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### Introduction

The Food Safety Standard self-assessment can be used by food businesses to review practices and procedures against the requirements of the Standard.

This will help to identify readiness for the full assessment and certification by an independent third party assessor.

Complete the self-assessment by answering Yes, No or Partial (or N/A where necessary) for each of the Standard requirements when comparing against your current food safety practices and procedures. It is recommended that comments are included where necessary so that any requirements that are not met can be rectified prior to the full assessment.

# **Standard requirements**

The Hospitality and Catering UK Food Safety Standard against which a business is audited is split into the following sections.

- A Practice and procedures
- **B** Cross contamination control
- C Structure and maintenance performance
- **D** Food information and composition control
- **E** Food safety management system performance
- F Confidence in management performance
- **G** Consumer requirements
- H Above the Standard

Requirements using the terminology 'shall' must be complied with in order to pass the Food Safety Standard. Conversely, requirements using the terminology 'should' or 'best practice' are not mandated, these are described so that the food business has the opportunity to demonstrate where they have gone above and beyond the Food Safety Standard requirements.

Sections A to G define the requirements for certification whereas Section H (Above the Standard) is designed to capture positive points at the FBO that are useful for trending purposes but are not required for certification. Section H is not defined further in this document.



### A - Practice and procedures

Clause Response **Comments A1 - Cleanliness** The following surfaces in all food handling ✓ Yes 
 ✓ No 
 ✓ Partial and preparation areas, food storage areas and food display areas shall be kept clean and free from dirt and grime: Floors Walls Ceilings · Windows, doors and fittings The following surfaces in all food handling and preparation areas, food storage areas and food display areas shall be kept clean and disinfected, using a two stage cleaning method, in order to prevent food contamination: Food contact surfaces Hand contact surfaces Equipment **A2 - Protective clothing** Food handlers shall wear suitable protective ✓ Yes 
 ✓ No 
 ✓ Partial clothing, and this shall be kept clean. Where there is a policy detailed in the Food ✓ Yes 
 ✓ No 
 ✓ Partial Safety Management System (FSMS), the N/A cleaning procedure for protective clothing shall be followed and food handlers shall wear hats, shall not come to work wearing their protective clothing and shall remove protective clothing before breaks.



#### A3 - Personal hygiene

Food handlers shall have high standards of personal hygiene. They shall wash their hands when required, for example after handling raw foods or waste, and in accordance with the correct hand washing procedures. Food handlers shall not be permitted to handle food where they are showing signs of illness, such as vomiting or diarrhoea, which may contaminate food. They shall also have no visible cuts/abrasions that may pose a risk of contamination. If food handlers have cuts/abrasions, they shall be covered with suitable, waterproof and non-degradable dressings.

✓ Yes ✓ No ✓ Partial

Where there is a policy detailed in the FSMS, food handlers shall not wear jewellery/ watches which are not permitted, shall have short nails with no varnish, keep long hair tied up, keep beards trimmed (or else utilise a beard snood) and shall not consume food or drink in food rooms. If disposable gloves are worn, the policy shall be followed and gloves shall not be misused, for example used to handle raw foods, cash or waste and then the same gloves worn when handling ready-to-eat/cooked foods.

- ✓ Yes 
   ✓ No 
   ✓ Partial
- ✓ N/A



#### A4 - Food deliveries

Deliveries of food shall be checked prior to acceptance to verify that hygiene and quality standards are met. This shall include checks on temperatures, packaging integrity, adequacy of shelf life and for signs of pest attack. If non-conforming products are identified, they shall be rejected and/or be suitably labelled and stored until they can be returned or discarded.

Where there is a policy detailed in the FSMS, food deliveries shall be purchased from reputable suppliers only and shall be put in suitable storage within time periods stipulated by the policy.

✓ Yes 
 ✓ No 
 ✓ Partial

N/A

#### **A5 - Refrigerated storage**

High risk food products shall be kept in refrigerated storage (in Scotland) and in refrigerated storage at temperatures of 8°C or below (in England, Wales and Northern Ireland). Foods shall be kept covered to protect them from contamination and there shall be no overloading of food within the storage units.

✓ Yes ✓ No ✓ Partial

Where such products are kept, the following additional requirements shall be followed:

- Oily fish (such as trout, mackerel, herring, sardines, pilchards, whitebait, tuna, anchovies) shall be kept in refrigerated storage at temperatures of 5°C or below
- Vacuum packed foods shall be kept in refrigerated storage at temperatures of between 3-8°C and used within 10 days of being vacuum packed (unless a risk assessment conducted by the FBO indicates otherwise)
- Live bivalve molluscs (such as oysters, mussels, clams, scallops, cockles) shall be kept in refrigerated storage at temperatures of between 4-8°C and shall not be stored in their own water, sprayed with water, kept in airtight containers or stored on ice

- ✓ Yes 
   ✓ No 
   ✓ Partial
- ✓ N/A
- ✓ Yes ✓ No ✓ Partial
- N/A
- Yes
  No
  Partial
- N/A



Clause Response **Comments** A6 - Frozen storage Frozen food products shall be kept covered Yes
No
Partial in frozen storage to protect them from contamination. A7 - Ambient storage Food products that are required to be kept Yes
No
Partial refrigerated shall not be kept in ambient food or non-food storage areas. Ambient food products shall be kept covered and in a manner which protects them from contamination and pest attack. A8 - Date labelling and stock rotation Food which is considered injurious to health ✓ Yes 
 ✓ No 
 ✓ Partial or unfit for human consumption, including those which are beyond their manufacturers or in-house applied use-by date, shall be discarded immediately. In-house useby dates shall be applied in accordance with the shelf-life requirements and not exceeded. All products that are produced or opened shall be suitably labelled with a date of use/expiry date. Where there is a policy detailed in the FSMS, Yes
No
Partial food products that are subsequently frozen N/A and/or defrosted shall be labelled with a date of freezing/thawing and all food products in the premises shall be used in date order, with food items with a shorter date used before food items with a longer



date.

# A9 - Cooking, reheating, hot holding and ambient displays

Food shall be cooked as follows:

- Foods intended to be thoroughly cooked shall be cooked to suitable time and temperature combinations (e.g. 70°C for 2 minutes or equivalent)
- Less than thoroughly cooked foods, for example rare or medium burgers, lightly cooked/raw egg, flash-fried liver, carpaccio etc. shall be produced in accordance with official recommendations to meet safety requirements and minimise risk to health
- Live bivalve molluscs shall be checked prior to cooking (where such products are prepared)

Food shall be reheated to a temperature of 82°C (in Scotland only). When hot held, food shall be protected from contamination and be kept at a temperature of 63°C or above. Where found below this temperature, hot food shall not be kept for a period longer than two hours (except in Scotland). High risk food displayed at ambient temperatures, shall not be kept for a period longer than four hours (except in Scotland).

Where there is a policy detailed in the FSMS, food shall be cooked/reheated to the time and temperature combinations specified in the FSMS and where suitable, visual and sensory methods to check food is cooked, shall be utilised. Food shall not be reheated more than once and food shall be cooked/reheated thoroughly prior to hot holding. Where such methods are used, foods cooked using sous vide, shall be cooked/reheated/finished to the time and temperature combination specified in the FSMS and in a preheated water bath.

- ✓ Yes ✓ No ✓ Partial
- ✓ Yes ✓ No ✓ Partial
- ✓ N/A
- ✓ Yes 
   ✓ No 
   ✓ Partial
- ✓ N/A
- ✓ Yes ✓ No ✓ Partial
- ✓ N/A

- ✓ Yes ✓ No ✓ Partial
- N/A



Clause Response **Comments** A10 - Cooling and defrosting Yes
No
Partial Food shall be cooled adequately to a temperature, which does not result in a risk ✓ N/A to health, as quickly as possible. During the cooling process, food shall be protected from contamination. Yes
No
Partial Food shall be defrosted adequately using a suitable thawing method. During the N/A defrosting process, food shall be protected from contamination and thaw liquid shall not contaminate other foods. Where manufacturers of products state food must be defrosted prior to cooking, this shall be undertaken. A11 - Calibrated equipment A suitable, working temperature probe shall ✓ Yes 
 ✓ No 
 ✓ Partial be in use as a means of monitoring critical control points. Separate probes shall be used for raw and ready-to-eat/cooked foods. Additionally, probes shall be: · Kept well maintained and free from damage · Suitably cleaned and disinfected in between each use Stored suitably Yes
No
Partial Where in use, a separate weighing scale shall be used for raw and ready-to-eat/ N/A cooked foods. Additionally, scales shall be:



Kept well maintained and free from

· Suitably cleaned and disinfected in

damage

between each use

#### A12 - Waste disposal

Waste shall not build-up in food rooms and shall be removed at regular intervals. Internal bins shall not pose a risk of contamination, be kept clean and have a suitable lid which shall be kept closed when bins are not in use.

✓ Yes ✓ No ✓ Partial

There shall be sufficient bin collections to avoid the accumulation of waste to external areas. External waste bins shall be kept clean and have a suitable lid which shall be kept closed when bins are not in use. The floor in external bin areas shall be kept clean and well maintained to prevent the trapping of waste and pest activity.

✓ Yes 
 ✓ No 
 ✓ Partial

✓ Yes 
 ✓ No 
 ✓ Partial

N/A

# A13 - Despatch and delivery vehicles (where applicable)

During the despatch process, food shall be protected from contamination. Containers used for the despatch of foods shall:

- · Be kept clean and well maintained
- Not be used for any purpose other than food transportation
- Not be used for both raw and ready-toeat/cooked foods

ed in the transportation

e suitably designed and

N/A

Any vehicles used in the transportation of foods shall be suitably designed and constructed to permit cleaning and shall be kept clean and well maintained at all times. They shall be capable of maintaining the cold chain and shall enable the separation of raw and ready-to-eat/cooked foods. Where there is a breakdown procedure, this shall be followed.

#### A14 - Bar management (where applicable)

Ice machines shall be supplied from a potable water source and ice within the machine shall be kept free of contamination. Ice machines themselves shall be kept clean and well maintained. Scoops used to pick up ice shall not be glasses or glass containers. The scoop shall be kept clean, well maintained and stored suitably (for example on a holster or in a container and not in contact with the ice). Glasses and/or drink bottles shall not be stored within ice machines/ice buckets, where the ice is intended to be consumed.

Drink dispense lines shall be cleaned with approved, suitable chemicals to the required procedure, by suitably trained personnel and lines shall be rinsed thoroughly to purge chemical residues before use. Chemicals used to clean drink dispense lines shall be stored so they do not present a risk of contamination.

✓ Yes✓ No✓ Partial✓ N/A



#### **B** - Cross contamination control

Clause **Comments** Response **B1 - Food preparation and storage** There shall be sufficient workspaces, ✓ Yes 
 ✓ No 
 ✓ Partial equipment, utensils and sinks for the adequate separation of raw and ready-toeat/cooked food handling practices and these food types shall be kept separate in storage. Where temporary work areas are used, there shall be sufficient time separation and cleaning/disinfection in between each use. Where a separate room is designated for raw food preparation, this shall be used. Protective clothing, equipment and utensils ✓ Yes 
 ✓ No 
 ✓ Partial shall not pose a risk of contamination and work surfaces shall be effectively cleaned and disinfected. There shall be adequate arrangements for the washing of foodstuffs and foods such as salads, vegetables, herbs and garnishes that are not prewashed prior to receipt. Where complex equipment is in use, for example meat slicers, mincers, vacuum packers, they shall not be used for both raw and ready-to-eat/cooked foods and there shall be suitable cleaning/ disinfection practices of such equipment in place. ✓ Yes 
✓ No 
✓ Partial Where there is a policy detailed in the FSMS, colour coded equipment, such as chopping N/A boards and knives, shall be used correctly and disposable clothing, e.g. aprons, shall be used for handling raw foods. **B2 - Wrapping and packaging materials** All materials used for the packaging or ✓ Yes 
 ✓ No 
 ✓ Partial wrapping of foodstuffs shall: • Not pose a risk of contamination · Not be used for both raw and ready-toeat/cooked foods Not be reused (unless adequate cleaning) and disinfection practices are in place) • Be stored in a way to protect them from contamination · Be of food safe quality



Clause Response **Comments B3 - Hazardous/inedible substances** Hazardous or inedible substances, for Yes
No
Partial example cleaning chemicals, pesticides etc. shall be used and stored so they do not pose a risk of contamination. They shall be kept in containers that are clearly and correctly labelled. **B4 - Cleaning and disinfection** Suitable heat and/or chemical disinfection ✓ Yes 

 ✓ No 

 ✓ Partial of utensils and equipment shall be in place. Where a dishwasher is in use, it shall be used correctly and the rinse cycle shall operate at effective temperatures to ensure the disinfection of utensils and equipment. Chemicals shall be used correctly and shall not be sprayed on or near to food and/ or where used as an additive to prevent corrosion, they shall be used effectively. Chemicals shall be of food safe quality and compliant with relevant British Standards (BS EN 1276:2009 and/or BS EN 13697:2001). A two stage cleaning process (clean and ✓ Yes 

 ✓ No 

 ✓ Partial disinfect) shall be utilised and understood by all relevant personnel. Where sanitisers are used, they shall be diluted correctly in accordance with manufacturers guidance and they shall be used with the required contact time. Equipment used to clean the food premises shall not pose a risk of contamination. Where there is a policy detailed in the FSMS, Yes
No
Partial separate colour coded cleaning equipment, ✓ N/A for use in clean and dirty areas, shall be used correctly. **B5 - Cloths** The use of reusable cloths shall not pose a risk ✓ Yes 
 ✓ No 
 ✓ Partial of contamination. They shall be kept clean, with a suitable cleaning procedure in place, and stored correctly in between uses. ✓ Yes 
 ✓ No 
 ✓ Partial Where there is a policy detailed in the FSMS, single-use or disposable cloths, such as paper N/A



SO.

towels, shall be used where it is suitable to do

Clause Response **Comments B6** - Handwashing provision There shall be sufficient wash hand basins ✓ Yes 
 ✓ No 
 ✓ Partial in place and they shall be used for hand washing only. Wash hand basins shall: • Be clear and unobstructed at all times • Be kept clean · Have a constant supply of hot and cold, or appropriately mixed, running water • Have a constant supply of hand soap • Be supplied with hygienic drying facilities **B7 - Food and equipment washing** provision There shall be sufficient provisions in place ✓ Yes 
 ✓ No 
 ✓ Partial for the washing of food and the washing of equipment. Food wash provisions shall be used for food washing only and equipment washing provisions shall be used for equipment washing only. Both provisions shall: • Be clear and unobstructed at all times • Be kept clean · Have a constant supply of hot and cold, or appropriately mixed, running water **B8 - Allergen contamination control** Foods containing the 14 regulated allergens ✓ Yes 
 ✓ No 
 ✓ Partial as ingredients shall be identified and managed effectively in storage, preparation and service/delivery (including bars if on location). Allergen controls shall be in place to prevent their unintended presence in other food or drink. Where an allergen spillage procedure is in Yes
No
Partial place in the FSMS, it shall be adequate and ✓ N/A shall be followed.



#### **B9 - Physical contamination control**

Food shall be protected from sources of physical contamination by damaged glass, brittle plastic or wood and other items such as loose metal, flaking paint or pins on noticeboards. Where there is a glass/brittle plastic breakage procedure and register of items in place, these shall be followed and kept up to date. Food physically contaminated or suspected of being physically contaminated shall be discarded immediately. Gloves (where used) shall be food safe and sourced from reputable suppliers.

✓ Yes ✓ No ✓ Partial



### C - Structure and maintenance performance

Clause **Comments** Response C1 - Structure The design, layout, construction and/or size ✓ Yes 
 ✓ No 
 ✓ Partial of food preparation areas shall be adequate for the operation. Surface coverings shall be constructed of smooth, washable, corrosionresistant and non-toxic materials for use in food preparation areas. Surfaces in food preparation and storage areas shall be well maintained, this requirement shall include: Floors • Walls Ceilings · Windows, doors and other openings • Food contact surfaces Equipment in food preparation and food ✓ Yes 
 ✓ No 
 ✓ Partial storage areas shall also be well maintained, constructed of suitable materials and installed correctly in order to permit cleaning. Food delivery loading areas shall be in good structural condition.



# C2 - Drainage, lighting, ventilation and water supply

There shall be adequate drainage provision in the premises and fully or partially open drains shall not flow from contaminated through to clean areas.

Adequate lighting levels shall be provided via natural or artificial means, where artificial, bulbs shall be changed when necessary. There shall be adequate ventilation in the premises provided via natural or artificial means and air shall not flow from contaminated through to clean areas. Where artificial, ventilation shall be well designed and permit access for cleaning and maintenance.

✓ Yes 
 ✓ No 
 ✓ Partial

The water supply to the premises shall be potable and shall not be contaminated by non-potable sources, including from systems which use recycled water, such as fire control, refrigeration etc. Steam used in food processing operations shall also be from a potable source and shall not pose a risk of contamination.

✓ Yes 
 ✓ No 
 ✓ Partial

#### C3 - Personnel facilities

There shall be adequate changing facilities for personnel, which shall not pose a risk of contamination and be kept clean.

An adequate number of lavatories shall be provided for food handlers and they shall not open directly into food rooms.

Sanitary facilities shall not pose a risk of contamination and shall:

✓ Yes 
 ✓ No 
 ✓ Partial

- Be kept clean
- · Have natural or artificial ventilation
- Have sufficient drainage
- · Have sufficient wash hand basins
- Have a constant supply of hot and cold running water
- Have a constant supply of hand soap
- Be supplied with hygienic drying facilities

Clause Response **Comments** C4 - Pest control There shall be adequate procedures in place to control rodent, insect and bird pests within the food premises. Pests and domestic animals shall be prevented from accessing food rooms. This shall be achieved through the use of pest-proofing measures such as bristle strips to external doors and the removal of potential pest harbourage sites. Adequate procedures shall also be in place to control pests in external areas, this

shall include the removal of potential pest

harbourage sites.



### D - Food information and compositional control

Clause **Comments** Response **D1 - Allergen information** ✓ Yes 
✓ No 
✓ Partial Allergen information shall be produced and include details of the 14 regulated allergens used as ingredients in all dishes. The allergen information shall be available to personnel and consumers at all times and the information shall be accurate, complete and reflect all foods handled on location. Where nuts or gluten are declared on allergen information, the specific type of nut or specific cereals containing gluten shall be detailed. If there may be the unintentional presence of allergens within foods handled on location, for example via the use of the same fryer/ equipment, these shall be declared in the allergen information. The use of 'may contain' or precautionary allergen labelling shall be based on meaningful and accurate risk assessment. Allergen information shall be suitably signposted to consumers at all relevant locations e.g. menus, websites, takeaway menus etc. and allergen descriptions shall not be misleading. Allergen information shall be reviewed when required, such as when ingredients are changed or new specials are added to menus. Where an electronic allergen system is in use, there shall be backup procedures in place which all personnel are aware of. Where offered, gluten-free or very low gluten foods shall be accompanied



claim.

by suitable verification as evidence of the

#### **D2 - Allergen procedures**

Allergen information shall be obtained from suppliers for all non-prepacked items purchased. There shall be adequate arrangements in place for suppliers to notify the FBO if there are changes or substitutions to any products or ingredients. The FBO shall put in place adequate procedures for the emergency purchase of ingredients where this may result in a change of recipe.

✓ Yes 
 ✓ No 
 ✓ Partial

Where ingredient substitutions are made to foods handled on location, there shall be adequate communication of the change to all relevant personnel. All such personnel shall have sufficient understanding of the allergen procedures in place and there shall be an adequate system of communicating allergen requests to food handlers preparing the foods. Food handlers shall follow the same recipe when producing foods. Where offered, allergen-free foods shall be produced to a robust procedure and this shall be followed at all times.

✓ Yes 
 ✓ No 
 ✓ Partial



#### D3 - Allergen and PPDS labelling

On all prepacked foods purchased from suppliers, there shall be accurate ingredients and allergen information on the label. The labels shall be clear, unobscured, legible and written in English. Allergens shall be emphasised correctly on the labels, for example highlighted in bold text.

✓ Yes ✓ No ✓ Partial

Where foods prepared and prepacked on location are distance sold from the location e.g. as takeaway meals, accurate allergen information shall be available to consumers before the purchase is concluded and at the point of delivery.

✓ Yes 
 ✓ No 
 ✓ Partial

Where foods are prepacked for direct sale (PPDS) on location, they shall be labelled with the name of the food, the ingredients in weight descending order, with allergens emphasised and with a meat declaration (where required), unless legal exemptions are met, in which case only the name of the food shall be included. The labels shall be clear, unobscured, legible and written in English. Personnel involved in the production and labelling of PPDS foods shall have a good understanding of the labelling requirements.

