP 028 Top Ten Rules for Handling Food Safely
- PRP 029 Types of Allergen
- PRP 030 Use of Cloths
- PRP 031 Using a Probe Thermometer
- PRP 032 Waste Control

## Prerequisite Programme Manual



### PRP 002 Allergen Control

#### Foods That Can Cause Reactions

The following types of foods can cause reactions in susceptible persons:

- Peanuts
- Nuts
- Milk
- Eggs
- Fish
- Shellfish
- Soya
- Cereals containing gluten
- Sesame seeds
- Celery/celeryiac
- Mustard
- Lupin
- Sulphur dioxide and sulphites

More details are contained in the Types of Allergens document.

#### Controlling Allergens

All Food Service personnel receive training on the types of foods that can cause allergies. The Food Service induction package includes a briefing on the quality manual document Types of Allergens. The Food Service Manager prepares the menu and specifically highlights any potential allergy risks so that customers are able to see this when ordering food from the menu. It is Food Service policy to use unambiguous descriptions of food on the menu. For example: Peanut Satay sauce or Apple and Walnut Slice. The Food Service Manager takes allergen control into consideration whenever the menu is changed.

For example foods containing peanuts will have a warning \*\*\*This product contains peanuts\*\*\* especially when it is not obvious the product contains peanuts with foods such as Thai curries.

Customers are requested to inform Food Service staff if they have allergies to any foods at the head of the menu. Prominent notices are displayed within Food Service areas to encourage customers at risk to ask about foods.

Document Reference PRP 002 Allergen Controls Revision 2  
6 October 2009  
Owned by: Food Service Manager  
Authorised By: Managing Director

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### PRP 006 Cooling and Freezing

#### Introduction

Food Service has established cooling and freezing systems in order to prevent growth of bacteria in food and meet Statutory and Regulatory requirements. Cooling and Freezing Controls apply to all foods intended for cooling or freezing in the facility.

#### Procedure

Food Service recognises that bacteria can grow in foods that are cooled too slowly and applies controls to reduce this risk. Any food that has not been cooled down safely is thrown away.

#### Cooling/Chilling Hot Foods

It is Food Service Policy that cooked food that is not intended for immediate service is cooled down as quickly as possible and then placed in the refrigerator within 2 hours.

Larger joints and whole birds a normally take a longer initial cooling period therefore are prioritise for blast cooling and if necessary divided into portions first.

Food service personnel are trained not to put hot foods into the fridge as this may raise the temperature of the fridge and cause condensation.

Food is protected from dirt and bacteria at all times while cooling and chilling with special attention given to the prevention of cross-contamination from uncooked foods and staff. Warm cooked food represents a high risk because bacteria can grow rapidly on warm foods.

#### Blast Chilling

Food Service uses a blast chiller to cool hot foods rapidly as this is the fastest way of cooling the food. The Blast Chilling Units is capable of reducing food from a +70°C to +3°C or below, in a period not exceeding 90 minutes when loaded to capacity. On reaching required food temperature the unit shall switch automatically to "hold" mode at or below +3°C. Once products have reached this temperature they are transferred to the cooked food refrigerator.

Document Reference PRP 006 Cooling and Freezing Revision 2  
6 October 2009  
Owned by: Food Service Manager  
Authorised By: Managing Director

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### PRP 016 Hand Washing Procedure

#### Introduction

Food Service recognizes that one of the main vectors for the transmission of food poisoning bacteria are hands and therefore has established hand washing procedures in order to manage this hazard and prevent contamination of the product and meet Statutory and Regulatory requirements.

Hand Washing procedures apply to all personnel that enter the food handling areas including staff, visitors and contractors.

