

## Food Hygiene / Food Standards / Health & Safety Inspection Report

This inspection report covers only the areas inspected at the time of the inspection. It does not indicate compliance with any provision of the relevant food safety or health and safety law. It is not a notice requiring works to be carried out. All items marked 'L' are legal requirements and 'R' recommendations for best practice. Please note this schedule of works is NOT exhaustive but list those items which are obvious at the time of the visit. You are reminded the obligation rests with the business to ensure compliance with all legal requirements.

Ref:	Date: 26/3/18	Time In: 10:45	Time Out:
Full/Partial Inspection	Revisit	Complaint	Other:
Name of Business: Ocean Fisheries Grocery Ltd.			
Address: 38-40 Watling Avenue			
Telephone / mobile number / Email: 07821 715339			
Registered Address (if different):			
Business Operator:		Business Type: Retail Fishmongers	
Person(s) seen/interviewed: As above.		Position:	

### Documents / Records Examined

Food Safety Documents		Health & Safety Documents	
<input type="checkbox"/> HACCP/FSMS/SFBB <input type="checkbox"/> Pest control reports <input type="checkbox"/> Cleaning Schedule <input type="checkbox"/> Temperature records <input checked="" type="checkbox"/> Waste transfer notes e.g. Oil / Animal by products	<input type="checkbox"/> Training Records <input checked="" type="checkbox"/> Suppliers Invoices <input type="checkbox"/> Import documents <input type="checkbox"/> Documents <input type="checkbox"/> Allergen Information <input type="checkbox"/> Other Documents	<input type="checkbox"/> Induction & Training <input type="checkbox"/> Risk Assessment <input type="checkbox"/> COSHH assessments <input type="checkbox"/> Gas/Electrical certification	<input type="checkbox"/> Maintenance Records <input type="checkbox"/> Fork Lift Trucks <input type="checkbox"/> Accident Records
Areas Inspected: All		Samples Taken:	
Inspection Outcome		<input checked="" type="checkbox"/> Advice - verbal/written <input type="checkbox"/> Inspection report & schedule - (left on site) <input checked="" type="checkbox"/> Written Warning letter and schedule - (to follow)	
		<input type="checkbox"/> Service of Detention/Seizure Notice <input checked="" type="checkbox"/> Service of Improvement Notice/s <input type="checkbox"/> Premises closure formal/voluntary <input type="checkbox"/> Consideration of legal action	

### FOOD HYGIENE RATING

Food Hygiene Rating - Criteria Assessed	Annex 5 Score
Compliance with food hygiene and safety procedures	
Compliance with structural requirements	
Confidence in management/control procedures	
Total Score	15
Food Hygiene Rating	

N.B If your Total Score is greater than 0 please refer to the Inspection Report Schedule of Works

Has the officer clearly explained to you the outcome of this inspection so that you understand what you need to do (if anything) and by when? Yes ☒ No ☐

Inspecting Officer (print):

Position: Senior EHO

Inspecting Officer (Signature):

Officer email: foodsafety@barnet.gov.uk

Person seen (print):

Officer telephone: 020 8359

Person seen (signature):

Position: 11/18

## NOTES FOR COMMERCIAL BUSINESSES

If you wish to discuss any items relating to this inspection report, please contact the inspecting officer. If your concerns remain unresolved or you should like to discuss other matters regarding the visit, please contact the Team Leader on: 020 8359 7453. The Council's 'Complaints Procedure and Enforcement Policy' is available at: [www.barnet.gov.uk](http://www.barnet.gov.uk)

### FOOD HYGIENE RATING

This authority operates the national Food Hygiene Rating Scheme. This is designed to help consumers choose where to eat out or shop for food by giving them information about the hygiene standards in food outlets at the time they are inspected. Your rating has been calculated on the basis of the standards found at the time of inspection. Your inspection report outlines the inspector's findings and highlights the priority actions and improvements that are needed to ensure that you are complying with the Food Safety & Hygiene (England) Regulations 2013.

A sticker showing your rating following your recent inspection will be given at the time of the inspection or sent in due course. You can tell your customers how good your hygiene standards are by placing the sticker in the window/door. If you do not have a suitable glass surface, you can request a wall sticker. You must remove and destroy the sticker/certificate showing your previous rating. Only one rating – the most recent rating – should be displayed. To continue to display a previous rating may constitute an offence under the Consumer Protection from Unfair Trading Regulations 2008. Your Food Hygiene Rating will also be published on the Food Standards Agency's website at: [www.food.gov.uk/ratings](http://www.food.gov.uk/ratings) within three and five weeks from receiving this letter.

#### Safeguards







If you think that the rating is wrong or unfair – in other words it does not reflect the hygiene standards at the time of your inspection – you have 21 days in which you can **appeal** against this. You should appeal in writing to the Lead Officer for Food at Environmental Health, 9<sup>th</sup> Floor Barnet House, 1255 High Road, London, N20 0EJ but I would recommend that you get in touch with me first so that I can help you to understand how your rating was worked out.

If you have improved hygiene standards since your inspection, or if there were unusual circumstances at the time of the inspection that might have affected your food hygiene rating, you have a 'right to reply' so that you can explain this to potential customers that look up your rating online.

If you make the improvements to hygiene standards that are highlighted in your inspection report, you can **request a re-visit** with a view to giving you a new and higher food hygiene rating. There will be a charge of £185 for each re-visit carried out at your request. The re-visit will be carried out within three months of receipt of your application and payment. Payment can be made card by telephoning 020 8359 7995 or by cheque made payable to London Borough of Barnet.

More information about these safeguards and the form to be completed to request a re-visit can be found on the FSA's website at: <http://www.food.gov.uk/multimedia/pdfs/enforcement/fhrssafeguards.pdf>

#### How is your food hygiene rating calculated?

Total Score	0 – 15	20	25 – 30	35 – 40	45 – 50	>50
Highest Permitted Individual score	5	10	10	15	25	
Rating						

#### NOTICE OF OUR POWERS

Under the following legislation, Food safety Act 1990, Food Safety & Hygiene Regulations 2013, Health & Safety at Work etc Act 1974 and Regulation EC No. 178/2002 an authorised Officer may at all reasonable (when open to trade) times on production of his/her identification, enter any business premises under the legislation listed below for the purpose of inspection and/or enforcement. Admissions to a private dwelling (home) shall not be demanded unless 24 hour notice of the intended entry is given to the occupier.

#### SUMMARY OF YOUR RIGHTS

For further details, please refer to the following:

1. Food law inspections and your businesses (Food Standards Agency)
2. What to expect when a health and safety inspector calls (Health and Safety Executive)
3. London Borough of Barnet Enforcement Policy

These rights, which are taken from Code B of the Police and Criminal Evidence Act 1984 (Code of Practice for the Search of Premises and the Seizure of Property Found on Persons or Premises) (the 'Code'), provides a mechanism whereby you may be entitled to compensation for any damage caused as a result of the inspection.

**BUSINESS TRADING NAME & ADDRESS:-**

Ocean Fisheries, 76-40 Watling Avenue, London, HA8 0LR.

**SCHEDULE OF WORKS REQUIRED**

**TIME SCALE(S)  
FOR COMPLIANCE**

**C= CONTRAVENTION    R= RECOMMENDATION**

All contraventions explained to Mr [REDACTED].  
A letter will be sent & possible hygiene  
improvement notices.

Signature of person seen:-

[REDACTED]

Signature of Officer

[REDACTED]

