

# **Neupane's Kitchen Food Safety Management System**

# **1.How to Use Manual**

**This manual contains the Neupane's Kitchen Food Safety Management System.**

It is a legal requirement that we operate to high standards of food hygiene and safety. This manual provides you with the company policy and the tools to enable you to carry out your duties and meet your responsibilities. The manual is divided into different topics which enables you to locate the information you require on a day-to-day basis.

**The Neupane Kitchen's Food Safety System Manual will be reviewed on the following occasions:**

- Annually
- Following any new product development
- Following any process change
- Following any change of key personnel
- Following any layout change
- Following an increase in complaints
- In response to any change in legislation or other regulatory input

**Revision History Table**

Revision	Date	Reason	Completed by
1	28 January 2022	Initial Issue	Shiva Neupane

**Updates:**

**Ensure below:**

	<b>Section</b>	<b>Completed?</b>	<b>Signed</b>
A copy of the signed Food Safety Policy is available	2		
Person In Charge and all management team read the whole manual and sign the declaration under your responsibilities	2		
Please ensure you have read and understood the HACCP prerequisites	3		
CCP monitoring is understood and implemented	5		
Personal hygiene policy is understood and implemented	7		
Customer complaints procedure is understood and implemented	13		
A cleaning schedule is developed and implemented	8		
Training policy is understood	9		

**All management team, please confirm you have read and understood this food safety management system manual:**

***I confirm that I have read and understood the Food Safety Management System Manual.***

Location	Name	Position	Date	Sign

***This confirmation record must be kept in this file (with the company Food Hygiene Manual file) Food safety checks and records***

The food hazard control details in the manual must be monitored at points critical to food safety and written record retained. There are other important records to keep to prove we are following the policies detailed in this manual. These are:

**Daily Checks/records**

1. Goods inwards check sheets
2. Temperature Logbook
3. Cleaning check sheet
4. Waste Control book

**Non Daily Checks/records**

1. Medical screening questionnaire for new employee
2. Medical screening questionnaire for Return to work from illness
3. Staff H&FS training record

**Other Records**

1. Report from EHO visit
2. Customer Complaints

## **2. Food Safety Policy**

## **Food Safety Policy Statement**

Our Policy is to provide customers with high quality, safe food through compliance with the Food Safety and Hygiene(England) Regulation 2013 and Regulation (EC)852/2004

To help us to achieve this, a Food Safety Management System based on the principles of Hazard Analysis Critical Points(HACCP) has been developed and implemented.

We recognise that our staff play an integral part in the production of safe, clean food and undertake to provide such information, instruction, training and supervisions as they need for this purpose.

The company is also accepts its responsibility and will provide adequate resources to ensure adherence to the policy

The responsibilities for food safety are important and the particular arrangements that we have in place to implement the Food Safety Management System are set out in this policy.

This policy will be kept up to date, particularly as the business changes in nature and size. To ensure this, the policy and the way in which it operated will be reviewed every year.

Signature :

Name : Shiva Neupane

Position : Managing Director

Date : February 2022

Review Date: February 2023



**Responsibilities of Management:**

- Having an understanding of the FSMS and ensuring its implementation
- Ensuring the Critical Control Points (CCPs) as identified in the hazard analysis are being monitored and recorded.
- Ensuring food handlers have had specific training in any CCPs that they are responsible for.
- Ensuring all team members are aware of their responsibilities detailed in the policy.
- Ensuring all Team Members complete food safety training as required by company policy and recommendation.
- Allowing team members to have sufficient time to complete their duties in respect of food safety
- Ensuring clean protective clothing is worn by team members.
- Liaising with the enforcement agencies (e.g. Environmental Health Department, Trading Standards) when Neupane Kitchen's food safety management system is appropriate.
- Ensuring action is taken and recorded following recommendations from EHO visit
- Ensuring action is taken and recorded following recommendations from the pest control contractor.

