

## CROSS-CONTAMINATION

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These harmful bacteria often come from raw meat/poultry, fish, eggs and unwashed vegetables. So it is especially important to handle these foods carefully.

Other sources of bacteria can include:

- staff
- pests
- equipment
- cloths
- dirt or soil

When you handle raw and ready-to-eat food in your business you may need to consider extra procedures to help keep the food you produce safe. More information can be found at: [food.gov.uk/ecoliguide](https://www.food.gov.uk/ecoliguide)

Do not forget that you should also protect food from 'physical contamination' (where objects get into food, e.g. broken glass or pieces of packaging) and 'chemical contamination' (where chemicals get into food, e.g. cleaning products or pest control chemicals).

This section also includes information on food allergies. Good cleaning and handling practices can help manage the risk of cross-contamination from allergens.



# PERSONAL HYGIENE AND FITNESS TO WORK

It is vital for staff to follow good personal hygiene practices to help prevent bacteria from spreading to food.

SAFETY POINT		WHY?	HOW DO YOU DO THIS?
Staff should always wash their hands thoroughly before handling and preparing food. (See the 'Handwashing' method in the Cleaning section.)		Handwashing is one of the best ways to prevent harmful bacteria from spreading.	Are all staff trained to wash their hands before preparing food? Yes      No
All staff should wear clean clothes when working with food. Ideally, they should change into clean work clothes before starting work and not wear these clothes outside food preparation areas.		Clothes can bring dirt and bacteria into food preparation areas. Wearing clean clothes helps to prevent this.	Do your staff wear clean work clothes? Yes      No Do your staff change clothes before starting work? Yes      No
Work clothes should be appropriate for staff duties and protect food from contamination. Ideally, they should be light - coloured with no external pockets. It is also a good idea to wear a clean apron or disposable apron over work clothes.		Work clothes should minimise skin coming into contact with food and prevent hairs, fibres and the contents of pockets (which can carry bacteria) getting into food. Light colours show dirt clearly.	Describe your staff's work clothes here:
Staff should change aprons after working with raw food e.g. meat, poultry, eggs or unwashed vegetables.		Aprons help to stop dirt and bacteria from getting onto work clothes and they can be removed easily for washing, or thrown away if disposable.	What type of aprons do you use?  Which tasks do you use them for?
It is good practice for staff to keep hair tied back and wear a hat when preparing food.		If hair is not tied back or covered, it is more likely to fall into food and staff are more likely to touch their hair.	 Do staff keep hair tied back? Yes      No Do staff wear hats or hairnets when preparing food? Yes      No
Staff should not wear watches or jewellery when preparing food (except a plain wedding band).		Watches and jewellery can collect and spread dirt and harmful bacteria, and fall into the food.	Do your staff take off watches and jewellery before preparing food? Yes      No
Staff should not smoke, drink, eat or chew gum while handling food. Staff should also avoid touching their face or nose, or coughing and sneezing over or near food, and wash hands if they do.		All of these lead to staff touching their face or mouth. Harmful bacteria can be spread from someone's face or mouth to their hands and then onto food.	Are staff trained not to do these things? Yes      No



## FITNESS FOR WORK

SAFETY POINT	WHY?
Staff should be 'fit for work' at all times. This means that they must not be suffering from, or carrying, an illness or disease that could cause a problem with food safety.	People who are not 'fit for work' could spread harmful bacteria or viruses to food. See our guidance for more information: <a href="https://www.food.gov.uk/sites/default/files/multimedia/pdfs/publication/fitnesstoworkguide09v3.pdf">food.gov.uk/sites/default/files/multimedia/pdfs/publication/fitnesstoworkguide09v3.pdf</a>
Any member of staff who has diarrhoea and/or vomiting should report it to their manager immediately and either stay at home or go home straight away.	People suffering from these symptoms often carry harmful bacteria on their hands and can spread them to food or equipment they touch.
Staff who have had diarrhoea and/or vomiting should not return to work until they have had no symptoms for 48 hours.	Even if the diarrhoea and vomiting has stopped, someone can still carry harmful bacteria for 48 hours afterwards.
Staff should tell their manager if they have any cuts or sores and these should be completely covered with a brightly coloured waterproof dressing.	Cuts and sores can carry harmful bacteria. Covering them prevents bacteria spreading to food. Coloured waterproof dressings can be seen more easily if they drop into food.