Revisit

☒ Yes    ☐ No

**FOOD SAFETY ACT 1990 - PREMISES RISK RATING FORM**

Food Type	Manufacture, repack or import high risk	40							
	Prepare more than 20 high meals per day/cooking or handling open high risk food	30							
	Prep, cook or handle open high risk ( < 20 meals/day)	10							
	Handle prepacked high risk	10							
	Wholesalers and distributors not in above	10							
	Manufacture or packing low risk	10							
	Filleting/salting fish for retail sale to final consumer	10							
	Retail low risk or any not included in above	5							
Processing	Canning or other aseptic packing of low-acid foods; Vacuum and sous-vide packing;	20							
	Manufacture of cook/chill food, Fermentation of meats; Air drying ( dried hams, biltong, jerky);								
	Freeze drying; Addition of salt and/ or other preserving agents; cooking and cooling of meat products prior to service e.g. production of hams by retailers, including butchers;								
	Establishments that manufacture/prepare/serve high risk uncooked or lightly cooked ready to eat food of animal origin caterers/manufacturers producing raw meat dishes, fish and meat Carpaccio, types of sushi or sashimi, ceviche, and burgers intended to be eaten rare or undercooked through controlled procedures	20							
	Any other case not included in above	0							
Consumers at Risk	Manufacture for national or international	15							
	Serves substantial number	10							
	Serves local area	5							
	Businesses supplying less than 20 consumers each day	0							
Vulnerable Customers	Yes	22							
	No	0							
Compliance – Hygiene (food hygiene rating factor)	Almost total non compliance	25							
	General failure – standards low	20							
	Some non compliance, stds falling	15							
	Some non compliance, in top 50%	10							
	High standard compliance, minor only	5							
	High standard compliance, good practice	0							
Compliance – Structural (food hygiene rating factor)	Almost total non compliance	25							
	General failure – standards low	20							
	Some non compliance, standard falling	15							
	Some non compliance, in top 50%	10							
	High standard compliance, minor only	5							
	High standard compliance, good practice	0							
Management System (Confidence) (food hygiene rating factor)	None	30							
	Poor	20							
	Satisfactory	10							
	Moderate	5							
	Good	0							
Significance of Risk	Significant	20							
	None	0							
Total risk rating score									
Total score	50+	45 - 50	35 - 40	25 - 30	20	0 - 15			
Additional scoring factor		No individual score > 20	No individual score > 15	No individual score > 10	No individual score > 10	No individual score > 5			
Food hygiene rating	0	1	2	3	4	5			
Descriptor	Urgent improvement necessary	Major improvement necessary	Improvement necessary	Generally satisfactory	Good	Very good			
For office use only	V 117	V 220	V 221	BC G118	NBC G114	UNS Q207	SAT G214	CLIP updated?	Copy of report sent to HQ or to non-resident FBO?

Development & Regulatory Services  
The London Borough of Barnet  
Environmental Health  
9<sup>th</sup> Floor, Barnet House  
1255 High Road  
London, N20 0EJ

[REDACTED]  
Ocean Fisheries  
38- 40 Watling Avenue  
Edgware  
HA8 0LR

contact: [REDACTED]  
tel: [REDACTED]  
fax: 0870 889 6793  
e-mail: [REDACTED]@barnet.gov.uk  
date: 4<sup>th</sup> May 2018  
our reference: FHIN/15/00416/COMM

Dear [REDACTED]

**Regulation (EC) No 852/2004 applied by Regulation 19(1) of the Food Safety and Hygiene (England) Regulations 2013**  
**Re: Ocean Fisheries 38- 40 Watling Avenue Edgware HA8 0LR**

I refer to my food safety and food standards inspection at your premises on 26<sup>th</sup> March 2018.

My inspection covered the shop floor, fish server, W.C, storage and refuse areas I spoke to [REDACTED] looked at invoices and other purchase receipts.

At the time of my inspection I noted various issues which you need to action to comply with the EC Regulation 852/2004. The enclosed report lists in Schedule A what food safety contraventions were found and any action you must take to comply with the law. Schedule B provides advice and options that might help you comply and manage food safety more effectively. This report requires that you comply with the action points.

Barnet Council is taking part in the national Food Hygiene Rating Scheme which provides information to the public about the result of this food hygiene inspection. The rating you are awarded is determined by your scores for food hygiene and safety practice; structure, cleanliness and condition; and confidence in food safety management.

Details of your rating and relevant inspection scores are enclosed together with brief guidance on the scoring system, the right to reply procedure, and your rating sticker. We would like you to display the sticker near the front entrance to your premises where it will be clearly visible to customers outside the premises. This information will also be displayed on the public Food Hygiene Rating Scheme website [www.food.gov.uk/ratings](http://www.food.gov.uk/ratings).

I would like us to have on record exactly what action you take. **Please write back within two weeks covering all the action points.** If you are not sure what you need to do please say so. You can carry out alternative work if by doing so you comply with the law. If you need more time to finish please say how long so that we can agree deadlines.

I intend to revisit to check that the contraventions are put right within **ONE MONTH**. Provided that progress is satisfactory, I do not intend to take further action. However, if you do not put the problems right enforcement action is likely.

Yours sincerely

A black rectangular redaction mark covering the signature of the Environmental Health Officer.

Environmental Health Officer



## **SCHEDULE A**

### **INSPECTION REPORT FOOD SAFETY AND HYGIENE**

PREMISES: Ocean Fisheries, 38- 40 Watling Avenue Edgware HA8 0LR

DATE: March 26th, 2018

NAME OF INSPECTOR: [REDACTED]

#### **1. FOOD HYGIENE TRAINING**

##### ***Findings***

I found that the level of food hygiene awareness amongst your staff was inadequate on certain important food safety matters related to their work responsibilities. In particular they were unable to inform me of the temperatures that foods should be stored at and had limited knowledge of food safety requirements, in particular they were unaware of food cold food storage temperatures and issues of cross contamination e.g. from raw fish to fruit and vegetables.