***Sign to indicate understanding***

Name	Sign	Date

**Responsibilities of Team Members:**

- Meeting the standards laid down in the company policy and attending food hygiene training as requested by their line manager,
- Following the food safety procedures given and, in particular, carrying out any monitoring or recording of CCPs as instructed
- Maintaining a high standard of personal hygiene.
- Reporting to the Manager if they are suffering from diarrhoea and/or vomiting or any other illness.
- Reporting any concerns regarding food safety.
- Reporting any faults with equipment, procedures or premises to their line manager.
- Co-operating with their manager regarding the implementation of HACCP

**Contact List:**

Name	Position	Office No.	Mobile No	Email Address
Shiva Neupane	Managing Director		07411786691	sb4_cbu@yahoo.com

**Neupane's Kitchen Main Office**

**11 Culliford Crescent  
BH17 9DY, Poole**

# **3. Hazard Analysis Critical Control Points (HACCP)**

### **Terms of reference**

This HACCP study is concerned with all biological, physical and chemical hazards related to the production and serving of all cold food and hot food at Neupane's Kitchen's Branches.

HACCP created by : Shiva Neupane

### **Product Description**

The products are Asian-style cooked hot food and cold food, intended for serving customers cold or hot (as appropriate) from Neupane's Kitchen, either Take-away or Home-delivery only.

Raw Ingredients for all the products purchased directly from approved supermarkets only. Ingredients that required chilled or frozen storage only purchased once order received from customers, however dry ingredients may be purchased and stored in the premises in advance. Preparation of the food starts one day in advance and all the cooking takes place on the day of the delivery. Food is directly delivered to customers once cooking is completed and no hot holding in place. Customers are advised to consume the food within 2 hours.

### **Intended use**

The products are intended for home delivery/take away from the company's own premises after appropriate preparation, cooking or reheating. Customers comprise the general public with no specific vulnerable target group.

### **Flow diagram**

A flow diagram of the processes have been produced (reference 'HACCP Flow Chart').

### **Verification of flow diagrams and charts**

The HACCP flow chart has been verified by comparison with the actual work flow. This has been checked at different times to allow for variations in workload and repeat verifications are planned at annual intervals (at least).

### **Potential biological hazards**

- Salmonella spp
- Campylobacter spp
- Vibrio sp
- Bacillus cereus
- E. coli
- Staphylococcus aureus
- Listeria monocytogenes
- Viruses
- Allergens

### **Potential physical hazard**

- Dirt/debris
- Plastic, paper or card from packaging
- Glass, brittle plastic or metal from broken equipment or structural items
- Hair, finger nails, personal items
- Bones

### **Potential chemical hazards**

- Cleaning chemicals
- Agricultural chemicals such as fertilisers or pesticides
- Machinery oils

**The pre-requisites of HACCP have been identified as:**

Pre-requisite	Description	Details
Supermarket Selection	Only purchase goods from approved supermarkets	<p>Only Reputable supermarkets who have a good food safety management system will be used to purchase goods</p> <p>(<a href="https://www.tescopl.com/sustainability/documents/policies/product-safety-quality/">https://www.tescopl.com/sustainability/documents/policies/product-safety-quality/</a>)</p> <ul style="list-style-type: none"> <li>• Product quality &amp; condition are checked at receipt and during preparation by all team members.</li> <li>• If any fault found with product at receipt, storage, during process or from customer, the product must be discard and check on the supermarkets website or by contacting or directly visiting the store to find out if any issue highlighted such as product recall</li> </ul>
Receiving and storage	All materials and products are checked when they arrive. They are stored correctly and under temperature controlled conditions to assure their safety and wholesomeness	
Stock controls	All products are date labelled and in date	<p>Purchase/Delivery</p> <ul style="list-style-type: none"> <li>• All products must have use-by or best before as appropriate</li> </ul> <p>Daily Stock check is carried out</p> <ul style="list-style-type: none"> <li>• Products past the use by or best before date must be discarded</li> </ul> <p>Storage and labelling</p> <ul style="list-style-type: none"> <li>• Check Use by date of goods before using</li> <li>• Label all defrosted, opened or decanted food with a day dot sticker. Use within the time specified.</li> </ul>
Stock controls		<p>Stock rotation</p> <ul style="list-style-type: none"> <li>• First In First Out</li> </ul>