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none"><li>If staff are not 'fit for work', move them out of food handling areas or send them home. Throw away any unwrapped foods they have handled.</li></ul>	<ul style="list-style-type: none"><li>Train staff again on this safe method.</li><li>Improve staff supervision.</li></ul>

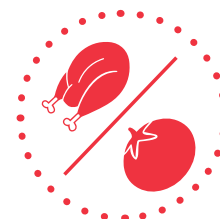
Write down what went wrong and what you did about it in your diary.



MANAGE IT	WHY?	HOW DO YOU DO THIS?
Make sure that all staff understand the importance of being 'fit for work' and what they need to report.	This is so they understand how some types of illness can affect the safety of food and that they must tell their manager if they have these types of illness.	Make a note in your diary of when you have trained staff on this safe method.
It is a good idea to have a separate area where staff can change and store their outdoor clothes.	Clothes could be a source of bacteria if they are left lying around.	Where do staff change and store their outdoor clothes?
It is good practice to keep a clean set of work clothes or disposable aprons for visitors.	Anyone entering the kitchen can bring in bacteria on their clothes.	Where do you keep clean uniforms/ disposable aprons?

## SAFE METHOD:

# CLOTHS



Cloths can be one of the top causes of cross-contamination in the kitchen. It is essential to use them safely to prevent bacteria and allergens from spreading.


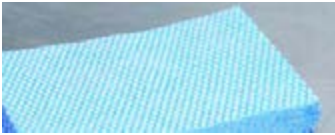


SAFETY POINT	WHY?
Use disposable cloths wherever possible, and throw them away after each task.	This will make sure that any bacteria and allergens picked up by the cloth will not be spread.
Always use a new or freshly cleaned and disinfected cloth to wipe work surfaces, equipment or utensils that will be used with ready-to-eat food.	It is especially important to protect ready-to-eat food from bacteria. This is because the food will not be cooked, so any bacteria on the food will not be killed.
Take away re-usable cloths for thorough washing and disinfection after using them with raw meat/poultry, eggs or raw vegetables – and surfaces that have touched these foods.	Raw meat/poultry and eggs are more likely to contain harmful bacteria than other foods. The soil on vegetables can also contain harmful bacteria.
<p>If using re-usable cloths, make sure they are thoroughly washed, disinfected and dried properly between tasks (not just when they look dirty).</p> <p>Ideally, wash cloths in a washing machine on a very hot cycle. A suitably high temperature can be obtained using a hot cycle of 90°C.</p> <p>If you wash and disinfect cloths by hand, make sure all the food and dirt has been removed by washing in hot soapy water before you disinfect them. After washing, you can disinfect by using boiling water or a disinfectant, following the manufacturer's instructions.</p>	<p>Using dirty cloths can spread bacteria and allergens very easily. Cloths that are not dried properly can increase the risk of bacteria.</p> <p>A hot wash cycle will clean the cloths thoroughly and kill bacteria (disinfect).</p> <p>If food or dirt is still on the cloths, this will prevent the disinfection process from being effective, so harmful bacteria might not be killed.</p>

## HOW DO YOU DO THIS?

How do you clean re-usable cloths?