#### Procedure

Food Service Hand Washing Procedure:

- Turn on water using knee or foot pad
- Run water for a few seconds to ensure it is warm (Hand Hot)
- Wet hands and forearms with warm, running water at least 40 °C and apply hand soap.
- Scrub lathered hands and forearms, under fingernails (with a clean nail brush), and between fingers for at least 10 seconds.
- Rinse thoroughly under warm running water for at least 5 seconds.
- Dry hands and forearms thoroughly using disposable paper towels.
- Disinfect hands using hand sanitiser.

All Food Service staff must be trained in hand washing procedures on induction. Records of this training are maintained.

Hand washing signs are clearly displayed throughout the Food Service Facility and in particular at all hand washing sinks, in food preparation, cooking areas, serving areas and restrooms. Designated non-hand operated sinks are used for hand washing.

All hand washing sinks are checked regularly during the day to ensure that they provide warm running water (Water is mixed via a mixing valve which is adjusted accordingly), soap, a clean nail brush, disposable towels and a non-hand operated waste bin.

Document Reference PRP 016 Hand Washing Procedure Revision 1  
6 October 2009  
Owned by: Food Service Manager  
Authorised By: Managing Director

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### PPR 022 Pest Control

#### Pest Proofing Measures

The building is maintained in good condition and repair in order to restrict pest access and prevent potential breeding sites by:

- Sealing holes and other places where pests can gain access.
- Keeping the floors, walls, roof, doors and window openings in a good state of repair with no gaps or spaces to prevent the entry of pests.
- Fitting drain covers to prevent pests gaining access.

#### Screening to Prevent Access

The following screening control measures are in place:

- Windows opening directly into food preparation areas are fitted with a screen capable of resisting common flying insects (Screens are removable to allow for cleaning).
- Kitchen doors which open to the outside air are screened using an insect proof screen door.
- Air vents are pest proofed with wire mesh screens

#### Fly-killing Devices

Flying insects are destroyed using fly-killing devices placed at strategic locations within the facility as advised by the pest control contractor.

#### Housekeeping

Deliveries are thoroughly checked to make sure that there are no visible signs of damage by pests. Any delivery is rejected if it shows signs of contamination by pests such as gnawed packaging or insects.

Premises and refuse stores are managed in such a way as to enable them to be kept clean, and protected against access by pests.

Foods which are awaiting preparation or are being defrosted or are cooling are kept suitably covered.

Document Reference PRP 022 Pest Control Revision 2  
6 October 2009  
Owned by: Food Service Manager  
Authorised By: Managing Director

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# Food Service ISO 22000 Food Safety Management System

## FSMS HACCP Manual

The HACCP Manual contains:

- ✓ A set of 18 document templates to implement your HACCP system.
- ✓ The Unique Food Service HACCP Calculator which completely simplifies the process of developing a HACCP plan.
- ✓ Our HACCP Implementation Guide to assist your food safety team in conducting your hazard.

FSMS HACCP Manual documents:

HACCP 001 Flow Diagram  
HACCP 002 Food Service Food Grouping for HACCP  
HACCP 003 Product Description  
HACCP 004 HACCP Calculator  
HACCP 005 Food Service HACCP  
HACCP 006 Food Service HACCP Common Causes of Food Poisoning  
HACCP 007 Food Service Kitchen Layout  
HACCP 008 Food Service HACCP Pre-requisites  
HACCP 009 Corrective Actions  
HACCP 010 HACCP Definitions  
HACCP 011 Hazard Analysis  
HACCP 012 Hazards  
HACCP 013 Monitoring  
HACCP 014 Preventative Measures  
HACCP 015 Food Service HACCP Calculator Guide  
HACCP 016 HACCP Plan  
HACCP 017 HACCP Verification Audit  
HACCP 018 Decision Tree

