

Preferred Code of Practice – Food Hygiene

It has been increasingly recognised that a major difficulty in attaining an acceptable food hygiene standard in hotels and other units of accommodation has been due to the lack of an acceptable code against which an audit can be undertaken.

The Health & Safety Committee of FTO charged a subgroup consisting of their tour operator members and key consultancy companies under the chairmanship of their medical advisor, Professor Rodney Cartwright, to draw up a Preferred Code of Practice for Food Hygiene. It was to be such that hoteliers could reasonably be expected to aim to achieve it and would provide an acceptable degree of food hygiene in hotels and other units of accommodation.

It is anticipated that the preferred code will be achievable and will provide a safe basis on which to develop a more comprehensive programme. In order to achieve the standards defined within this code of practice, some hotels may require assistance from external consultants. Reputable local and international suppliers are available to provide hygiene consultancy services and listed for your reference are the contact details of the U.K. consultants who have helped produce this code.

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Hazard Analysis Critical Control Point (HACCP)

It is now recognised that the Hazard Analysis Critical Control Point (HACCP) approach provides a workable and effective basis for good food hygiene. HACCP is a food handling and operating approach that promotes food safety by identifying food hazards and applying and monitoring appropriate control measures at points critical to safety. All food preparation should be undertaken following the HACCP principles. This will reduce the risk of food associated illness in guests, reduce the number of claims and provide a defence of due diligence for the hotelier should an incident occur. This document does not go into the specific details of the HACCP implementation but hoteliers may wish to obtain specialist advice and tour operators have details of reputable companies who can provide assessments, auditing and training.

The HACCP approach has unfortunately often been made very complicated and difficult to understand. It was first developed for food production units and has been adapted for hotels and restaurants. The process used in the preparation of every dish or food should be subject to HACCP analysis.

When preparing the code of practice the following documents were considered:

World Health Organisation Guidance

WHO Food Safety Issues: HACCP Introducing the Hazard Analysis and Critical Control Point System.
 The WHO Golden Rules for safe food preparation.
 WHO/FNU/FOS/94.5 Hygiene in Food-Service and Mass Catering Establishments.
 WHO Guidelines for drinking-water quality. 2nd edition volume 1.
 FAO/WHO Codex Alimentarius.

The European Framework

EC Directive 93/43/EEC Hygiene of Foodstuffs

U.K. Food Guidance and Law

The Food Safety (General Food Hygiene) Regulations 1995.
 Food Safety Act 1990 Code of Practice 3 Inspection Procedures – General.
 Food Safety Act 1990 Code of Practice 9 Food Hygiene Inspections.
 Industry Guide to Good Food Hygiene Practices: Catering Guide (The Food Safety).
 (General Food Hygiene Regulations 1995) & Guide the Food Safety (Temperature Control Regulations 1995).

U.S Publication

U.S Public Health Service Food Code 1999.
 Preferred Code of Practice – Food Hygiene.

Management

- All standards in a hotel are ultimately the responsibility of the hotel manager. The staffing structure should be clear and staff must be aware of their hygiene responsibilities.
- The staff structure within the catering, food and beverage divisions should be documented.
- There should be an outline job description for all catering, food and beverage staff. This will define good hygiene practice and include details of responsibilities for implementing record keeping and checking records relating to food hygiene and HACCP.
- The role of the hotel manager in regularly confirming those food hygiene practices are in place and operational, should be documented.
- The hotel must have a written plan of action to be followed in the event of any illness occurring in which there is a possibility of food involvement. The plan should include up to date contact numbers for relevant persons and should be approved by the local public health or other officials responsible for such investigations.

Water & Ice

- All water used in food areas must meet the guideline values set by the World Health Organisation (Guidelines for drinking water quality. 2nd edition Vol. 1 1993)
- The water quality must be monitored and recorded and the records must be available for inspection.
- Ice whether produced in the hotel or purchased commercially must be made from drinking water and records must be retained and available for inspection.
- In all areas of food preparation a constant supply of hot and cold water must be available.
- The temperature of hot water must exceed 50°C (122°F) at all taps and faucet's.

