

# How to use this pack

## Welcome to Safer food, better business for retailers

### Is this pack for me?

This pack is for small retail businesses that sell food, including any food that needs to be kept cold to keep it safe, e.g. milk.

Retail businesses that sell any food must comply with food law.



Do you sell food that needs to be kept cold to keep it safe?

Yes  No

If Yes, is your business one of these? (please tick)

- Small convenience store
- Confectioner, tobacconist and newsagent (CTN)
- Health food shop
- Delicatessen
- Other – give details:

This pack is not suitable for specialist retailers including butchers, fishmongers and bakers.

If No (you do not sell any food that needs to be kept cold) this pack could be more than you are required to do by law. But you can still use the pack if you want to.

If you are not sure if this pack is suitable for your business, contact the environmental health service at your local authority.

### How does this pack help me comply with the law?

Food safety and hygiene regulations say that you must be able to show what you do to make sure the food you sell is safe to eat and have this written down. The pack helps you do this.

This pack is based on the principles of HACCP (hazard analysis critical control point), but you will not find words such as 'HACCP' or 'hazard' in the pack because we have cut out all the jargon.



### What if I also do some preparation or cooking of food?

The Cooking and preparation section in this pack is designed for retail businesses that do certain types of cooking and preparation.

Do you...

- prepare ready-to-eat foods, e.g. sandwiches?
- 'bake off' bought-in products e.g. sausage rolls and pasties?
- reheat food, or keep it hot, e.g. reheating bought-in cooked pies?
- cook bacon, sausages or eggs?
- cook rotisserie chicken or ham?

If you do one or more of the above, you should work through the relevant 'safe methods' in the Cooking and preparation section.

But if you do any cooking or preparation of food that is not listed above, contact the environmental health service at your local authority for advice.

### Who should take charge of the pack?

The person who is responsible for the day-to-day running of the business is the best person to work through this pack.

It is a good idea to involve other staff to help the pack work in your business.

### How does the pack work?

The pack contains sheets for you to work through and complete. These are called 'safe methods'.

It also contains a diary for you to fill in every day and write down anything different that happens, including anything that goes wrong.



# How to use the safe methods

Front

The 'Safety point' column highlights things that are important to make food safely.


The 'Why?' column tells you why the safety point is important.




The 'How do you do this?' column is for you to write down what you do.



In some places you only need to tick a box and in other places write a small amount.

Pictures help to illustrate the safety points.

**Safe method:**  
**Personal hygiene**  
It is vital for staff to follow good personal hygiene practices to help prevent bacteria from spreading to food.









Safety point	Why?	How do you do this?
<p>Staff should always wash their hands:</p> <ul style="list-style-type: none"> <li>• before handling food</li> <li>• after breaks</li> <li>• after going to the toilet</li> <li>• after emptying bins</li> <li>• after cleaning</li> <li>• after handling raw meat/poultry or eggs</li> <li>• after touching a cut or changing a dressing</li> </ul>	<p>Handwashing is one of the best ways to prevent harmful bacteria from spreading onto food.</p>	<p>Do all staff know when they should wash their hands? Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>Staff should not smoke, drink, eat or chew gum while handling food. Staff should also avoid touching their face or nose, or coughing and sneezing.</p>	<p>All of these lead to staff touching their face or mouth. Harmful bacteria can be spread from someone's face or mouth to their hands and then onto food.</p>	<p>Are staff trained not to do these things and supervised? Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>All staff must wear clean clothes when handling food. Ideally, staff handling unwrapped food should put on a clean apron, tabard or something similar over their clothes.</p>	<p>Clothes can bring dirt and bacteria into food handling areas. Wearing clean clothes, aprons etc. helps to prevent this (and gives a good impression).</p> 	<p>Describe your staff's work clothes here:</p> <div style="border: 1px solid black; height: 40px; width: 100%;"></div>
<p>Staff should not wear watches or jewellery (apart from a wedding band) when preparing food.</p>	<p>Watches and jewellery can collect and spread dirt and harmful bacteria, or fall into food.</p>	<p>Do your staff take off watches and jewellery before preparing food? Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>It is good practice for staff to have clean hair. They should keep hair tied back and/or wear a suitable head covering, e.g. hat or hairnet, especially when handling unwrapped food.</p> 	<p>If hair is not tied back or covered, it is more likely to fall into food and staff are more likely to touch their hair. This can spread bacteria to food, especially if it is unwrapped.</p> 	<p>Do your staff keep their hair tied back or wear a head covering? Yes <input type="checkbox"/> No <input type="checkbox"/></p>

Sometimes the pictures are marked with one of these symbols:  = right  = wrong

Back

**Washing hands effectively**

<p><b>Step 1:</b> Wet your hands thoroughly under warm running water and squirt liquid soap onto the palm of one hand.</p> 	<p><b>Step 4:</b> Rub in between each of your fingers on both hands and round your thumbs, then your fingertips and nails.</p> 
<p><b>Step 2:</b> Rub your hands together to make a lather.</p> 	<p><b>Step 5:</b> Rinse off the soap with clean water.</p> 
<p><b>Step 3:</b> Rub the palm of one hand along the back of the other and along the fingers. Then repeat with the other hand.</p> 	<p><b>Step 6:</b> Dry hands thoroughly on a disposable towel. Turn off the tap with the towel and then throw the towel away.</p> 