## FSMS HACCP Manual Documents



### HACCP 012 Manual Hazards

What can go wrong? - Hazards

Hazards	Details/Information
Contamination of food with food poisoning bacteria	Purchase and Delivery
Growth of food poisoning bacteria in cold ready to eat food	Purchase and Delivery
Growth of food poisoning bacteria in hot ready to eat food	Purchase and Delivery
Cross contamination of ready to eat foods with raw foods	Purchase and Delivery
Receipt of food contaminated with physical objects, chemicals or pests	Purchase and Delivery
Growth of food poisoning bacteria in cold ready to eat food	Storage
Cross contamination of ready to eat foods with raw foods	Storage
Growth of food poisoning bacteria in cold ready to eat food	Handling and Preparation
Contamination of ready to eat foods with food poisoning bacteria from hands	Handling and Preparation
Contamination of ready to eat foods with food poisoning bacteria from utensils	Handling and Preparation
Contamination of ready to eat foods with food poisoning bacteria from cloths	Handling and Preparation
Contamination of ready to eat foods with food poisoning bacteria from work surfaces	Handling and Preparation
Contamination of ready to eat foods with food poisoning bacteria from raw food	Handling and Preparation
Contamination of ready to eat fruit and vegetables with food poisoning bacteria	Handling and Preparation
Growth of food poisoning bacteria in ready to eat food	Cold Display
Contamination of ready to eat foods with food poisoning bacteria	Cold Display
Growth of food poisoning bacteria	Defrosting
Physical contamination of open foods	Defrosting
Cross contamination of ready to eat foods with raw foods	Defrosting
Survival of food poisoning bacteria if food is not properly cooked	Cooking
Growth of food poisoning bacteria in ready to eat food after cooking	Cooling
Cross contamination of ready to eat foods with food poisoning bacteria	Cooling
Survival of food poisoning bacteria if food is not properly reheated	Reheating
Growth of food poisoning bacteria in hot display foods	Hot Display
Contamination of hot foods on display with food poisoning bacteria	Hot Display
Contamination of food from foreign objects	General
Contamination of food with glass	General
Contamination of food with packaging materials	General

Document Reference HACCP 012 Hazards Revision 1  
6 October 2009  
Owned by: Food Service Manager  
Authorised By: Managing Director



### HACCP 013 Monitoring

How can I check? - Monitoring

Monitoring	Details
Check the delivery has come from an approved supplier	Purchase and Delivery
Check the delivery vehicle is clean	Purchase and Delivery
Visit and inspect supplier	Purchase and Delivery
Check 3rd party audit reports	Purchase and Delivery
Check supplier is registered with the enforcement authority	Purchase and Delivery
Check packaging and condition of food for signs or damage or contamination	Purchase and Delivery
Check the delivery temperature of chilled ready to eat foods	Purchase and Delivery
Check frozen ready to eat food is not defrosting	Purchase and Delivery
Check the use by code on the food delivered	Purchase and Delivery
Check the delivery temperature of hot ready to eat foods	Purchase and Delivery
Check raw and ready-to-eat are kept separate by observing staff practices during delivery	Purchase and Delivery
Check food packaging is not damaged	Purchase and Delivery
Look for signs of pests	Purchase and Delivery
Measure the core temperature of the food using a probe which is cleaned and disinfected before and afterwards	Storage
Measure the temperature of a dummy food pack using a probe	Storage
Measure the air temperature of the fridge or chiller by placing the probe inside	Storage
Checking the display temperature gauge and occasionally cross checking with a probe	Storage
Check all date codes daily	Storage
Check ready to eat foods are stored separately from raw foods on a daily basis	Storage

Document Reference HACCP 013 Monitoring Revision 2  
6 October 2009  
Owned by: Food Service Manager  
Authorised By: Managing Director