Food Delivery

- All deliveries must be checked for freshness, temperature, colour, odour, contamination, infestations and satisfactory packaging and labelling.
- All food should be purchased from suppliers in accordance with this code of practice.
- All complaints or delivery problems must be reviewed. In the case of recurring problems it may be appropriate to secure an alternative supplier.
- The delivery reception area must be kept clean, free from waste materials and any risk of infestation and contamination.
- Food must not be left open to any risk of contamination.
- Foods must not be accepted if there is evidence of poor quality, inappropriate odour, contamination, infestations or unsatisfactory packaging and labelling.
- Chilled goods should not be accepted if the temperature is above 8°C (46°F).
- Frozen foods should not be accepted if the temperature is above -18°C (0°F).
- Deliveries of frozen or chilled goods must be placed in the appropriate storage within 15 minutes of delivery.
- Seam dented or blown canned goods must not be accepted.
- Containers used for the receipt, storage or distribution of goods must be kept clean and dry.

Food Delivery Continued

- Procedures must ensure that cross contamination does not occur during the process of delivery and storage.
- Records must be kept to show:
 - The date the product was received.
 - The time the product was received.
 - The temperature of the product when received.
 - The condition of the product when received.
 - Who the product was purchased from.

Storage

- Food stock should be kept to a minimum. The foods and/or materials must be stored to prevent deterioration, contamination or cross contamination.
- Food stock should be stored in such a way to allow FIFO – First In, First Out.
- The shelf life of all products in store must be known.
- Where available, manufacturers instructions on storage must be followed.
- Where not available or where food has been removed from packaging, the caterer must determine the shelf life and label the product accordingly.
- Separate and identify spoiled, rejected or out of date food to prevent accidental use.
- All food in storage must be fit for human consumption.
- Rooms and equipment for storage of dry products must be:
 - Kept clean.
 - Kept free from pests.
 - Kept cool and well ventilated (either natural or assisted).
 - Lit well enough to be able to see dirt or pest infestation.
- Products must be stored off the floor and should be able to be checked easily.

Cold Storage

- This includes the storage of foods at low temperatures whether in a freezer, refrigerator, cold room or cold display unit. The correct use of cold storage is essential in the prevention of food bacterial growth.
- Refrigeration and freezer equipment must be designed to enable it to be easily cleaned.
- They should be serviced regularly, defrosted and maintained and in good working order.
- Internal linings and shelves should be impervious and non-corroding.
- The capacity must be sufficient for the business and the units must not be overfilled.
- The lids and doors of refrigerators and freezers must be fitted with effective seals.
- Keep raw and ready to eat foods separate, preferably in separate refrigerator or freezer units.
- If separate units are not available:
 - Store raw and ready to eat foods on separate shelves.
 - Raw food shelves must be clearly marked and always located below ready to eat food shelves.
- Food must be checked to ensure that the quality is maintained and that stock effectively rotated.
- All 'out of date' foods must be discarded.
- Food must not be stored on the floor.
- Storage containers must be kept clean and dry.
- Doors and lids must be opened for as short a time as possible.
- Refrigerators must be capable of maintaining food temperatures between 0°C (32°F) and 8°C (46°F).
- Frozen products should be stored at -18°C (0°F) or below.
- The food temperature must be monitored and recorded and the records must be available for inspection.
- Equipment must be operated according to the manufacturers instructions. The recommended temperatures in the instructions should be closely followed.
- Staff should be instructed in the proper use of the equipment.
- Once the cooling cycle is complete the product should be maintained at an appropriate temperature.
- The temperatures should be monitored and recorded and the records together with the manufacturers instructions must be available for inspection.
- There must be a written procedure to be implemented in the event of a breakdown or malfunction of a refrigerator or freezer; this will include the procedure for the safe storage, use or disposal of the food.

Thermometers & Antiseptic wipes

- Chefs must be provided with sufficient probe thermometers and antiseptic wipes for the testing of food temperatures.
- All temperature measurements should be monitored and recorded and the records be available for inspection.
- All thermometers must be calibrated using boiling water 100°C (212°F) and a water and ice mixture 0°C (32°F).

