



Royal Holloway University of London
Policy and procedure
Providing Catering not supplied by RHUL Catering Services

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1 Policy

1.1 Overview

We in Facilities Management (FM) have written this policy and procedure to give guidance on what you are required to do under food safety legislation, if you want to organise external catering on College premises. These requirements must be met whether the service offered is a tea and biscuits, a cold sandwich lunch or a more formal dinner service for 250 persons.

Throughout this policy and procedure the term '**food**' includes the service and provision of drink. The term '**catering**' includes the sale or supply of food or drink for human consumption including alcoholic or soft drinks.

Money does not have to be exchanged for food, in order for it to be covered by food safety legislation.

This document links to other documents and web sites, it is best to read this policy and procedure electronically.

1.2 Policy aim

The aim of this policy and procedure is to:

- make sure that any food supplied on the College premises is hygienic and safe to eat;
- give you guidance on accepted procedures and standards;
- make sure that food service operations comply with the requirements of
 - Food Safety Act 1990;
 - Food Safety (General Food Hygiene) Regulations 1995; and
 - Food Safety (Temperature Control) Regulations 1995;
- make sure that critical points in the delivery, storage, preparation, cooking and service of food have been considered and adequate provision has been made to ensure the safety of the food; and
- to provide documentary evidence that correct practices and procedures are being carried out.

1.3 College policy on the provision of food

The College's policy on catering is that all catering should be supplied in-house. This is to protect the College from legal claims for compensatory payments from members of staff or public. The risk to the College is now even greater following new licensing legislation where the college is regarded as a single premise for licensing considerations.

There are two main risks in supplying people with food from outside sources that have not been properly inspected or verified.

- The food may not have been prepared in accordance with the correct hygiene procedures and regulations.
- The way the food is transported, stored and served may place those eating it at risk.

As an institution the College has a responsibility to make sure that people entering the premises are in a safe environment, and this extends to any catering they may receive while on the premises.

In the event of an incident such as food poisoning, the only defence that the College has is that of due diligence. In order to claim a due diligence defence, the proprietor of the food 'business/operation' must show that precautions were taken to maintain the safety of the food offered and to make sure things did not go wrong.

The responsibility to produce/supply safe food remains with the 'proprietor' of the food operation and not with the owner of the premises. Therefore, the responsibility for the safe supply of food from sources other than Catering Services would lie fully with the department and staff organising and supplying the food.

1.4 The proprietor under Food Premises Registration Regulations

Where catering is supplied by a company/supplier outside the College Catering Services, the Director of Facilities Management is **not** considered to be the proprietor under the requirements of the Food Premises Registration Regulations 1991. The proprietor is the person/s organising and offering the food.

You are therefore responsible for making sure that the food you are offering meets the requirements of the regulations.

A number of the College's premises are registered as food businesses. The proprietor of these premises and responsibility for food safety would either be the FM Catering Services team or the Student Union Officers.

Any food offered from a non-registered building and handled by non-catering staff is **not** the responsibility of the FM Catering Services team or the Student Union Officers.

2 Procedure

2.1 Using food/catering suppliers not approved by the College

There are a number of steps which you **must** follow if you intend to use food or catering suppliers not approved by the College.

2.1.1 Prior to food service

- Does the department or society need to be registered under the [Food Premises Registration Regulations 1991](#).
- Audit the potential food/catering supplier. This can be done using the [Form: supplier hygiene audit](#) in the appendix.
- Contact the local authority which the food/catering supplier is registered with to determine whether they have any outstanding food safety notices or penalties.
- Carry out a food safety risk assessment of the College workplace where the food is to be handled, prepared, stored or served.
- Make sure that the designated area has the appropriate equipment for the safe handling of food and that the appropriate materials are available.
- If food is to be handled and served by an external caterer obtain a copy of their food safety risk assessment and check that it is satisfactory.
- Establish if the persons who you intend to handle the food are fit to do so. See section on [Food handlers fitness to work](#).
- Arrange [Food Hygiene supervision, instruction and/or training](#) for staff who handle or serve the food.

