



Food Safety Management Policy

Policy No.677511

Description

This policy outlines the Rock of Ages Catering Services responsibilities for implementing suitable systems to ensure food safety.

If you require this document in a different format or language please speak to Folashade Akintola.

If you would like to provide feedback about our services
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1. Introduction

1.1. Food Safety is fundamental in ensuring the health of people who access Rock of Ages catering services. The primary responsibility for complying with food safety law rests with the Rock of Ages catering services as the business operator. Under the Food Safety Act 1990 and EU Food Hygiene Regulations 852/2004 it is a requirement of the company to have in place a permanent procedure based on the principles of hazard analysis critical control points (HACCP) which is implemented and maintained.

1.2. All food handlers and Rock of Ages catering services premises from which food is sourced, stored, prepared, distributed or served, must comply with the regulations.

2. Purpose

2.1. To ensure responsibility for Food Safety is embedded at all levels of the organisation.

2.2. The Rock of Ages catering services can demonstrate compliance with Food Safety legislation.

2.3. Food Safety advice is provided by a suitably qualified and resourced catering team.

- 2.4. All staff & personnel working within the scope of this policy are aware of the rationale and responsibility to maintain high standards of Food Safety at all times.
- 2.5. Reduce risk by providing the highest possible standards of Food Safety Management within the limitations of available resources.
- 2.6. Generation of Food Safety surveillance data in accordance with HACCP.
- 2.7. Audit of food safety control policies and protocols and disseminate findings to appropriate staff grades.
- 2.8. An on-going education programme, tailored to meet the needs of individual groups of staff in order that they understand how to control the food hazards associated with their jobs and how to ensure that food causes no harm to the consumer.
- 2.9. Raise awareness of the inherent risks associated with poor food safety practice.

3. Duties

3.1. Lead officer/Caterer

- 3.1.1. Ensuring there are effective and adequately resourced arrangements for food safety within the organisation.
- 3.1.2. Ensuring that the role and functions of Catering Management are fulfilled by appropriate and competent persons.
- 3.1.3. Ensuring that appropriate systems are in place so that the responsibility for Food Safety Management is effectively devolved to all staff who have a responsibility for the provision or service of food and beverages.

3.2. Senior Lead Caterer

- 3.2.1. Has delegated Rock of Ages Catering services responsibility to ensure food safety and provision.
- 3.2.2. Ensuring compliance with all Food Safety Management policies, procedures and guidelines.
- 3.2.3. Ensuring the provision of education in conjunction with Workforce Planning & Development to all grades of staff working within the scope of this policy.
- 3.2.4. Advising and supporting non catering food production staff.
- 3.2.5. Creating, reviewing and monitoring the Food Safety Management policies and procedures.
- 3.2.6. Promoting and facilitating the education of all grades of staff in Food Safety procedures.
- 3.2.7. Identifying and controlling any food related infectious outbreaks in collaboration with the Consultant for Communicable Disease Control, Infection Prevention and Control, Environmental Health and other appropriate Rock of Ages Catering Services staff and agencies.
- 3.2.8. Providing a forum/s for the continued discussion and development of food provision & safety matters.
- 3.2.9. Ensure registration of premises with the local authority in accordance with Environmental Health requirements.

3.2.10. Liaise with the appropriate leads responsible for food provision via Service Level Agreements to ensure food safety standards are met.

3.3. Catering Manager

3.3.1. Provide advice to Chefs & Cooks regarding local control of food production, food safety policies, procedures, guidelines, and their implementation.

3.3.2. Oversee the Catering Team and manage food production within the central production facility.

3.3.3. Report any food safety concerns directly to the Senior Facilities Lead.

3.3.4. Challenge inappropriate Food Safety and Hygiene practice.

3.3.5. Act on and address any remedial actions contained within Environmental Health Inspection Reports in relation to production and service outlets within the organisation for which s/he is responsible.

3.3.6. Identifying and controlling any food related infectious outbreak(s) in collaboration with the Public Health Consultant, Environmental Health, Senior Facilities Lead, Infection Prevention and Control, and other appropriate Rock of Ages Catering Services staff.

