

Food Safety Management System

All food businesses are required to have a documented food safety management system. Using [the Food Standards Agency's "Safer Food Better Business" \(SFBB\) pack](#) is an excellent way for most caterers to comply with this requirement. View and download the relevant sections from the FSA's website.

Training

All food businesses must ensure that all food handlers receive the appropriate level of supervision, instruction and training in order for them to handle food safely. It's suggested that staff who prepare open high-risk foods or handle food are suitably trained to level 2 in food hygiene (an accredited course awarded by the OFQUAL, CIEH or RSPH is advised) to ensure that you cover the full syllabus of food hygiene and safety. There are a number of online providers who provide such training. It is suggested that those in a supervisory/leadership role complete the training and cascade their knowledge as appropriate.

Staff personal hygiene

As a business owner it's important for you to oversee your staff's personal hygiene in food preparation areas. You'll need to ensure that all staff are free from any illnesses that may be a risk to the public, and for them to report any such illnesses when appropriate.

Cross contamination

Cross-contamination is one of the most common causes of food poisoning, and is a concern for all businesses. Harmful bacteria such as E.coli O157, campylobacter and salmonella can easily spread to ready-to-eat (RTE) foods, such as salads and cooked foods, through direct contact with raw foods, or indirectly by staff, equipment, contaminated surfaces or cleaning materials.

Contaminated food can make your customers seriously ill, and can even kill. The Food Safety Agency has put together [an excellent factsheet and guide](#) that, if followed correctly, will help you control the risk of cross-contamination within your business.

Cooking

It is essential to cook food properly to kill any harmful bacteria. If it is not cooked properly, it might not be safe for your customers to eat. When cooking meat products, before you serve them, check that:

- they are steaming hot all the way through
- any juices run clear
- there's no pink or rare meat inside



Cleaning

Effective cleaning is essential to get rid of harmful bacteria, viruses and allergens to stop them spreading to food. You should do the following things:

- Clean and disinfect food areas and equipment between different tasks, especially after handling raw food.
- Clean as you go. If you spill some food, clear it up straight away and clean the surface thoroughly.
- Use cleaning and disinfection products that are suitable for the job and follow the manufacturer's instructions.
- It is good practice for disinfection products to meet BS EN standards. Check product labels for either of these codes: BS EN 1276 or BS EN 13697.

It is suggested that you use a cleaning schedule to make sure that surfaces and equipment are cleaned when they need to be. It can also help to stop cleaning products being wasted or used incorrectly. Work out what needs cleaning or disinfecting every day, or more than once a day, and what needs cleaning less frequently. Your schedule should show:

- what needs to be cleaned
- what needs to be disinfected
- how often it needs to be done
- how the cleaning/disinfecting should be done

Allergens

Allergies are something most of us will be aware of. We'll all have seen gluten-free options at restaurants and cafes, or noticed allergy information on food products we buy. All food businesses need to provide information about the allergenic ingredients used in food sold or provided by them.

As a food provider, you must ensure that any specified allergens (or ingredients derived from the allergens) must be clearly declared in the ingredients list, and available to the public, the exception being where allergens are already in the name of the food (for instance 'peanut brittle'). Take a look at [our guidance document](#) which is designed to assist you.

Specific allergen training is available below: (this is free)

<https://allergytraining.food.gov.uk/>

Further information

Further information and links to other resources can be found at our website:

<https://www.shropshire.gov.uk/environmental-health/food-safety/food-safety-for-business/>

Please do not hesitate to contact the food team on 0345 678 6097 or via e-mail:

food@shropshire.gov.uk to discuss any food related issues you may be experiencing.