2.1.2 On the day

- Keep records on who has supplied the food, the name, address and contact phone number.
- Check the deliveries of the food. Record the findings of all temperature checks.
- Clean the area/utensils where the food is to be served with an appropriate food-grade cleaning agent before and after service.
- After service make sure that all food waste is disposed of in closed waste sacks in the appropriate waste bins.
- Take and record the temperature of the foods as identified in the risk assessment.
- Make sure that the temperature regulations as defined in the [Temperature controls](#) section are met at all times.
- Make sure that any food that normally requires refrigeration and is left on ambient display is disposed of at the end of the exemption time window or it is returned to refrigerated storage until eaten or thrown away. Refer to the [Temperature controls](#) section for more information.

2.1.3 After the event

Keep all records of the food service for a period of six months. These records must include information on:

- the event organiser;
- where the food was purchased from;
- who supplied the food; and
- food temperatures data.

Record any complaints on a customer complaint form. The organiser of the event must follow up the complaint with the supplier of the food.

3 Compliance with food legislation

3.1 Food Premises Registration Regulations 1991

If a department offers a food service to its staff, students or visitors on five or more days in any consecutive five week period, then the department must be registered under the premises regulations.

There is a legal requirement for all businesses to obtain registration with the local authority 28 days prior to the offer of any food service.

Exemptions from the regulations are available where:

- a registered catering business is used to supply the food;
- the only food supplied is beverages, biscuits, crisps, confectionery or other similar goods;
- the food is offered as part of a religious ceremony; or
- the food is solely supplied from a vending machine operation.

The penalty for failing to comply with the regulations on summary conviction is a fine not exceeding level 3 on the standard scale.

The FM Catering Service is registered with Environmental Services Department in Runnymede Borough Council. If a department is unsure if they should be registered or not, then they can contact the [FM Environmental Health Assistants](#) for advice or Runnymede Borough Council.

3.2 Food Safety Act 1990

This law was implemented to update and reinforce previous legislation. The main features of the Act are the enabling powers it contains. These allow Ministers to make regulations to control food safety. The requirements that departments within the College will be most interested in are summarised below.

Food under the Act has a wide definition that includes virtually everything that is eaten or drunk. For example it includes water and other foods that have no nutritional value, chewing gum, slimming aids.

The requirements of the Act cover food offered for sale, as a prize or given away as well as food exchanged for payment. If food is offered as part of a public function, or a sports event etc this is also covered by the act. If food is on the premises it is assumed that it is there for supply/selling unless the proprietor can prove that it is not for human consumption. The offences under the act fall into two categories, Food Safety offences and Consumer Protection offences.

The offences are listed below.

- Rendering food injurious to health by adding or removing substances or subjecting it to a process or treatment.

- Selling food that is unfit for human consumption and/or has been so contaminated that it would not be reasonable to expect it to be fit for human consumption.
- Selling food not of the nature, substance or quality demanded by the consumer.
- Falsely describe or present the food to mislead the purchaser.

The penalties for offences under the Food Safety Act on conviction are fines up to £20,000 or prison sentences of up to six months. In extremely serious cases even higher fines and longer terms of imprisonment can be imposed.

There are two main defences against prosecution. Firstly the offence was due to the fault of another person. For example a foreign body in a bread roll – the caterer could not know that the item was there so the prosecution would pass to the baker. Secondly, is the defence of ‘due diligence’. In this instance the defendant can prove that they took all reasonable precautions and exercised all due diligence to ensure that an offence was not committed.

3.3 Food Safety (General Food Hygiene) Regulations 1995

The regulations cover all food businesses. The regulations clarify that a food business is defined as any undertaking, whether carried on for profit or not and whether public or private, carrying out any or all of the following operations, namely, preparation, processing, manufacturing, packaging, storing, transportation, distribution, handling or offering for sale or supply, of food.

The regulations are concerned with ensuring that the handling of food is carried out in a hygienic manner. The definition of ‘hygiene’ is given as all measures necessary to ensure the safety and wholesomeness of food during preparation, processing, manufacturing, packaging, storing, transportation, distribution, handling and offering for sale or supply to the consumer.

The regulations place the obligation on the proprietor of the food business or operation. The regulations provide in Chapter I of Schedule I a list of hygiene rules that must be followed for all food handling. Chapter II provides specific details on the structure and arrangements for a room where food is prepared. Chapter III provides specific details of the steps that must be taken where food is handled and supplied in premises used for occasional catering. The other chapters in schedule I give details of the standards that must be met in relation to transport, equipment, waste, water supply, personal hygiene, handling food stuffs and training.

The regulations also require that an analysis of the food operation must be carried out and that it must identify where there are hazards to the food. Control measures to remove the hazard must be taken and their implementation monitored and finally the whole process must be reviewed. More details are given in the section entitled Food Safety Risk Assessments.

There is also a duty under the regulations for persons who are carrying diseases that can be transmitted by food or who have infected wounds or skin conditions to report these to the proprietor.

The penalties for failing to comply with the regulations are; on summary conviction a fine not exceeding the statutory maximum of £20,000. On conviction on indictment a fine (unlimited) or imprisonment for a period not exceeding 2 years.

The Industry Guide to Good Hygiene Practice: Catering Guide is an official guide to the regulations and provides practical advice on how to comply with the regulations. It was developed in accordance with article 5 of the EC Directive on the hygiene of foodstuffs (93/43/EEC). Whilst the guide has no legal force, food authorities must give it due consideration when they enforce the regulations. The guide is published by Chadwick House Group Ltd, ISBN 0 900 103 00 0.

The full details of the regulations can be found on the HMSO web site at http://www.hmso.gov.uk/si/si1995/Uksi_19951763_en_1.htm#end

The Food Standards Agency has produced a summary of the food safety regulations <http://www.food.gov.uk/multimedia/pdfs/safetyaw.pdf>

3.4 Liquor licences

The sale of liquor requires the seller to be licensed for 'sale by retail of alcohol' by their local authority. If intoxicating liquor, beer, wine or cider are offered with food and no payment is required from the guests/recipients, then it is not required to be covered by that license. However, this must still be done in accordance with the College's Premises License and relevant statutory requirements.

If full or part payment for the meal and drink is received from the guests/recipients then it is deemed to have been 'sold'. This means that the sale would need to be as part of the license and supervised by a personal license holder. This transaction can only take place in designated buildings identified under the license.

The Premises Licence currently held by Facilities Management are not transferable to other departments because they are licensee specific. Any sale of alcohol would have to be supervised by a Personal License holder.

3.5 Food safety risk assessments

The Food Safety (General Food Hygiene) Regulations 1995 require the proprietor of a food business to carry out a food safety risk assessment. The aim is to identify any step in the activities of a food business that are critical to food safety and to take steps to ensure that adequate safety procedures are identified and implemented, maintained and reviewed. This is one way that it can be ensured that the requirements of the Food Safety Act 1990 are met.

If a department needs to be registered under the registration regulations, they will need to operate under the requirements of the food hygiene regulations and carry out a food risk assessment.

Even if a department does not need to be registered it is still best practice to carry out a food safety assessment in line with the duty of care to all persons placed on the College under the Health and Safety at Work Act 1974

An assessment examines the workplace to make sure that food can be handled, transported, stored, prepared, cooked and served in a manner that keeps it safe and free from contamination.

It looks at the food operation step by step and introduces procedures to make sure that the food is 'safe' at every stage. There are five basic steps to the assessment:

1. analyse the potential food hazards in the food operation; for example how a food could be made harmful or contaminated;
2. identify the points where the hazards could occur;
3. decide which points are critical;
4. identify and implement effective control and monitoring procedures to ensure food is protected at the critical points; and
5. review the analysis, the control points and the monitoring procedures whenever the food operations change or periodically.

