

Food Management Policy



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The Operations-Executive endorses this document
and commends the Operations team to deliver its full application.

1. Introduction

Catering at Trinity is now a major operation and demand for hot food, snacks and drinks continues to rise.

The purpose of this document is to outline the procedures and systems in place to ensure management of the risks and compliance with current food safety regulations in the complete food chain process which includes purchase of food, delivery, storage, preparation, cooking and serving.

Our key aims are to:

- Comply with food safety regulations;
- Provide a high standard of catering at Trinity;
- Ensure continuous improvement to cater for growth in the requests for catering.

In addition to the Trinity House Ground Floor kitchen and The Garage kitchen, there are smaller kitchens in Church, Fusion Ground Floor and Basement, Trinity House Middle Floor and Trinity House Top Floor, as well as separate refrigeration equipment in Fusion basement, all of which are subject to food safety regulations.

These procedures apply to all events on Trinity premises (including all volunteer provision in facilities such as the Garage), and also to events outside Trinity premises such as BBQ's. These procedures do not apply to cluster events in private homes, or provisions (eg cakes for birthdays) for use in situations where all consumers are staff or volunteers only (ie no "guests") - in such situations, staff will understand that consumption of goods is entirely at their own risk.

2. Food Safety Regulations

The Food Safety (General Food Hygiene) Regulations 1995 focus on Hazard Analysis Critical Control Point (HACCP) principles such as documented food safety controls. This means identifying critical points and hazards which could make food unsafe and to have in place controls to prevent the hazards causing harm.

Hazards are things that may cause harm. There are three types of hazard that can affect food:

- Bacterial Hazards (salmonella, Ecoli, etc)
- Chemical Hazards (bleach, cleaning chemicals, etc)
- Physical Hazards (dirt, rodents, etc)

Critical control points are particular steps in the whole food chain process where a hazard could be present and must be controlled.

Control measures are things that need doing to prevent the hazard causing a problem.

Monitoring is required to ensure the control measures are working.

Cheltenham Borough Council recommend the use of their own control manual and diary called Safer Food for Better Business (SFBB). Trinity has decided to adopt the SFBB system as a means of compliance with the food safety regulations.

3. Responsibilities

The *Operations Manager* and *Health and Safety Officer* are responsible for setting policy, implementation, and monitoring food safety procedures at Trinity Church.

The *Catering Manager* is responsible for the day to day management of the proposals set out in this document including overseeing food ordering, storage, and HACCP risk assessments. Currently this role is not full-time, making consideration of forward-planning all the more pertinent. The Catering Manager is available for consultation for any uncertainty about food preparation.

The *Operations Assistant* at Trinity House will be responsible for overseeing the day to day use and cleaning of the kitchen (by ministries and external cleaning contractors), and carrying out regular monitoring checks.

The *Duty Cook* will be responsible for preparing and serving food and drinks, for the completion of the relevant risk assessments and diary entries in the SFBB manual, and for ensuring full cleanliness of all facilities during set-down. The duty cook will also ensure everyone in the kitchen is familiar with, and complies with, the basic food safety guidelines, as set out in the SFBB manual and Section 6 of this document.

4. Food Management Procedures

This section sets out the procedures for the management of all catering at Trinity from initial request for an event involving catering, to preparing and serving food and drink, to setting down all facilities and materials. It is applicable to all events, whether on or off site, and includes the use of catering companies.

Booking Form

The booking form is a key factor in the success of the food management procedure. It formalises the system for booking events and meetings at Trinity but will also initiate the procedure for catering, including food and drink ordering and confirmation that a trained and qualified cook will be present in the kitchen. The booking form will also require a risk assessment, which will, where appropriate, include food risks and safeguards.

Bookings are required to have all pertinent details of food and drink requirements agreed **at least four weeks prior to an event** to allow for controlled sourcing of all equipment/ materials needed, and to set customer expectations; we also have limited storage facilities. Such diary planning and additional volunteer input is especially pertinent during larger or multiple events in any given period, or during times where the Catering Manager is not available.