3.4. Kitchen Team Leaders

3.4.1. Oversee local control of Food Safety policies, procedures and guidelines and their implementation in relation to food preparation and serving at local level.

3.4.2. Report any safety concerns directly to the management.

3.4.3. Ensure that kitchen staff are aware of the guidance contained within this policy and its appendices.

3.4.4. Challenge inappropriate Food Safety and Hygiene practice.

3.4.5. Take prompt action in relation to remedial audit actions.

3.4.6. Ensure that each service user's meal ordering records are retained for 14 days to facilitate investigation in the event of a suspected food poisoning outbreak.

3.4.7. Ensure staff undertaking or supervising all cooking activities are trained to the appropriate level detailed in the training needs analysis.

3.4.8. Ensure kitchen/pantry-based food safety documentation e.g. fridge/freezer temperature monitoring sheet is completed.

3.4.9. Ensure staff undertaking, supervising, or assessing kitchen-based cooking activities adhere to the ADL HACCP system, and complete the appropriate checklists contained within this policy.

3.4.10. Ensure representation and engagement for their area of responsibility at catering/food safety meetings where covered under SLA.

3.4.11. Ensure staff. Staff and concierge crew have robust systems in place to identify individuals with food allergies and intolerances.

3.4.12. Ensure all staff involved with the catering delivery system are fully aware of their responsibilities in regard to current allergen laws.

3.4.13. Ensure that when undertaking cooking of raw meat & smoked meat, an appropriate risk assessment has been completed and controls adhered to.

3.4.14. Ensure cooking staff inform management when an Environmental Health Officer attends site to undertake an inspection.

3.5. Kitchen Suitability

3.5.1. Provide support in ensuring premises are suitable/designed and equipped in such a way as to prevent risks of injury, illness, infestation or contamination.

3.5.2. Prioritise and address food safety issues related to the fabric of catering premises.

3.5.3. Provide support for the maintenance of catering premises and equipment.

3.6. Catering and Non-Catering Personnel

3.6.1. Have a duty to act on and report at the earliest opportunity, conditions or incidents that may be deemed inappropriate and which may contravene Food Safety.

3.6.2. Are required to adhere to the policies, guidelines and procedures pertaining to the prevention and control of food related infection(s) which provide a framework for safe and best practice.

3.6.3. Have a duty to ensure that people who use our services and visitors to site are advised against bringing high risk foods in to the kitchen as per section 10.

3.6.4. Be instructed in, aware of, and conversant with the duties placed upon them in their respective roles by food safety laws. This will be achieved by compliance with the guidance and training requirements contained within this policy.

3.7. Infection Prevention & Control – Identifying and controlling any food related infectious outbreak(s) in collaboration with the Public Health Consultant, Environmental Health, Senior Facilities Lead, Infection Prevention and Control, and other appropriate Rock of Ages Catering Services staff.

4. HACCP (Hazard Analysis & Critical Control Points)

4.1. Anyone who sells or processes food must comply with the Food Safety and Hygiene Regulations 2013. This legislation requires all food businesses to carry out a hazard analysis of their activities. Regulation 4(3) states, 'A proprietor of a food business shall identify any step in the activities of the food business which is critical to ensuring food safety and adequate safety procedures are identified, implemented, maintained and reviewed.'

4.2. HACCP is a preventative food safety management system developed in the 1950's & early 1960's for NASA to replace end product testing. The system works by controlling the various stages in the food production chain to predetermined targets and tolerances, thus achieving maximum safety of the end product.

4.3. The HACCP system was accepted internationally in the 1990's when the World Health Organisation's Codex Alimentarius Committee on Food Hygiene published its HACCP principals.

4.4. All staff within the food chain have a responsibility to adhere to the procedures contained within the Rock of Ages Catering Services HACCP systems.

5. Training

5.1. Food safety training is an integral part of the management of the food service business and management must ensure that all food handlers receive appropriate supervision, instruction and training in food hygiene matters commensurate with their work activities to ensure compliance with Food Safety Management Systems and the law.