## DIFFERENT CLOTHS FOR DIFFERENT JOBS

JOBS	THE BEST CLOTH FOR THE JOB	DO YOU DO THIS?	IF NOT, WHAT DO YOU DO?
Holding hot items (e.g. oven trays) – use tea towel or chef's cloth		Yes	
Washing up dishes – use a dish cloth		Yes	
Use disposable cloths or paper towels for the following jobs:		Yes	
Wiping surfaces			
Mopping up spills		Yes	
Wiping hands		Yes	
Wiping sides of dishes before serving		Yes	
Drying ingredients		Yes	

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none"> <li>If you notice dirty cloths in the kitchen, remove them for cleaning immediately or throw them away.</li> <li>If you think your staff have used a dirty cloth, wash, disinfect and dry any equipment, work surfaces or utensils it has touched and throw away any food that might have been contaminated.</li> </ul>	<ul style="list-style-type: none"> <li>Consider using disposable cloths if you are not using them already.</li> <li>Increase your supply of disposable/clean cloths.</li> <li>Train staff again on this safe method.</li> <li>Improve supervision.</li> </ul>

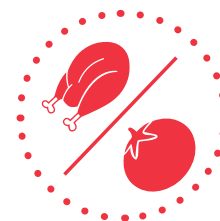
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MANAGE IT	WHY?	HOW DO YOU DO THIS?
Have a special place in the kitchen for dirty re-usable cloths before they are washed and used again.	This is to prevent them being re-used before they have been washed.	Where do staff put dirty re-usable cloths?
Always keep a good supply of disposable/clean cloths in your kitchen.	Staff are more likely to use clean cloths if plenty are available.	Where do you keep new/clean cloths?

## SAFE METHOD:


# SEPARATING FOODS



Keeping raw and ready-to-eat food separate is essential to prevent harmful bacteria from spreading.

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
<b>Delivery and collection</b> Plan delivery times so that, if possible, raw foods arrive at different times to other foods. If you collect food from shops yourself, make sure it is kept at the correct temperature when you transport it and that raw and ready-to-eat food is kept separate. Unload deliveries in a clean, separate area. Remove outer packaging and throw it away. Before you do this make a note of any cooking instructions, labelling or ingredient information, if you need to. Sometimes the information is only on the outer packaging.	<p>This helps to prevent harmful bacteria spreading from raw meat/poultry to other foods.</p> <p>This will prevent dirty outer packaging or leaks from deliveries from spreading bacteria. Packaging can also contain pests.</p> <p>You may need to check this information later.</p>	<p>When do deliveries come?</p> <p>Make a note in your diary.</p>
<b>Storage</b> Ideally, store raw and ready-to-eat food in separate fridges, freezers and display units. If they are in the same unit, store raw meat, poultry, fish and eggs below ready-to-eat food. Unwashed fruit and vegetables should also be kept separate from ready-to-eat food and above raw meat. Cover cooked foods and other raw and ready-to-eat food.	<p>This helps to prevent harmful bacteria spreading from raw food to ready-to-eat food.</p> 	<p>How do you make sure raw and ready-to-eat food is stored separately?</p>
<b>Defrosting</b> Keep foods that are defrosting in the fridge in a covered container, below ready-to-eat food, or in a separate area of the kitchen away from other foods. (See the 'Defrosting' method in the Chilling section.)	<p>When foods are defrosting, the liquid that comes out can contain harmful bacteria, which could spread to other foods.</p>	<p>Where do you defrost foods?</p>



SAFETY POINT	WHY?	HOW DO YOU DO THIS?
<b>Preparation</b> Prepare raw meat/poultry and other foods in different areas. If this is not possible, separate by preparing them at different times and clean and then disinfect thoroughly between tasks. Never use the same chopping board or knives for preparing raw meat/poultry and for ready-to-eat food (unless they have been thoroughly cleaned and disinfected in between).	This helps to prevent harmful bacteria and allergens spreading from one food to another. Harmful bacteria from raw meat/poultry can spread from chopping boards and knives to other foods. 	How do you separate raw meat/poultry and other foods during preparation?
Do not wash raw meat or poultry.	Washing meat does not kill bacteria and allergens, but it can splash harmful bacteria around the kitchen contaminating sinks, taps and surfaces and ready-to-eat food.	More information can be found at: <a href="https://www.food.gov.uk/news-updates/campaigns/campylobacter/actnow">food.gov.uk/news-updates/campaigns/campylobacter/actnow</a>
Always use separate equipment, such as vacuum packers, slicers or mincers, for raw and ready-to-eat food.	It is not possible to remove harmful bacteria from complex machinery and these bacteria can spread to food.	
<b>Cooking, e.g. grill, barbecue</b> When you add raw meat make sure it does not touch or drip onto the food already cooking.	Bacteria could spread from the raw meat to the other food and stop it being safe to eat.	How do you keep raw meat separate from food already cooking?