This is sometimes referred to as HACCP, which stands for Hazard Analysis and Critical Control Points. A full HACCP system such as is used in food factories involves a great deal of documentation and may generate many written records. The regulations do not demand written records but they go some way to providing a 'due diligence defence'.

Detailed information on the principles to follow can be obtained from the following guides:

- Assured Safe Catering;
- Department of Health;
- HMSO;
- S.A.F.E; and
- British Hospitality Association.

3.6 Food Hygiene supervision, instruction and/or training

It is the responsibility of the food business proprietor to ensure that all persons handling food have received a level of training commensurate with their food handling activities.

Under the regulations a food handler is defined as any person in a food business who handles or prepares food whether open or packaged and it includes drink and ice.

The level of training needed will depend on the type of food being handled. Persons handling high risk food will need a greater degree of training and supervision.

All persons handling food should receive the minimum or essentials of food hygiene training. This should include some or all of the items in [The essentials of food hygiene](#) section. Anything not relevant to the food service can be omitted.

Where a 'caterer' is being used then you must establish what level of training their staff who will be working in your premises have received.

Supervisory or staff handling high risk foods must have received some formal recognised training. Large suppliers may run their own in-house courses which will be of the appropriate standard. Alternatively there are a number of accredited hygiene courses run by the following organizations:

- The Chartered Institute of Environmental Health
- The Royal Institute of Public Health and Hygiene
- The Royal society of Health
- Society of Food Hygiene Technology.

In addition to this some vocational courses also offer an element of food hygiene training. A separate food hygiene course would then not necessarily be needed.

If agency staff are hired the hirer must instruct them all in the 'essentials of food hygiene' and satisfy himself that those who need higher levels of training have received it.

4 The essentials of food hygiene

4.1 Personal hygiene

- Keep yourself clean and wear clean clothing, this must include a hat. Staff with long hair must tie their hair back and keep away from their face with grips if necessary.
- Do not wear the same clothes you wear travelling to work that you will wear in the kitchen.
- No jewellery may be worn when handling food, except for wedding rings and plain sleeper style earrings.
- Always wash your hands on
 - entering the kitchen;
 - before handling food;
 - after visiting the toilet;
 - after touching any part of your face or head; and
 - after handling raw foods or waste.
- Tell your supervisor before reporting to work if you are suffering from any skin, nose, throat, stomach or bowel trouble.
- Cover any cuts or sores with a blue waterproof dressing before entering the kitchen.
- Do not cough or sneeze over the food. After coughing or sneezing immediately wash your hands.
- Do not smoke, eat or drink in a food room.
- Avoid touching the food at all times with your hands, use the utensils provided.
- Keep food covered at all times.
- Keep food in the hot plate or in the fridge until it is required for service.
- Keep raw and cooked or ready-to-eat foods separate.
- Use separate utensils and equipment for handling raw and cooked or ready-to-eat foods.
- 'Clean as you go' using the chemicals provided in the manner in which you have been trained.
- Leave your work area clean at the end of your shift.
- Follow any food safety instructions given by your supervisor or manager.

4.2 Food handlers fitness to work

The guidance given below relates to the persons involved in food production, preparation, service or sale. It is provided in addition to the 'essentials of food hygiene'.

This guidance is given to prevent microbiological contamination of food by the food handler.

- Persons suffering with gastrointestinal illness must be excluded from handling food.
- Persons who have had diarrhoea and vomiting in the last 48 hours must be excluded from handling the food.
- Persons who have suffered with Enteric fever, e.g. typhoid and paratyphoid must be excluded from food handling.
- Persons who have suffered with Hepatitis within the last 7 days must be excluded from handling food.
- Persons with lesions on exposed hands, face, neck and scalp that are actively weeping/discharging must be excluded from handling food.
- Persons with infections of the eyes, ears and mouth that are weeping/discharging must be excluded from food handling.
- Persons suffering with respiratory diseases that result in sneezing or coughing must be excluded from handling food.