- 5.2. All staff who have direct involvement in the production and service of food, including supervising/overseeing cooking activities, must receive updates in accordance with the Training Needs Analysis.
- 5.3. Workforce planning and Development are responsible for collating attendance rates and ensuring that staff who fail to attend training are contacted and appropriate action taken. Non-attendance will be reported to Line Manager.
6. Environmental Health Officer
- 6.1. The Environmental Health Officer (EHO) is employed by the local authorities and their role in food safety is to give advice and assistance on food safety matters and ensure that food premises comply with the food safety law.
- 6.2. EHO's have wide ranging powers and can enter a food premise at any reasonable time taking whatever action they feel necessary. This may include:
- Inspecting premises and carrying out investigations of possible offences
 - Checking practices and procedures
 - Taking a food sample for analysis
 - Taking photographs of possible food hazards
 - Taking temperatures of storage areas and food items
 - Seizing any suspect food and condemning it as unfit
 - Inspecting documentation and questioning food handlers
 - Issuing improvement Prohibition Notices requiring remedial work to be carried out within a specified time limit
 - Taking statements and issuing legal cautions
 - Applying to the courts for orders to close the premises
- 6.3. Routine Environmental Health Inspections are undertaken periodically depending on the risk assessment of hygiene standards of the particular business. Within Rock of Ages catering services, this is typically every 18-24 months.
- 6.4. Inspections must be treated seriously. The most senior Catering/Facilities member of staff on duty must accompany the EHO around the premises, making all areas and any documentation available on request. The EHO will want to inspect;
- The structure of the building,
 - Cleaning standards
 - Staff hygiene
 - Pest control measures
 - Lighting
 - Ventilation
 - Food temperatures e.g. freezers, refrigerators, hot holding equipment etc.
 - HACCP documentation
 - Training records
- 6.5. The EHO will also ask individual food handlers questions relating to the hygiene aspect of their role.
- 6.6. Verbal feedback is received during the visit. However following the visit, formal notification will be received and the premises given a rating of one to five stars. Any matters for improvement and action, must be acted upon by the Rock of Ages Catering Services immediately. Copies of the report must be sent to the Senior Facilities Lead so that the findings and recommendations may be recorded and actioned.

7. Kitchen Access

- 7.1. The 'kitchen' referred to within this guidance, is primarily the Catering Production Kitchen responsible for producing meals for our service users. However, the guidance should be followed at satellite level kitchens (not SLK kitchens) especially during times of food preparation and service.
- 7.2. Visitors to the Catering Facility - Visitors to the ROACS are to first report to the office where they will be required to complete a health declaration before entering the kitchen proper. Beyond the kitchen entrance, protective clothing must be worn and visitors must be accompanied by a member of the catering staff at all times.
- 7.3. Tradesmen - Tradesmen carrying out maintenance within the kitchen are required to report at the office to the manager or supervisor on duty. Work overalls and a tool kit, preferably dedicated to the catering department are recommended to be used at all times within the kitchen environment. Tools, materials, fixings etc. must be accounted for before and after any works, with any missing items immediately reported to the catering manager.
- 7.4. Non-Catering Staff – All non-catering staff should have limited/no access to the kitchen. The kitchen must not be used as a thoroughfare in any circumstances or as a staff kitchen for the preparation of staff snacks, and only staff essential to the service should enter kitchens during any meal preparation and service times.
- 7.5. Domestic/Housekeeping staff - Domestic and housekeeping portering staff should have limited access to the kitchen to complete planned cleaning and portering tasks.
- 7.6. People who use Rock of Ages Catering Services: In the interests of safety, no access to the kitchen is permitted to unauthorised persons.

8. Personal Hygiene Standards for Catering Staff

- 8.1. Hands and Hand Washing - Food handlers must wash their hands regularly, ensuring that they are free from flaking skin, cuts and abrasions. Any small cuts should be covered by clean food grade waterproof and brightly coloured dressings. Cut fingers however, may need additional waterproof protection in the form of a fingerstall. Any prolonged conditions or significant skin damage should be reported to a supervisor and/or doctor for appropriate treatment. Hand washing should be undertaken with soap and warm water at appropriate times when there is a risk of food contamination. Examples being:

- Whenever they enter or leave a food preparation area
- After visiting the toilet
- Before and after meal breaks
- After handling any raw food, meat, poultry, fish or vegetables
- Before handling any cooked food
- Before handling any food that has been heat processed i.e. Ice cream etc.
- After smoking, sneezing, coughing or using a handkerchief
- After handling refuse of any type
- Before and after any cleaning tasks

8.1.1. Designated hand wash basins with liquid soap and paper towels should be used for this purpose only.

- 8.2. Hair and Nails - Nail varnish or false nails are not permitted within food preparation areas. Nails must be kept short and clean. Hair should be kept clean, tidy, and tied where long. Hair nets, hats, and snoods are not currently mandatory; however, the Rock of Ages Catering Services reserves the right to review their use if a risk of physical contamination is identified. Head coverings will be worn within the Rock of Ages Catering Services Kitchens.

- 8.3. Jewellery and Perfume - Due to the risk of detachment, no jewellery of any type must be worn by food handlers, with the exception of; a plain wedding band and sleeper style earrings. Perfume and after-shave is not acceptable as this may taint the food.
- 8.4. Outer Clothing - All food handlers must wear appropriate, clean and protective clothing with nonslip footwear at all times whilst working within the food handling environment. Clothing must be changed daily or more often if soiled and must be kept in good repair. Appropriate catering clothing consists of; a white short sleeved coat/tunic, protective apron, trousers and safety shoes.
- 8.5. Habits - Food handlers must regularly wash, shower or bath before working within the catering premises. Food, drink, chewing gum and sweets must only be consumed in a designated area outside of the food preparation environment.
- 8.6. First Aid - A First aid box must be well stocked at all times and should be visibly identifiable. All staff should be made aware of its location. Plasters/dressings must be an easily identifiable colour, usually blue.
- 8.7. Staff Facilities - Catering staff must use the on site changing and toileting facilities provided by the establishment. The area should be cleaned by dedicated staff and should be well lit, ventilated and be capable of being washed down and/or disinfected. Lidded bins should be provided for waste.

9. Medical Screening of Food Handlers

- 9.1. Any person (including Service Users) working in a food handling area must refrain from any food handling activities and inform their supervisor/manager/named team leader if they know or suspect that they are suffering from or are a carrier of:
- Any disease that is likely to be transmitted through food
 - An infected wound
 - A skin infection
 - A skin condition
 - Sores
 - Diarrhoea
 - Vomiting
- 9.2. In circumstances where they may have directly or indirectly contaminated food with pathogenic micro-organisms, they must immediately inform their manager. If food is suspected to have been contaminated it must be disposed of.
- 9.3. Food handlers are/can be:
- Those employed to work within any area of a catering/food service chain.
 - Those undertaking maintenance or repair on equipment within a food handling area.
 - Authorised visitors to the food handling areas, including management staff.
- 9.4. Diseases likely to be transmitted through food are:
- Salmonella, Campylobacter, Shigella, Bacillus,
 - Staphylococcus aureus, and Clostridium perfringens
 - Viral gastroenteritis
 - Worms
 - Typhoid or paratyphoid fever
 - Verotoxin-producing Escherichia coli (VTEC)

- Hepatitis A

- 9.5. Should any food handler be suspected or confirmed with any of the above diseases, medical advice should be sought from an approved medical establishment.
- 9.6. Infected persons should only return to work when they can show that they have been asymptomatic for 48 hours, and present no risk to the food that they handle.
- 9.7. A record must be taken of the details causing the sickness absence from the kitchens. This information will act as a source of reference, should the illness be linked to any food poisoning investigation.