Purchase of food

The purchase of all food and drinks for events at Trinity will be handled through the central ordering system using approved suppliers who will deliver the food at the correct temperature and within the date code. The Catering Manager will be responsible for this part of the process and it is important to make sure that food requirements are correctly stated on the booking form.

The Catering Manager has discretion to authorise purchase of foods by other individuals, especially for non-refrigerated/non-frozen pre-packaged goods (eg storage and use of fresh or refrigerated/frozen supplies may also be granted, based on transit conditions and timings agreed with the Catering Manager. All foods must remain within the required temperature range for their type at all times; typically, this will require "immediate" transport from the point of purchase to Trinity facilities, using suitable cool-bags and freezer-packs as appropriate.

Storage of food

All chilled high risk food must be kept at or below 5°C and frozen food must be stored at or below -18°C. The Catering Manager and Operations Assistant will be responsible for monitoring storage and recording checks in accordance with the SFBB manual and diary. Any food stored in fridges and freezers must be labelled to show what it is, date stored and the use-by date. Any supplies found to be non-compliant will be disposed of immediately. Dry food will be stored in approved areas only which comply with the SFBB manual.

Storage of alcoholic drinks

Alcoholic beverages shall be stored in a locked cupboard for additional security.

Allocation of food and drinks

All food ordered or prepared for specific ministries will be clearly marked for their use. Provision will be made for standard-size portions, to avoid both wastage and gluttony, and it is the responsibility of the serving ministry to provide portion control. Ministries are responsible to notify the Catering Manager of any fluctuations in numbers to be catered, both downward and upward, to avoid wastage or disappointment. It is not acceptable for any ministry to remove stocks that have not been allocated to them (this undermines both the supply chain and other ministries), except where supplies are clearly marked as "emergencies" stock - if these are taken, the Catering Manager should be informed immediately.

Returns of stocks

To safeguard assurance of food quality: no refrigerated or frozen food can be returned to stock if it has been either offsite, or outside of refrigerated/frozen conditions whilst on-site (thawing); similarly, no open packages can be returned to stock once it has been off-site. Dry food returns must be stored on the "Returns" shelf, to be booked back into stores (or otherwise) by Operations staff. Any left-over food prepared on the premises must be labelled and stored safely, and the Garage ministry informed - it can often be distributed from there within a safe time limit. Self-adhesive labels are available at each fridge/freezer position.

Use-by dates, or storage deterioration

Any supplies that have exceeded the use-by date must not be used in food production, and must be disposed of immediately. Any food that has been unfrozen or unrefrigerated for an indeterminate amount of time, that has fallen below the required storage temperatures, must be discarded immediately.

Preparation, cooking, holding and serving food

All food served at Trinity must be prepared in the Trinity kitchens. It is not permitted for food to be prepared or pre-prepared outside Trinity except in the following circumstances:

- authorised caterers whose kitchens are subject to environmental health checks. This extends to individuals who provide evidence that their private home kitchen is registered with CBC for "small business" food production, and who also have a valid food hygiene certificate. Home-made cakes, jams and chutneys, etc fall into this restriction, whether for direct use in ministries or for sale at fundraising events;
- for events where consumers of produce are exclusively staff or volunteers and who consume such foods entirely at their own risk.

Special attention is required in basic areas of personal hygiene (eg care with introduction of foreign objects (eg ear-rings, finger-nails), bacteria, etc during food production) and in separating food types (eg raw from ready-to-eat). The procedure to be complied with is that set out in the SFBB manual and diary and in Section 6 of this document.

Allergies

Trinity is compliant with the Food Information Regulations 2014 (FIR) and the E.U. Food Information for Consumers Regulation 2014 (EU FIR) rules to record and display the correct allergen information about the ingredients that are in the food that is made and served. Trinity will supply information for every item that contains any of the 14 allergens identified by E.U. FIR.

Risk Assessments, Checks and Records

These will be in line with the guidelines set out in the SFBB manual and diary, and will be the responsibility of the Catering Manager, Operations Assistant and the duty cook. Other people assisting in the kitchen should have an awareness of the requirements of this manual and have had training in basic food hygiene (see Section 6 of this document).