		<ul style="list-style-type: none"> <li>Food which has been opened should be covered, stored in a container with lid/cling film; it should not be topped up with new stock, use existing stock first.</li> </ul>
Cross-contamination control	Ready-to-Eat (RTE) and Not Ready-to-Eat (NRTE) food segregation	<p>Storage</p> <ul style="list-style-type: none"> <li>Store NRTE foods below or in a separate sections to RTE foods in fridge and freezers</li> <li>Keep NRTE food that is defrosting in the fridge in a covered container, below RTE / cooked foods, or in a separate area of the fridge</li> <li>Use food grade containers with lid or cling film</li> <li>Always make sure that the food is fully covered</li> <li>Never re-use disposable cling film or bags.</li> <li>Containers are cleaned, disinfected and dried between uses.</li> </ul> <p>Preparation:</p> <ul style="list-style-type: none"> <li>Prepare RTE foods and NRTE foods in different areas or separate by preparing them at different times, with 2-stage cleaning between tasks.</li> <li>Never use the same chopping board or knives for preparing NRTE and for RTE food. These are colour coded for ease, follow the colour code</li> <li>Knives and other utensils are washed before each use.</li> <li>When preparing vegetables and salad ingredients: <ul style="list-style-type: none"> <li>★ Peel, trim or remove the outer parts, as appropriate</li> <li>★ Wash them thoroughly</li> <li>★ Clean and disinfect chopping boards and work surfaces before preparing other foods prepared after preparing vegetables that have dirt or soil on the outside.</li> <li>★ Always wear red disposable PPE for raw chicken preparation only</li> <li>★ Always complete 2-stage cleaning and disinfection after</li> </ul> </li> </ul>