10. Foodstuffs from External Sources

- 10.1. Food safety risks within healthcare environments are continually assessed and controlled; training is on-going and food temperatures are documented from delivery to consumption.
- 10.2. The acceptance of high risk foodstuffs in the form of fresh cream cakes, cooked meat dishes or buffet items could cause contaminated food to potentially find its way into premises, undetected and potentially harmful. ROACS staff, via the training provided, should be able to identify 'high risk' foods. Cooking staff members must therefore be fully aware of the risk and consequences in accepting food items from external sources. They should be able to demonstrate a clear understanding of the potential harm that can be caused to; the service user, internal catering service, and the organisations reputation.
- 10.3. Notices should be made visible on the premises: 'Due to food safety controls in place within this ROACS, all food items being brought in from outside sources must be brought to the attention of the lead chef/cook. Staff should be given a "reducing the risk of infection" leaflet which provides guidance to all.
- 10.4. Foodstuffs brought in by visitors that requires any type of cooking is prohibited.
- 10.5. ROACS staff should establish whether the food contains any of the 14 main allergens. For 'home made' items, the Allergen Declaration document should be used.
- 10.6. The use of short life, high risk foods e.g. seafood is prohibited.
- 10.7. The responsible staff must record information on receipt of foodstuffs.
 - a) Food item
 - b) Temperature (if chilled or frozen)
 - c) Date brought into hospital
 - d) Date purchased/produced
 - e) Allergen content
 - f) For consumption by whom
- 10.8. All foodstuffs should be labelled as per 10.7 above, be within the use by date and stored in a kitchen fridge immediately if not consumed straight away. Where product labels state the item must be used within a set time once opened, the date it was opened, and the 'new' use by/best before date must be recorded on a label and affixed to the container. Labels should be affixed as to not obscure the ingredient label. If frozen food requires storage, staff should note the recommended storage time as per guidance in the company directive.
- 10.9. Rock of Ages Catering Services staff often order takeaway/delivery food. Although it is understandable the Rock of Ages Catering Services cannot control all items purchased by staff for personal use, staff intending to purchase such foods should consult their management for details of the hygiene standards in the outlet.
- 10.10. All takeaway/delivery foodstuffs must be consumed on the same day of delivery and any leftovers must be put into appropriate food waste stream.

- 10.11. Any meals from external sources must be recorded and records kept for a minimum of 14 days to facilitate investigation in the event of a suspected food poisoning outbreak.
- 10.12. The purchase of foods may be part of the individual staff's centred care plan where it is more difficult to be prescriptive over the purchase of food and ingredients. Purchases of food and ingredients by staff will be restricted to national chain supermarkets. The requirement to ensure that the time between purchasing and storing chilled and frozen shop-bought products needs to be minimised, especially during spells of hot weather.
- 10.13. Staff must be advised to store any purchased food items correctly as per 10.8. Food that requires temperature controls must not be stored in arbitrarily. It is acceptable for staff to have small amount of non-perishable ambient food e.g. packet of crisps/cereal bar for consumption which should be stored in a manner that does not increase the risk of pests. Kitchen & service area should be checked however on a regular basis to ensure compliance with this.

11. Service Based Food Activities

- 11.1. Some service-based food activities are an important part of the therapeutic service which the Rock of Ages Catering Services may be contracted to provide prescribed food items. The person who will take responsibility for food safety within the group (including supervision of other staff members present who do not hold the certificate) and be responsible for following and completing the relevant HACCP and documentation detailed within the appendices of this policy.
- 11.2. Self-sufficiency food preparation by in-patients can only take place after successful completion of a kitchen assessment. This will be undertaken by an Occupational Therapist that holds a current CIEH food safety Level 2 certificate. The completed assessment must clearly state recommendations regarding whether the person can safely proceed with self-sufficiency food preparation. Failure to meet food safety aspects will require further training and re-assessment.
- 11.3. For all food activities at service level, documentation must be kept to ensure a food history is available and that suitable checks have been made to ensure food safety procedures have been adhered to. This is the responsibility of the staff member leading the kitchen in charge following self-sufficiency food preparation.
- 11.4. All cooking activities are to be supervised & safety controls being agreed and implemented at all times.