Dress Code in Kitchen

When food is being prepared or served, only authorised people are allowed in the kitchen. Everyone must remove external coats and wear approved aprons, which must be removed when leaving the kitchen even if returning after a short time. This reduces risk of cross contamination and also reduces risk of accidents due to overcrowding. The duty cook will be responsible for ensuring appropriate dress in the kitchen at all time when food is being prepared, cooked and served.

Private facilities hire

Where facilities are provided for private hire, Trinity exempts itself from general conditions above. All provision of food is at the hirer's risk; organisations will be requested to provide evidence of their own public liability insurance with during the booking process. The Catering Manager will provide an overview of facilities where outside caterers are to use Trinity kitchen facilities (in part to ensure Trinity's facilities are in competent hands) that furnish suitable infrastructure (in line with the SFBB manual) for the preparation of food (eg kitchen, cooker, fridge, etc).

Equipment availability

Operations staff ensure that appropriate equipment is serviced and deep-cleaned at regular intervals. It is important that any user of facilities report immediately any breakages or equipment not working properly, so that Operations staff can seek to rectify outages as quickly as possible. Naturally, it is essential that all equipment should be returned to where it was taken from.

Waste management

Currently, Trinity provides on-site recycling facilities for paper and appropriate metal, plastic and glass. Currently, waste food is deposited in the general waste. Cardboard recycling facilities are available in the nearby municipal car-park.

5. Training

The following will apply to all people assisting with the preparation and serving of food whether in the kitchen or off-site.

- It is a requirement that at least one person will have a Food Safety Certificate and be present throughout the preparation and serving of food;
- Basic Hygiene Awareness Training (see Section 6) will be given to everyone who assists with the preparation and serving of food. This will normally be given by the duty cook in the form of on-job training;
- Hazard Analysis Training will be provided by the duty cook to ensure people who assist have awareness of requirements for controls and monitoring;
- Operations staff will provide notices/guidelines for use of specific equipment (eg dishwasher), and reminders of policy guidelines contained herein.

Records will be kept of all training given to staff and volunteers.

6. Basic Food Safety Induction - Essentials of Food Hygiene

Trinity is committed to serving hygienically prepared meals to their guests and recognise the importance that hygiene plays in producing safe food. For this reason, and to comply with current regulations, anyone assisting in the kitchen and not holding a current food safety certificate, will be required to go through and to have a copy of the Basic Food Safety Induction as follows:

1. If you are working in the kitchen please put all outdoor coats, handbags and personal belongings into the lockers provided, or hang coats in the stairwell. Please do not keep them in the kitchen cupboard or food storage areas.
2. No unauthorised personnel must be allowed in the kitchen, especially toddlers and children.
3. Thorough hand washing must be carried out with hot water and soap especially:
 - Before starting work
 - Before handling/serving food
 - After cleaning or disposing of rubbish
 - After using the toilet
 - After coughing or using a handkerchief
 - After putting on waterproof dressings
 - After touching face, spots or hair
 - After eating
 - After breaks
4. Clean aprons must be worn when handling food.
5. If you become ill with vomiting, diarrhoea, stomach complaints or skin conditions, you are not allowed to work in the kitchen. Please inform your ministry leader that you are sick.
6. Please avoid unnecessary handling of food.
7. Keep food covered where possible.
8. If cutting cakes, tray bakes, etc use a clean knife and do not lick fingers!
9. Do not eat in the kitchen.
10. Never cough or sneeze over food.
11. Fingernails should be kept clean and free of nail polish.
12. Hair should be clean and tied back.
13. Please keep jewellery to a minimum.
14. Cuts and abrasions must be covered with a waterproof dressing.
15. Clean as you go: all equipment and surfaces must be kept clean (refer to cleaning schedules).
16. Keep different food types separate (e.g. raw from ready-to-eat).
17. Please report anything you see that is wrong to Operations.
18. Before leaving the kitchen please ensure that:
 - rubbish is disposed of in outside bins and all black sacks replaced.
 - all surfaces are clean, including work surfaces, shelves and floor.

Signed:

Date:

Name: