SAFE TO TRADE®

The Standard

Hospitality and Catering

Food Safety, Hygiene, Health and Safety

safetotrade.org.uk | Version 1.3

A safer world made by Safe to Trade

Safe to Trade

Hospitality and Catering Standard - Food Safety, Hygiene, Health and Safety | Version 1.3

01

___

Introduction

Safe to Trade is devoted to driving food safety and health and safety standards in the hospitality sector - to make the world a safer place. Because there's nothing more important than people's health, and when people have trust and confidence, food businesses thrive.

Today we're all more aware than ever of just how important hospitality is. From serving food that is safe as well as delicious, to creating safe and memorable experiences that bring people together and encourage well-being.

Achieving this requires the provision of safe places, as well as exemplary food hygiene and safety throughout, including attention to important things like allergen safety and labelling. Safe to Trade is a holistic standard that assures people that all of these expectations are met, from the safety of the food itself to the welcoming environments in which the food is served.

For customers, Safe to Trade allows informed decision-making about where to eat. It brings trust and confidence and removes any worries around safety, even for those loved ones who are most vulnerable. Every customer can relax, stress-free, and focus on sharing treasured experiences with friends and family.

For food business operators, Safe to Trade sets your business apart from the competition. Customers care about safety and Safe to Trade demonstrates your commitment to it. It's the standard that builds customer confidence, loyalty and reputation, ultimately driving trade and helping your business to thrive. Equally, Safe to Trade demonstrates your commitment to your team, and their health, safety and well-being. Helping you to build a caring and positive culture, and to attract and keep the best talent. To regulators, it evidences high standards, effective monitoring and continual improvement. We're here to support your business too; we understand the challenges operators face and have the expertise to help.

The Safe to Trade standard is aligned with the latest food safety and health and safety regulations. Every Safe to Trade audit is carried out by a dedicated professional with the highest expertise, which means peace of mind for everyone.

The hospitality industry is something we all treasure; it's all about people, creating memorable experiences and good times, and providing a significant source of employment. Safe to Trade is here to help the sector go from strength to strength. Ensuring people stay safe and businesses thrive.
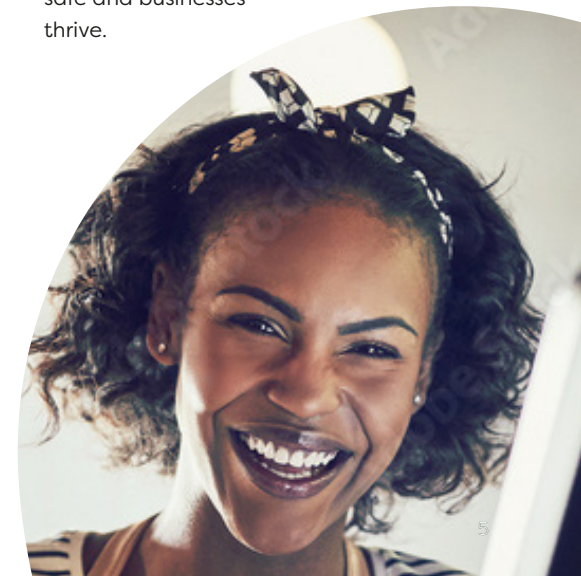
This document details the technical standards of the Safe to Trade Hospitality and Catering Standard - Food Safety, Hygiene, Health and Safety (the Food Safety Standard). It is approved by the Safe to Trade Technical Standards Committee and has Assured Advice via Milton Keynes Primary Authority.

Further information about Safe to Trade and how the scheme operates is detailed in the Safe to Trade Protocol.

Milton Keynes City Council have provided Primary Authority Assured Advice on the content of this standard. Other local authorities in England, Northern Ireland and Wales must respect it, even if they interpret the regulations differently. Details of the scope of Primary Authority Advice for this Standard is available to enforcing officers using the secure online service that supports the operation of Primary Authority, the Primary Authority Register.

Safe to Trade certification is conducted in accordance with the scope of ISO/IEC 1 7065 by authorised certification bodies who are listed on the Safe to Trade certification body register accessible via safetotrade.org.uk

This Standard is applicable to food business operators (FBOs) that:

• supply food direct to consumers and

• are registered or awaiting registration on the Food Hygiene Rating Scheme website or Food Hygiene Information Scheme (United Kingdom only)

All businesses that join Safe to Trade have access to a free copy of the Standard. Alternatively, it can be purchased for a nominal fee from the safe to trade website safetotrade.org.uk/standards

LOVE SAFE FOOD
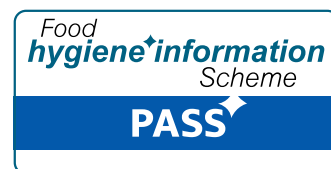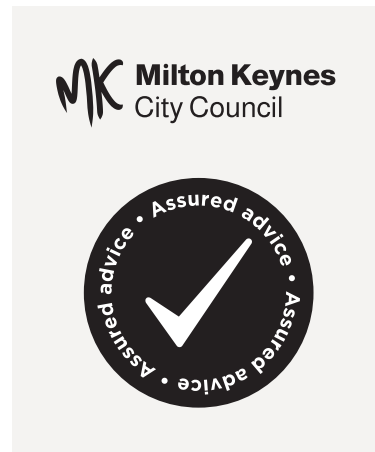
02

What's new

Based on feedback from food business operators, we have made the following updates

- **Health and Safety inclusion** - The Standard now includes clauses on health and safety, aligned with UK legislation enforced by the HSE. These clauses cover dry gym facilities but exclude pool and outdoor leisure facilities.

- **International applicability** - The clauses have been revised to ensure that businesses with locations outside of the UK can achieve the Standard, which remains aligned with UK and assimilated EU regulations.

- **Compliance history** - Clause 'F2 Compliance History' has been updated so that food business operators awaiting their initial FHRS or FHIS assessment are not precluded from achieving the Standard.

03

Standard requirements

The Standard against which a business is audited is split into two parts - food safety and health and safety.

Part 1 - Food Safety contains the following sections:

A Practice and procedures		**E** Food safety management system
B Cross contamination		**F** Confidence in management
C Structure and maintenance		**G** Consumer requirements
D Food information and composition		

Part 2 - Health and Safety contains the following sections:

H Structure and environment		**J** Health and safety management system
I Health and safety hazards		**K** Confidence in management

The scope of the Standard includes dry gym facilities but does not cover pool, or outdoor leisure facilities.

Requirements using the terminology 'shall' must be complied with in order to meet the 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 Standard requirements.

Part 3 - Above the Standard

L Positive observations	

Section L is designed to capture positive points at the food business operator that are useful for trending purposes and are not required for approval status.

3.1 Part 1 - Food Safety Standard Clauses

A - Practice and procedures

A1 - Cleanliness

Requirement

The following surfaces in all food handling 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 (further details in clause B4), in order to prevent food contamination:

- Food contact surfaces
- Hand contact surfaces
- Equipment used for food preparation and handling

Best Practice

It is considered best practice for floors, walls, ceilings, hand contact surfaces and equipment in all other areas, such as corridors, stairwells, non-food storage rooms to be kept clean and free from dirt and grime, in order to prevent pest activity.

A2 - Protective clothing

Requirement

Food handlers shall wear suitable protective clothing to protect food from physical, microbiological, chemical or allergenic contamination. Protective clothing shall be kept clean.

The protective clothing requirements detailed in the Food Safety Management System (FSMS) shall be followed at all times.

Best Practice

Non-food handlers should also wear clean protective clothing.

It is considered best practice to have procedures for cleaning protective clothing, for food handlers to wear a hair covering, not come to work wearing their protective clothing and to remove their protective clothing before breaks.

A3 - Personal hygiene and contamination

Requirement

Food handlers personal hygiene standards and practices shall not present a risk of contamination. They shall wash their hands when required, for example after handling raw foods or waste, and in accordance with the correct hand washing procedures. Disposable gloves, where used, shall not present a contamination risk. 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 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.

The personal hygiene policies and procedures stipulated in the Food Safety Management System (FSMS) shall be followed at all times.

Best Practice

It is considered best practice for food handlers not to wear jewellery or watches, to keep their nails short and free from varnish, keep long hair tied up, keep beards trimmed or covered with beard snoods and to have a policy not to consume food or drink in food rooms.

A4 - Food deliveries

Requirement

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.

The delivery policy and procedures detailed in the Food Safety Management System (FSMS) shall be followed at all times.

Best Practice

It is considered best practice to have a documented policy for the management of suppliers that contains process for the selection of reputable suppliers and the safe handling of food supplied by them.

A5 - Refrigerated storage

Requirement

High risk foods shall be stored at a temperature of 8°C or below and protected from contamination.

Where specific foods have additional refrigerated storage requirements (for example oily fish, vacuum packed foods and live bivalve molluscs) they shall be applied.

Best Practice

It is considered best practice to keep high risk foods in refrigerated storage at colder temperatures of 5°C or below. Food should also be kept off the floor. Where low risk foods and/or low risk drinks are kept in refrigerated storage, it is considered best practice to keep these at temperatures of 8°C or below. Additionally, these items should not be overloaded within the units.

A6 - Frozen storage

Requirement

Frozen food products shall be kept covered in frozen storage to protect them from contamination.

Best Practice

It is considered best practice to keep frozen foods in frozen storage at temperatures of -18°C or colder (unless the freezer is used for the temporary service of soft scoop ice cream, where -14°C or colder is acceptable). Food should also be kept off the floor, items should not be overloaded within the units and the units should be defrosted regularly to prevent the build-up of ice.

A7 - Ambient storage

Requirement

Food products that require refrigerated storage shall not be stored at an ambient temperature and must not be exposed to contamination or pests.

Best Practice

It is considered best practice for ambient food products to be kept off the floor and not stored directly against walls. Ambient food storage areas should not be overstocked and there should be ample space to keep food products stored appropriately. Non-food storage areas should also be maintained in the same manner. Empty glasses/containers should be stored inverted or covered when not in use.

A8 - Date labelling and stock rotation

Requirement

Food which is considered injurious to health or unfit for human consumption, including those which are beyond their manufacturers or inhouse applied use-by date, shall be discarded immediately. In-house use-by dates shall be applied in accordance with the shelf-life requirements and not exceeded. All products that are produced, opened or frozen shall be suitably labelled with a date of use/expiry date.

The date labelling and stock rotation policy and procedures detailed in the Food Safety Management System (FSMS) shall be followed at all times

Best Practice

Food items with visible signs of deterioration that are beyond manufacturers best-before dates should be discarded.

It is considered best practice to label food items that are defrosted with a date of thawing and for all food items in the premises to be used in date order, with food items with a shorter date rotated to be used before food items with a longer date.

A9 - Cooking

Requirement

Food shall be cooked as follows:

- **Foods intended to be cooked** shall be thoroughly cooked in accordance with a safe method detailed in the Food Safety Management System or in line with one or more of the following temperature-time combinations: a food core temperature of 60°C for 45 minutes or 65°C for 10 minutes or 70°C for 2 minutes or 75°C for 30 seconds or 80°C for 6 seconds or equivalent

- **Live bivalve molluscs** shall be checked that they are live prior to cooking (where such products are prepared)

- **Less than thoroughly cooked foods (foods that will not meet the above temperature-time combinations)**, for example rare or medium burgers, lightly cooked/raw egg and carpaccio shall be produced in accordance with the Food Safety Management System. Foods cooked using sous vide, should be cooked/finished to a suitable time and temperature combination detailed within the Food Safety Management System.