✓ Yes ✓ No ✓ Partial

✓ N/A

N/A

# D4 - Compositional standards and mandatory declarations

Compositional standards for the labelling of particular foodstuffs referenced in law, e.g. coffee, honey, milk, shall be adhered to. Labelling shall include declaration of any additives and colourings within the food. Non-permitted colourings shall not be in use. Where voluntary nutritional information is declared on labels, the labels shall be in the correct format and not be misleading.

✓ Yes✓ No✓ Partial✓ N/A

Mandatory declarations for the labelling of foodstuffs shall be adhered to. Labelling shall include declaration of any genetically modified ingredients or from organisms (GMOs), irradiated foods/ingredients and the minimum meat content (where applicable). Where necessary, legal names and reserved descriptions (for example Melton Mowbray pies, New Zealand lamb etc.) shall be adhered to on labels. Where a food claim is made, such as nutritional benefits, health benefits, allergen-free etc., these claims shall be accompanied by a suitable verification document (e.g. from an accredited laboratory).

Yes ✓ No ✓ Partial✓ N/A



### E - Food safety management system performance

Clause **Comments** Response E1 - Food policy A suitable and sufficient food policy shall ✓ Yes 
 ✓ No 
 ✓ Partial be in place and the procedures detailed in the FSMS shall be followed at all times. The food policy (which may also be referred to as a Food Safety Management System or HACCP) shall be aligned with both the menu and catering operation. As a minimum the food policy shall contain adequate and documented: · Hazard identification (physical, chemical, microbiological and allergenic) • Critical Control Point (CCP) identification · Critical limit identification (at which CCPs are no longer in control) · Monitoring procedures (to maintain control of CCPs) • Corrective actions (which shall be taken when CCPs are no longer in control) · Verification procedures (to check control measures are effective) • Prerequisite programmes (examples are, but not limited to, Supplier Management, Training, Personal Hygiene, Cleaning, Pest Control and Maintenance) The food policy shall be reviewed as and ✓ Yes 
 ✓ No 
 ✓ Partial when necessary, for example when there are changes in legislation, changes in practices, following a complaint or enforcement officer visit which identifies deficiencies.



# E2 - Monitoring records - cleaning and food production

Where put in place, a documented cleaning schedule shall be followed.

Monitoring checks shall be undertaken and accurate, up-to-date records kept, including records of corrective action when checks are out of range. Records in this requirement shall include the following checks:

- Refrigeration temperature checks (including chilled display and bar fridges containing food where in place)
- Freezer temperature checks
- Cooling checks
- Cooking temperature checks (including sous vide where undertaken)
- Reheating temperature checks (where undertaken)
- Hot holding temperature checks (where undertaken)
- · Ambient display checks (where undertaken)
- Delivery receipt and temperature checks
- Despatch temperature checks (where undertaken)

✓ Yes 
 ✓ No 
 ✓ Partial

✓ N/A



# E3 - Monitoring records - traceability and calibration

Accurate and up-to-date records shall be kept to satisfy traceability requirements for foodstuffs purchased from suppliers, sold to consumers and (where carried out) sold to other businesses.

✓ Yes 

 ✓ No 

 ✓ Partial

Where purchased from suppliers for use on the premises, records shall be retained for finfish and bivalve molluscs. Each batch of finfish supplied shall be adequately labelled and where the finfish is to be consumed raw or undercooked, there shall be documented evidence that the finfish has been frozen to required temperature and time periods in order to kill parasites (unless legal exemptions are met). Each batch of bivalve molluscs supplied shall be adequately labelled and provided with an identification mark. The identification mark shall be kept for a period of no less than 60 days.

Yes✓ No✓ Partial✓ N/A

Where there is a policy detailed in the FSMS, accurate and up-to-date records, including corrective action when checks are out of range, shall be kept for temperature probe calibration checks and scale calibration checks (where used).

✓ Yes 
 ✓ No 
 ✓ Partial

N/A

#### **E4 - Pest control management**

Where the services of a professional pest control contractor are not used, there shall be appropriately trained personnel within the premises to adequately control pests. Pest infestations shall be reported/escalated when required and suitable procedures shall be in place to deal with contaminated food in the event of pest attack. Where there is an active pest infestation, the frequency of inspections shall be reviewed and any recommendations provided by contractors or trained personnel shall be undertaken. Adequate documentation (such as safety data sheets) shall be kept on location for any pesticides or insecticides in use.