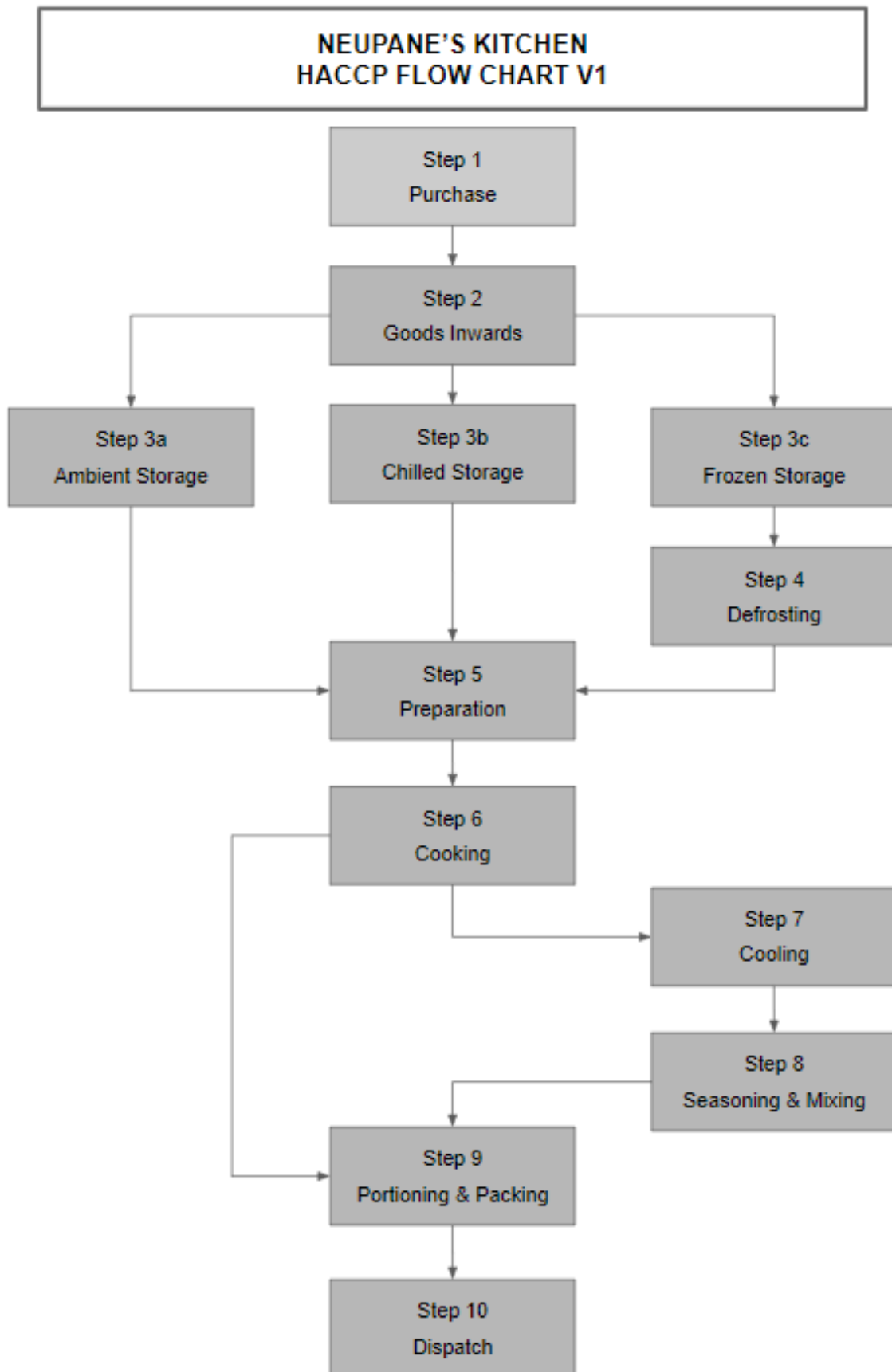
		raw food preparation
Contamination Control	Prevention of Contamination by foreign or chemical objects	<p>Chemical contamination controls:</p> <ul style="list-style-type: none"> <li>• Follow the manufacturer's instructions on how to use and store cleaning chemicals</li> <li>• Store cleaning chemicals away from food and food equipment, unless food safe such as sanitiser</li> <li>• Use correct cleaning chemicals and label cleaning chemicals correctly</li> <li>• Do not spray cleaning chemicals near food</li> <li>• Do not store food in opened tins. Decant container with lid.</li> <li>• Ensure Vegetables are washed following the prepare instructions</li> </ul> <p>Foreign body contaminations controls:</p> <ul style="list-style-type: none"> <li>• Clear and clean as you go</li> <li>• Take care to open and discard packaging carefully</li> <li>• Replace old, worn, damage equipment, utensils and cleaning equipment</li> <li>• Use food grade container for storing food</li> <li>• Keep a pest free premises</li> <li>• Personal Hygiene policy followed</li> </ul>
Personal hygiene	All employees and other persons who enter food production or service areas will follow the requirements for personal hygiene.	
Cleaning and disinfection	Procedure for cleaning and disinfecting of the equipment and the structure are in place and followed. A cleaning schedule in place	
Training	All Employees receive training in food safety and their role in the HACCP program	
Pest control	An effect pest control procedure in place	
Waste Management	All waste will be stored Hygienically and removed from the premises as required	



## **Review**

**The HACCP system is reviewed on the following occasions:**

- At least annually
- Following any new product development
- Following any process change
- Following any change of key personnel
- Following significant layout change
- Following an increase in complaints
- Following any adverse inspection or audit report by an Environmental Health Practitioner or the food safety consultant
- In response to any change in legislation or other regulatory input



## **4. Food Allergens**

## **The Law**

It is a legal requirement for food businesses to provide accurate information about the allergenic ingredients used in the food and drink they serve. Food that is pre-packed for direct sale (PPDS) - these foods must carry full ingredients labelling on the packaging, with the allergens clearly emphasised

If taking phone orders or using a website to advertise and/or take orders, staff must be able to let customers know what allergens are in the food before the order is placed AND at the point of delivery to the customer. Business could put a clear and easy to see statement on the website, printed menus and flyers to tell customers where they can obtain allergen information

Business need to make sure that staff know how to take orders over the phone and/or online for food allergy customers

Business must ensure take away orders for customers with food allergies can be clearly identified

## **What are the allergens in question?**

- Celery and celeriac
- Cereals containing gluten (found in wheat, barley, rye, spelt and kamut)
- Crustaceans
- Eggs
- Fish (all species of fish)
- Lupin
- Milk
- Molluscs
- Mustard
- Tree nuts
- Peanuts
- Sesame Seeds
- Soya
- Sulphur Dioxide (Sulphites)

## **Neupane's Kitchen food allergens policy**

### **We:**

- recognise the potentially life-threatening risks that are associated with food allergies
- comply with the law

## Neupane's Kitchen food safety management system

- provide clear and accurate information about the 14 allergens for every dish we sell and make sure it is available for all of our customers
- ensure all members of team member know where the allergen information is kept;
- make sure all team member have received basic training about the allergens contained in our food and food allergies, ensure that there are experienced team member available per shift to field customer questions;
- update our allergens information, should products or recipes change;

# **5. Monitoring of CCPs**

### Receipt of foods

Foods received in the premises must be checked:

- Temperature at or below 8°C for chilled food
- Temperature at or below -12°C for frozen food
- No risk of contamination
- Packaging, pest and quality checks
- In date ('Use By' or 'Best Before')

### Details recorded on the Good inward sheet

All containers sealed, free of obvious damage?	
Free of debris, glass, dirt on product packaging	
Free from signs of pests	
Free from bad smell from packaging	
Record if there is any return/discard made	
Checked by:	

### Due diligence diaries

All other CCPs and checks are recorded in the log books:

#### Log book

- Daily Opening Check
- Daily Closing Check
- Fridge / freezer temperature check record
- Cooking & cooling temperature check record
- Probe calibration record

#### Waste book

- All wastage

## **6. Traceability and Product Recall**



## **Traceability**

It is Neupane's Kitchen policy to maintain traceability of all products in our kitchen from incoming goods through to finished products.

This is achieved by recording the following information on receipt of all foods:

- Incoming goods description and quantity
- Date of arrival
- Name of the supermarket where foods purchased from / supplier's name if applicable
- Batch codes if provided and/or relevant dates ('best before'/'use by') if this information is not provided, the above information is recorded.

## **Product withdrawal and recall**

Responding quickly to any problems with food products used or sold is an important part of managing food safety.

When there is a problem with a food product, 'withdraw' the product (stop using/selling/discarding) and 'recall it (when customers are asked to return/destroy a product).

### **Problems with a product – identified by:**

- A manufacturer of the product
- Supplier or wholesaler
- A notice in newspapers
- Local authority
- Food Standard Agency (FSA)

### **Potential reasons for product withdrawal or recall**

- Contain harmful bacteria
- Be physically contaminated, e.g. with piece of glass or metal
- Wrongly labelled, which could be a problem for people with food allergies

## **What to do**

- As soon as you find out about the problem with a product, stop using /selling, check the product delivery record to determine the amount received - Locate the product and remove it and discard. Discard any of the product(s) that has been prepared for sale. Record the amount discarded to waste.
- Inform all team member about the problem
- Inform to the customers if needed

# **7. Personal Hygiene**

**Everyone is required to adhere to high standards of personal hygiene.**

### **Hand washing**

Good hand hygiene is fundamental to good food safety and good practises must be in place to prevent cross-contamination of food. Use a designated hand wash basin, do not use other utensils or food wash sinks. Wash hands thoroughly with hot water and soap, and dry hands with a blue disposable paper towel or hand dryer properly after washing.

#### **Wash hands:**

- After putting on your uniform at the start of your shift
- When entering the kitchen, food preparation or serving area
- When changing or removing gloves after touching food
- After emptying bins or touching waste
- After any break (toilet, smoking, eating, coffee etc.)
- After cleaning
- After touching a cut or changing a dressing
- After blowing your nose, touching your face or hair

# WASH YOUR HANDS



- When entering the kitchen and serving area, e.g. after a break or going to the toilet.
  - After touching raw meat / poultry and egg.
  - Before touching ready to eat foods.
    - After cleaning.
    - After emptying bins.
  - After touching a cut or changing a dressing.

# Personal Hygiene Rules

- Wash Hands when required
- Do not wear watches and jewellery (except a wedding band)
- Do not wear perfume or aftershave
- Do not take personal belongings , cigarettes or medicines into the food preparation area
- Keep your fingernails short and clean
- Do not eat, drink or chew gum in the kitchen, food preparation area
- Do not touch your hair, face, nose, and mouth: wash your hands if you do do
- Avoid coughing and sneezing over food
- Keep working area clean - 'clear and clean as you go'
- Keep all the food items off the floor
- Note: All visitors/contractors must also follow these rules

## **Fitness to work**

All food handlers are required to provide medical information to determine their fitness to work

All employees are required to complete an Employee medical form.