12. Allergens

- 12.1. When food is provided by ROACS, it is the company's responsibility to protect the individuals in their care, who will consume the food presented. For these people to be safe, pre-existing food allergies or intolerances should be made known and processes in place to ensure they can obtain safe food options. This is particularly important if the individual is unable or need help to make safe food choices for themselves.
- 12.2. Nutritional screening must be undertaken for consumers of the Rock of Ages Catering Services food products, and for those attending events services where food activities are undertaken. Screening should identify any food allergies or intolerances, to inform the provision of suitable safe meals for the individual.
- 12.3. Allergen information for food provided via catering services must be available at the point of order and/or service to assist individuals make safe informed choices.
- 12.4. All ingredients used within ROACS' cooking activities must be assessed for allergen content by the member of staff supervising the activity, and the allergen declaration completed to inform anyone who may consume the items produced of their allergen content.
- 12.5. Food allergies should also be considered in relation to ingredients used as some herbs, seeds and oils may contain allergens.

13. Monitoring

13.1. The table below outlines the monitoring arrangements for this policy.

Aspect of compliance being monitored	Monitoring method/s	Individual or Team responsible for the monitoring	Frequency of the monitoring	Group / Individual / Committee who will receive the findings / report	Group / Individual / Committee responsible for ensuring the actions are completed.
Ensure HACCP records are up to date and complete	Food Safety Audit	Catering Manager	18 Months	Senior Facilities Lead	Senior Facilities Lead
	EHO Inspection	Environmental Health Officer	18 Months		
	IP&C audit (kitchens)	IP&C Team	Annually		
	Workplace observation	Facilities Dept.	Daily		
Ensure food ordering and consumption records are present and up to date.	Food Safety Audit	Catering Manager	18 Months	Infection Prevention & Control Committee	Infection Prevention & Control Committee
	IP&C audit (kitchens)	IP&C Team	Annually		
Staff Training is kept up to date	Staff training records	Team Managers	Annually	Workforce Development	Infection Prevention & Control Committee
Ensure food preparation is carried out in accordance with the food safety act	Food Safety Audit	Catering Manager	18 Months	Senior facilities Lead	Senior Facilities Lead
	Workplace observation	Catering Supervisor / Head Chef	Daily	Catering Manager	Catering Manager
	Workplace observation (ADL activities)		As required	Service Manager	Senior Facilities Lead
Ensure risk assessments have been completed	Food Safety Audit	Catering Manager	18 Months	Senior Facilities Lead	Senior Facilities Lead
Policy Content	Review	Senior Facilities Lead	Bi Annually	Infection Prevention & Control Committee	Infection Prevention & Control Committee

14. References

Food Standards Agency <https://www.food.gov.uk>

Department of Health, Food Safety your Responsibilities <https://www.gov.uk/food-safety-your-responsibilities>

Chartered Institute of Environmental Health, Food Safety & Nutrition <https://www.cieh.org/ehn/food-safety-integrity/?query=&page=1>

Codex Alimentarius Commission, General Principles of Food Hygiene <http://www.codexalimentarius.org>

British food safety management policy <https://www.visitbritain.org/business-advice/pink-book/food-safety-and-hygiene>

World Health Organisation, Food Safety
www.who.int/foodsafety/en/

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Highfield.co.uk

Carol A. Wallace. 3rd Edition 2009. Intermediate HACCP.
Highfield.co.uk

Chris Griffith. 2013. Effective Auditing & Inspection Skills. Highfield.co.uk

15. Further Advice/Contacts

Catering Manager 01626 884461 rockofagescatering.shade@gmail.com

16. Policy Ratification:

Policy Adopted by	Folashade Akintola – Lead Staff Member
Lead Staff Qualifications	Lead staff holds various qualifications and certificates in Complete Hospitality Management Training with Restaurant management & Food catering, Various Levels of Food & Safety For catering, Diploma in Professional catering, Emergency First Aid Certificate, Food Hygiene courses & Certificates, Received Training Regulated Under The Training of Staff Regulation 2007, City & Guilds in Professional Food & Beverage Service, and Completed Hospitality management Training With Restaurant management & Food catering.
Approved Signature	Folashade Akintola
Policy Adoption date	31 MAY 2024