



*Guide for Food Businesses*



Consumers are your business. Everyone who purchases food from you makes it possible for you to continue operating profitably. It makes sense to look after your customers and see them as a key part of your business

### **What is the Eat Safe Award and how will it benefit my business?**

The Eat Safe Award will provide you with a valuable tool to reassure customers of your commitment to them. Eat Safe is designed to promote excellence in Food Hygiene and Food Safety Management in food businesses across Scotland.

### **Who's behind the scheme?**

The scheme is being administered by local Council Environmental Health Services in conjunction with the Food Standards Agency in Scotland. Eligible establishments will be assessed for the Award as part of scheduled Food Hygiene inspections carried out by Environmental Health Services.

The Food Standards Agency in Scotland will promote the Eat Safe Award to the general public, helping to raise awareness of the scheme.

### **Does my business come within the scope of the scheme?**

The scope of the Eat Safe award extends to all establishments supplying food directly to consumers.

## What will the Inspecting Officer be looking for?

As part of programmed hygiene inspections, Officers carry out assessments of:

- The food safety risks your business might pose to consumers.
- The effectiveness of the Food Safety Management (HACCP) systems used to control those risks.

The inspection will determine your eligibility for the Award.

Start by asking yourself the following questions:

- Do you ensure high standards of Food Hygiene and Safety?
- Can you demonstrate good structural standards including cleanliness of the premises and equipment?
- Can you demonstrate effective Food Safety Management (HACCP) controls?
- Do you ensure that your staff are trained to the Award level?

## How will the Award benefit me?

Businesses who are given the Eat Safe Award will automatically experience a number of benefits. These include:

- Recognition that you have reached a standard of excellence in Food Hygiene and Food Safety Management.
- Certificates and window stickers to advertise your commitment to food safety to your customers.
- Literature to explain the important criteria of the Award.
- Your food business listed on the Eat Safe website.
- Supporting advertising and promotion.

## Can the Award be taken away from me?

**Yes.** To maintain consumer confidence and the integrity of the scheme, the Award may be withdrawn if changes in the business mean that the Award criteria are no longer met. If your standards fall, the Award will be removed from your business. This will ensure that the public can continue to trust the Eat Safe Award as a sign of consistent excellence.

## How much will it cost me?

Nothing.

## How long does the Award last?

The Award will be presented when the business is assessed to have achieved the standards required, and will remain in place for as long as it meets those criteria. However, if you sell your business, or move premises, the Award cannot be transferred to the next owner or to another address.

## Who's going to publicise the Award?

The Food Standards Agency in Scotland will promote the scheme. Awareness of the scheme will be built up over time through media activity.

## What if I think I meet the Eat Safe criteria, but haven't been given the Award?

If, following an inspection, you feel that you should have received the Award but didn't, you have the right to have your views considered. The Enforcement Concordat ensures that wherever you consider that a Council Officer has acted unfairly, there will be a range of responses open to you. Your local Council will be pleased to discuss any concerns you may have.

The Eat Safe scheme organisers would like to acknowledge the ongoing assistance and input of the Implementation Group members, including the Scottish Food Enforcement Liaison Committee, Trade and Industry representatives, Consumer Focus Scotland and the Scottish Food Advisory Committee.





Further information is available on the Eat Safe website :  
[www.eatsafe.gov.uk](http://www.eatsafe.gov.uk)

Alternatively, you can email us on:  
[scotland@eatsafe.gov.uk](mailto:scotland@eatsafe.gov.uk)