The manager, if necessary, will review the completed questionnaires.

Any suspect cases employees will be excluded from work immediately and will be referred to their General Medical Practitioner or to an Occupational Health Practitioner

Food handlers suffering from diarrhoea, vomiting, heavy cold or flu, skin complaints or any condition that poses a risk to our food must not handle food and must:

- Be excluded from the food handling area/work until s/he is fully recovered.
- Not return to work until s/he is symptom-free for 48 hours and has finished taking any medication

Food handlers suffering from any food-borne illness must not handle food and must:

- Visit a doctor
- Obtain a clearance letter from the doctor before returning to work after illness

## **Protective clothing**

Clean and protective clothes must be worn whilst working to protect food from contamination

Hairnets (where required) must cover all of the hair.

Apron/Disposable apron if needed

# 8. Cleaning

It is Neupane's Kitchen policy to maintain the highest standards of cleaning of both the structure and equipment in all areas

**These standards are necessary to:**

- Comply with food hygiene legislation
- Prevent cross-contamination
- Prevent physical contamination
- Prevent chemical contamination
- Prevent pest activity
- Maintain equipment in good working order
- Maintain a safe working environment

**General cleaning policy**

- Follow the cleaning schedule and use correct cleaning chemicals
- Remove food from fridges, freezers or cupboards and store them in an alternative place before cleaning
- Keep all cleaning equipment in clean and good condition.
- Keep cleaning chemicals & equipment in designated areas (e.g. cleaning chemical storage cupboards / storage area) away from food & food equipment
- Cleaning cloths, sponges and scourers are to be stored in sanitizer solution between uses and discarded at the end of every day

**Clean As You Go:**

- This means keeping your workspace and equipment clean, tidy and minimum amount of bacteria present
- Complete in between tasks and to clear up spillages.
  - Remove debris using blue paper towel and dispose
  - Spray sanitiser over the surface and leave for 1 minute
  - Dry using blue paper towel and dispose.

## 2-Stage cleaning and disinfection:

2 Stage Cleaning Process		
Stage 1	1	<b>Pre-clean</b> – remove food debris
	2	<b>Main clean</b> – use hot water, detergent and a green scourer to clean thoroughly.
	3	<b>Rinse</b> – remove all detergent/degreaser
Stage 2	4	<b>Disinfect</b> – spray sanitiser onto the surface and leave for at least 1 minute
	5	<b>Air dry</b> – remove sanitiser using blue roll and leave to air dry

## Cleaning chemicals

Detergent	Disinfectant	Sanitizer	Steriliser
A chemical used to remove grease, dirt and food, used for general cleaning.	A chemical used for disinfecting, which reduces the numbers of bacteria to a safe level.	A '2-in-1' product that acts as a detergent and a disinfectant.	A chemical designed to destroy all microorganisms

## Correct use of chemicals

- Only approved chemicals may be used
  - Detergents are only used to remove grease and fats. They do not remove germs or food poisoning bacteria. These chemicals must be used before disinfectants. Do not mix with disinfectants. Disinfectants reduce germs or food poisoning bacteria to a safe level. They must never be used before or mixed with a detergent.
  - Sanitisers are a specially manufactured combination of detergents and disinfectants
  - Follow the manufacturer's instructions on how to use cleaning chemicals. • Only use chemicals you have been trained to use
  - Never mix cleaning chemicals
  - Wear protective clothing when necessary
  - Avoid contact between cleaning chemicals and skin/eyes.
  - Store cleaning chemicals away from food and food equipment – keep them in a designated area
  - Always read the label before using the chemical.
  - Ensure that cleaning chemical containers are properly sealed when not in use
- **Cleaning Checklist in place and completed daily.**
  - **Safety Data sheet available for all the Chemicals that Neupane's Kitchen use**



# 9. Training

### **Training policy**

All team members are trained in food safety in stages to ensure compliance with the law and to ensure that a high standard of personal hygiene and safe food handling practises is maintained. Records of all such training are maintained by Neupane's Kitchen.