Where used, equipment such as water baths must be preheated before use. Food on display, hot or cold held, shall be protected from physical, chemical, microbiological and allergenic contamination.

The cooking policy and procedures detailed in the Food Safety Management System (FSMS) shall be followed at all times.

Best Practice

It is considered best practice to use visual and sensory methods, for example the colour and texture change when cooking prawns, and/or a temperature probe to monitor Critical Control Points.

A10 - Reheating

Requirement

Food shall be reheated to the following temperature-time combinations: a food core temperature of 60°C for 45 minutes or 65°C for 10 minutes or 70°C for 2 minutes or 75°C for 30 seconds or 80°C for 6 seconds or equivalent, or to a temperature of 82°C (in Scotland only).

The reheating policy and procedures detailed in the Food Safety Management System (FSMS) shall be followed at all times.

Best Practice

It is considered best practice not to reheat food more than once. It is considered best practice to use documented Safe Method in the Food Safety Managment System (FSMS) or a temperature probe to monitor Critical Control Points.

A11 - Hot holding

Requirement

Food intended for service or display shall be held as follows: Food shall be cooked/reheated thoroughly prior to hot holding. Hot held food shall be protected from contamination and be kept at a temperature of 63°C or above. When food is held at a temperature below 63°C, it shall not be kept for a period longer than 2 hours (except in Scotland). Food that does not meet these requirements should be disposed of.

The holding policy and procedures detailed in the Food Safety Management System (FSMS) shall be followed at all times.

Best Practice

It is considered best practice to use a documented Safe Method in the Food Safety Managment System (FSMS) or a temperature probe to monitor Critical Control Points.

A12 - Ambient and cold held displays

Requirement

Foods intended to be chilled should not be held at a temperature above 8°C for greater than 4 hours. Food on display or cold held, shall be protected from physical, chemical, microbiological and allergenic contamination. Food that does not meet these requirements should be disposed of.

The holding policy and procedures detailed in the Food Safety Management System (FSMS) shall be followed at all times.

Best Practice

It is considered best practice to use a documented Safe Method in the Food Safety Managment System (FSMS) or a temperature probe to monitor Critical Control Points.

A13 - Cooling and defrosting

Requirement

Hot food that is not for display or immediate consumption must be cooled as quickly as possible and not exposed to the temperature range of 55°C to 20°C for more than 2 hours. During the cooling process, food shall be protected from contamination.

Frozen food shall be defrosted thoroughly until thawed. During the 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.

Defrosted or cooled food shall be consumed, refrigerated (further details in clause A5) or cooked (further details in clause A9) immediately. The labelling requirements (further details clause A8) shall also be followed.

Best Practice

It is considered best practice to use a blast chiller when cooling large volumes of food.

A14 - Calibrated equipment

Requirement

A suitable, working temperature probe shall 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

Where in use, a separate weighing scale shall be used for raw and ready-to-eat/cooked foods. Additionally, scales shall be:

- Kept well maintained and free from damage
- Suitably cleaned and disinfected in between each use

Best Practice

It is considered best practice to ensure a suitable number of temperature probes are available, with spare equipment available for use in the event of loss or damage to the probes in use. Probe wipes, which are compliant with British Standards, should be used for cleaning and disinfecting the probe. Probes should also be checked/re-calibrated at regular intervals to ensure their accuracy.

Where in use, it is considered best practice to ensure additional and suitable scales are available, with spare equipment available for use in the event of loss or damage to the scales in use. Scales should also be checked/re-calibrated at regular intervals to ensure their accuracy.

A15 - Waste disposal

Requirement

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.

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.

Best Practice

It is considered best practice for bins in food rooms to be foot-operated and for food handlers to remove outer protective clothing (e.g. aprons) prior to handling waste. Bins in low risk areas should also have suitable lids and these should be kept closed when not in use. It is recommended that external waste bins are fitted with drain bungs.

A16 - Transportation of food (where applicable)

Requirement

Food shall be transported in a covered container to protect from physical, microbiological, chemical or allergenic contamination. Containers used for the transportation of foods shall:

- Be kept clean and well maintained
- Not be used for any purpose other than food transportation
- Ensure raw and ready-to-eat/cooked food do not present a risk of cross-contamination (further details in Section B)

Equipment used to transport food shall be kept clean and well maintained at all times to protect food from contamination. Where relevant, the cold chain (further details in clause A5) and hot holding requirements (further details clause A11) shall be maintained. Where there is a vehicle breakdown procedure in the Food Safety Management System this shall be followed.

Best Practice

It is considered best practice to secure vehicles when they are left unattended and to have a procedure for maintaining the safety of food in the event of a vehicle breakdown.

A17 - Bar management (where applicable)

Requirement

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 in accordance with the manufacturer's instructions. Lines shall be rinsed thoroughly with potable water 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 to food or drink.

Best Practice

Glasses/bottles should not be stored on or adjacent to ice machines/ice buckets as they may contaminate the ice if broken or damaged.

It is considered best practice to keep records of drink dispense line cleaning and for there to be a guidance document for the process.

A18 - Surplus or donated food

Requirement

Surplus food or food intended for donation, shall be subject to the same food safety controls for storage, handling, temperature and labelling, as other foodstuffs. Surplus food shall be stored and handled such as to protect it from physical, microbiological, allergenic or chemical contamination. Any surplus/ donated food procedures in the Food Safety Management System (FSMS) shall be followed at all times.

Best Practice

It is considered best practice to redistribute or donate food that cannot be commercially used. A final temperature check of surplus food before collection should be recorded.

B - Cross contamination

B1 - Food preparation and storage

Requirement

There shall be sufficient workspaces, equipment, utensils and sinks for the adequate separation of raw and ready-to-eat/cooked food handling practices . Separation shall be sufficient to prevent microbiological cross contamination, caused by raw and ready to eat/cooked food/equipment contact. 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 to prevent cross contamination. Where a separate room is designated for raw food preparation, this shall be used.

Protective clothing, equipment and utensils shall not pose a risk of contamination and work surfaces shall be effectively cleaned and disinfected. There shall be arrangements for the washing of foodstuffs and foods such as ready-to-eat salads, vegetables, herbs and garnishes that are not prewashed prior to receipt, so they shall be washed prior to use. 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 cleaning practices in use that ensure the disinfection of such equipment is in place.

The food preparation policies and procedures detailed in the Food Safety Management System (FSMS) shall be followed at all times.

Best Practice

It is considered best practice to utilise colour coded equipment, such as chopping boards and knives, in order to segregate food types and avoid cross contamination. Disposable clothing, e.g. aprons, should also be used when handling raw foods.

B2 - Wrapping and packaging materials

Requirement

All materials used for the packaging or wrapping of foodstuffs shall:

• Not pose a risk of contamination

• Not be used for both raw and ready-to-eat/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

Best Practice

Not applicable

B3 - Hazardous/inedible substances

Requirement

Hazardous or inedible substances, for example cleaning chemicals, pesticides etc. shall be used and stored so they do not pose any risk of physical or chemical contamination to foodstuffs or food handling surfaces. They shall be kept in containers that are clearly and correctly labelled.

Best Practice

Not applicable

B4 - Cleaning and disinfection

Requirement

Suitable heat and/or chemical disinfection 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 13697:2015).

A two stage cleaning process (stage one: remove debris and clean, stage two: 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. Any equipment used to clean the food premises shall not pose a risk of contamination (physical, chemical, microbiological or allergenic) to foodstuffs or food handling areas.

The cleaning and disinfection policy and procedures detailed in the Food Safety Management System (FSMS) shall be followed at all times.

Best Practice

It is considered best practice to use separate colour coded cleaning equipment, for use in clean and dirty areas.

B5 - Cloths

Requirement

The use of cloths shall not pose a risk of contamination (physical, chemical, microbiological or allergenic) to foodstuffs or food handling surfaces. Re-usable cloths shall be kept clean, with a suitable cleaning procedure in place, and stored correctly in between uses.

The cloth policy and procedures detailed in the Food Safety Management System (FSMS) shall be followed at all times.

Best Practice

It is considered best practice to use single-use or disposable cloths, such as paper towels.

B6 - Handwashing provision

Requirement

There shall be sufficient wash hand basins(s) 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

Best Practice

It is considered best practice for soap and paper towels to be contained within a dispenser.

B7 - Food washing provision

Requirement

There shall be provisions in place for the washing of food. Food wash provisions shall:

• Not present a risk of contamination to food when washed
• Be kept clear and unobstructed at all times
• Be kept clean
• Have a constant supply of running potable water

Best Practice

It is considered best practice to have separate food and equipment washing provisions.

B8 - Equipment washing provision

Requirement

There shall be sufficient provisions in place for the washing of equipment.

Equipment wash provisions shall:

• Be kept clear and unobstructed at all times
• Be kept clean.
• Have a supply of hot and cold, or appropriately mixed, running potable water.

Best Practice

It is considered best practice to have separate food and equipment washing provisions.

B9 - Allergen contamination control

Requirement

Foods containing the 14 regulated allergens as ingredients shall be identified and managed effectively to prevent allergenic cross contamination in storage, preparation and service/delivery (including bars if on location). There shall be policies and procedures to deal with the 14 regulated allergens detailed in the FSMS. There must also be a policy in the FSMS that details how to manage consumer allergies outside of the 14 regulated allergens.

The allergen policy and procedures detailed in the Food Safety Management System (FSMS) shall be followed at all times.

Best Practice

It is considered best practice to have a procedure to recognise and prioritise controlling allergen spillages. It is best practice when serving a consumer declaring an allergy or other allergen avoidance, for food handlers to implement additional controls to prevent allergen cross contamination at the point of preparation and service. Additional controls should include double checking ingredients, segregating allergens by time, space, additional cleaning or washing hands, surfaces or utensils or wearing new protective aprons or gloves. This applies for the 14 regulated allergens and any other allergens which the consumer has asked to avoid.

B10 - Physical contamination control

Requirement

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. 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.

The physical contamination policies and procedures detailed in the Food Safety Management System (FSMS) shall be followed at all times.

Best Practice

It is considered best practice to avoid the use of glass, brittle plastic and wood in food rooms. Policies should be in place for the prevention of contamination in the event of equipment breakdown, glass/brittle plastic breakage and to keep a glass/brittle plastic register. First aid plasters and gloves (where used) should be easily detectable, for example coloured blue, in case they fall into food. Empty containers should also be stored inverted or covered when not in use.

C - Structure and maintenance

C1 - Structure

Requirement

The design, layout, construction and/or size of food preparation areas shall be adequate for the safe production of food. Surface coverings shall be constructed of smooth, washable, corrosion-resistant and non-toxic materials for use in food preparation areas. Food preparation and food storage areas shall be maintained in a sound, easy to clean (and where necessary disinfect), condition. This requirement shall include:

- Floors
- Walls
- Ceilings
- Windows, doors and other openings
- Food contact surfaces

Equipment in food preparation and food storage areas shall also be maintained in a sound condition, constructed of easy to clean (and where necessary disinfect) smooth, washable, corrosion-resistant and non-toxic materials, and installed correctly in order to permit cleaning.

Best Practice

It is considered best practice to cover exposed pipework in food preparation and storage areas with suitable boxing to permit cleaning. Floors, walls, ceilings and work surfaces in non-food storage areas should also be kept well maintained.