### HACCP 017 Verification Audit Form

#### FOOD SERVICE HACCP Verification

Step Number	Step Name	What can go wrong? - Hazards	What can I do about it? - Preventative Measure	How can I check? Monitoring Procures	What if it's not right? - Corrective Action	Record	Procedure	Verification Audit Findings	Sign
1	Delivery of Chilled Raw	Contamination of food with food poisoning bacteria	Buy from a reputable supplier off the list of approved suppliers	Check the delivery has come from an approved supplier	Reject food if it is not from an approved supplier	Food Delivery Records	Purchasing		
1	Delivery of Chilled Raw	Growth of food poisoning bacteria in cold ready to eat food	Make sure chilled food is delivered below 8 ° C and place in cold storage immediately	Check the use by code on the food delivered	If food is above 8 ° C then cool immediately. If for longer than 4 hours then dispose of the food.	Food Delivery Records	Food Delivery		
1	Delivery of Chilled Raw	Growth of Bacteria due to poor stock rotation	Make sure that all cold ready to eat food is within its use by date	Check the use by code on the food delivered	Reject food if the use by date has passed	Food Delivery Records	Food Delivery		
1	Delivery of Chilled Raw	Contamination with Bacteria from Pests	Make sure premises are pest proof	Check the delivery vehicle is clean	Reject food which is not protected or damaged or visibly contaminated	Food Delivery Records	Food Delivery		

Document Reference HACCP 017 Verification Audit Form Revision 2  
6 October 2009  
Owned by: Food Service Manager  
Authorised By: Managing Director



# Food Service ISO 22000 Food Safety Management System

## The Unique Food Service HACCP Calculator

The Food Service HACCP Calculator completely simplifies the process of developing a HACCP Plan by having a comprehensive template for each section of the HACCP Plan:

- ✓ What can go wrong? - Hazards
- ✓ What can I do about it? - Preventative Measures
- ✓ How can I check? - Monitoring
- ✓ What if it's not right? Corrective action
- ✓ Records
- ✓ Procedures