5 Premises, transportation, temperature and audits

5.1 Mobile and/or temporary premises and premises used for occasional commercial food preparation

The 'rules of hygiene' relating to the premises are contained in the Food Safety (General Food Hygiene) Regulations 1995. When a premise is used for occasional commercial food activities the persons must have regard for the other activities that have taken place in the premise. The premise must be thoroughly cleaned and disinfected before commercial food preparation begins to ensure there is no risk of food contamination.

The responsibility for the production of safe food lies with the proprietor of the food operation and not the hirer/supplier of the room. If College staff are responsible for the production/preparation of the food then they are responsible for the safety of the food. If an external caterer produces the food then the caterer is responsible for the safe production of the food.

It is understood that food may be prepared within non-catering departments, for example in staff rooms. It should be remembered that catering in this context means the preparation of food for consumption and in general involves opening the food and having some contact with it.

The regulations that apply to mobile or premises used for occasional food preparation are summarised in the section below.

- Premises shall be sited, designed, constructed and kept clean and maintained in good repair so as to avoid the risk of contaminating foodstuffs and harbouring pests so far as is reasonably practicable.
- Appropriate facilities must be available to maintain adequate personal hygiene (including facilities for the hygienic washing and drying of hands).
- Surfaces in contact with the food must be in sound condition, easy to clean and disinfect.
- Adequate provision must be made for the cleaning and disinfecting of work utensils or equipment.
- Adequate provision must be made for the cleaning of food stuffs.
- An adequate supply of hot and or cold potable water must be available.
- Adequate arrangements and facilities must be available for the hygienic storage and disposal of waste.
- Adequate facilities for the maintaining and monitoring suitable food temperatures.
- Foodstuffs must be so placed to avoid, so far as is reasonably practicable the risk of contamination.

Full details of the regulations and guidance to compliance are given in ['Industry Guide to Good Hygiene Practice: Catering guide'](#).

5.2 Transporting food

When food is delivered to the premise or 'catering outlet' the responsibility for legal compliance lies with the supplier. However, where the 'caterer' is a non-catering member of College staff purchasing food for catering, the responsibility for compliance **lies with the member of staff**.

The 'rules for hygiene in respect of transport' contained in the Food Safety (General Food Hygiene) regulations may be summarised as follows:

- conveyances and/or containers for transporting foodstuffs must be clean and in good condition and protect the food from contamination. Where necessary they must be designed and constructed to permit cleaning and disinfection
- receptacles for transporting foodstuffs must not be used for other items where this could result in contamination of foodstuffs
- where conveyances or containers are used for transporting foodstuffs and non-foodstuffs or different types of foodstuffs there must be effective separation to protect against the risk of contamination
- where conveyances or containers are used for transporting anything other than food there must be effective cleaning in between loads to avoid risk of contamination
- foodstuffs in conveyances and/or containers must be so placed to protect and minimise any risk of contamination
- where necessary conveyances and/or containers used for transporting foodstuffs must be capable of maintaining foodstuffs at the appropriate temperatures and where necessary allow the temperatures to be monitored.

5.3 Temperature controls

This section provides guidance on the content of the Food Safety (Temperature Control) Regulations 1995. The temperatures that are talked about are food temperatures and not air temperatures of the temperature controlled holding units.

Ideally calibrated temperature probes should be used for monitoring temperatures and the displays on the temperature controlled holding units should not be relied upon. Details of the regulations can be found on the following web page: http://www.hmsso.gov.uk/si/si1995/Uksi_19952200_en_1.htm#end

Although the legal requirement for holding cold food is 8°C it is a best practice recommendation of using chilled storage at 5°C. This allows a temperature margin for temperature fluctuations in a storage chiller.

Compliance with the temperature control regulations would be the responsibility of the 'caterer'. Where these are not members of FM Catering Service the responsibility lies with the members of staff offering the food.

The regulations can be summarised in the following points.