Food Preparation

- During food preparation it is essential to maintain separation between raw and ready to eat foods. If possible, different work surfaces and equipment should be utilised. It is essential that work surfaces and equipment are thoroughly cleaned and disinfected after use. Cleaning is essential between use for different foods. Cleaning cloths used on work surfaces or equipment in contact with raw food must be a distinct colour and never used on ready to eat work surfaces and equipment.
- Separation of raw and ready to eat food must be maintained at all times, this may be achieved by using different designated areas or by using the same area at a different time provided there is thorough cleaning before a different food is prepared.
- All high-risk foods during preparation must be kept free from the risk of contamination and kept at a safe temperature.
- There must be a documented defrosting procedure, which includes:
 - Provision for the protection of food from contamination.
 - Ensuring that food or thawed liquids do not contaminate food preparation areas or other food.
 - A temperature monitoring process to ensure that the centre of the food is defrosted.
 - The temperature of the foods does not exceed 8°C (46°F).
- The food temperature must be monitored and recorded on a regular basis and records must be available for inspection.
- Cooking must ensure that harmful bacteria are destroyed.
- The centre temperature of the food must exceed 75°C (167°F).
- The food temperature must be monitored and recorded and records be available for inspection.
- Wherever possible food must be cooked and served immediately.
- There must be a documented cooling procedure, which includes:
 - Cooked food items not for immediate service, or to be served cold must be cooled to less than 10°C (51°F) within four hours and kept refrigerated.
 - Cooked food should be decanted into cold storage containers. Where appropriate bulk foods should be sliced or portioned to assist the cooling process.
 - Areas suitable for the cooling of food should be designated.
 - The food temperature must be monitored and recorded on a regular basis and records must be available for inspection.
- Food should be reheated so that the centre temperature of the food is at least 75°C (167°F) after the reheating process.
- Food must only be reheated once and all leftovers must be discarded.
- The food temperature must be monitored and recorded and records be available for inspection.

Food Holding and Display

- Equipment used to hold and or display hot food should be capable of maintaining the food temperature at 63°C (145°F) or above throughout the time the food is held.
- Food for hot serving must be kept at 63°C (145°F) or above and should not be kept on display for more than 2 hours.
- The time and food temperature must be monitored and recorded and records be available for inspection.
- Separate serving utensils for each food type should be provided.
- All hot food displayed must be protected from the risk of contamination by ensuring that food is kept covered or by the use of sneeze guards.
- Equipment used to hold and or display cold food should be capable of maintaining the food temperature at 8°C (46°F) or below, throughout the time the food is held.
- Food for cold serving must be kept at 8°C (46°F) or below and should not be kept within cold display units for more than 4 hours.
- Foods must not be subject to any form of cross contamination.
- The time and food temperature must be monitored and recorded and records be available for inspection.
- Separate serving utensils for each food type should be provided.
- All cold food displayed must be protected from the risk of contamination by ensuring that food is kept covered or by the use of sneeze guards.

Pest Control/Refuse

- Rodents, insects, and flies can contaminate food with harmful bacteria and must be prevented from entering food premises.
- Premises and refuse areas must be kept clean and contained to prevent access by rodents.
- Food should be stored off the floor and kept away from the walls.
- Drains must be kept clean and in good condition. Water traps should be maintained and gullies should be fitted with metal grills.
- Buildings must be maintained in good repair.
- Doors should be fitted with proofing strips.
- Where electric fly killing devices are used, they must be clean, maintained in good working order and not placed above any food preparation or handling area.
- Every hotel must have a pest control programme for the buildings, grounds and food handling areas, this must include:
 - Regular surveys of food premises must be carried out to ensure that they are pest/insect free.
 - Reporting of pest damage and pest sightings.
 - Infestations must be dealt with immediately utilising a pest control expert.
 - Records must be kept and monitored and be available for inspection.
- Refuse areas must be clean and in a good state of repair.
- All waste must be stored in containers that are pest proof and protected to prevent the entry of flies.
- The containers must be kept in a good state of repair and kept clean.
- Food waste and refuse must not accumulate in food areas.
- Adequate provision must be made for the removal of food waste and refuse.