**Fitness for work**

Safety point	Why?
<p>Staff should be 'fit for work' at all times. This means that they must not be suffering from, or carrying, an illness or disease that could cause a problem with food safety.</p> <p>Anyone not 'fit for work' should not be allowed into areas where unwrapped food is handled.</p>	<p>People who are not 'fit for work' could spread harmful bacteria to food.</p>
<p>Any member of staff who has diarrhoea and/or vomiting should report it to their manager immediately.</p>	<p>People suffering from these symptoms often carry harmful bacteria on their hands and can spread them to food or equipment they touch.</p>
<p>Staff who have had diarrhoea and/or vomiting should not return to work until they have had no symptoms for 48 hours.</p>	<p>Even if the diarrhoea and vomiting has stopped, someone can still carry harmful bacteria for 48 hours afterwards.</p>
<p>Staff should tell their manager if they have any cuts or sores and these should be completely covered with a brightly coloured waterproof dressing.</p>	<p>Cuts and sores carry harmful bacteria. Covering them prevents bacteria spreading to food.</p>

**What to do if things go wrong**

- If you think a member of staff has not washed their hands, make sure they wash them straight away.
- If staff are not 'fit for work', move them out of food handling areas or send them home. Throw away any unwrapped foods they have handled.

**How to stop this happening again**

- Make sure that hand basins are convenient with plenty of soap and disposable towels.
- Improve staff training in personal hygiene practices.
- Improve staff supervision.

**Write down what went wrong and what you did about it in your diary.**

The 'What to do if things go wrong' column gives practical tips on how to tackle problems.

The 'How to stop this happening again' column tells you how you can prevent problems.

If things go wrong, write down what happened and what you did in your diary. Each safe method reminds you to do this.

RCLL/13-09

## How to use the diary

The diary should be filled in every day by the person responsible for running the business. There is also a 4-weekly review so you can look back at previous weeks and identify any persistent problems.

Fill in the date at the start of the week.

Each day, tick here to say you have completed your Opening checks and your Closing checks – see the Management section for more information on these.

If anything different happens or something goes wrong, make a note of it under the appropriate day.

Each day, write your name and sign to say that all the safe methods have been followed.

If you do any Extra checks, make a note next to the appropriate day – see the Management section for more information on these.

Week commencing: <input type="text"/>		Opening checks		Closing checks		Extra checks
MONDAY	Any problems or changes – what did you do? Name _____ Signed _____ <small>Our safe methods were followed and effectively supervised today.</small>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
TUESDAY	Any problems or changes – what did you do? Name _____ Signed _____ <small>Our safe methods were followed and effectively supervised today.</small>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
WEDNESDAY	Any problems or changes – what did you do? Name _____ Signed _____ <small>Our safe methods were followed and effectively supervised today.</small>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
THURSDAY	Any problems or changes – what did you do? Name _____ Signed _____ <small>Our safe methods were followed and effectively supervised today.</small>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
FRIDAY	Any problems or changes – what did you do? Name _____ Signed _____ <small>Our safe methods were followed and effectively supervised today.</small>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
SATURDAY	Any problems or changes – what did you do? Name _____ Signed _____ <small>Our safe methods were followed and effectively supervised today.</small>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
SUNDAY	Any problems or changes – what did you do? Name _____ Signed _____ <small>Our safe methods were followed and effectively supervised today.</small>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## Questions

<b>What do I do next?</b>	<p>Work through the pack one section at a time and complete all the safe methods that are relevant to your business.</p> <p>When you have worked through all the sections, make sure you and your staff:</p> <ul style="list-style-type: none"><li>• follow the safe methods all the time</li><li>• fill in the diary every day</li></ul>
<b>How do I use the 'Working with food?' factsheet and the DVD with the pack?</b>	<p>Use the 'Working with food?' factsheet to train your staff on good personal hygiene on their first day at work. It has been designed to help overcome language difficulties.</p> <p>The DVD will help you use the pack and train your staff on it and there are 16 languages for you to choose from. You do not have to work through the DVD to use the pack in your business but it will help you to do this.</p> <p>If you would like to keep a record of any staff training using the DVD, you can make a note of it on the 'Staff training record' in the diary.</p>
<b>How will I benefit from using this pack?</b>	<p>Using the pack in your business will help you to:</p> <ul style="list-style-type: none"><li>• comply with the law</li><li>• show what you do to sell food that is safe to eat</li><li>• train staff</li><li>• protect your business's reputation</li><li>• improve your business, e.g. by wasting less food</li></ul>
<b>Do I need to keep lots of daily records?</b>	<p>No, you do not need lots of daily records. Once you have worked through the pack and completed all the relevant safe methods, you only need to fill in the diary each day.</p> <p>This should take just one minute, unless you have something special to write down.</p> <p>It is a legal requirement to keep a record of what food products you have bought, who you bought them from, the quantity and the date. Usually the easiest way to do this is to keep all your invoices and receipts.</p>
<b>Where can I get more information?</b>	<p>For more information on food safety, talk to the environmental health service at your local authority or visit <a href="http://food.gov.uk/retail">food.gov.uk/retail</a></p> <p>For details of other Food Standards Agency publications, visit <a href="http://food.gov.uk">food.gov.uk</a> or call the FSA Publications line on 0845 606 0667.</p>

## About this guidance

This guidance follows the Government Code of Practice on Guidance. If you believe this guidance breaches the Code for any reason, or if you have any comments on the guidance, please contact us at [HACCPTeam@foodstandards.gsi.gov.uk](mailto:HACCPTeam@foodstandards.gsi.gov.uk)

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