HACCP 005 Food Service HACCP

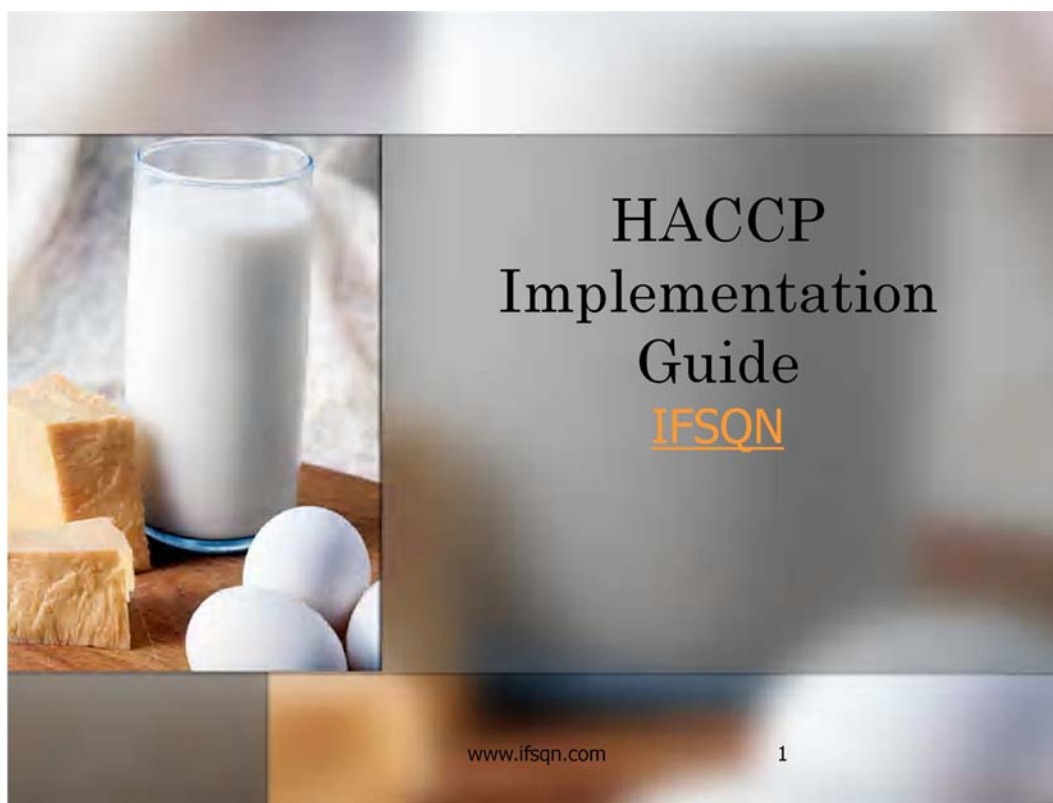
### FOOD SERVICE HACCP PLAN

Step Number	Step Name	What can go wrong? - Hazards	What can I do about it? - Preventative Measure	How can I check? Monitoring Procures	What if it's not right? - Corrective Action	Record	Procedure
1	Delivery of Chilled Raw	Contamination of food with food poisoning bacteria	Buy from a reputable supplier off the list of approved suppliers	Check the delivery has come from an approved supplier	Reject food if it is not from an approved supplier	Food Delivery Records	Purchasing
1	Delivery of Chilled Raw	Growth of food poisoning bacteria in cold ready to eat food	Make sure chilled food is delivered below 8 °C and place in cold storage immediately	Check delivered on the food	If food is above 8 °C then cool immediately. If for longer than 4 hours then dispose of the food.	Food Delivery Records	Food Delivery
1	Delivery of Chilled Raw	Growth of Bacteria due to poor stock rotation	Make sure that all cold ready to eat food is within it's use by date	Check the use by date	Reject food if the use by date has passed	Food Delivery Records	Food Delivery
1	Delivery of Chilled Raw	Contamination with Bacteria from Pests	Make sure premises are pest proof	Check			Food Delivery
1	Delivery of Chilled Raw	Stones	Wash salads and vegetables thoroughly	Chk			Food Delivery
2	Delivery of Chilled Cooked	Contamination of food with food poisoning bacteria	Buy from a reputable supplier off the list of approved suppliers	Chk APC			Food Delivery
2	Delivery of Chilled Cooked	Contamination of food with food poisoning bacteria	Buy from a reputable supplier off the list of approved suppliers	Chk APC			Food Delivery
2	Delivery of Chilled Cooked	Contamination of food with food poisoning bacteria	Buy from a reputable supplier off the list of approved suppliers	Chk APC			Food Delivery
2	Delivery of Chilled Cooked	Contamination of food with food poisoning bacteria	Buy from a reputable supplier off the list of approved suppliers	Check the delivery has come from an approved supplier	If for longer than 4 hours then dispose of the food.	Food Delivery Records	Food Delivery
2	Delivery of Chilled Cooked	Contamination of food with food poisoning bacteria	Buy from a reputable supplier off the list of approved suppliers	Check the delivery has come from an approved supplier	If food is above 8 °C then cool immediately. If for longer than 4 hours then dispose of the food.	Food Delivery Records	Food Delivery
3	Delivery of Frozen Raw	Contamination of food with food poisoning bacteria	Buy from a reputable supplier off the list of approved suppliers	Check the delivery has come from an approved supplier	If food is above 8 °C then cool immediately. If for longer than 4 hours then dispose of the food.	Food Delivery Records	Food Delivery
3	Delivery of Frozen Raw	Contamination of food with food poisoning bacteria	Buy from a reputable supplier off the list of approved suppliers	Check the delivery has come from an approved supplier	If food is above 8 °C then cool immediately. If for longer than 4 hours then dispose of the food.	Food Delivery Records	Food Delivery
3	Delivery of Frozen Raw	Contamination of food with food poisoning bacteria	Buy from a reputable supplier off the list of approved suppliers	Check the delivery has come from an approved supplier	If food is above 8 °C then cool immediately. If for longer than 4 hours then dispose of the food.	Food Delivery Records	Food Delivery
3	Delivery of Frozen Raw	Contamination of food with food poisoning bacteria	Buy from a reputable supplier off the list of approved suppliers	Check the delivery has come from an approved supplier	If food is above 8 °C then cool immediately. If for longer than 4 hours then dispose of the food.	Food Delivery Records	Food Delivery
3	Delivery of Frozen Raw	Contamination of food with food poisoning bacteria	Buy from a reputable supplier off the list of approved suppliers	Check the delivery has come from an approved supplier	If food is above 8 °C then cool immediately. If for longer than 4 hours then dispose of the food.	Food Delivery Records	Food Delivery