Staff

- Food handling staff are those who are involved in the storage, preparation, processing or serving of food. Food handling staff are one of the most important assets in the hotel, they must have adequate training and maintain the highest standards of personal hygiene.
- Staff may bring bacteria and viruses that can cause food poisoning into the food area therefore it is essential that managers be aware of any illness so that appropriate actions can be taken.
- All food handling staff must be subject to a health screening process and records kept and monitored. This should be undertaken in consultation with a medical advisor.
- There must be a documented illness reporting procedure for all staff. This must be clearly communicated to all personnel.
- Staff suffering from vomiting and diarrhoea must not be permitted to work in any food handling areas.
- Staff who have an infected wound, skin condition or jaundice must seek medical advice prior to being permitted to enter any food handling areas.
- Staff will only be able to maintain high standards if they have been trained to a recognised level and at least annual refresher courses are attended.
- All staff must receive the appropriate supervision and hygiene training to ensure they are able to comply with the hygiene requirements associated with their job. The initial training should be given on induction and subsequent training should be given at regular intervals and continue throughout their employment. The training programme should be written down and ideally be approved by an external body.
- Written training records must be maintained and be available on request.
- The provision of good staff facilities will encourage the staff and will indicate to them the standards expected by the management. It should be remembered that it is the staff who look after the guests
- A designated area away from the food preparation sites must be provided for staff to change into working clothes from their outside clothes. This area must be kept clean and tidy.
- There must be designated staff toilets, which must be kept clean.
- Hand wash basins must be provided and supplied with hot and cold water, soap and disposable paper towels or hot air hand drying facilities at all times.
- Toilet areas must not open directly into a room where food handling takes place.
- There must be a suitable and sufficient supply of first aid equipment including waterproof plasters available for the use by food handlers in an accessible location.

Personal Hygiene & General Staff Procedures

- Food handlers must frequently wash their hands particularly between preparing raw and ready to eat foods.
- Staff must be aware of the importance of regular hand washing.
- They must have received training and regularly be encouraged to wash their hands.
- Hand washing facilities must be available with hand basins separate from food preparation sinks.
- Hand wash basins must be provided and supplied with hot and cold water, soap and disposable paper towels or hot air hand drying facilities at all times.
- All food handling personnel must wear clean, washable over-clothing.
- Long hair must be tied back and a head covering should also be worn.
- Nails should be short and clean.
- Any cuts or abrasions must be covered with a waterproof dressing.
- False nails must not be worn.
- Wrist watches, jewellery (with the exception of a wedding band) must not be worn in any food preparation area.
- Staff must not smoke or spit in any food preparation area.
- Staff must not eat or drink in any food preparation area.

Food Premises

- These are all areas where food is stored, prepared or processed. They may be part of a storage area, main kitchen complex or small units such as a poolside BBQ.
- Floors must be smooth, non-slip, impervious, in good state of repair and kept clean.
- Wall finishes must be in a good state of repair and kept clean.
- Ceilings must be in a good state of repair and kept clean.
- Doors must be in good state of repair, ideally self-closing and kept clean.
- Windows and ledges must be in a good state of repair and kept clean.
- Windows that open should be fitted with fly screens and ledges should not be used as storage places. Note: in new or refurbished structures, consideration must be given to sloping window ledges.
- The layout of food premises should ensure that food can be moved in a sequence from receipt, through preparation, processing, cooking and to serving in order to minimise the risk of cross contamination.
- Lighting must be good enough to allow safe food handling, effective cleaning and the monitoring of cleaning standards.
- Glass lights should be protected with shatterproof diffusers or covers in all food areas including storage areas.
- Ventilation must be good enough to remove heat and cooking fumes.
- Drainage must be sufficient to carry away the waste and must be protected to prevent the entry of pests.
- All drainage channels must be kept clean.
- There must be a provision made for hand washing separate from the food and equipment washing facilities. All sinks must have hot and cold running water.
- Hand wash basins must be provided and supplied with hot and cold water, soap and disposable paper towels or hot air hand drying facilities at all times.

Equipment, Furnishings & Fittings

- This includes all of the equipment, furnishings and fittings used in the storage, preparation or processing of food.
- Food equipment must be kept clean.
- Equipment must be designed to enable easy and thorough cleaning to prevent the build up of food particles that may contain harmful bacteria or attract pests.
- Where practical the equipment should be moveable to allow cleaning of the surface underneath.
- All equipment must be maintained in good condition and full working order.
- Maintenance and repairs should not be carried out in areas whilst food is being prepared or displayed.
- All fittings must be in a good state of repair and kept clean.
- Work surfaces must be smooth, impervious, durable, suitable for their intended use and kept clean.

