

## Guidance on Good Hygiene Practice

This list details some of the good hygiene practices your food businesses should try to follow. Adopting them will show that your business is doing more than just complying with the minimum legal requirements. Implementing as many of these practices as possible will help improve your rating on the National Food Hygiene Rating Scheme(NFHRS).

It is essential for all food businesses to know and understand the guidance that is available on preventing the risk of cross contamination of foods with E. coli 0157. If you aren't implementing this guidance it will be difficult for you to achieve or maintain a good score in the NFHRS. To read or download the guidance, fact sheet and question and answer documents please go to

<http://www.food.gov.uk/foodindustry/guidancenotes/hygguid/ecoliguide>

Use it as a checklist and tick of the practices you already follow. Then see which ones you think are realistically achievable for your business. Tick the "**Achieved**" box to identify the areas you believe you already cover. Tick the "**Achievable**" box for those areas where you believe you can actually make an improvement. This will help you focus on the areas where you can help secure an improvement to your NFHRS score.

You may not be able to adopt all of them for practical reasons but you should try to use as many as possible.

Scoring for the NFHRS is split into 3 areas - Hygiene Compliance(**H**), Structural Compliance(**S**) (this includes cleaning) and Confidence in Management(**M**). The column on the left indicates which area each good practice falls in to. If you haven't scored as well as you hoped in one of the 3 areas this will help give you an idea of the things you can do to improve that score.

This list is not intended to be fully comprehensive and there may be other improvements that you can make. Please remember these good hygiene practices will only improve your score if you already comply with the minimum requirements of food hygiene legislation.

	<b>Personal Hygiene</b>		
H	Provide Non-hand operable taps e.g. infra-red/knee/foot operated		
H	Turn off hand operated taps with paper towels that were used to dry your hands		
H	Use Anti-bacterial soap for hand washing		
H	Provide disposable paper towels for hand drying adjacent to the basin (Remove all cloths that could be used to dry hands)		
H	Use post washing hand sanitizer (Additional to not instead of washing)		
H	Use a sign to identify a dedicated Wash Hand Basin if necessary		
H	Wear full overalls instead of aprons		
H	Wear head covering - hats/hair nets. Tie long hair back		
H	Provide blue plasters		
H	Make sure all staff are fully aware of 48 hour fitness to work rule and don't handle food if they have been ill		
	<b>Structure</b>		

S	Provide strip flooring with heat sealed joints		
S	Cove floor to wall joints to make them easier to clean		
S	Provide open plastic/stainless steel shelving without doors		
S	Provide plastic/stainless steel clad walls where needed		
S	Always have splash backs in areas likely to get dirty		
S	Use corner nosing to protect tiled or plaster corners to walls		
S	Make sure store rooms are well ventilated		
S	Carry out regular maintenance checks and repair things promptly		
	<b>Prevention of Cross contamination</b> (this is covered in other areas as well)		
S	Have a good logical work flow with no cross over of raw and ready to eat foods		
H	Use colour coded chopping boards and knives that are in good condition		
S	Designate separate areas for preparing raw meat and root vegetables and ready to eat foods		
M	Use separate staff to handle raw meat and root vegetables and ready to eat foods		
H	If staff have to handle raw meat/root vegetables and ready to eat foods separate the tasks by time and cleaning/disinfection		
H	If staff have to handle raw meat/root vegetables and ready to eat foods they should change overalls/aprons as well as wash their hands before changing roles		
H	Provide separate utensils, from those used for cooking raw foods, when plating up the cooked foods straight from the cooking range		
H	Always use different tongs, spatula's, forks and other utensils to minimise the amount you have to actually handle foods		
H	Always disinfect your probe thermometer immediately before you use it, e.g. with antibacterial probe wipes, then clean it afterwards		
H	Provide separate fridges for raw meat/root vegetables and ready to eat foods		
H	Use separate Vacuum Packing machines for raw meat/root vegetables and ready to eat foods		
H	Provide separate weighing scales/food slicers' for raw meat/root vegetables and ready to eat foods		
H	Wash all fruit and salad vegetables in clean water before serving them (unless they state they are ready to eat)		
H	Have separate designated sink for washing food		
H	Clean and disinfect sinks before washing food in them		
H	Use disposable paper towels to wipe down after disinfection		
H	Provide food containers with close fitting lids		
H	Make sure staff don't wear protective overalls outside of the kitchen/building		
H	Use colour coded cloths, mops and buckets for high risk and other areas		
H			
	<b>Equipment</b>		
S	Buy a commercial dishwasher - not a domestic one		
S	Use commercial refrigerators		
S	Provide Walk in chillers/freezers if you have space		

S	Use commercial ovens		
S	Provide stainless steel preparation tables/units/shelving		
S	Have free standing stainless steel tables/equipment that can be pulled out to clean behind		
M	Set up maintenance contracts to regularly inspect equipment like fridges and Vacuum packing machines		
	<b>Design</b>		
S	Make sure your food rooms are large enough for you to carry out all of your operations with out the risk of cross contamination. If your food rooms aren't big enough or don't allow good separation of foods then you must consider limiting what you do or changing how you do something e.g. buying in cooked meats only instead of using raw meat and cooking it yourself		
S	Set out a good logical work flow to minimise cross contamination		
S	Have designated "clean" areas that are kept free of any foods and utensils that may be contaminated, e.g. by E. coli 0157,		
S	Have separate storage facilities for cleaning equipment		
S	Provide separate storage/changing facilities for staff clothing and bags		
S	Have a cool area for cooling down hot foods prior to refrigeration		
S	Provide separate toilets for staff and customers		
S	Provide a separate washing up area		
S	Have a separate stills area for tea/coffee to keep non-food handlers out of the kitchen as much as possible		
S	Install an air extraction system and hood powerful enough for your operations		
S	Provide plenty of lighting with diffuser covers		
S	Design the kitchen to help keep non-food handlers out of food preparation areas		
	<b>Pest control</b>		
M	Provide ultraviolet flying insect killers and change the bulbs regularly. Don't put them above preparation areas		
S	Install fly screens to windows and doors that can be removed for cleaning		
M	Have regular, recorded in-house pest control inspections		
M	Set up a pest control contract. Make sure you monitor it		
M	Regularly weed/clear external areas that may hide pest runs		
	<b>Rubbish</b>		
M	Provide foot operated internal waste bins		
S	Site external waste bins away from food room doors and windows		
M	Keep external waste bins in good condition with close fitting lids. Make sure any drainage bungs are in place		
M	Arrange regular collections of waste to ensure lids can shut and bins don't overflow		
S	Provide a hard standing for external bins that can be washed down		
M	Plan regular cleaning of waste bins		
	<b>Temperature control</b>		

H	Check and record food delivery temperatures		
M	Put independent thermometers in each fridge/chiller		
M	Check refrigerator temperatures twice a day and record the actual temperatures found		
M	Use of gel thermometers that reflect the temperature of food more accurately instead of air temperatures or probe "test" foods using digital probe thermometer.		
M	Have procedures in place to ensure that if any high risk foods have to be out of temperature control it is for as short a time as possible and doesn't exceed 4 hrs. Keep records of the times they are out of temperature control		
S	Locate refrigerators away from heat sources like ovens		
S	Locate display chillers out of direct sunlight and away from drafts		
H	Cool food quickly by portioning them out or standing them in trays of ice/cold water.		
M	Keep time and temperature records for cooling foods		
M	Put a "use by" date label on foods prepared in-house or when packs are opened or defrosted - or use a Day Dot system		
M	Regularly defrost equipment (if appropriate)		
H	Put food in the fridge as quickly as possible. Don't leave it out		
H	Only keep the small quantities of food out of the fridge ready for service.		
M	Defrost frozen foods in fridges - allow enough time.		
H	Regular check temperatures of cooked and reheated foods with a probe thermometer		
M	Keep records of the hot food temperatures achieved		
H	Regular temperature checks of foods kept hot for longer than 2 hours and record the temperatures.		
M	Carry out accuracy checks on probe thermometers in boiling and iced water. Keep a record of this		
	<b>Cleaning and Disinfection</b>		
M	Make sure you always use a two stage cleaning process. Clean surfaces first and then disinfect them		
H	Always use disposable paper towels to dry surfaces after disinfection.		
M	Have detailed cleaning schedules in place signed off by staff and management. They should cover What, When, How, What with and by Who		
M	Provide written instruction on how to dilute concentrated cleaning products and train staff how to do it		
M	Provide colour coded cleaning equipment for different areas e.g. food rooms and toilets		
M	Check with manufacturers to ensure the disinfectants you use comply with BS EN 1276:1997 or BS EN 1276:2009		
M	Make sure staff allow the appropriate contact time when using your disinfectant		
H	Make sure things like cash registers, telephones light switches and door handles that are used by staff handling raw meat and root vegetables are cleaned and disinfected as well		
H	All utensils and chopping boards should be washed in a commercial dishwasher or steamer that can achieve temperatures of 82°C		

H	If you don't have a commercial dishwasher then ideally utensils and chopping boards used for handling ready to eat foods should be washed in a separate sink to those used for handling raw foods. If you have to use one sink then clean and disinfect it and wash utensils for ready to eat foods before those used for raw foods		
	<b>Management</b>		
M	Owners and managers need to take a proactive role in food business and display commitment to food safety.		
M	Consider joining a trade association related to your type of business that can offer help and advice		
M	Make sure you are aware of what your Industry Guide to Good Hygiene Practice says		
M	Make sure that you use documented systems such as Safer Food Better Business fully. Fill in all sections with good descriptions of your operations and make sure records are being kept properly		
M	Consider using your own internal management audit checks or checklists to ensure policies are followed		
M	If you have third party/independent audits make sure the reports are acted on and that they are available for inspection		
M	Have a clear fitness to work policy in place and ensure all staff understand it and follow it		
M	Implement thorough stock rotation and food ordering procedures		
M	Have written routine maintenance procedures and ensure staff know what to do if they find a problem		
M	Consider having a nominated person to carry out monitoring checks and record keeping		
M	Consider auditing suppliers or check that suppliers are registered. Try checking the National Food Hygiene Rating Scheme		
M	Record any remedial action that has to be taken to deal with problems		
	<b>Training</b>		
M	Make sure staff are trained/instructed in the prevention of cross contamination e.g. by E. coli 0157		
M	Have a written staff hygiene training policy in place and record all training/instruction		
M	Train all high risk food handlers to Level 2 standard		
M	Have someone in the organisation trained to Level 3 for HACCP Management in place		
M	Train staff on how to use your food safety management systems		
M	Provide hygiene induction training for staff before they start working in the kitchen		
M	Regularly update training/instruction for staff		