- Chilled food that could become unsafe must be kept below 8°C. Opened canned foods must be kept below 8°C;
- Various cold foods are exempt for example shelf stable, canned, raw materials, cheeses during ripening and others where there is no risk to health.
- Cold food that is on display or is out on service may be kept at temperatures higher than 8°C for one period of up to 4 hours only.
- Food is allowed a short time outside temperature control for the purposes of transfer, preparation, defrosting or breakdown of the equipment.
- Hot food must be kept at temperatures in excess of 63°C. It may be kept at a temperature cooler than 63°C for a maximum of 2 hours if it is for service or display.
- There is a general requirement for all food to be kept under temperature control if that is needed to keep it safe.
- Food that has been cooked and is to be cooled for service must be cooled quickly. No specific limits are set but the Department of Health Guidelines specify a time period not exceeding 90 mins.

The regulations themselves do not give a definitive list of foods to be covered. However, they do give guidance on foods that are likely to be subject to temperature control which include:

- cooked meats, fish and meat and fish products;
- cooked meats in cans that have only been pasteurised;
- cooked vegetable dishes;
- any cooked dish containing egg or cheese;
- prepared salads or dressings;
- soft cheeses or mould ripened cheese;
- smoked or cured fish;
- any sandwiches containing the above foods as a filling;
- low acid desserts and cream products;
- fresh pasta and partly cooked pasta and dough products; and
- smoked and cured meats that are not ambient stable.

Occasionally manufacturers may recommend different storage temperatures or requirements. In these cases the use by dates and handling instructions must be closely followed.

5.4 Auditing a supplier

It is always advisable to perform some kind of audit on the company to supply the food. In the appendix to this document are two different forms that are used by Facilities Management to establish suitability to supply the College.

The [Form: mobile/external caterers – food safety questionnaire](#) is a simple document that is used for suppliers who operate from a mobile premise, for example, a mobile ice cream van.

The [Form: supplier hygiene audit](#) is more detailed document used for higher risk catering suppliers. These will be companies that supply food that may be eaten without further treatment. It would also be used for external caterers who might produce ready prepared food for our Catering Operation to serve.

The process includes:

- sending the form to the supplying company;
- checking that all the relevant sections of the returned forms have been completed;
- contacting the company's local Environmental Health Department to see if the company is actually registered with them and if there are any outstanding legal actions pending; and
- checking with the company to see if they have received accreditation from a third party auditing body such as the British Retail Consortium, British Sandwich Association or the Support Training Services.

Where a company has been audited against a recognised standard by a third party this is accepted as means of satisfying the Colleges 'due diligence' defence in respect of their suitability to supply. If a company has not got a third party auditor and does not complete a satisfactory audit form then a physical audit of their operation would be necessary to establish suitability to supply the College.

6 Implementation Checklist

6.1 Review Period

This document will be reviewed every 24 months by the Environmental Health Office.

6.2 Other Divisions/ Teams within FM

This document has an impact on the Catering Division within FM. This document was written with contributions from other divisions and reflects their views.

6.3 Customers

This policy and procedure provides guidance to any member of the College who plans to offer food which is not supplied by FM Catering Services.

6.4 Other College stakeholders

This policy and procedure will go to the Trading Standards Committee and for approval.

6.5 Trade unions

Trade unions and their members are considered as part of every policy and procedure.

6.6 Impact assessment

A primary impact assessment was completed and added to the appendix.

6.7 Risk assessment

No risk assessment was needed for this policy and procedure but anyone planning to provide their own catering will have to complete a risk assessment for their event.

6.8 Other legislation

The following legislation has been considered as part of this policy/procedure.

- Health & safety
- Employment law
- Equality & diversity (gender, age, race, disability, philosophical belief, sexual orientation)

This document will be produced in accessible formats to meet individual requirements.

6.9 Finance & Resources

There are no immediate financial or resource implications.

6.10 Sustainability

This document will be stored and accessed electronically wherever possible, to reduce paper usage.