Cleaning & Disinfection

- Cleaning is the process used for removing grease, dirt and visible soiling. Disinfection is a further stage of the cleaning process using suitable chemicals to reduce the risk of food being contaminated by harmful bacteria.
- There must be a written cleaning programme with frequencies, specified materials to be used and any specific cleaning instructions.
- All chemicals used must be designed for use in food premises.
- Cleaning material and chemicals must be clearly labelled and stored in a separate area from food to prevent contamination.
- All cleaning equipment must be kept clean and maintained.

Audits

- Auditing is an integral part of any hygiene programme to regularly check and record that all procedures are being carried out and that the expected results are being achieved. This not only provides a check but also gives a baseline for improvements.
- There must be a regular in-house auditing scheme, at least every 3 months. A member of staff with specific training should undertake the audit. The audit should, as a minimum consider all the points in this code of practice and audit results must be available for inspection.
- There should be arrangements for regular external audits by an independent consultant and the results should be available for inspection.
- Records relating to Municipality inspections must be available for inspection.
- There must be documented evidence that corrective action has been taken.

Additional Hygiene Information

Contents of a First Aid Box

It is stated within the code of practice that there must be a suitable and sufficient supply of first aid equipment including waterproof plasters available for the use by food handlers.

The first aid box should be accessible at all times the kitchen is in use. It should be located in a prominent place NOT locked away in an office or medical centre.

Listed below are the suggested contents as per the Red Cross first aid manual.

- 10 adhesive dressings
- 3 medium sized sterile dressings
- 1 large sterile dressing
- 1 extra large sterile dressing
- 1 sterile eye patch
- 2 triangular bandages
- 2 crepe roller bandages
- 1 pair plastic or surgical gloves
- 6 safety pins
- 1 pair tweezers
- 1 pair scissors
- note pad & pencil
- wound cleansing wipes

General Information for all staff

Cleaning

For the continued success of our business, we rely on all staff being committed to a clean, safe and healthy environment. Please help us to continue to achieve the high standards expected by staff and guests by following the 10-point plan.

1. **Staff must wear the correct clothing for their job, which must be clean for the start of every shift.**
2. **Regular hand washing with antibacterial soap is essential.**
3. **All equipment is to be stored in the correct place and be kept in a clean condition at all times.**
4. **The correct cleaning chemicals must be used for the tasks – if in doubt ask your supervisor for assistance.**
5. **Cleaning chemicals must NEVER be placed or stored near food items.**
6. **All equipment is to be used for it's intended purpose only.**
7. **Rubber gloves should be worn when using cleaning chemicals.**
8. **Any breakage's or damage to the equipment or premises must be reported to your supervisor immediately.**
9. **Any pest sighting must be reported immediately and recorded on a pest-sighting sheet.**
10. **Queries regarding the cleaning schedules must be brought to your supervisors attention immediately.**

To be displayed in a prominent location such as the noticeboard in the kitchen.

WHO Guidelines for the bacteriological quality of drinking water

Organisms	Guideline value
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All water intended for drinking

E. coli or thermotolerant coliform bacteria ^{bc}	Must not be detectable in any 100ml sample
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Treated water entering the distribution system

E. coli or thermotolerant coliform bacteria ^{ab}	Must not be detectable in any 100ml sample
Total coliform bacteria	Must not be detectable in any 100ml sample

Treated water in the distribution system

E. coli or thermotolerant coliform bacteria ^b	Must not be detectable in any 100ml sample
Total coliform bacteria	Must not be detectable in any 100ml sample. In the case of large supplies; where sufficient samples are examined. Must not be present in 95% of samples taken throughout any 12-month period

^a Immediate investigative action must be taken if either E coli or total coliform bacteria are detected. The minimum action in the case of total coliform bacteria is repeat sampling; if these bacteria are detected in the repeat sample, the cause must be determined by immediate further investigation.

^b Although it is the more precise indicator of faecal pollution, the count of thermotolerant coliform bacteria is an acceptable alternative. If necessary, proper confirmatory tests must be carried out. Total coliform bacteria are not acceptable indicators of the sanitary quality of rural water supplies, particularly in tropical areas where many bacteria of no sanitary significance occur in almost all untreated supplies.

^c It is recognised that, in the great majority of rural water supplies in developing countries, faecal contamination is widespread. Under these conditions, the national surveillance agency should set medium-term targets for the progressive improvement of water supplies, as recommended in Volume 3 of Guidelines for drinking-water quality.