C2 - Drainage, lighting, ventilation and water supply

Requirement

There shall be drainage provision in the premises to allow waste and waste water to flow freely and efficiently from the premises, with no risk of contamination. Fully or partially open drains shall not flow from contaminated through to clean areas. Excess oils and fats shall not enter the drainage system, where a grease trap is fitted to control waste oil and fats, that system shall be maintained and clean.

Lighting levels shall be provided sufficient to facilitate cleaning, via natural or artificial means, where artificial, bulbs shall be changed when necessary.

There shall be ventilation in the premises to reduce condensation and maintain a safe working temperature. Ventilation may be 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.

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.

Best Practice

It is considered best practice to install diffuser covers on fluorescent strip lights to reduce the risk of breakage during cleaning and maintenance operations. Grease traps or other grease removal provision, should be installed on drains where grease may enter the drainage system.

C3 - Personnel facilities

Requirement

There shall be changing facilities for food handlers, which shall not pose a risk of contamination and the facilities shall be kept clean. 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:

• Be kept clean
• Have natural or artificial ventilation
• Have drainage
• Have 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

Best Practice

It is considered best practice to segregate outdoor clothing from food handler protective clothing in the facilities. There should also be adequate provision for the storage of personal items.

C4 - Pest control

Requirement

There shall be adequate procedures in place to control access to the food premises from rodent, insect and bird pests. Pests and domestic animals shall be prevented from accessing food rooms. This shall be achieved through the use of pest-proofing measures such as the removal of potential pest harbourage sites, bristle strips to external doors, food room windows to remain closed unless insect screens are fitted.

Procedures shall also be in place to control access to external areas by pests, this shall include the removal of potential pest harbourage sites.

Best Practice

It is considered best practice for openable external windows and doors in food rooms to be fitted with insect-proof screens. It is also considered best practice to fit flying insect control units in food rooms, to help control flying insect pests.

D - Food information and composition

D1 - Allergen information

Requirement

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 back-up procedures in place which all personnel are aware of. Where offered, gluten-free or very low gluten foods shall be accompanied by suitable verification as evidence of the claim.

Best Practice

It is considered best practice to list all ingredients used in dishes and make this available to personnel and consumers so those with allergies to other ingredients can make informed choices. Personnel should be proactive in enquiring about consumers with allergies at the point of ordering and there should be effective communication with the kitchen. FBO's should ensure personnel maintain awareness of allergens by displaying the 14 regulated allergens by suitable visual means, for example via posters. Precautionary allergen information should be provided where potential allergenic cross contamination during production has been identified.

D2 - Allergen procedures

Requirement

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 food business operator if there are changes or substitutions to any products or ingredients. The food business operator shall put in place adequate procedures for the emergency purchase of ingredients where this may result in a change of recipe.

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.

Best Practice

It is considered best practice to have written recipes/menu specifications for the dishes produced on location to ensure accuracy of ingredients. FBO's should give consideration to dish design, to enable allergen ingredients to be easily replaced with a non-allergenic ingredient or cooking methods to be easily adjusted, e.g. using alternative equipment rather than a fryer that is used to cook all foods. Additionally, consideration should be given to how a dish to an allergic consumer is served, for example by covering dishes and/or the identification of the dish with different colour plates or flags to ensure the order is delivered to the correct person.

D3 - Allergen and PPDS labelling

Requirement

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.

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.

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

Best Practice

It is considered best practice to label non-PPDS foods that are prepared/decanted on location with allergen information, as this ensures the knowledge of allergen ingredients is shared to all food handlers.

D4 - Compositional standards and mandatory declarations

Requirement

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.

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 business operator manufactures food and makes a food claim, they shall be able to source a suitable verification document from an accredited laboratory or from the ingredient supplier

Best Practice

Not applicable

E - Food safety management system

E1 - Food policy

Requirement

A Food Safety Management System (FSMS) shall be in place incorporating all Standard Requirements and the procedures detailed in the FSMS shall be followed at all times. The FSMS (which may also be referred to as the food policy or HACCP) shall be aligned with both the menu and catering operation. As a minimum the FSMS shall include the following seven steps of HACCP:

- a Hazard Analysis
- Identification of Critical Control Points
- Established Critical Limits
- Monitoring of Critical Control Points
- Established Corrective Actions
- Established Verification Procedures
- Established Record Keeping Procedures
- Supported by a prerequisite programme, for example but not limited to but not limited to, Supplier Management, Training, Personal Hygiene, Cleaning, Pest Control and Maintenance

The FSMS should be reviewed at least annually or sooner if there has been a significance change, for example, but not limited to, a legislation update, complaint, new management, new menu, new equipment, new practices.

Best Practice

It is considered best practice to regularly review corrective actions, taken over a defined period, for trend analysis to help establish additional controls that may be necessary.

E2 - Monitoring records - cleaning and food production

Requirement

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)

Best Practice

It is considered best practice to devise an adequate cleaning schedule for all cleaning activities undertaken in the premises. The document should include the item to be cleaned, the frequency, any chemicals and PPE used and a step-by-step method of cleaning. Accurate and up-to-date cleaning records should be kept to demonstrate that the activities from the schedule have been undertaken when required.

E3 - Monitoring records - traceability and calibration

Requirement

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. 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.

The traceability and calibration procedures detailed in the Food Safety Management System (FSMS) shall be followed at all times.

Best Practice

It is considered best practice to keep accurate, up-to-date records, including corrective action when checks are out of range, for temperature probe calibration checks and scale calibration checks (where used).

E4 - Pest control management

Requirement

Where the services of a professional pest control contractor are not used, designated personnel shall be trained to the requirements of clause C4 (Pest Control). Pest infestations shall be reported/escalated when required and 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. There shall be no risk of contamination to food or drink from pesticides or insecticides in use. There shall be adequate records available to demonstrate compliance with the above requirement.

Best Practice

It is considered best practice to employ the services of a professional pest control contractor who is a member of an accredited pest control organisation. Accurate and up-to-date records of inspections the contractor carries out should be kept. A bait plan detailing the location of pest control baits throughout the premises should be kept.

F - Confidence in management

F1 - Training

Requirement

Personnel shall be supervised and instructed and/or trained on food hygiene matters commensurate with their work activity. Training material/content used shall be appropriate for the level of responsibility and type of food production. 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.

Best Practice

It is considered best practice to refresh personnel training at regular intervals. Accurate and up-to-date training records should be kept of all personnel training undertaken and such records should be available for inspection at all times.

F2 - Compliance history

Requirement

Businesses shall be registered with their Local Authority and either be a) on the Food Hygiene Rating Scheme (FHRS) with a rating of 3 or more or a Food Hygiene Information Scheme (FHIS) pass in Scotland or b) awaiting their initial FHRS or FHIS inspection 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.

Best Practice

It is considered best practice to action recommendations from past enforcement inspection reports. It is also best practice to put in place a programme of internal and/or external third party audits, Where there is a program of internal or external third-party audits carried out, any actions arising out of the internal or external audits should be completed as required and recurring non-conformances identified should be investigated.

F3 - Complaints and recall

Requirement

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

The complaint policy and procedures detailed in the Food Safety Management System (FSMS) shall be followed at all times.

Best Practice

Complaints and incidents should be recorded. It is considered best practice to record investigations of any food poisoning, foreign body or allergen incidents reported by consumers.

F4 - Records and document control

Requirement

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 appropriate time periods to evidence due diligence.

Best Practice

It is considered best practice to store due diligence documents and monitoring records securely in order to prevent theft, damage or sabotage.

F5 - Control procedures

Requirement

The attitude and performance of the food business operator management shall be to uphold and enforce legally required food hygiene requirements. The food business operator shall uphold and enforce the proccesses in place to ensure food remains safe in accordance with the FSMS and their responsibilities within it.

Best Practice

N/A

F6 - Food fraud

Requirement

Food business operators shall not knowingly engage in any activity that could be classed as food fraud/crime.

Best Practice

It is recommended that Food business operators use a food fraud resilience self-assessment tool, such as the one provided by the Food Standards Agency (England, Wales and Northern Ireland). Food business operators should also be aware of how to report suspected food fraud/crime.

Where incidents of food fraud/crime are known, they shall be reported to the appropriate statutory authority, for example Food Standards Agency in England, Wales and Northern Ireland.

F7 - Emergency measures

Requirement

Businesses shall apply controls to prevent the contamination and spoilage of food, following an unexpected event that impacts the normal and safe functioning of the food business. Events such as loss of hot water, flooding of the premises, loss of power supply, overflowing of drains or sewerage system. Where power or hot water supply is lost, effective emergency measures shall be in place to maintain controls that are critical to food safety.

Controls shall include the need to discard food that may be unfit for consumption, decontamination of the premises and equipment, provision of a temporary hot water supply.

Best Practice

It is considered best to plan for eventualities where emergency provisions may be required.

G - Consumer requirements

G1 - External customer areas

Requirement

The customer entrance shall be kept clean, free from significant levels of dirt and grime such as that which is visibly ingrained. There shall be no damage that may enable pest ingress or prevent cleaning.

Best Practice

It is considered best practice to have adequate levels of light to the customer entrance.

G2 - Internal customer areas

Requirement

Internal customer areas shall be kept clean, free from significant levels of dirt and grime such as that which is visibly ingrained. There shall be no damage or build-up of waste that may encourage pest harbourage or prevent cleaning. Surfaces in this requirement shall include:

- Floors
- Walls
- Ceilings
- Tables
- Seating
- High chairs (where used)

Best Practice

It is considered best practice to have adequate levels of light to internal customer areas.

G3 - Customer sanitary facilities

Requirement

Customer sanitary facilities shall be kept clean, free from significant levels of dirt/grime such as that which is visibly ingrained. There shall be no damage that may enable pest harbourage or prevent cleaning. Facilities shall have a constant supply of hot and cold, or appropriately mixed, running water. They shall have a supply of hand soap and be supplied with hand drying facilities.

Best Practice

Not applicable

3.2 Part 2 - Health and Safety clauses

H - Health and safety hazards

H1 - Asbestos

Requirement

A business shall know if their premises has asbestos present. Where present, a written plan shall be in place that details the location, condition, and required preventative actions. Preventative actions may include monitoring, maintaining or safe removal of the located asbestos. The condition of asbestos shall be assessed periodically. The written plan and asbestos assessment shall be kept up to date and reviewed periodically. Persons who work on or near the premise shall be informed of the presence and location of asbestos.

Only accredited specialists shall be used to perform asbestos sample testing. Where asbestos is removed, a license shall be obtained and the enforcing authority informed before the work commences.

Best Practice

It is best practice to hire qualified surveyors for asbestos-containing materials (ACMs) who have ISO/IEC 17020 accreditation. It is best practice to label ACMs clearly with an asbestos warning sign if they are safe to remain in place. It is best practice to repair, seal, or enclose any damaged ACMs to prevent further harm. It is best practice to label ACMs clearly with the asbestos warning sign if they are safe to remain in place. It is best practice to repair, seal, or enclose any damaged ACMs to prevent further harm.

H2 - Confined spaces

Requirement

Persons shall not enter a confined space within the workplace, unless access to the space is necessary. Where access to a confined space is necessary, a safe system of work shall be applied.

A confined space is any enclosed place where there is a high risk of serious injury from fire, explosion, heat, suffocation, asphyxiation or drowning. Examples are chambers, tanks, silos, pits, trenches, pipes, sewers, flues and wells.