- All staff must complete Level 1 food safety training, equipment training and cleaning training before starting to work.
- All teams on the management must complete Level 2 food safety before appointment to the post.

# 10. Pest Control

Effective pest control is essential for food safety. Pests spread harmful bacteria, viruses and damage our equipment and property. It is illegal for pests to be present in our kitchen and we risk being closed down if they are.

Neupane's Kitchen premises are to be kept pest free

The following steps should be taken:

- Keep a high level of cleaning and housekeeping. This is the easiest, cheapest and most effective pest prevention
- Pest proof the premises (e.g. sealing holes).
- Check the premises daily for signs of pests (mice droppings, smear marks, dead insects)
- Keep external areas tidy and clean. If there are external bins, ensure the lids are closed and the bins are cleaned
- Clean the waste storage area after waste is collected
- Clear and clean as you go and remove spillages promptly
- Keep drains clean and in good condition.
- Do not leave food or dirty utensils out during night – check before closing
- Re-seal all dry foods properly and store them in cupboards / on storage racks off the floor; keep lids closed properly at all times
- Store chilled and frozen foods inside fridges and freezers unless it is in use.
- There should be no damaged product packaging.
- Keep doors closed.

## **Type and signs of pests**

### **Rats and mice**

Small footprints in dust, droppings, holes in walls/doors, odour, damaged food packaging, structure and equipment, grease or smear marks, urine stains on food packaging.

### **Flies and flying insects, e.g. moths**

Bodies of insects, live insects, webs/nests, droning or buzzing, maggots Cockroaches Eggs and egg cases, moulted skins, the insects themselves (live or dead), droppings, odour

### **Ants**

Small piles of sand or soil, the insects themselves, flying ants on hot days

### **Beetles and weevils**

Moving insects, particularly in dry food, small maggot

**If you see any signs of pests**

- Call the pest contractor and carry out an investigation
- Report any maintenance defect allowing pest access for repair
- Carry out additional cleaning in all areas
- Discard suspicious food products and disinfect surfaces, utensils and equipment.
- Ensure all food is stored in cupboards, plastic boxes, fridges or freezers

**Pest Control contractor**

**South Coast Pest Control**

**21 Honeysuckle Ln, Poole BH17 7YY**

**01202 604682**

# **11. Environmental Health Practitioner (EHP) Inspections**

**Neupane's Kitchen is committed to meeting all of the relevant legal requirements and to working with enforcement agencies to achieve this.**

### **Environmental Health Practitioner (EHP) visit procedure**

Food hygiene law is enforced by the local authority Environmental Health Department.

#### **When an enforcement officer visits:**

- Ask the officer to present their identification card
- Greet the Environmental Health Practitioner and accompany them around, providing information and documentation requested
- Ensure the whole team cooperate fully
- Ask the officer to give a brief summary of the action required so that notes of the action points can be taken

### **Food hygiene ratings**

The Food Standards Agency, in partnership with local authority Environmental Health Departments, operates the national Food Hygiene Rating Scheme (FHRS) in England, Wales and Northern Ireland and the Food Hygiene Information scheme in Scotland. The schemes help consumers choose where to eat out or shop for food by giving them information about the hygiene standards in food outlets. They also encourage businesses to improve hygiene standards. The aim is to reduce the incidence of foodborne illness.



In England, Wales and Northern Ireland, the results range from 0 (Urgent improvement necessary) to 5 (Very good). It is a legal requirement to display the notice in Wales, but not in England

# **12. Waste Management**



### **Waste control**

- Waste should be placed in containers/ bins with fitted lids and removed frequently
- Waste containers/bins must be easy to clean and disinfect.
- Put waste bags in a designated area once removed from bins.
- Waste should be stored away from food and handling areas before collection
- Cardboard waste must be kept away from food
- Waste disposal area must be kept clean.
- Waste disposal area must be free of pests.

# **13. Customer Complaints**

### **Customer complaints**

Customer complaints are a valuable guide to our operating standards and must be dealt with in a timely and professional manner to identify the cause and avoid repetition.

Complaints related to food safety must be investigated when necessary. All investigations and corrective actions must be recorded.