As published in Guidelines for drinking-water quality Volume 1 WHO Geneva 1993

Confidential Staff Health Questionnaire

Position Applied For :			
Surname		First Name	
Dr./Mr./Mrs./Miss/Ms		Home Address	
Date of Birth			
Contact Number			
Doctors Name			
Contact Number			

1. Have you suffered from any of the following? Please provide details continuing on a separate sheet if necessary.		
a) Any skin disease(s)	Yes <input type="radio"/>	No <input type="radio"/>
b) Discharge or infection of the ears or hearing defect	Yes <input type="radio"/>	No <input type="radio"/>
c) Asthma or hay fever of sufficient severity to require time off work	Yes <input type="radio"/>	No <input type="radio"/>
d) Any allergies (including sensitive to antibiotics or other drugs)	Yes <input type="radio"/>	No <input type="radio"/>
e) Recurrent sore throats or sinusitis	Yes <input type="radio"/>	No <input type="radio"/>
f) Bronchitis or pneumonia	Yes <input type="radio"/>	No <input type="radio"/>
g) Tuberculosis	Yes <input type="radio"/>	No <input type="radio"/>
h) Heart disease or high blood pressure	Yes <input type="radio"/>	No <input type="radio"/>
i) Headache or migraine requiring time off work	Yes <input type="radio"/>	No <input type="radio"/>
j) Fits, blackouts or epilepsy	Yes <input type="radio"/>	No <input type="radio"/>
k) Depression, nervous, breakdown or mental illness, psychiatric treatment including anorexia	Yes <input type="radio"/>	No <input type="radio"/>
l) Backache or sciatica requiring time off work	Yes <input type="radio"/>	No <input type="radio"/>
m) Indigestion or stomach pains	Yes <input type="radio"/>	No <input type="radio"/>
n) Kidney or bladder infection	Yes <input type="radio"/>	No <input type="radio"/>
o) Eye disease, injury or significant defect of vision not corrected by glasses	Yes <input type="radio"/>	No <input type="radio"/>
p) Diabetes	Yes <input type="radio"/>	No <input type="radio"/>
q) Serious injury or operation. Have you ever been admitted to hospital, please give details	Yes <input type="radio"/>	No <input type="radio"/>
2. Do you suffer from any defect or disability not included in the above? please give details	Yes <input type="radio"/>	No <input type="radio"/>
3. How many days have you been off work for illness in the past two years?		
4. Are you receiving injections, pills, tablets or medicines from a doctor (other than contraceptives)? Please give details		
5. What is your height?		
6. What is your weight?		

I understand and acknowledge that should I knowingly make a false statement regarding my medical history, either in answering the above questions or to any medical examiner, or should I willfully conceal any material facts, I will, if engaged be liable to have my contract terminated. In the event of any health queries, I will consent to my doctor supplying relevant information to the professional medical advisor.

Signed:

Date:

Agreement to report infections

The document should be completed at the commencement of employment. One copy should be issued to the employee and the hotelier should retain one copy.

I will report to my manager or supervisor as soon as possible and make myself available for medical examination, if required, should I suffer any illness involving:
1. a) Vomiting. b) Diarrhoea. c) Septic skin lesions (boils, infected cuts, etc however small). d) Discharge from the ear, nose or other orifice.
2. returning, and before commencing work following an illness or any of the above conditions.
3. If any member of my household is suffering from diarrhoea and/or vomiting.
4. After returning from holiday during which I suffered from sickness or diarrhoea.
5. After returning from holidays during which any member of my party suffered from sickness or diarrhoea.