## THINK TWICE!

### Equipment with moving parts

You should not use the same equipment, such as vacuum packing machines, slicers and mincers, for both raw and ready-to-eat food. These are complex pieces of machinery with lots of moving parts and it is very difficult to clean them sufficiently, so bacteria from raw food could easily be transferred to ready-to-eat food.

To clean this equipment effectively, it needs to be taken apart. (Vacuum packing machines require a specialist to do this.) If you are unsure of what to do, check with your environmental health officer.

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none"> <li>If you think that ready-to-eat food has not been kept separate from raw food throw away the food.</li> <li>If equipment/surfaces/utensils have been touched by raw food, wash, disinfect and dry them to prevent harmful bacteria from spreading.</li> </ul>	<ul style="list-style-type: none"> <li>Train staff again on this safe method.</li> <li>Improve staff supervision.</li> <li>Re-organise delivery times, storage and food preparation to make it easier to keep food separate.</li> <li>Make sure you have enough storage space and it is well organised.</li> </ul>

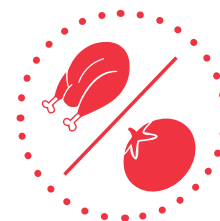
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## SAFE METHOD:

# FOOD ALLERGIES



It is important to know what to do if you serve a customer who has a food allergy, because these allergies can be life-threatening.

SAFETY POINT	WHY?
<p>If someone asks if a dish contains a certain food, check <b>all</b> the ingredients in the dish (and what they contain), as well as what you use to cook the dish, thicken a sauce and to make a garnish or salad dressing. <b>Never guess.</b></p> <p>A customer may also give you an allergy 'chef card' listing the foods that they are sensitive to.</p> <p>See an allergy 'chef card' here: <a href="https://www.food.gov.uk/sites/default/files/allergy-chef-cards.pdf">food.gov.uk/sites/default/files/allergy-chef-cards.pdf</a></p>	<p>If someone has a severe allergy, they can react to even a tiny amount of the food they are sensitive to. See Managing Food Allergens Information Safe method in the Management section.</p> <p>You can find out more about allergies at <a href="https://www.food.gov.uk/business-industry/allergy-guide">food.gov.uk/business-industry/allergy-guide</a></p>
<p>Keep a record of the ingredient information of any ready-made food and drink you use to cook or serve. Separating and labelling ingredients is very important when preparing food to help you identify what is in the meal, easily.</p>	<p>This is so you can check what is in the food.</p>
<p>Give detailed information in the name or description of dishes on the menu, especially if they include the foods listed over the page, e.g. chocolate and almond slice, sesame oil dressing. Remember to update the menu when recipes change.</p>	<p>This allows people with food allergies to spot that dishes contain certain foods.</p>
<p>When you have been asked to prepare a dish that does not contain a certain food, make sure work surfaces and equipment have been thoroughly cleaned first. Make sure staff wash their hands thoroughly before preparing the dish.</p>	<p>This is to prevent small amounts of the food that a person is allergic to getting into the dish accidentally.</p>
 	

## HOW DO YOU DO THIS?

How do you check if food does not contain a particular ingredient?

How do you prepare food for someone with a food allergy?



## THINK TWICE!

### Which ingredients can cause a problem?

You must provide information about allergens to your customers if they are used as ingredients in the food and drink that you provide. You can find further information here: [food.gov.uk/sites/default/files/multimedia/pdfs/publication/loosefoodsleaflet.pdf](https://www.food.gov.uk/sites/default/files/multimedia/pdfs/publication/loosefoodsleaflet.pdf).

These are some of the foods people may be allergic to and where they may be found:

<b>Nuts</b> (Namely almonds, hazelnuts, walnuts, pecan nuts, Brazil nuts, pistachio, cashew, Macadamia or Queensland nut).	In sauces, desserts, crackers, bread, ice cream, marzipan, ground almonds, nut oils.
<b>Peanuts</b>	In sauces, cakes, desserts. Don't forget groundnut oil and peanut flour.
<b>Eggs</b>	In cakes, mousses, sauces, pasta, quiche, some meat products. Don't forget foods containing mayonnaise or brushed with egg.
<b>Milk</b>	In yoghurt, cream, cheese, butter, milk powders. Also check for foods glazed with milk.
<b>Fish</b>	In some salad dressings, pizzas, relishes, fish sauce. You might also find fish in some soy and Worcestershire sauces.
<b>Crustaceans</b>	Such as prawns, lobster, scampi, crab, shrimp paste.
<b>Molluscs</b>	These include mussels, whelks, squid, land snails, oyster sauce.
<b>Cereals containing gluten (namely wheat (such as spelt and Khorasan wheat), barley, rye and oats)</b>	Also check foods containing flour, such as bread, pasta, cakes, pastry, meat products, sauces, soups, batter, stock cubes, breadcrumbs, foods dusted with flour.
<b>Celery</b>	This includes celery stalks, leaves and seeds and celeriac. Also look out for celery in salads, soups, celery salt, some meat products.
<b>Lupin</b>	Lupin seeds and flour in some types of bread and pastries.
<b>Mustard</b>	Including liquid mustard, mustard powder and mustard seeds, in salad dressings, marinades, soups, sauces, curries, meat products.
<b>Sesame seeds</b>	In bread, breadsticks, tahini, houmous, sesame oil.
<b>Soya</b>	As tofu or beancurd, soya flour and textured soya protein, in some ice cream, sauces, desserts, meat products, vegetarian products.
<b>Sulphur dioxide</b> (when added and above 10mg/ kg in the finished food and drink)	In meat products, fruit juice drinks, dried fruit and vegetables, wine, beer.

### WHAT TO DO IF THINGS GO WRONG

If you think a customer is having a severe allergic reaction:

- do not move them
- ring 999 and ask for an ambulance with a paramedic straight away
- explain that your customer could have anaphylaxis (pronounced 'anna-fill-axis')
- send someone outside to wait for the ambulance
- if the customer has an adrenalin or Epi pen, help them to get it.

### HOW TO STOP THIS HAPPENING AGAIN

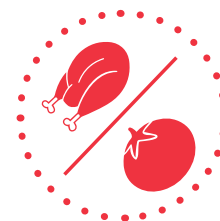
- Make sure all your staff understand how important it is to check all the contents of a dish if asked by someone who has a food allergy.
- Make sure you keep accurate and updated ingredient information for all ready-made products and staff know to check it.
- Review the way that staff prepare a dish for someone with a food allergy – are they cleaning effectively first and using clean equipment?
- Improve the descriptions on your menu.
- Train staff again on this safe method.
- Improve supervision.

**Write down what went wrong and what you did about it in your diary.**







## SAFE METHOD:

# PHYSICAL AND CHEMICAL CONTAMINATION



It is very important to prevent objects and chemicals getting into food.

SAFETY POINT	WHY?
Follow the manufacturer's instructions on how to use and store cleaning chemicals. Store cleaning chemicals separately from food and make sure they are clearly labelled.	This is to prevent these chemicals getting into food. 
Keep food covered.	This helps to stop things falling into the food. 
Make sure you control pests effectively. (See the 'Pest control' safe method.)	This is to stop insects, droppings etc. getting into food, as well as preventing the spread of bacteria.
Make sure that any chemicals you use to control pests are used and stored in the correct way and clearly labelled.	This is to prevent these chemicals getting into food.
Always clear and clean as you go and take care to throw away packaging, string etc. as soon as you remove it. (See the 'Clear and clean as you go' safe method in the Cleaning section.)	Keeping surfaces clear and clean will help prevent chemicals and objects getting into food, as well as preventing the spread of bacteria. 
Repair or replace any equipment or utensils that are damaged or have loose parts.	Loose parts may get into food by accident. 
It is a good idea to have a rule of no glass in the kitchen.	This helps to prevent broken glass getting into food.



WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none"><li>• If chemicals or objects, such as glass, insects or coloured waterproof dressings get into food, throw the food away.</li><li>• If you find pests or signs of pests, take action immediately. (See the 'Pest control' safe method.)</li><li>• If you find objects in food that has been delivered, reject the delivery, if possible, and contact your supplier immediately.</li></ul>	<ul style="list-style-type: none"><li>• Review how you use and store chemicals in your business.</li><li>• Review your pest control arrangements.</li><li>• Train staff again on this safe method.</li><li>• Improve staff supervision.</li></ul>

**Write down what went wrong and what you did about it in your diary.**



### THINK TWICE!

When you clean work surfaces, make sure that any cleaning chemicals you use are suitable for surfaces touched by food. Check the manufacturer's instructions on how they should be used.

### THINK TWICE!

#### Covering foods

It is important to keep food covered to help protect it from harmful bacteria. This is especially important for cooked food and other ready-to-eat food. Always use containers or bags that have been designed to store food. Suggested food coverings include kitchen foil, cling film, plastic boxes with lids or freezer bags. Keep unused food coverings clean and separate from food.

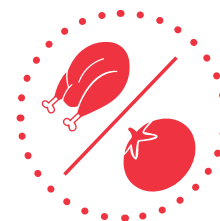
When you are covering food:

- Check the manufacturer's instructions to see if the covering is suitable for what you are using it for.
- Always make sure that the food is properly covered.
- Take care not to let the covering fall into foods.
- Never re-use foil, cling film or freezer bags and do not store food in opened tins.
- Make sure that plastic boxes are washed, disinfected and dried between uses.

Avoid re-using food packaging to store food. Often packaging is designed to be used once with a certain food, so it might not be safe to use it again, or to use it with a different food. If food packaging is used in a way that it was not designed for, chemicals could transfer into the food. Instead, use re-usable containers that have been designed to store food.

## SAFE METHOD:

# PEST CONTROL







Effective pest control is essential to keep pests out of your premises and prevent them from spreading harmful bacteria.

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
Check your premises regularly for signs of pests.	Pests carry harmful bacteria.	When do you check for pests?  One option is to employ a pest control contractor. See the 'Suppliers and contractors' safe method in the Management section.
Check deliveries thoroughly for signs of pests. Do not accept a delivery if it shows signs of pests such as gnawed packaging or insects, e.g. beetles.	Pests could come into your premises in a delivery.	How do you check deliveries?
Keep external areas tidy and free from weeds. Make sure bins have close-fitting lids and are easy to clean and clean and disinfect regularly.	Weeds and rubbish can attract pests and provide them with food and shelter.	How often do you check external areas?