Select from the drop down menus to build your HACCP Plan

## Our HACCP Implementation Guide

A presentation to train your staff in the principles of HACCP:



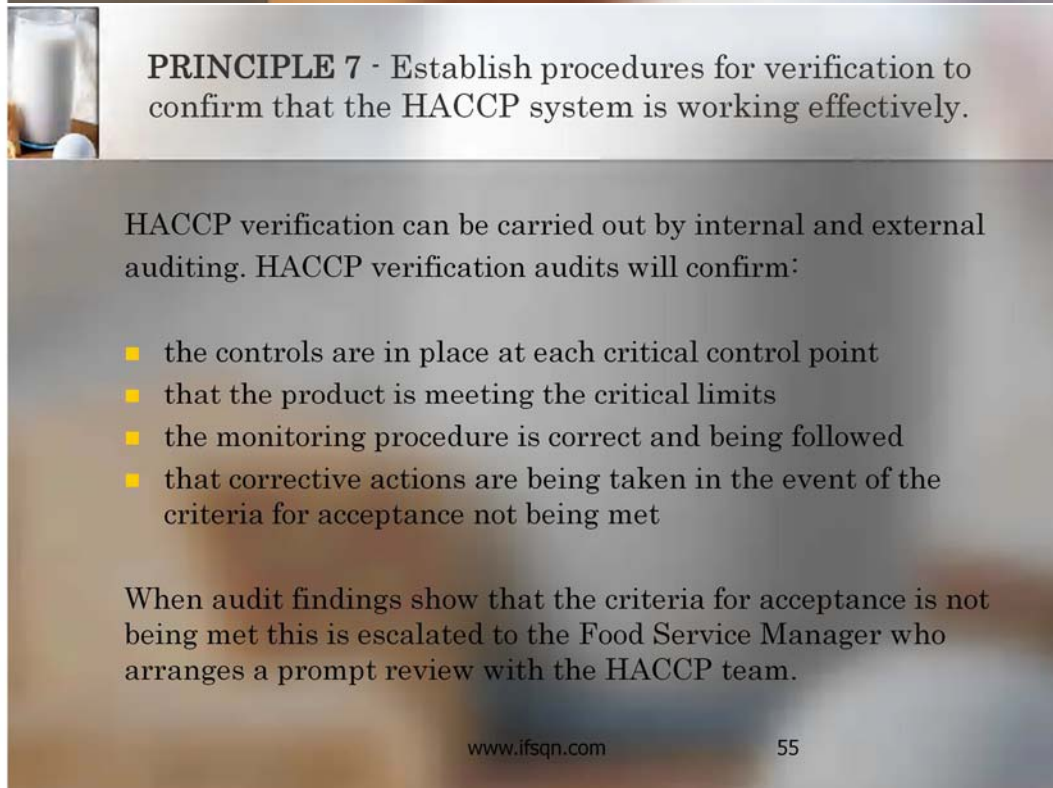
The slide features a background image of a glass of milk, a loaf of bread, and several eggs on a wooden surface. The text is centered on a dark grey background.

# HACCP Implementation Guide

IFSQN

www.ifsqn.com 1

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The slide features a background image of a glass of milk, a loaf of bread, and several eggs on a wooden surface. The text is centered on a dark grey background.