Signed:

Print Name:

Date:



Summary facts on some diseases

This is not intended to be an authoritative document – further information should be obtained from a medical practitioner

Disease	Cholera	Diphtheria	Legionnaires Disease	Malaria	Meningitis	Typhoid
Areas normally affected	Areas of poor sanitation in South America, the Middle East, Africa and Asia	World-wide especially in tropical countries where there is overcrowding and poor hygiene	World-wide	The Tropics	World-wide/More prevalent in parts of Africa and Asia	Areas of primitive sanitation
Incidence in the UK	Rare	Rare	100–200 reported cases per year (but under reported)	Rare	2000 cases per annum (average in recent years)	Rare
Usual Symptoms	Profuse watery diarrhoea	Fever and sore throat	Fever, cough, shortness of breath(as pneumonia)	Fever – may mimic many other infections	As influenza, but possibly also a dislike of bright lights, convulsions, and a rash anywhere on the body	Fever, abdominal pain, feeling unwell-diarrhoea is common
Source of Infection	Contamination of food & water	Close contact with infected person	Infected water droplets in the air e.g. from air conditioning or showers/water features	Mosquitoes	Close contact kissing, coughing or sneezing. Prolonged close contact. Not developed by most people	Contaminated food and water
Means of prevention	Scrupulous attention to what you eat and drink and personal hygiene	Immunisation		Anti-malarial medicines, insect repellents and use of bed nets if a room is not air-conditioned	Immunisation may be recommended dependent upon travel destination	Immunisation. Scrupulous care over water and food
Incubation period	2 to 5 days	2 to 5 days	Up to 10 to 14 days	5 days to up to 1 year or more	2 to 10 days	1 to 3 weeks
Most Vulnerable	Very young and very old	Unimmunised individuals	Middle aged men	Pregnant women and people who have no spleen	Children, 16 to 25 years and the over 55's	Unimmunised individuals Food Poisoning Summary

Food Poisoning Summary

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Bacteria	Onset period	Symptoms & duration of illness	Possible Sources
Allergy	Immediately or up to 48 hours	Symptoms vary considerably, may include vomiting, diarrhoea, bronchitis, rash and migraine	The allergen is usually a protein
Bacillus Cereus	1 to 5 hours	Vomiting, abdominal pains and some diarrhoea. Duration 12 to 14 hours	Cereals, especially rice, dust and soil
Campylobacter	2 to 5 days	Headaches, fever, diarrhoea (often blood stained), persistent colicky abdominal pain and nausea. Duration 1 to 7 days	Raw poultry, raw milk and sewage, contamination by birds and small animals
Clostridium Perfringens	8 to 22 hours usually 12 to 18 hours	Abdominal pain, fever, diarrhoea. Vomiting is rare. Duration 12 to 48 hours	Animal and human excreta, soil, dust, insects and raw meat
Escherichia Coli (E-Coli 0157)	12 to 24 hours	Abdominal pain, diarrhoea, vomiting and fever. Duration 1 to 7 days	Human sewage, water, raw meat
Salmonella	6 to 72 hours usually 12 to 36 hours	Abdominal pain, diarrhoea, vomiting and fever. Duration 1 to 7 days	Raw meat, milk, eggs, poultry, carriers, pets, birds, rodents, terrapins, sewage and water
Scrombrotoxic	10 minutes to 2 hours	Allergic reaction – tingling and burning around the mouth, facial flushing, sweating, nausea, vomiting, headache, palpitations, dizziness and possibly a rash – death likely	Where fish have undergone bacterial decomposition after capture
Fish Poisoning	1 to 6 hours	Abdominal pain, vomiting, prostration and sub normal temperatures	Human nose, mouth, skin, boils and cuts, raw milk from cows and goats with mastitis
Staphylococcus Aureus	2 to 48 hours usually 12 to 18 hours	Diarrhoea, vomiting, fever, prostration and sub normal temperatures. Duration 6 to 24 hours	Sewage, polluted water
Vibrio Parahaemolyticus	24 to 48 hours	Diarrhoea, abdominal pain, fever, nausea and vomiting. Duration 24 hours	Raw foods, especially shellfish such as oysters and cockles

Supplier Assessment

Can be utilised by hoteliers to audit the food providers and suppliers in their food chain. If used, a copy of the completed audit and the subsequent recommendations issued to the suppliers concerned should be retained on file and be available for inspection by the tour operators on request.