##### ***Action you must take***

You must ensure within 4 weeks that all food handlers engaged in your food business are supervised, instructed and/or trained in food hygiene matters as necessary, bearing in mind the type of work which they do. Training must normally be to the Level 2 Award in Food Safety for open high-risk food handlers.

Staff should also be instructed and have an appreciation of the importance of any control or monitoring points identified by your Food Safety Management Procedure for which they are responsible.

#### **2. FOOD SAFETY MANAGEMENT**

You must examine all food operations carried out within your business, including purchase, storage, handling, preparation, cooking, service and transport, and ensure that at each stage, the food is being treated in a safe and hygienic way.

When you examine your food business operations in this way, you will be able to identify where food safety problems may arise, and ensure that you and your staff have the necessary procedures in place at any critical points, to control these food safety problems.

Examples of hazards you should consider are the presence of harmful bacteria in raw fish, cross-contamination between raw and ready to eat foods, contamination by pests, physical contamination, and chemical contamination.

This close examination of your food business operations, known as a Food Safety Management Procedure is not difficult to carry out and the controls you put in place can be very simple. However, I have enclosed some leaflets to help you, and if you have any further queries regarding this requirement, please do not hesitate to contact me.

In order to comply with this requirement, I suggest that you obtain and implement the "Safer Food Better Business" RETIAL pack (available from the Food Standards Agency website at [www.food.gov.uk/foodindustry/hygiene/sfbb/](http://www.food.gov.uk/foodindustry/hygiene/sfbb/)). In addition, it is recommended that you check and keep written records of the following: fridge and freezer temperatures, keeping such daily records could help in the event of you seeking to establish a defence of due diligence in the event of future problems.

### **3. FOOD CONTAMINATION**

#### ***Findings***

At the time of the visit fruit and vegetables were being stored in a dirty and stained chest freezer with salt fish. You must ensure that such foods are appropriately stored in order to eliminate contamination.

#### ***Action you must take***

You should immediately clean and re-reorganise your freezer to ensure that foods are so stored as to eliminate contamination risks.

### **4. CLEANLINESS**

#### ***Findings***

Standards of cleanliness are poor. For example, I found that: - all wall/floor junctions and surfaces beneath equipment was dirty and stained.

#### ***Action you must take***

Immediately thoroughly clean (and disinfect) these areas and ensure that they are kept in a clean condition.



## **5. PEST CONTROL**

### ***Findings***

I found evidence of a mild mice infestation; you are not taking adequate precautions against these pests.

### ***Action you must take***

Make adequate arrangements immediately to eradicate the current infestation.

## **6. VENTILATION**

### ***Findings***

I found no ventilation in the staff toilets when I visited.

### ***Action you must take***

Make adequate arrangements within one month to provide the staff toilet with natural or mechanical ventilation.

## **7. REFUSE**

### ***Findings***

There was a large accumulation of refuse bags in the rear bin area

### ***Action you must take***

Make arrangements within 7 days to provide sufficient refuse bins with lids for storage of waste awaiting collection.

Make arrangements within one month to provide lidded internal refuse bins.

## **8. FOOD REGISTRATION**

I was informed when I visited your premises that the ownership had changed. You need to register the new ownership details with this department. I enclose a food registration form for completion and return.



## **SCHEDULE B**

### **INFORMATION AND ADVICE**

You can obtain detailed guidance on good practice and how to comply with the hygiene and temperature regulations in the appropriate Industry Guide to Good Hygiene Practice. The Catering Guide, Retail Guide, Bakery Guide, Wholesale Distribution Guide, Market and Fairs Guide and Fresh Produce Guide can be obtained from Chadwick House Group Limited, Telephone 020 7827 9930.

### **FOOD HYGIENE TRAINING**

You must make sure that everyone who works with food has enough training and/or instruction and supervision for the work they do. This is to make sure that food handlers know how to do their work correctly. A mistake can put your business at risk as well as the health of your customers. Experience is not an adequate substitute for training as it may not be of correct methods.

We recommend that all those working with unwrapped high-risk food are trained to Level 2 Award in Food Safety in Catering or equivalent level within three months of starting work. For business owners who handle food and staff who work alone or unsupervised training is compulsory. It is good practice for supervisors to be trained to Intermediate level. I enclose details of our Food Hygiene Course for your information. If you require further details please telephone 020 8359 7995. Other organisations also offer suitable training. Details of training centres who run these courses (including details of trainers who run courses in languages other than English) can be provided by the Chartered Institute of Environmental Health on 020 7827 5882.