6.11 Best Practice

This policy and procedure reflects current best industry practice. We have written this policy and procedure using plain English guidelines.

6.12 Training and Support

All users of this policy and procedure will receive one-to-one or group support as required.

6.13 Other Areas

No issues.

6.14 Planning Ahead - Areas to Review

No current issues.

6.15 Document sensitivity

This document is suitable for open distribution.

7 Appendix

7.1 Form: mobile/external caterers – food safety questionnaire

ROYAL HOLLOWAY, UNIVERSITY OF LONDON FACILITIES MANAGEMENT MOBILE / EXTERNAL CATERERS FOOD SAFETY QUESTIONNAIRE
--

Date: **Name of person completing form:**

Position:

Please answer all questions.

Trading Name:	
1. Address:	
	Post Code:
3. Daytime Tel No:	Contact:
4 Name of the Proprietor:	
5. Type of Unit (e.g. van, stall, trailer)	
6. Is your business registered with a local authority? If yes, with which authority/authorities?	Yes / No
7. Examples of other events/venues worked before:	
8. Type of food to be sold:	
9. What storage facilities will be used for food on site? (e.g. refrigerated vehicle, container etc)	

16. Where open food is served/prepared/handled, will staff be provided with adequate clean and protective over clothing which covers those parts of the body likely to come into contact with food (including normal clothing to the arms?)

Yes / No

If yes, If yes, please detail what clothing is provided?

17. What measures will you be taking to protect food items from risk of contamination while it is being stored/displayed for sale?

18. What measures will you be taking to monitor the temperatures of high risk foods (hot and cold) being stored and displayed for service on your stall?

19. Approximately how many people will be working on site?

20. What food hygiene training will food handlers have received before arriving on site?

21. Will you be providing suitable first aid material on site for use by food handlers?
Yes/No

22. Have you carried out an assessment of those activities of your food business which are critical to ensuring food safety as per Reg 4 (3) of the Food Safety (General Food Hygiene) Regulations 1995?

Yes / No

If yes, please attach details of the assessment.

23. Will you require the University to supply / provide any service / equipment?

Yes / No

If yes, please provide details:

Please return to: Royal Holloway, University of London
Egham
Surrey TW20 0EX

Thank you.

7.2 Form: supplier hygiene audit

**ROYAL HOLLOWAY, UNIVERSITY OF LONDON
FACILITIES MANAGEMENT, MANAGEMENT SERVICES
SUPPLIER HYGIENE AUDIT**

(To be completed by the supplier)

<p>Name of Supplier: Contact Name: Telephone:</p> <p>Address: Head Office</p> <p>Address: supplying Depot</p> <p>Brief Description of Operation:</p>	<p>Name, address of Local Environmental Health Department, business registered with:</p> <p>To be completed by Supplier:</p> <p>I declare that the information produced in this document to be true and correct:</p> <p>Name: (Block Capitals) Signature:</p> <p>Position:</p> <p>Date</p>
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This form has been compiled for completion by all types of supplier to RHUL. Depending on the nature of your business there may be some sections which are not relevant. Please only complete those sections which relate.

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<p><u>COMPANY SUPPLIERS</u></p> <p>Have hygiene audits been carried out on all company's suppliers? How often are suppliers audited?</p>	<p>ANSWERS, DETAILS AND COMMENTS</p>	<p>RHUL (complete during audit) View audit:</p>
<p>Which suppliers produce microbiological data on their products? Give supplier name and product.</p>		<p>View data:</p>
<p><u>DELIVERY FROM SUPPLIERS</u></p> <p>What is the temperature checking procedure for deliveries?</p>		
<p>What is the procedure for adverse temperature readings?</p>		
<p>If temperature probes are used, how is accuracy monitored?</p>		
<p><u>STORAGE</u></p> <p>Are all types of product/materials stored separately?</p>		
<p>Are all food items stored above floor level?</p>		
<p>How many chilled storage units are there? What is stored in each?</p>		<p>View record:</p>
<p>How often are temperature readings taken? How are they taken?</p>		