Best Practice

It is best practice to prevent access to confined spaces, such as cellars, storage rooms, or tanks, unless there is a clear need for entry. Employers should assess the risks of working in confined spaces and take appropriate measures to eliminate or reduce them. Employers should also provide adequate training, equipment, and supervision for workers who enter confined spaces.

It is best practice to have a clear emergency plan for rescuing workers from confined spaces in case of an accident or incident. Employers should ensure that workers are able to communicate with someone outside the confined space and that they can be quickly evacuated if they had a fall or injury. Employers should also consider using a permit to work system for high risk activities in confined spaces, where a risk assessment shows that robust health and safety controls are required.

H3 - Control of Substances Hazardous to Health (COSHH)

Requirement

The business shall assess the risk of exposure of persons to substances that are harmful to health, before any persons are exposed to said substances. Any required control measures, as indicated by the assessment, shall be applied.

The assessment shall consider impacts on health, occupational exposure limits, and how the substances are handled, stored and disposed of. Control measures shall include reducing or preventing exposure, including the substitution of the substance to a less harmful one where relevant and the possible exposure to multiple substances at any one time. The assessment shall be reviewed periodically and when there is a change that may affect the risk of exposure or validity of the assessment. The material safety data sheets for hazardous chemicals shall be accessible. Personnel shall be informed, instructed and trained on the safe use of hazardous substances and any emergency procedures.

Where relevant, emergency procedures in the event of chemical spillages shall be documented and required spillage provisions provided.

Best Practice

It is best practice to identify all the substances that may be hazardous to health in the workplace, such as cleaning products, cooking oil, fumes, or biological agents. Employers should assess the risks of exposure to these substances and the potential harm they may cause to workers or customers. Employers should also implement measures to prevent or control exposure, such as using safer alternatives, providing adequate ventilation, wearing personal protective equipment, or following safe work procedures. It is best practice to monitor the effectiveness of these measures and review them regularly, especially when there are changes in the work activity, the substances used, or the health of the workers. Employers should also provide information, instruction, and training to workers on the hazards and risks of the substances they handle, and the precautions they need to take to protect themselves and others.

H4 - Display Screen Equipment (DSE)

Requirement

Where personnel use display screens at work, a risk assessment shall be completed and reviewed at a frequency indicated by the assessment, the health and safety management system, or when a change in work environment, equipment or task occurs. Where personnel request an eye test, it shall be provided. If the eye test shows glasses are required for display screen use, the cost of basic glasses shall be paid.

Best Practice

H5 - Guest safety hazards

Requirement

The business has a duty to protect people other than those at work, for example guests, from risks to their health and safety whilst on the business premises.

Consideration for guest safety shall include special requirements for guests with additional needs, for example emergency procedures for the visually or hearing impaired (clause H7 fire safety) and considering the needs of the mobility impaired on traffic routes (H16, Workplace transport).

Where a dry gym facility is provided for use, equipment must be positioned and maintained in a safe condition, with regular maintenance checks completed, in line with the manufacturer's guidance. The first aid materials provided shall include items required for an exercise related injury, such as materials to keep a person warm or cold and a source of sugar. Drinking water shall be available. The gym shall be suitably lit, ventilated and the room temperature made known, including the risk of exercising in high temperatures. Gym users shall be informed if the facility is unstaffed, the conditions of use for the gym, how to use the equipment provided and how to raise the alarm for assistance in an emergency.

Best Practice

Where a dry gym facility is provided, it is best practice to ask all persons using the gym facilities to complete a Pre Activity Readiness Questionnaire to assess their health before they engage in physical activity, enabling appropriate measures to be made such as additional instructions, onboarding or supervision to reduce the risk of injury. It is recommended to have cleaning agents such as sanitiser or wipes readily available so gym users can clean hand contact equipment to reduce any bacteria on surfaces to a safe level which will reduce the spread of any potential infections that could be spread from person to person. Gym equipment should be checked routinely by a competent person to ensure any defects are highlighted as soon as possible and the equipment is repaired, replaced or taken out of use dependant on the level of risk.

Gym equipment checks should be recorded. It is best practice to have a defibrillator accessible for use in a medical emergency.

H6 - Electrical safety

Requirement

The business shall ensure that electrical equipment is installed and maintained in a safe to use and undamaged condition.

Fixed electrical installations shall be inspected on installation, when changes are made to the installation or when indicated by the inspection certificate.

The most current inspection records shall be retained.

Where there is a risk of electrical shock, an electrical shock sign shall be displayed.

Best Practice

It is best practice to adhere to relevant standards for fixed wire safety, for example BS7671:2018 in the UK. Employers should hire qualified and competent electricians to carry out periodic electrical installation condition reports (EICRs) and rectify any issues or deviations from the standards. Employers should keep records of EICRs and any remedial actions taken to demonstrate due diligence and compliance.

It is best practice to train employees on how to use and check portable electrical equipment safely and correctly. Employers should provide adequate supervision and monitoring of employees' use of portable equipment and ensure that any faults or defects are reported and fixed promptly. Employers should also ensure that all portable equipment is compatible with the fixed wiring system and does not overload the circuits or cause fire hazards.

H7 - Fire safety

Requirement

Under the Fire Safety Order, the Responsible Person must ensure a competent person conducts a 'suitable and sufficient' fire risk assessment for all commercial premises regardless of the number of employed persons. This assessment should address fire hazards, their control and recommend further measures if needed to prevent fires. These measures and fire procedures guide the Responsible Person's fire risk management.

The fire risk assessment must be periodically reviewed and updated after structural alterations, changes of use, or fire incidents that impact fire safety arrangements.

Businesses must establish a fire safety strategy encompassing planning, organization, control, monitoring, and review of fire preventive and protective measures, all of which must be documented.

Where fire safety systems are present (for example, fire alarms, extinguishers, emergency escape lighting, suppression systems, commercial cooker extraction). these shall be maintained by a competent engineer and routinely tested in accordance with the relevant British Standards.

Best Practice

It is best practice for the Responsible Person to ensure that their fire risk assessment is reviewed by a competent person on an annual basis.

The responsible person should ensure that all statutory certification and testing records for fire safety equipment are in place and made available on-site for the local authority to view should they visit.

- The fire alarm and detection system should be serviced on a 6-monthly basis and tested weekly, activating a different manual call point on rotation.
- The emergency lighting system should be serviced on a 12-monthly basis and tested (by fish key) monthly, ensuring all light units illuminate.
- Fire extinguishers should be serviced or replaced on a 12 monthly basis.
- Commercial cooker extraction units should be cleaned frequently (determined by use) ensuring all ductwork and filters are removed, cleaned and replaced where necessary by a competent person.
- The frequency is determined by use:
  - Light use (2 to 6 Hours) every 12 months,
  - Medium use (6 to 12 Hours) every 6 months

Requirement

All staff shall be provided with role-specific fire safety training, and this should be reinforced by routine fire drills.

Fire escape routes and the final escape doors should remain clear and unobstructed at all times. Doors should be well maintained and be marked with appropriate signage. Fire Action Notices should be located at each final exit and include the location of the Fire Assembly Point. Photoluminescent or illuminated wayfinding signage should be visible throughout the premises.

Best Practice

- Heavy use (over 12 months) every 3 months.
- Fixed electrical systems should be inspected on a 5-yearly basis and an electrical installation condition report (EICR) certificate should be produced. Any findings should be corrected and documented.
- Portable electrical equipment should be inspected and maintained. Annual portable appliance testing (PAT) is the best way to achieve this.

Fire precautions such as fire doors, escape routes, waste management and general housekeeping should be included in daily checks and walkthroughs. This should be recorded. The building should be well maintained, ensuring compartment walls, doors and ceilings are in good condition with no breaches present. Doors should be maintained in good working order and must not be held open, unless by an Automatic Hold-open Device.

Staff fire safety training should include role specific training, such as Fire Marshal training and annual refresher training should be provided. Training should be reinforced by regular fire drills and while fire drills should be conducted annually, it is best practice to carry these out on a 6-monthly basis to ensure that all members of staff, including new starters are captured.

H8 - Gas safety

Requirement

Gas installations and appliances shall be maintained in a safe condition. A gas safe registered engineer shall complete gas safety checks annually, or at the frequency indicated by the previous gas safety check. Defects indicated by the gas safety check shall be remedied. Gas appliances and flues shall be serviced in accordance with the manufacturer's instructions.

Best Practice

It is best practice to ensure that the person who supplies gas to consumers has full control over the access to the tank and associated equipment. This means that the supplier can monitor the condition and safety of the gas system and prevent unauthorized interference or tampering. It is also best practice to allow a gas engineer to repair or disconnect an unsafe gas appliance if they discover one during their inspection or service. This will prevent the risk of gas leaks, fires, explosions, or carbon monoxide poisoning. Furthermore, it is best practice to implement a formal system of planned preventative maintenance for any gas appliances or equipment where inadequate maintenance could cause failure in a dangerous way. This will help to avoid breakdowns, malfunctions, or defects that could endanger the health and safety of the consumers, staff, or visitors. It is best practice that gas appliances are serviced annually, unless a Gas Safe registered engineer advises otherwise.

H9 - Liquid petroleum gas

Requirement

It is a requirement for liquid petroleum gas (LPG) bulk storage, to have a written scheme of examination in place, and records of periodic examinations kept.

The LPG storage, associated fittings and pipework, shall be inspected regularly to ensure health and safety conditions are maintained and maintenance issues made known. The system shall be maintained in a safe condition.

Where a LPG installation or cannisters are present, a risk assessment shall be completed and identified control measures applied.

LPG storage facilities shall be fit for purpose. A suitable storage area shall be outdoors, at ground level, and be accessible by the LPG supplier. LPG may include propane or butane

Best Practice

It is best practice to fence areas of bulk LPG storage or bulk storage of LPG cannisters, to prevent unauthorised access. Fencing should be secure, whilst allowing ventilation. Signage should be attached to ensure the LPG storage is clearly indicated.

H10 - Legionella

Requirement

The business shall prevent or minimise the growth and spread of legionella by maintaining, inspecting and testing water systems and control devices.

A risk assessment shall be completed by a competent person, and where indicated by the assessment, a written scheme shall be in place. Control measures as indicated by the assessment and written scheme, shall be implemented.

Where cooling towers or evaporative condensers are present, the local authority shall be informed, they shall also be informed if they are taken out of use or removed.

Legionella monitoring records of control actions and results, shall be maintained.

Best Practice

It is best practice to maintain records of legionella monitoring checks, even when there are less than 5 personnel. Records should be kept for at least two years after they are superceded, and records of monitoring activities should be kept for at least five years.

Hot and cold water temperatures should be monitored, to ensure water from outlets is not between 20°C and 50°C and hot water is stored above 60°C in hot water cylinders. Facilities such as shower heads and air conditioning units/cooling towers should be cleaned and disinfected regularly.

Where a written scheme is required, it should include an up-to-date plan showing the layout of the plant or water system, including parts temporarily out of use, the correct and safe operation of the system, the precautions to take, checks to carry out to ensure the written scheme is effective and the frequency of such checks, and the remedial action to take if the written scheme is shown to be not effective.

H11 - Lifting equipment

Requirement

Where lifting equipment is used, it shall be suitable for the task and maintained is a safe condition. Lifting equipment shall be thoroughly examined on installation and before being placed in service. The thorough inspection shall be completed in accordance with the examination scheme, every 6 months when lifting persons, every 12 months when lifting equipment. Where a defect is identified that may present a danger to persons, the equipment shall be taken out of use until the defect is rectified.

Thorough examination records shall be retained for 2 years. Thorough examinations shall be completed by a competent person.

Best Practice

It is best practice to keep the lift motor room door locked, to prevent unauthorised access.

H12 - Machinery, plant and equipment

Requirement

Work place equipment shall be suitable for its intended purpose. Work equipment shall be maintained in a safe condition and good working order. It shall be inspected on installation, when moved or affected by external factors.

Pre-use or periodic equipment checks shall be completed where required by risk assessment or manufacturers guidance, for example pre-use checks to electrical equipment cabling, weekly checks for guards and the function of safety devices.

Personnel shall be trained on the correct and safe use of equipment. The dangerous parts of machinery shall be protected from access, for example compactors, bailers. Access to hazardous equipment must be controlled, such that only authorised trained personnel may operate it, for example removing keys when not in use. Emergency stop measures shall be in place in the event of an emergency.

Best Practice

It is best practice to record pre-use and periodic equipment checks and keep an up to date maintenance log.

H13 - Manual handling

Requirement

Manual handling tasks shall not be undertaken where the task is unnecessary. Where manual handling tasks are unavoidable, the risks involved with the task shall be assessed and consideration given to the task, load, environment and person. The assessment shall consider how the risk of injury may be reduced. Control measures as indicated by the assessment shall be implemented. The assessment shall be reviewed when significant changes occur that may render the assessment invalid. Personnel shall be consulted when risks are identified and control measures planned. Personal who complete manual handling tasks shall receive manual handling training.

Best Practice

H14 - Noise

Requirement

The business shall assess noise levels in the premises and take measures to reduce or control exposure of personnel to excessive noise.

Where personnel are exposed to a level of 80dB(A) or more, for example from machinery or loud music, a risk assessment shall be completed.

Personnel shall be informed and trained on the risk of noise and the use of hearing protection, any hearing protection zones shall be clearly marked, be subject to restricted access and the mandatory wearing of hearing protection.

The noise assessment and controls shall be reviewed regularly, and any changes communicated to personnel. The requirements of clause K7 (Health surveillance) shall be met.

Best Practice

H15 - Pressure vessels

Requirement

Where a qualifying pressure system is present, a written scheme of examination shall be in place. A qualifying pressure system may be fixed or mobile and is a system that contains steam, gas, or pressured liquids at a pressure above 0.5 bar. The periodic examination shall be completed by a competent person, before the equipment is placed into use and at the frequency specified on the certificate. The system shall be maintained in a safe condition.

Best Practice

Its best practice to keep pressure vessel inspection records for at least 12 months.

H16 - Workplace transport

Requirement

There shall be arrangements in place to ensure personnel required to operate vehicles in the workplace, hold the appropriate license and permits for the vehicle in use.

Workplace transport activities shall be risk assessed, and control measures as indicated by the assessment implemented.

Traffic routes shall be suitable and sufficient to allow vehicles and pedestrians to circulate safely. Any restrictions on traffic routes shall be clearly signposted, for example vehicle speed limits, one way systems or pedestrian / vehicle access.

Loading and unloading areas shall be designed and maintained so that activities may be carried out safely.

Safety provisions shall apply to both traffic routes and vehicle parking areas.

The arrangements shall be compliant to the requirements of clause I4 (Dangerous substances and explosive atmospheres) with regards to fuel storage and refuelling.

Best Practice

It is best practice to have separate pedestrian and vehicle traffic routes and one way systems to reduce the likelihood of workplace traffic accidents. Signage for pedestrians and drivers and physical barriers are also recommended. Routes where vehicles and pedestrians cross should be clearly marked. Traffic control measures including speed limits and speed humps can be used to reduce vehicle speed.

H17 - Work at height

Requirement

Working at height tasks shall not be undertaken where the task is unnecessary. Where working at height tasks are unavoidable, the task shall be planned so that it is completed by a person trained for the type of task and the risk of injury or harm is reduced. Where an assessment of risk is completed, identified controls shall be followed. Equipment provided for working at height shall be suitable for the task, maintained in a safe condition and inspected by a competent person at a frequency relevant to usage and the manufacturers guidance. Lifting equipment shall undergo a thorough inspection by a competent person before being placed into use, after being assembled when moved and every 6 months or the frequency indicated by the inspection scheme.

Best Practice

It is best practice to provide training for workers who need to perform tasks at height, even if they are low risk and short duration. Training should cover how to assess the risks, how to choose the right equipment and how to use it safely. Access to areas that may present a falls from height risk, such as roofs, should be restricted. Items should be stored so as to reduce the need to work at height, for example at a lower level and not on a fragile or non-load bearing surface. Equipment such as ladders should undergo pre-use checks to ensure they are in good repair and that damaged equipment may be taken out of use. Pre-use checks should be recorded.

I - Structure and environment

I1 - Workplace health and welfare

Requirement

The business shall provide adequate and appropriate welfare facilities for personnel. Washing facilities shall include changing rooms and showers, if required by the nature of the work or for health reasons. Facilities shall be readily accessible and include hot and cold running water, soap and drying materials such as towels or air dryers. Toilets must be separate for males and females, unless each toilet is in a separate room. The business shall provide a supply of potable drinking water and facilities to rest and eat meals.

Best Practice

It is best practice to provide facilities for personnel to store personal belongings whilst at work. Toilet facilities should be sufficient to meet demand, and in the UK they should be line with British Standard (BS 6465-1:2006) guidance, and to provide well-being services and a place of prayer where possible.

12 - Structure

Requirement

The business shall maintain the premises in a safe condition. There shall be safe access and egress that is suitable for those with additional mobility or support needs. Floors, steps and stairs shall have a surface that is suitable for the intended activities and shall not present a safety hazard. They shall be maintained in a safe and clean condition. Ceilings, roofs and balconies shall not present a safety hazard and shall be maintained in a safe condition. Walls shall be maintained in a condition so as to not present a risk to health or safety. Windows and transparent or translucent surfaces in walls, doors or gates shall be made of a material that reduces the risk of breakage or injury from breakage, and such features shall be identified, or marked on the surface. Openable windows shall not present a risk to personal safety. Falls from height barriers shall have the dimensions and structure fit for the intended purpose. There shall be no risk to persons health and safety from pest activity.

Fixtures, fittings and decorative items or merchandising shall not present a risk of injury, for example, falls from height, entanglement, impact or crush hazards. Provisions are to be in place regularly check the integrity of fixtures and fittings such as air conditioning, hanging signage, banners, for example.

Best Practice

It is best practice to maintain good standards of structural repair, including minor repairs such as flacking paint and damaged ceiling tiles. Changes in floor levels should be clearly marked, to reduce the risk of slips and strips. Cracked or broken glazing should be repaired or replaced. It is also best practice to have a pest control contract in place, to replace electric fly killer EFK) bulbs annually and keep records of pest control visits.

13 - Environmental conditions

Requirement

The business shall provide suitable and sufficient lighting to enable personnel to work safely, and where possible the light source shall be natural. There shall be suitable and sufficient natural or mechanical ventilation to reduce condensation and assist with temperature control. The inside building temperature shall be thermally comfortable and monitored via a thermometer.

Best Practice

Lighting in external areas should be sufficient to reduce the risk of slips and trips.

14 - Cleanliness

Requirement

The business shall keep the premises clean, including furniture, furnishing and fittings, floors, walls and ceilings. These shall also be made from materials capable of being cleaned. Waste shall not be allowed to accumulate, other than in designated waste receptacles.

Best Practice

It is best practice to have a cleaning schedule covering all areas of the workplace. Regular cleaning will ensure that dirt or refuse is not allowed to accumulate and spillages are cleaned as soon as possible.

J - Health and safety management system

J1 - Health and safety policy

Requirement

The business shall have a policy for managing health and safety, and where there are five or more employees, the policy shall be documented. The policy shall be prepared and reviewed with respect to the health and safety at work of employees, the organisation and arrangements in place for carrying out the policy. The policy shall be shared with all employees. The most senior person in the company shall sign it, for example the Managing Director.

Best Practice

Where a business has fewer than five employees, it is best practice to still document the health and safety policy statement, clearly identify roles and responsibilities and general arrangements, and record the significant findings of the risk assessment.

J2 - Signs and posters

Requirement

The business shall use safety signs to alert and inform personnel and visitors of hazards and precautions related to their work activities. Safety signs include notices, symbols, colours, lights, and sounds that indicate the nature and level of risk and the appropriate actions to take. The business shall ensure the signs are maintained in good and clean condition. Personnel shall be instructed on the meaning and purpose of the signs.

In the UK, business shall display a current and complete Health and Safety Executive (HSE) health and safety law poster.

Best Practice

It is best practice to display an up to date list of appointed persons, trained first aiders and fire marshals and have signage for first aid kits, storage of hazardous chemicals, use of dangerous equipment, fragile roofs, for personnel to see.

J3 - Consultation and communication

Requirement

The business shall consult with personnel on matters of health and safety that may impact them while at work. Where two or more personnel request a health and safety committee to be formed, that request shall be fulfilled. The business shall provide personnel with all legally required health and safety information. This shall include the planning and organisation of required health and safety training, and the health and safety implications of introducing new technologies into the workplace.

Best Practice

It is best practice to consult personnel on health and safety matters as early as possible. This means giving them enough information and time to understand the issues, express their views and influence decisions. Personnel should be provided with feedback on the outcomes of the consultation and given an explanation of how their opinions were taken into account.

J4 - Insurance

Requirement

Employers shall insure against liability for injury or disease to their employees arising out of their employment. The insurance value shall be a minimum of £5 million. A current copy of certificate of employers' liability insurance shall be displayed where employees can easily read it, in a physical or electronic form.

Best Practice

It is best practice to keep records of employers' liability insurance for as long as possible, even if when out-of-date. This is to provide protection from potential claims by employees who develop diseases years after exposure to harmful substances or conditions at work.

It is also best practice to have Public Liability insurance and a documented process for dealing with civil claims. Public liability insurance covers claims made by the public or other businesses, but not by employees.

J5 - Risk assessment and safe system of work

Requirement

It is a requirement for employers to assess and manage the risks that employees and others may face because of work activities. Examples of work based activities in the hospitality industry that may require assessment can include the risk of burns and scalds, working with sharp knives, the risk of slips and trips.

An assessment of risk shall be completed, identifying the hazards, evaluating the level of risk, and implementing control measures to eliminate or minimise the risk. Employers shall document the risk assessment(s) if they have five or more employees. The risk assessment(s) shall be kept up to date with any significant changes or new information. Risk assessments shall be reviewed in the event of an accident, incident, if no longer valid or following a significant change that may impact the level of risk or controls.

Best Practice

J6 - Personal protective equipment

Requirement

It is a requirement to provide employees with personal protective equipment (PPE) to protect them against health or safety risks at work, when other control measures alone do not sufficiently reduce the risk. Required PPE shall be assessed as being fit for the intended task/ activity without increasing overall risk and and to fit the wearer correctly. PPE shall be supplied free of charge, maintained, cleaned, stored and used in an efficient state, working order and in good repair. An assessment shall be undertaken and include what specification of PPE is required. Personnel shall be instructed and trained on correct PPE use. PPE shall be stored between uses, such that it is kept clean, protected from damage and accessible. Personnel shall report PPE that is damaged or in poor repair.