You can train your staff in-house. But if you do not organise the training properly it will not be effective. You should list the points to be covered, ask questions to check that the training has been absorbed, and keep records. It is a good idea to give staff written material summarising the main points. The Foundation course takes appropriately six hours and people attending are issued with a course book and have to pass a simple examination.

New staff who have not yet received training should be instructed in the essentials of food hygiene before starting work. The Catering Industry Guide suggests the following list of essential points: -

- *keep yourself clean and wear clean clothing*
- *always wash your hands thoroughly before handling food, after using the lavatory, handling raw foods or waste, before starting work, after every break, and after blowing your nose*
- *tell your supervisor before commencing work of any skin, nose, throat, stomach or bowel trouble or infected wound. You are breaking the law if you do not.*

- *ensure cuts and sores are covered with a waterproof high visibility dressing*
- *avoid unnecessary handling of food.*
- *do not smoke, eat or drink in a food room and never cough or sneeze over food*
- *if you see something wrong tell your supervisor*
- *do not prepare food too far in advance*
- *keep perishable food either refrigerated or piping hot*
- *clean as you go. Keep all equipment and surfaces clean*
- *follow any food safety instructions either on food packaging or from your supervisor.*

All food handlers should receive instruction in hygiene awareness within four weeks of starting work (eight weeks if part time). The Catering Guide suggests the following topics: -

- *your own policy on hygiene*
- *the potential of germs to cause illness*
- *personal health and hygiene - the need for high standards, reporting illness and rules on smoking*
- *cross-contamination - causes and prevention*
- *food storage - protection, temperature control*
- *waste disposal, cleaning and disinfection - materials, methods and storage*
- *foreign body contamination*
- *awareness of pests*

All staff need clear instructions and supervision. The extent will depend on the individual and the work they do. You should establish good working procedures and it can be useful to put up instruction signs. There should be informal day-to-day supervision as well as more systematic checks that staff are working correctly.

## **FOOD SAFETY MANAGEMENT**

You have to make sure that the food you sell is safe to eat. You can only do this if you have the necessary safeguards in place and working properly. If you know how, when and where the food may be at risk you can plan your hygiene procedures accordingly. Regulation (EC) 853/2004 Article 5 requires you to identify all steps in your activities, which are critical to food safety. These are the stages of food handling at which precautions (either existing or new) are necessary to prevent risk to health caused by the following potential hazards:

- foreign bodies or harmful chemicals, bacteria or viruses getting into the food
- growth of harmful bacteria or toxin formation in the food
- harmful bacteria or viruses surviving in the food when they should have been destroyed

At each critical step you must have adequate food safety precautions and monitor to make sure they are working properly.

It is now a legal requirement to write down details of what you do to make sure that the food produced or sold at your premises is safe to eat. In order to comply with this new requirement I suggest you obtain and implement the "Safer Food Better Business" pack which is available from the Food Standards Agency website

[www.food.gov.uk/foodindustry/hygiene/sfbb](http://www.food.gov.uk/foodindustry/hygiene/sfbb).

The new hygiene regulations also make it a legal requirement for the person responsible for the development and maintenance of the food safety management system in your food business to have received adequate training in the application of HACCP principles. I recommend that you attend our seminar on Safer, Food Better Business which will guide you through the guidance issued by the Food Standards Agency and will enable you to comply with the requirements of the new legislation and provide the necessary documents. If you would like to attend please let me know.

## **FOOD TEMPERATURE CONTROL**

Harmful bacteria can grow in high-risk food. This can cause risk to health. When temperature is critical to food safety it must be controlled and monitored.

The food must not be at an uncontrolled temperature unless it is unavoidable, and then only for a time that will not compromise food safety. Staff training and supervision are needed. Monitoring is required. A supervisor can do this by simple visual checks. You must also monitor the temperature of food in refrigerators and freezers

Temperatures should be checked at least once per day using an accurate thermometer, preferably with digital readout. More often would be better. A good routine for refrigerators would include a check at the start of the day to verify that there has been no breakdown overnight, and another just after the busy period to verify that the unit maintains a safe temperature during peak activity. You must check the warmest part of the refrigerator. For example, food in an open top display unit may be at the correct temperature at the bottom but not at the top. A record of the checks is not compulsory but helps supervision and helps you prove that you do check. Refrigerator temperature must be below 8°C (lower for some foods if specified by the manufacturer). The recommended temperature for freezers is -18°C. In each case it is good practice to allow a safety margin.