Company Name	
Managers Name	
Address of the premises	
Telephone Number	
Description of activities carried out at the above address	
Person responsible for food safety	
Position in the organisation	
Date Completed	

Question	Yes	No
1 Is there a documented food safety policy?		
2 Do they operate a hazard analysis scheme?		
3 Do they evaluate their Suppliers?		
4 Do they have a documented product recall procedure?		
5 Do they have a formal complaint procedure?		
6 Do they provide food-handling training for staff on induction?		
7 Within 3 months of commencing employment are staff trained in food hygiene?		
8 Are internal audits conducted to verify food safety and hygiene standards are being maintained?		
9 Are written reports produced of these audits?		
10 Have any organisation or customers externally audited the company? If Yes attach copies of audits.		
11 Does the company belong to an association, which has accredited them?		
12 Provide the details of the association and the accreditation they have issued the company.		
13 Is a 'goods in' control procedure in place?		
14 Is there a stock rotation system in place?		
15 Are ready to eat products kept separate from raw product?		
16 Is the temperature of the storage areas for chilled and frozen products monitored and recorded?		
17 Has the company been inspected by a legal enforcement agency in the last 12 months?		
18 Have all of the requirements been completed from this inspection?		

Completed By:

Signed

Job Title

Date:

Received By:

Signed

Temperature Log – Fridge's & Freezers

Week commencing:

Day	Time	Name of Staff Member	Checked By Manager	Fridge's					Freezers				
				1	2	3	4	5	1	2	3	4	
Monday													
Tuesday													
Wednesday													
Thursday													
Friday													
Saturday													
Sunday													

Freezer temperatures must reach Temperatures: -18°C (0°F).

Fridge's must never exceed 8°C (46°F).

All fridge's and freezers to be checked at least three times daily.

The record sheet to be displayed in a prominent location and completed at the time of the check.

If the temperature of a fridge or freezer is not within the stated guidelines, the staff member must report it to a supervisor immediately and an engineer called to rectify the problem.

At the end of the week the completed record sheet to be submitted to the hotel manager for file and reference.

Temperature Monitoring Log – Defrosting

Week commencing:

Day	Name of Staff Member	Time	Dish	Temperature	Signature of Manager
Monday					
Tuesday					
Wednesday					
Thursday					
Friday					
Saturday					
Sunday					

The temperature of food must not exceed 8°C (46°F).

The record sheet to be displayed in a placed in a prominent location and completed at the time of the check.

At the end of the week the completed record sheet to be submitted to the hotel manager for file and reference.

Temperature Monitoring Log – Cooking

Week commencing:

Day	Name of Staff Member	Time	Dish	Temperature	Signature of Manager
Monday					
Tuesday					
Wednesday					
Thursday					
Friday					
Saturday					
Sunday					

The core temperature of food must exceed 75°C (167°F).

The record sheet to be displayed in a placed in a prominent location and completed at the time of the check.

At the end of the week the completed record sheet to be submitted to the hotel manager for file and reference.

Temperature Monitoring Log – Reheating

Week commencing:

Day	Name of Staff Member	Time	Dish	Temperature	Signature of Manager
Monday					
Tuesday					
Wednesday					
Thursday					
Friday					
Saturday					
Sunday					

The core temperature of food must exceed 75°C (167°F).

Food must only be reheated once – all leftovers should be discarded.

The record sheet to be displayed in a prominent location and completed at the time of the check.

At the end of the week the completed record sheet to be submitted to the hotel manager for file and reference.

Temperature Log – Chilled Buffet

Week commencing:

Restaurant Name:

Verified by:

Day	Meal	Dish	Time	Temp	Time	Temp	Time	Temp	Time	Temp	Signed
Monday	Breakfast										
	Lunch										
Evening											
Tuesday	Breakfast										
	Lunch										
Evening											
Wednesday	Breakfast										
	Lunch										
Evening											
Thursday	Breakfast										
	Lunch										
Evening											

Temperature Log – Hot Buffet

Week commencing:

Restaurant Name:

Verified by:

Day	Meal	Dish	Time	Temp	Time	Temp	Time	Temp	Time	Temp	Signed
Monday	Breakfast										
	Lunch										
Evening											
Tuesday	Breakfast										
	Lunch										
Evening											
Wednesday	Breakfast										
	Lunch										
Evening											
Thursday	Breakfast										
	Lunch										
Evening											

Pest Identification – Report Form

Can be utilised by staff to report pest sightings. If used, a copy of the completed report form and the subsequent action taken should be retained on file and be available for inspection by the tour operators on request.

Location Identified	
Pests Sighted	
Approximate Number Sighted	
Pests Signs	
Date & Time	
Reported by	
Date reported to contractor	

Action Taken	
By whom	
Signed	
Date	