Best Practice

It is best practice for employers to consider whether personal protective equipment is required to reduce the risk of injury when employees work with dust, mist, gas, fumes, noise, extreme temperatures, falling items, and corrosive liquids and materials. In order to keep PPE in good condition it is best practice to store it in a dry, clean cupboard. Safety signs can be a useful reminder that PPE should be worn. It is recommended PPE that conforms with 'CE' or 'UKCA' are used.

J7 - Health surveillance

Requirement

It is a requirement to provide health surveillance, where health risks such as noise, vibration and substances hazardous to health including asbestos, lead and ionising radiation, are present. The business shall provide personnel with health surveillance if:

- the exposure to a hazardous substance may cause a specific disease or health problem; for example asthma and flour dust, working with chemicals and dermatitis.
- the risk of developing the disease or health problem depends on the level and duration of the exposure,

and

- there are reliable methods to detect early signs of the disease or health problem, and the method is safe for the employee.

The business shall keep health surveillance records for at least 40 years.

Best Practice

It is best practice to consult a qualified occupational health expert when designing and implementing health surveillance programs for your employees. Health surveillance can help you detect and prevent work-related illnesses that may affect your staff, such as asthma and dermatitis. You should consider health surveillance if any of the following apply to your workplace: there have been previous incidents of work-related ill health, your workers rely on personal protective equipment to protect them from exposure, there is evidence of ill health in similar jobs or sectors, you have information from insurance claims, manufacturers, or industry guidelines that suggest potential health risks.

J8 - Visitors and contractors

Requirement

Temporary personnel and non-personnel when working onsite, shall receive Information/instruction regarding the health and safety procedures and risk control measures of the business, relevant to their work activities.

Where contractors are working at the premises, they shall be supervised and controlled such that their work activities do not present a risk to safety of others at the premises.

Where construction work is undertaken and more than one contractor used, a principle designer and principle contractor shall be appointed. All persons affected by the works shall be informed of the health and safety procedures in place, for example changes to access and egress routes or fire safety arrangements. Personnel and visitors shall be protected from the risks of construction work.

In the UK the Health and Safety Executive (HSE) must be notified when construction work will take longer than 30 working days, and at any point will have more than 20 workers on the site

Best Practice

It is best practice to use a permit to work system for all high risk activities, where a risk assessment shows robust health and safety controls are required. for example, 'hot works'. It is best practice to issue visitors and contractors with a visitors badge and to not leave them unattended when on-site.

J9 - Vulnerable persons

Requirement

It is a requirement to protect expectant, new (given birth in the last 6 months) and breastfeeding mothers, and their babies, from any hazards in the workplace. The businesses shall conduct a risk assessment to identify and eliminate or reduce any risks from the work processes, conditions, or substances that could harm a new or expectant mother or her baby. The risk assessment shall be updated regularly. If there is no way to avoid the risk, businesses shall offer suitable alternative work.

It is a requirement to protect the health and safety of young workers (16 - 18 years old) from any hazards that may arise from their inexperience, lack of awareness, or incomplete development. These hazards shall be minimised as much as possible. Young workers shall not be assigned tasks that are too physically or mentally demanding, or be exposed to harmful substances, radiation, extreme temperatures, noise, or vibration.

It is a requirement to protect the health and safety of any other workers with individual needs that may make them more vulnerable to risk.

Best Practice

It is best practice to provide adequate and comfortable rest facilities for pregnant women and nursing mothers, as they may need more frequent breaks and a place to relax. The rest facilities should be close to toilets and have the option to lie down if needed. If the work involves exposure to ionising radiation, pregnant or breastfeeding women should follow the specific guidance on working safely with this hazard.

Young people are likely to need more supervision than adults and it is best practice to have a documented procedure to enable young people to get additional support to allow them to carry out their work without putting themselves and others at risk. This can include tailored training or closer supervision particularly in the first six months of a job due to their potential lack experience or maturity.

J10 - Lone working

Requirement

The business shall assess the health and safety risks to lone workers, and put arrangements in place to protect their safety. A lone worker is 'someone who works by themselves without close or direct supervision'.

Best Practice

It is best practice to operate a lone worker solution that fits the lone working application and risk profile of your workforce

J11 - Work related stress

Requirement

It is a requirement to protect personnel from stress in the workplace. A risk assessment shall be completed and where indicated by the assessment, arrangements put in place to reduce the impact of stress. The assessment shall consider the impact of stress on physical as well as mental health. The assessment shall consider work demands, levels of control and support, job role and changes and work relationships. Consideration shall also be given to first aid needs. Where there are five or more employees, the assessment shall be documented.

The risk assessment shall be kept it up to date with any significant changes or new information. Risk assessments shall be reviewed if no longer valid or following a significant change that may impact the level of risk or controls.

Best Practice

It is best practice to have a documented procedure to ensure

• your employees are able to cope with the demands of their jobs
• they understand their role and responsibilities
• they have an influence in the way they do their work
• they receive enough information and support.

There should be a zero tolerance to bullying and employees should be engaged when a business is undergoing change.

J12 - Licenses and security

Requirement

Workplaces that conduct licensable activities such as selling alcohol, shall comply with all licensing conditions imposed by the licensing authority. The licensing objective it to prevent crime and disorder, to protect personnel, visitors and contractors on site. Where a premises license is in place, crime and disorder measures shall be considered. Where deemed necessary, either by assessment or as a license requirement, measures that are commensurate to the risk, shall be applied. For example security measures to protect personnel and guests.

Best Practice

It is best practice to have security arrangements in place to protect personnel, visitors and contractors on site. This can be achieved by installing security systems (CCTV) or other measures (body armour/ cameras) to help reduce the risk of violence on site as well as using third party security contractors to oversee security arrangements.

J13 - Monitoring records

Requirement

The monitoring requirements of the clauses for Asbestos, Fire safety and Legionella shall be maintained, with records made available on request.

The daily, weekly and monthly operational opening and closing health and safety and fire safety checks shall be completed and records retained.

Best Practice

It is best practice to record regular maintenance checks in the workplace which may include fire, operational and health and safety related compliance. Routine checks should be carried out and recorded for lint removal from any dryers and baby cots should also be inspected on a regular basis and recorded to ensure any defective equipment is identified and taken out of use immediately.

K - Confidence in Management

K1 - Accident, incident and near-miss reporting

Requirement

The business shall appoint a competent person who is responsible for reporting and recording certain work-related incidents. Incidents to be recorded include injuries that cause personnel to be absent from work for more than three days.

In the UK, injuries that incapacitate employees for more than seven days (not counting the day of the accident), deaths and specific non-fatal injuries as specified by the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR). The competent person shall also report any injuries to non-workers that require immediate hospital treatment. All reports shall be made to the Health and Safety Executive (HSE) within 10 working days of the incident.

Best Practice

It is best practice to keep records of accidents and near misses. This may be achieved by keeping an accident book or an incident recording system. There should be procedures in place to report and record incidents and incident records should be stored securely, to comply with data protection regulations.

K2 - First aid

Requirement

The business shall ensure personnel can immediately receive help in the event of an accident or illness at work. There shall be suitable and sufficient first-aid provisions, such as equipment, facilities and access to trained staff, relative to the size and complexity of the business. Personnel shall know where to find first-aid supplies and who to contact in the event of an emergency.

Best Practice

It is best practice to provide first aid boxes (or grab bags) that are relative to the size and complexity of the business. A contents list should be provided, the kits checked regularly and the kits maintained with the listed contents, which are in date. First aid kits should not contain lotions or medicines.

K3 - Compliance history

Requirement

Requirements from enforcement inspections and legally required periodic inspection reports shall be actioned within given timescales. The compliance requirements of clauses: Electrical Safety, Gas Safety, Working at Height, Pressure Vessels and Lifting Equipment shall be applied.

Best Practice

It is best practice to action all 'recommendations' identified during enforcing authority inspections and legally required periodic inspection reports and to action these recommendations within the given timescales. It is best practice to conduct internal audits or employ third party auditors to help to verify the measures outlined in company policies are put into place and work effectively.

It is best practice to achieve ISO 45001 accreditation, demonstrating they successfully implement health and safety management systems that meet the requirements of the standard.

K4 - Training and competency

Requirement

It is a requirement to provide all personnel (including temporary staff) with information, instruction, training and supervision as is necessary to ensure, so far as is reasonably practicable, the health and safety at work. Additional training is required when personnel are exposed to new or increased risk. Refresher training is required periodically and shall be updated to account for any changes since the previous training. Health and safety representatives appointed by Trade Unions shall be trained during work time to assist with their duties.

Best Practice

It is best practice to record all training to demonstrate compliance and assist towards any due diligence defence. Training can be completed in many ways including formal in-house or external training provided by a competent, qualified or experienced person with a documented competence assessment; self study and in-house instruction, demonstration and supervision.

3.3 Positive observations

L - Positive observations

Section L (above the Standard) is designed to capture positive points at the food business operator that are useful for trending purposes and are not required for approval status.

Where a food business operator demonstrates full compliance against a section of the Food Safety Standard, positive observations may be captured under the following areas.

L1 - Food safety and hygiene practice and procedures

Observation

Good practice observations identified in relation to practices and procedures, for example, cleanliness, personal hygiene, delivery and storage, food preparation, calibrated equipment, food transportation, food waste practices, bar equipment.

L2 - Cross contamination controls

Observation

Good practice observations identified in relation to cross contamination controls, for example, food preparation and storage, wrapping and packaging materials, chemical storage, cleaning and disinfection, hand food or equipment washing, allergens, physical contamination.

L3 - Food safety and hygiene structure and maintenance

Observation

Good practice observations identified in relation to the structure and maintenance of, for example, food preparation areas, storage areas, food preparation equipment, drainage, lighting, ventilation, water supply, personnel facilities, pest control.

L4 - Food information and composition

Observation

Good practice observations identified in relation to the food information and composition controls, for example, allergen information procedures and labelling, compositional standards information, mandatory declarations.

L5 - Food safety management system

Observation

Good practice observations identified in relation to the food safety management system, for example, food policies, FSMS information, monitoring records, pest control records.

L6 - Confidence in management

Observation

Good practice observations identified in relation to confidence in management, for example, training arrangement and records, compliance history, complaints and recall, record keeping and document control, personnel observations.

L7 - Consumer requirements

Observation

Good practice observations identified in relation to customer care

04
Revision to the Standard

4.1 Revisions to the Protocols and Standard

4.1.1 Frequency

The Safe to Trade Protocol and Standard will be subject to a formal review a maximum of every three years. The review will be conducted by Safe to Trade and will include consultation with the Stakeholder Engagement Forums. The Technical Standards Committee will approve changes to Standard Requirements. The output of the review together with recommendations on changes to the Safe to Trade Protocol, Standard and Inspection Body Protocol will be submitted to the Independent Governance Board for approval. Each formal review will result in an increase of one increment of the version number, for example version 1 to version 2.

4.1.2 Consultation process

A substantial change to the Safe to Trade Protocol, Standard or Inspection Body Protocol will be subject to formal consultation with the Stakeholder Engagement Forums. The consultation will last for a minimum of six weeks weeks and the output from the Stakeholder Engagement Forums will be a list of recommendations of changes to the Standard. The Technical Standards Committee will approve changes to Standard Requirements. The Independent Governance Board will sign-off changes to the Standard and Protocol from a governance perspective.