If the temperature is found to be incorrect a decision must be made about what to do with the food. The longer the temperature has been incorrect the greater the risk to health and the more likely that the food will need to be destroyed.

## **CLEANLINESS**

Inadequate cleaning can cause risk to health by making food contamination and pest infestation more likely. As cleanliness is so important to food safety you should set a high standard for your premises.

You are unlikely to get good results unless you plan the cleaning carefully. You need to decide what is to be cleaned and when, so that everything gets its turn, as well as how it is to be cleaned and who is to do it. This should be written down as a cleaning schedule or cleaning plan. You will need to train and supervise the cleaning staff so they work thoroughly and safely. You need to provide adequate cleaning equipment, allow enough time, and check to see that the cleaning is done properly. It is best to plan the checks as well as the cleaning. You can use checklists, completed and signed daily or weekly by a supervisor.

Documents like these can help your due diligence defence if something goes wrong. We expect to find no visible deposits or contamination on any surface where they may cause risk to health. Food contact surfaces and equipment such as work tops, cutting boards and slicers need cleaning frequently using sanitizer to kill harmful bacteria.

## **PEST CONTROL**

Pests can contaminate food and food contact surfaces. If you wait till there is a pest problem before taking action there will be risk to health. You must take precautions to prevent it. It is good practice to have a reliable pest control company visit regularly to check the premises. They will be able to carry out precautionary treatment and give advice about pest proofing. It is possible to do the checking and precautionary treatment yourself if you have the necessary skills. If you do it yourself I recommend that you keep records. Good pest prevention procedures could form part of your due diligence defence.

In order to prevent pest problems, you need to: -

- keep the back yard clean and tidy so that pests are not attracted. Keep waste food covered
- keep pests out of your premises. There must be no holes through which they can enter. Doors must be close fitting with no gaps especially at the bottom. Windows and doors which are left open may need screens to keep flies out
- keep the premises clean. Food debris will attract pests
- block up any holes or crevices in food rooms which may be hiding places for pests
- avoid keeping food too long. This attracts insect pests and allows them to breed in the food
- put down insect and rodent traps and bait. This will deal with any problem before it develops, and allows it to be detected quickly. Monitor the traps and bait points regularly, and check the premises for any other signs of pest activity.

## **FOOD FRESHNESS**

Food that is kept too long will spoil. Any bacteria, which it may contain, can increase in number and make the food harmful to health. This can happen before the food changes in appearance or taste or smell, and is undetectable. This means that keeping time can be critical to food safety and must be controlled and monitored.

You must have a procedure to make sure food is not kept too long. If you prepare it yourself you must decide its use by date.

If you buy the food ready prepared the manufacturer should inform you of the use by date, usually by labelling the product. You should not buy from suppliers who do not give a use by date.

It is not permitted for you to change the date or to set a date if the manufacturer does not provide one. If you unwrap the food you must still be able to keep to the manufacturers use by date.

The best way to make sure the food does not go out of date is usually to label the container. This is easy and makes mistakes less likely. It makes it easier for you to show that you do have risk control and monitoring procedures and could help your due diligence defence.

## **FOOD CONTAMINATION**

If food is contaminated by bacteria it can cause food poisoning. You must take precautions against this. Bacteria can get into the food in the following ways:

- they may be in the food before it is delivered to you. You can reduce this risk by buying good quality food from reputable suppliers.
- bacteria and viruses may come from a food handler who has a stomach or skin infection. You can reduce the risk by instructing staff to report any infection to you. You can then decide whether it is safe for them to work. Good personal hygiene will help prevent food contamination. Food handlers must wash their hands after using the lavatory and keep any cuts or skin infection covered with a waterproof dressing. Staff training should include information about where bacteria and viruses come from and how to protect the food.
- You must have planned and effective cleaning routines including the use of sanitizer after raw food is handled and before ready to eat food is prepared. There must be separate storage so that foods do not come into contact for example in the refrigerator.
- they may come from dirt or from pests such as flies, mice or cockroaches which have access to the food or to equipment or work surfaces. You should keep food covered and make sure your premises are clean and pest-free.
- Foreign body contamination of food can cause injury to the consumer and lead to customer complaint. It must be prevented. As part of your hazard analysis you should identify ways in which this could happen at your premises.