✓ Yes ✓ No ✓ Partial



### F - Confidence in management performance

Clause **Comments** Response F1 - Training Personnel shall be sufficiently supervised and ✓ Yes 
 ✓ No 
 ✓ Partial instructed and/or trained on food hygiene matters commensurate with their work activity and the training material/content used shall be adequate. They shall also be trained in the procedures documented in the FSMS. Training policies and requirements documented in the FSMS shall be followed. Training needs shall be reviewed in line with any changes in practices or in response to an allegation or complaint. Where there is a policy detailed in the FSMS, Yes
No
Partial personnel training shall be refreshed at N/A regular intervals as required. **F2 - Compliance history** Businesses shall have a Food Hygiene Rating Scheme (FHRS) rating of 3 or more or a Food Hygiene Information Scheme (FHIS) pass in Scotland and shall have no open Local Authority enforcement actions, for example Hygiene Improvement Notice, Hygiene Emergency Prohibition Notice/Order, Remedial Action Notice, intent to prosecute. Requirements from past enforcement inspection reports shall be actioned within given timescales. Yes
No
Partial Where there is a program of internal audits carried out, any actions arising out ✓ N/A the internal audits shall be completed as required and recurring non-conformances identified shall be investigated. ✓ Yes 
 ✓ No 
 ✓ Partial Where there is a program of external thirdparty audits carried out, any actions arising ✓ N/A out of the external audits shall be completed as required.



#### F3 - Complaints and recall

Corrective actions shall be undertaken following any complaints or incidents and recurring complaints shall be investigated by management.

There shall be a procedure in place to issue a product recall or withdrawal in the event of non-compliant food reaching the consumer as well as a procedure to respond to a product recall or withdrawal from a supplier. In the event of a complaint, recall or withdrawal any affected product shall be rejected and stored separately until such time that they can be discarded.

✓ Yes 
 ✓ No 
 ✓ Partial

Where food is sold to other businesses (not directly to the final consumer), a traceability system shall be devised.

✓ Yes 
 ✓ No 
 ✓ Partial

✓ N/A

Where there is a policy detailed in the FSMS, food poisoning, foreign body or allergen incidents reported by consumers shall be investigated.

Yes <a href="#">O</a> No <a href="#">O</a> Partial</a>

✓ N/A

#### F4 - Records and document control

There shall be no evidence of fraudulently completed records, with all records accurate and contemporaneous. An effective document control method shall be in place, to ensure only current versions of records are in use. Completed documents and records shall be retained for minimum time periods (where referenced in the FSMS).

✓ Yes 
 ✓ No 
 ✓ Partial



#### **F5 - Personnel observation**

The attitude and performance of the FBO, with regards to legal compliance, shall be positive. When questioned, personnel shall have sufficient knowledge and understanding of the following:

- General food safety practices and procedures
- Personal hygiene requirements/policies
- Sickness and exclusion requirements/ policies
- Equipment failure procedures/policies
- Pest activity procedures/policies
- Loss of power/water procedures/policies
- Sampling procedures and/or interpretation of sampling results (only where sampling is undertaken).

✓ Yes 
 ✓ No 
 ✓ Partial



# **G** - Consumer requirements

Clause	Response	Comments
G1 - External customer areas		
The customer entrance shall be kept clean, free from significant levels of dirt and grime and shall not have significant levels of damage.		
G2 - Internal customer areas		
Internal customer areas shall be kept clean, free from significant levels of dirt and grime and shall not have significant levels of damage or excessive build-up of waste.  Surfaces in this requirement shall include:  Floors  Walls		
• Ceilings		
• Tables		
<ul><li>Seating</li><li>High chairs (where used)</li></ul>		
G3 - Customer sanitary facilities		
Customer sanitary facilities shall:	✓ Yes        ✓ No        ✓ Partial	
Not have significant levels of dirt/grime	✓ N/A	
Not have significant levels of damage		
<ul> <li>Have a constant supply of hot and cold, or appropriately mixed, running water</li> </ul>		
Have a supply of hand soap		
• Be supplied with hand drying facilities		