4.1.3 Implementation timescales

Any changes to the Safe to Trade Protocol or Standard will be communicated to all parties giving at least 6 months' notice prior to the introduction of the change. Note: Where exceptional circumstances require urgent changes to be made as much notice as is reasonably possible will be given.

4.1.4 Interim updates to the Programme

Minor changes to the Safe to Trade Protocol, Standard or Inspection Body Protocol, will not be subject to full consultation but will be reviewed and approved by the Technical Standards Committee (if appropriate) and the Independent Governance Board. Changes will not be retrospectively applied and appropriate documentation will be republished with a sub-increment increase of version number, for example version 1 will increase to version 1.1.

05

Regulatory references

5.1 Food Safety and Hygiene References

The Basis of the Safe to Trade Hospitality Food Safety & Hygiene Standard are the following regulations. Consumer driven requirements are also included.

Regulation	References
Food Safety Act 1990	Article 7 - Rendering food injurious to health
	Article 8 - Selling food not complying with food safety requirements
	Article 14 - Selling food not of the nature or substance or quality demanded
	Article 15 - Falsely describing or presenting food
Assimilated Regulation (EC) No 178/2002 of the European Parliament and of the council of 28 January 2002 laying down the general principles and requirements of food law, establishing the European Food Safety Authority and laying down procedures in matters of food safety	Article 14 - Food safety requirements
	Article 16 - Presentation
	Article 17 - Responsibilities
	Article 18 - Traceability
	Article 19 - Responsibilities for food: food business operators
Assimilated Regulation (EC) No 1829/2003 of the European Parliament and of the council of 22 September 2003 on genetically modified food and feed	Article 25 - Requirements
Assimilated Regulation (EC) No 852/2004 of the European Parliament and of the council of 29 April 2004 on the hygiene of foodstuffs	Article 5 - Hazard analysis and critical control points
	Annex II - General hygiene requirements for all Food Business Operators

Regulation	References
Assimilated Regulation (EC) No 853/2004 of the European Parliament and of the council of 29 April 2004 laying down specific hygiene rules for food of animal origin	Annex III, Section VII - Live bivalve molluscs Annex III, Section VIII - Fishery products
The Food Hygiene (Northern Ireland) Regulations 2006	Regulation 27, Schedule 4 - Temperature control requirements
The Food Hygiene (Wales) Regulations 2006	Regulation 30, Schedule 4 - Temperature control requirements
The Food Hygiene (Scotland) Regulations 2006	
Assimilated Regulation (EU) No 1169/2011 of the European Parliament and of the council of 25 October 2011 on the provision of food information to consumers	Article 6 - Basic requirement Article 7 - Fair information practices Article 8 - Responsibilities Article 9 - List of mandatory particulars Article 12 - Availability and placement of mandatory food information Article 13 - Presentation of mandatory particulars Article 14 - Distance selling Article 15 - Language requirements Article 16 - Omission of certain mandatory particulars Article 17 - Name of the food Article 18 - List of ingredients Article 20 - Omission of constituents of food from the list of ingredient Article 21 - Labelling of certain substances or products causing allergies or intolerances Article 36 - Applicable requirements Article 44 - National measures for non-prepacked food

Regulation	References
Assimilated Regulation (EU) No 1169/2011 of the European Parliament and of the council of 25 October 2011 on the provision of food information to consumers	Annex II: substances or products causing allergies or intolerances Annex III: Foods for which the labelling must include one or more additonal particulars Annex VII: Part B: Designation of certain ingredients by the name of a category, rather than a specific name
The Food Hygiene (England) Regulations 2013	Regulation 32, Schedule 4 - Temperature control requirements
Assimilated Regulation (EU) No 828/2014 of 30 July 2014 on the requirements for the provision of information to consumers on the absence or reduced presence of gluten in food	Article 3 - Information to consumers
The Food Information (Wales) Regulations 2014 **The Food Information (Scotland) Regulations 2014** **The Food Information (Northern Ireland) Regulations 2014**	Regulation 3 - Derogation relating to milk and milk products Regulation 4 - Derogation relating to minced meat Regulation 5 - Foods that are not prepacked etc. containing an allergenic substance or product etc. Regulation 6 - Foods that are not prepacked etc. – general requirement to name them Regulation 7 - Products that are not prepacked etc. containing meat and other ingredients Regulation 8 - Irradiated foods

Regulation	References
The Food Information (Amendment) (England) Regulations 2019 **The Food Information (Amendment No.2) Regulations (Wales) 2020** **The Food Information (Scotland) Amendment Regulations 2021** **The Food Information (Amendment No.2) Regulations (Northern Ireland) 2020**	Chapter IV: Labelling Article 21 - Labelling of food additives not intended for sale to the final consumer Article 23 - Labelling of food additives intended for sale to the final consumer Article 24 - Labelling requirement for foods containing certain food colours
Assimilated Regulation (EU) No 1333/2008 food additives	Regulation 5A - Foods that are prepacked for direct sale - duty to list ingredients Regulation 6A - Foods that are prepacked for direct sale – general requirement to name them
Water Industry Act 1991	Regulation 111 - Restrictions on use of public sewers.

The new standard in consumer safety

5.2 Health and Safety References

The Basis of the Safe to Trade Hospitality Food Safety & Hygiene Standard are the following regulations. Where the UK regulations are listed the equivalent Northern Ireland regulations shall also apply. Consumer driven requirements are also included.

Regulations

Legislation	References
Building Safety Act 2022	Schedule 35 - Industry competence
Employers' Liability (Compulsory Insurance) Act 1969	Regulation 4 - Certificates of insurance
Employment Rights Act 1996	Regulation 67 - Right to offer of alternative work (maternity)
Environmental Protection Act 1990	Regulation 34 - Duty of care etc. as respects waste
Equality Act 2010	Regulation 20 - Duty to make adjustments (for disabled persons)
Health and Safety at Work etc. Act 1974	Regulation 2 - General duties of employers to their employees
	Regulation 3 - General duties of employers and self-employed to persons other than their employees
	Regulation 4 - General duties of persons concerned with premises to persons other than their employees
	Regulation 6 - General duties of manufacturers etc. as regards articles and substances for use at work
	Regulation 7 - General duties of employees at work
Licensing Act 2003	Schedule 2 - Provision of late night refreshment
	Schedule 4 - Personal licence: relevant offences

Legislation	References
Notification of Cooling Towers and Evaporative Condensers Regulations 1992	
Safety Representatives and Safety Committees Regulations 1977, ns 1996	
The Building Regulations 2010	Schedule 1 Requirements - K2 Vehicle loading bays
The Confined Spaces Regulations 1997	
The Construction (Design and Management) Regulations 2015	Regulation 6 - Notification
	Regulation 5 - Appointment of the principal designer and the principal contractor
The Control of Asbestos Regulations 2012	Regulation 4 - Duty to manage asbestos in non-domestic premises
	Regulation 9 - Notification of work with asbestos
	Regulation 12 - Use of control measures etc
	Regulation 13 - Maintenance of control measures etc
The Control of Substances Hazardous to Health Regulations 2002	Regulation 6 - Assessment of the risk to health created by work involving substances hazardous to health
	Regulation 7 - Prevention or control of exposure to substances hazardous to health
	Regulation 9 - Maintenance, examination and testing of control measures
	Regulation 11 - Health surveillance
	Regulation 12 - Information, instruction and training for persons who may be exposed to substances hazardous to health

Legislation	References
The Electricity at Work Regulations 1989	Regulation 4 - Systems, work activities and protective equipment
The Fire Safety (Scotland) Regulations 2006	
The Gas Safety (Installation and Use) Regulations 1998	Regulation 3 - Qualification and supervision
	Regulation 36 - Duties of Landlords
The Health and Safety (Consultation with Employees) Regulations 1996	Regulation 3 - Duty of employer to consult
	Regulation 7 - Training, time off and facilities for representatives of employee safety
The Health and Safety (Display Screen Equipment) Regulations 1992	Regulation 2 - Analysis of workstations
The Health and Safety (First-Aid) Regulations 1981	Regulation 3 - Duty of employer to make provision for first-aid
	Regulation 4 - Duty of employer to inform his employees of the arrangements made in connection with first-aid
The Health and Safety (Safety Signs and Signals) Regulations 1996	Regulation 2 - Interpretation
	Schedule 1 - Minimum requirements
The Health and Safety Information for Employees Regulations 1989	Regulation 4 - Provision of poster or leaflet
The Ionising Radiations Regulations 2017	Regulation 14 - Radiation protection adviser
The Lifting Operations and Lifting Equipment Regulations 1998	Regulation 9 - Thorough examination and inspection
	Regulation 10 - Reports and defects

Legislation	References
The Management of Health and Safety at Work Regulations 1999	Regulation 3 - Risk assessment
	Regulation 5 - Health and safety arrangements
	Regulation 6 - Health surveillance
	Regulation 13 - Capabilities and training
	Regulation 15 - Temporary workers
	Regulation 16 - Risk assessment in respect of new or expectant mothers
	Regulation 17 - Certificate from registered medical practitioner in respect of new or expectant mothers
	Regulation 18 - Notification by new or expectant mothers
	Regulation 19 - Protection of young persons
The Manual Handling Operations Regulations 1992	Regulation 4 - Duties of employers
The Personal Protective Equipment at Work Regulations 1992	Regulation 4 - Provision of personal protective equipment
	Regulation 7 - Maintenance and replacement of personal protective equipment
	Regulation 8 - Accommodation for personal protective equipment
	Regulation 9 - Information, instruction and training
The Pressure Systems Safety Regulations 2000	Regulation 4 - Design and construction
	Regulation 8 - Written scheme of examination

Legislation	References
The Provision and Use of Work Equipment Regulations 1998	Regulation 4 - Suitability of work equipment
	Regulation 5 - Maintenance
	Regulation 6 - Inspection
	Regulation 9 - Training
	Regulation 11 - Dangerous parts of machinery
	Regulation 12 - Protection against specified hazards
	Regulation 24 - Warnings
The Regulatory Reform (Fire Safety) Order 2005	Regulation 9 - Risk assessment
	Regulation 11 - Fire safety arrangements
	Regulation 14 - Emergency routes and exits
	Regulation 15 - Procedures for serious and imminent danger and for danger areas
	Regulation 17 - Maintenance
	Regulation 21 - Training
The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013	Schedule 1 - Reporting and recording procedures
	Regulation 3 - Responsible person
	Regulation 4 - Non-fatal injuries to workers
	Regulation 5 - Non-fatal injuries to non-workers
	Regulation 6 - Work-related fatalities
	Regulation 12 - Recording and record-keeping

Legislation	References
The Safety Representatives and Safety Committees Regulations 1977	Regulation 9 - Safety committees
The Social Security (Claims and Payments) Regulations 1979	Regulation 25 - Obligations of employers
The Work at Height Regulations 2005	Regulation 9 - Fragile surfaces
	Regulation 11 - Danger areas
	Regulation 12 - Inspection of work equipment
The Workplace (Health, Safety and Welfare) Regulations 1992	Regulation 5 - Maintenance of workplace, and of equipment, devices and systems
	Regulation 6 - Ventilation
	Regulation 9 - Cleanliness and waste materials
	Regulation 12 - Condition of floors and traffic routes
	Regulation 14 - Windows, and transparent or translucent doors, gates and walls
	Regulation 17 - Organisation etc. of traffic routes
	Regulation 20 - Sanitary conveniences
	Regulation 21 - Washing facilities
	Regulation 22 - Drinking water
	Regulation 24 - Facilities for changing clothing
	Regulation 25 - Facilities for rest and to eat meals