TYPE OF PEST		SIGNS OF PEST
Rats and mice		Small footprints in dust, droppings, holes in walls and doors, nests, gnawed goods or packaging, grease or smear marks, urine stains on food packaging
Flies and flying insects e.g. moths		Bodies of insects, live insects, webbing, nests, droning or buzzing, maggots



TYPE OF PEST		SIGNS OF PESTS
Cockroaches		Eggs and egg cases, moulted 'skins', the insects themselves, droppings
Ants		Small piles of sand or soil, the insects themselves, flying ants on hot days
Birds		Feathers, droppings, nests, noise, the birds themselves
Beetles and weevils		Moving insects, particularly in dry food, small maggots

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none"> <li>• If you see signs of a pest infestation, call a pest contractor immediately. Write the contact details for your pest contractor on the Contacts list in the diary.</li> <li>• If you think any equipment, surfaces or utensils have been touched by pests, they should be washed, disinfected and dried to stop harmful bacteria from spreading.</li> <li>• If you think food has been touched by pests in any way, throw it away.</li> </ul>	<ul style="list-style-type: none"> <li>• Make your pest checks more frequent.</li> <li>• Improve staff training on recognising signs of pests and encourage them to report problems immediately.</li> <li>• If you have persistent problems with pests, consider employing a pest contractor, if you do not have one already.</li> </ul>

**Write down what went wrong and what you did about it in your diary.**



### THINK TWICE!

Never let pest control bait/chemicals, including sprays, come into contact with food, packaging, equipment or surfaces, because they are likely to be poisonous to people.

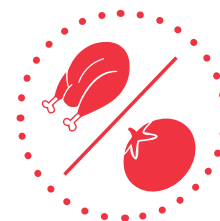
### MANAGE IT

- Make sure no food or dirty plates etc. are left out at night – these are a source of food for pests.
- Make sure that checks for pests are carried out regularly.
- Put reminders of when to check for pests in your diary.
- If you have a pest contractor, keep a record of their contact details and visits in your diary, as well as any feedback or action points they recommend. Make a note of when you have carried these out.








## SAFE METHOD:

# MAINTENANCE



Effective maintenance is essential to allow you to clean properly and keep pests out.

SAFETY POINT	WHY?
Repair structural damage as soon as it happens e.g. damp/chipped plaster, broken tiles, holes in walls or windows.	Structural damage can make your premises harder to clean. It can attract pests, dirt and allows harmful bacteria to collect there. 
Check extractor fans and filters regularly to make sure they are working properly and are free from grease and dirt.	This is to make sure the fans and filters can do their job properly.
Replace chopping boards that are scratched, pitted or scored.	Dirt and harmful bacteria can collect in any areas where the board is not smooth. 
Repair or replace any equipment or utensils that are damaged or have loose parts.	Dirt and harmful bacteria can collect in damaged equipment/utensils. Loose parts may fall into food. 
Throw away any cracked or chipped dishes and other tableware.	Dirt and harmful bacteria can collect in cracks or chips. 
Make sure your cooking, hot holding and chilling equipment is well maintained and working properly.	If it does not work properly, food may not be kept safe.
Temperature probes should be checked regularly to make sure their readings are accurate.	If your probe is not accurate, then it will not give a reliable measure of whether food is at a safe temperature. (See the 'Prove it' safe method in the Management section.) 



WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none"><li>• If you think that equipment might not be working properly, check it straight away. Do not wait until it has broken down. Check that staff are using the equipment properly.</li><li>• Look at the manufacturer's instructions to see if there is a troubleshooting section.</li><li>• Contact the equipment manufacturer or your maintenance contractor, if you have one.</li><li>• Use alternative equipment until the fault has been corrected.</li></ul>	<ul style="list-style-type: none"><li>• Make your maintenance checks more frequent.</li><li>• Encourage staff to report any structural damage or problems with equipment, so you know about problems early.</li><li>• Train staff again on this safe method.</li><li>• Improve staff supervision.</li></ul>

**Write down what went wrong and what you did about it in your diary.**



MANAGE IT	HOW DO YOU DO THIS?
<ul style="list-style-type: none"><li>• Check your premises regularly for any structural damage or problems with equipment.</li><li>• Put problems right as soon as possible, before they get worse or affect food safety. Make a note in your diary of what you do.</li><li>• Put reminders in your diary of maintenance checks and make a note of any repairs you make.</li></ul>	<p>Do you do this?</p> <p>Yes      Write any details here:</p>