## PRINCIPLE 7 - Establish procedures for verification to confirm that the HACCP system is working effectively.

HACCP verification can be carried out by internal and external auditing. HACCP verification audits will confirm:

- the controls are in place at each critical control point
- that the product is meeting the critical limits
- the monitoring procedure is correct and being followed
- that corrective actions are being taken in the event of the criteria for acceptance not being met

When audit findings show that the criteria for acceptance is not being met this is escalated to the Food Service Manager who arranges a prompt review with the HACCP team.

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# Food Service ISO 22000 Food Safety Management System

Free online support via e-mail

Our team of experts are here to support your food safety management system implementation and certification.



Simon Timperley [team@ifsqn.com](mailto:team@ifsqn.com)



Tony Connor [support@ifsqn.com](mailto:support@ifsqn.com)

For more information on this package e-mail us at [support@ifsqn.com](mailto:support@ifsqn.com)

# Food Service ISO 22000 Food Safety Management System

## Benefits of ISO 22000 Certification

Food Safety Management System Certification can be seen by some Senior Managers as an unnecessary and bureaucratic activity. For this reason Senior Management need to understand the benefits of an effective Food Safety Management System:

- ✓ A Food Safety Management System structured with the principles of HACCP will have a clear focus on food safety which is a fundamental requirement of any food business
- ✓ An effectively implemented and applied HACCP based Food Safety Management System will improve customer confidence in the safety of food
- ✓ A Food Safety Management System based on HACCP takes a preventative approach that is designed to reduce and liabilities.
- ✓ An effective Food Safety Management System demonstrates management commitment to the supply of safe products.
- ✓ Food Safety Management System Records provide evidence of due diligence
- ✓ HACCP based Food Safety Management Systems can be combined with other management systems such as ISO 9001:2008. This combination provides a Food Safety based system also considers quality
- ✓ Certification to the International Standard ISO 22000 gives all interested parties a clear message that the organisation is serious about Food Safety

In order to ensure a Food Safety Management System is effectively implemented management within an organisation need to understand:

- ✓ The benefits of a Food Safety Management System
- ✓ How lack of an effective Food Safety Management System can cause food borne illness
- ✓ That a HACCP based Food Safety Management System really is a minimal system to ensure maximum control
- ✓ That a HACCP based Food Safety Management System enables businesses to optimise the use of resources by control of CCPs in an logical manner

The IFSQN Food Service ISO 22000 Food Safety Management System has been designed to overcome the problems that can be encountered when implementing an effective system including:

## Food Service ISO 22000 Food Safety Management System

- ✓ Lack of pre-requisite programmes
- ✓ Over-complex and unmanageable systems with too many critical control points (CCPs), partly resulting from a misunderstanding of the role of prerequisite hygiene programs (PRPs) and an inability to conduct proper hazard analysis.
- ✓ Ineffective monitoring and corrective actions due to poor training and verification procedures.
- ✓ Excessive documentation and lack of focus due to over-complex systems.
- ✓ Poor validation and verification due to lack of expertise.
- ✓ Over complication of HACCP implementation

When a business has a good understanding of Food Safety principles and has the commitment and resources to carry them out, a Food Safety Management System will deliver the promised benefits. Small to medium organisations found in the food industry, have fewer resources compared with large companies, and so find it difficult to implement an effective system.

The IFSQN Food Service ISO 22000 FSMS is designed to help organisations tackle the task of implementing an effective system and progress to certification. As Tony Connor of IFSQN explains the IFSQN Food Service ISO 22000 FSMS gives organisations a head start in developing their system and preparing for certification:

“The system includes Food Safety Procedures covering a comprehensive range of prerequisite programmes which enable an organisation to put in place fundamental food safety procedures that are compliant with the International Standard ISO 22000. The system also provides guidance on how to manage and implement a HACCP system and determine critical control points (CCPs). This process is aided by our implementation training guides which completely simplify the implementation process.”

“As a bonus our IFSQN Food Service ISO 22000 FSMS is backed up by expert support which is always available to provide assistance in developing the system.”

[To order the Food Service ISO 22000 Food Safety Management System click here](#)