Guidance

HSG 65 Successful H&S management

HSG 85 Electricity at work safe working practices

INDG 199 Workplace transport safety

INDG 236 - Maintaining portable electric equipment in low risk environments

INDG 293 - Welfare at work

INDG 363 Noise at work

INDG 73 Protecting lone workers: How to control the risks of working alone

L108 Controlling noise at work

L122 Safety of pressure systems ACoP

L143 Approved Code of Practice and guidance Control of Asbestos Regulations 2012

L21 Management of Health and Safety at Work Regulations 1999 ACoP &

L23 Manual Handling Operations Regulations 1992

L24 Workplace health, safety and welfare

L64 Safety signs and signals

L74 Health and Safety (First Aid)

L8 Approved Code of Practice (Legionnaires disease)

5.3 Other references

The following food safety and hygiene resources have also been reviewed in the formulation of this document:

- Codex Alimentarius General Principles of Food Hygiene 2020
- Codex CXG 93-2021 Principles and Guidelines for the Assessment and Use of Voluntary Third-Party Assurance Programmes 2021
- Food Law Code of Practice (England) 2023
- Food Law Code of Practice (Northern Ireland) 2023
- Food Law Code of Practice (Wales) 2021
- The Food Hygiene Rating Scheme (FHRS): Guidance for local authorities on implementation and operation - the Brand Standard 2021
- Food Hygiene Rating (Wales) Act 2013, Food Hygiene Rating (Wales) Regulations 2013 and Food Hygiene Rating (Promotion of Food Hygiene Rating) (Wales) Regulations 2016: Guidance for food authorities
- The Food Hygiene Rating Act (Northern Ireland) 2016, The Food Hygiene Rating Regulations (Northern Ireland) 2016
- Food Law Code of Practice (Scotland) 2019
- Interventions Food Law Code of Practice (Scotland) 2019
- Industry Guide to Good Hygiene Practice Catering Guide, UKHospitality, 2022

6 Glossary

Appeal
The formal process used to raise a disagreement with the findings of the audit.

Assured Advice
Assured Advice is tailored advice, provided through a Primary Authority, to make it simpler and easier for food business operators to comply with environmental health, trading standards and fire safety regulations. Safe to Trade has Assured Advice from a partnership with Milton Keynes City Council who are the Primary Authority. Other local authorities must respect the advice given under the partnership and provided the food business operator abides by the advice given, it won't need to follow conflicting advice from other sources and should not be subject to enforcement action.

Audit
The review of compliance against a documented standard. It can include assessment of systems and processes and inspection of premises.

Catering and hospitality
Any establishment (including a vehicle or a fixed or mobile stall), such as restaurants, canteens, school kitchens, hospital kitchens and catering enterprises in which, in the course of a business, food is prepared to be ready for consumption by the final consumer.

Inspection Body
Third-party assessment body providing Safe to Trade audits for food business operators. The inspection body can be non-governmental or governmental (with or without regulatory authority).

Competent Authority
A government authority with overall responsibility for policy, regulation and assurance within the agri-food chain sector. In the UK, Central Competent Authorities (CCAs) include the Food Standards Agency (FSA) in England, Northern Ireland and Wales, Food Standards Scotland (FSS), the Department for Environment Food and Rural Affairs (DEFRA) and the Department of Health and Social Care (DHSC). Many official controls are delegated to Enforcing Competent Authorities (ECAs) that include Local Authorities (LAs).

Complaint
The formal process to raise concerns regarding individuals and fundamental requirements of the scheme or to escalate appeals that have not been upheld regarding the audit.

Containers
A primary receptacle that encloses food and may include trolleys, bags, boxes, trays, crates, cage

Critical Control Point (CCP)
A step in a process at which control can be applied to prevent, eliminate or reduce a food safety hazard to an acceptable level.

Critical limit
A maximum or minimum value that must be achieved for a CCP to remain under control. A critical limit is usually a measure that can be monitored and recorded, such as time, temperature, pH etc.

Food Business Operator (FBO)
The natural or legal person(s) responsible for ensuring that the requirements of food law are met within the food business under their control.

Food Hygiene Information Scheme (FHIS)
This provides a rating of a food business in Scotland by a food safety officer regarding the standards of food hygiene found at the time of inspection. There are three different ratings; Pass means the business meets the legal requirements for food hygiene, Improvement Required means the business did not meet the legal requirements and needs to make improvements and Exempt Premises where a business meets the criteria to pass but does not meet the criteria to be part of the scheme i.e. low risk. FHIS applies in Scotland and a similar scheme applies in England, Northern Ireland and Wales (see FHRS).

Food Hygiene Rating Scheme (FHRS)
This provides a rating of the food business by a food safety officer regarding the standards of food hygiene found at the time of inspection. It includes aspects of handling, storage, preparation, cleanliness and general food safety management. Ratings range from 0 to 5 and indicate whether urgent improvement is needed (0) through to where hygiene standards are very good (5). FHRS applies in England, Northern Ireland and Wales. Scotland uses a similar scheme called the Food Hygiene Information Scheme (see FHIS).

Food Safety Management System (FSMS)
Controlled processes for managing food safety within a food business. Will help to ensure that food is produced safely. The FSMS should be based on the principles of HACCP.

Hazard Analysis Critical Control Point (HACCP)
An internationally recognised, systematic and preventative approach to identifying and managing food safety hazards from raw materials through to the finished product.

High Risk Food
These are foods which are ready-to-eat, are capable of supporting the growth of bacteria and will not undergo any further processing to make them safe to consume. Examples include: cooked meat, poultry, fish and shellfish, cooked rice and pasta, prepared salads and vegetables, dairy products, products made with egg e.g. mousse or mayonnaise, gravy, sauces, soups etc.

Independent Governance Board (IGB)
A group of individuals with expertise in strategic food safety and hygiene that oversees the governance of the scheme.

Inspection
The physical assessment of a premise to assess compliance with defined standards of food safety and hygiene.

Industry Guide
The Food Industry Guide to Good Hygiene Practice: Catering Guide provides advice and guidance to food business operators on how to comply with their legal obligations on the hygiene of foodstuffs to ensure the safety of the food served to their customers across the UK. The Guide supports the proportionate, consistent and effective application of food hygiene in the UK and is recognised by the Food Standards Agency and Food Standards Scotland.

Local Authority
An example of an Enforcing Competent Authority with delegated powers to enforce official food and feed controls through local authority officers.

Low Risk Food

These are foods which are stable at ambient temperatures and are unlikely to cause food poisoning. Examples include: bread, biscuits, unopened tinned products, foods with high sugar content e.g. jam, acidic foods e.g. pickled foods, vinegar, fermented foods e.g. charcuterie, smoked or salted foods etc.

Non-conformance

Objective evidence that demonstrates non-compliance to the requirement of the Standard. The non-conformance types are detailed below, indicating the severity implication of the failure.

- **Requirement Removal:** A non-conformance that presents imminent risk of injury to the health of consumers i.e. illness or injury, so will result in failure to meet the Standard.

- **Requirement:** A non-conformance that does not meet a legal requirement so will result in failure to meet the Standard. Will require the food business operator to sign off the action within 60 days with evidence provided that suitable action has been taken. Evidence will be verified by the Safe to Trade before 'Approved' status is awarded.

- **Best Practice:** A non-conformance that is outside legal requirements so will not result in failure to meet the Standard. Does not require sign off, however it is recommended for the business to action them to demonstrate where they have gone above and beyond the standard to drive improvement.

Primary Authority

A legally recognised relationship between a food business and a Local Authority that enables a business to receive specific advice regarding the enforcement and compliance with food law. Where such an arrangement is in place, all other

Local Authorities must take account of any assured advice given by the Primary Authority to the business in relation to its compliance with food law.

Register

The register holds information owned by Safe to Trade relating to food business operators enrolled in the Programme. This includes business and location identifiers, Safe to Trade status, reason for downgrade, audit and approval dates, Inspection Body and auditor identification, consumer feedback and ghost ratings (FHRS, FLRS). Certain aspects of the Safe to Trade register are shared publicly online and others and subject to restricted access.

The register does not contain audit or non-conformance data that identifies a particular business or location. Safe to Trade can provide anonymized audit and non-conformance data for the purpose of insights and reporting.

Regulator

The government authority that establishes the legal requirements (regulations) that must be complied with. In the context of food safety, the Regulator is the Food Standards Agency (FSA) in England, Northern Ireland and Wales and Food Standards Scotland (FSS). In the context of health and safety the Regulator is the Health and Safety Executive (HSE) in England, Scotland and Wales, and the Health and Safety Executive for Northern Ireland (HSENI). In the context of Safe to Trade 'regulator' also refers to competent authorities and local authorities.

Remote audit

The process used when a physical audit is not possible e.g. during pandemics. This involves the review of documentary and photographic evidence of compliance to the Standard by remote access to information.

Retail

The handling and/or processing of food and its storage at the point of sale or delivery to the final consumer.

Safe to Trade

Safe to Trade is a food safety voluntary third party assurance programme that operates in the United Kingdom. The scheme covers businesses that supply food to consumers. These businesses fall under either the Food Hygiene Rating Scheme (England, Wales, Northern Ireland) or Food Hygiene Information Scheme (Scotland). Shield Safety Group Limited is the parent company of Safe to Trade.

Safe to Trade Auditor Register

A register of auditors held by the Certification Body who are competent to conduct Safe to Trade audits and/or verify the evidence provided by the food business operator for the closure of Standard Requirement non-conformances. The requirements for individuals to be entered onto a Safe to Trade Register are contained in the Inspection Body Guide.

Self-assessment

The process of reviewing compliance of one's own business against the Standard to identify readiness for full assessment and approval by an independent third party.

Stakeholder Engagement Forum (SEF)

A group of individuals with an interest in Safe to Trade that represent relevant stakeholder groups - for example food business operators, regulators, consumer groups, certification bodies. The forum provides feedback regarding the Scheme and Standard and promotes Safe to Trade across stakeholder communities.

Standard

The specific food safety and hygiene requirements expected of the business to achieve approval. Approval is awarded when the business meets the Standard and also complies with other Scheme rules.

The Safe to Trade Scheme

The Programme consists of the rules and governance arrangements and also includes details of the Standard that forms the basis against which a business is audited and inspected to achieve certification.

Technical Standards Committee (TSC)

A group of individuals with expertise in the operational food safety and hygiene standards expected of food business operators to demonstrate compliance with requirements. The TSC develops the Safe to Trade Standard, and operates to a defined mandate, frequency and code of conduct.

Notes

Food Safety and Hygiene Standard: Hospitality and Catering | Version 1.3

© 2024 Safe to Trade

Notes

Food Safety and Hygiene Standard: Hospitality and Catering | Version 1.3 © 2024 Safe to Trade

LOVE SAFE FOOD

A trusted standard that puts people's health first.
Professionals that lead the way.
Partners helping UK hospitality to thrive.
Passionate advocates for better, every time.

A **Safer World** made by Safe to Trade

For more information visit safetotrade.org.uk