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<p>What is the procedure in the event of failure of chilled storage equipment?</p>		
<p>What are the storage control/rotation procedures are in operation?</p>		
<p><u>PRODUCTION</u></p> <p>What temperature checks are recorded during preparation?</p>		
<p>What precautions are taken to prevent cross contamination?</p>		
<p>Are raw ingredients screened / examined for foreign bodies? If yes - give details</p>		
<p>Are <u>all</u> finished products passed through a metal detector? Or what %? How often is the accuracy of detectors checked? What size test pieces are used?</p>		
<p><u>EQUIPMENT</u></p> <p>Is all metal food contact equipment stainless steel? Is steel equipment painted to prevent rust? Is the paint in good repair?</p>		
<p>Fabric Belts etc. are they in a good state of repair? How often are they examined for</p>		

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damage?		
How often is equipment serviced / maintained?		
How many hand washbasins are there? Where are they located?		
<u>PERSONNEL</u> How is health information obtained from staff for - pre employment? - after absences?		
Staff facilities rooms /restrooms What is the ratio of toilets to female staff? And male staff?	- Lockers - Changing - toilets - dining	
How often are the first aid supplies checked/replenished? Who is responsible?		
Are blue detectable plasters used?		
Are any staff trained in first aid?		
What protective clothing is issued to food handlers?		
<u>TRAINING</u> Is there a Hygiene Policy and Procedures Manual?		

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<p>Which staff are trained in: Basic Food Hygiene Intermediate Food Hygiene Advanced Food Hygiene Health & Safety C.O.S.H.H</p>		
<p>Are refresher courses held for the above? If yes - at what frequency? How are training records held?</p>		
<p><u>REFUSE</u> Is there a contract for refuse disposal? Name the contractor/s Frequency of collection?</p>		
<p>Are food returns accepted? If yes - give details of procedure</p>		
<p><u>PEST CONTROL</u> Is there a Pest Control contract in operation? Name of Contractor</p>		
<p>Frequency of visits</p>		
<p>What pests are covered?</p>		
<p>Are Health and Safety data sheets held for all chemicals used by Contractor?</p>		
<p><u>VISITORS</u> What is the procedure for taking</p>		

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visitors to production areas? Do they complete a health questionnaire? What protective clothing is issued?		
<p><u>GENERAL DOCUMENTAION</u></p> What is the procedure for dealing with complaints? Name the contact for reporting complaints to? Is there a policy for product recall? If - yes give details		View records:
Are cleaning schedules operated? Briefly explain how these are organised?		
Is there a separate chemicals store?		
Are there Health & Safety data sheets for all chemicals used on site?		
Have you completed H.A.C.C.P or a food safety risk assessment? If no, when is this to be completed? Please provide information on the hazards identified and the controls implemented.		
Is ISO 9000 in operation? If yes - which part		

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Is there a glass audit of all production areas? How often is it carried out?		
Are internal food safety/hygiene audits completed for production areas? How frequently?		
Do you use a third party to carry out production area food safety/hygiene audits? Who is used?		
<u>DELIVERY VEHICLES</u>		
Are delivery vehicles - owned? - leased?		
Is the Company name shown on the vehicle exterior?		
Is there a temperature checking procedure operated by the delivery personnel to the customers? What is the procedure?		
What is the cleaning schedule in operation for the vehicles?		
<u>BUILDING STRCUTURE</u>		
Approx. Age of the buildings		
Type of structure		
Location of building/Unit		
Walls - non cavity?		

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- smooth, impervious? - easily cleaned? - what is the wall finish?		
Floors - smooth, impervious? - easily cleaned? - what flooring is used?		
Ceiling - free flaking coating? What is the ceiling constructed of?		
Overhead structures - how often are they cleaned (lights, beams)?		
Are lights sheathed/protected?		
Ventilation/Extraction ducts - how often are they cleaned?		
How often are filters changed?		
Is the Company name shown on the vehicle exterior?		
Is there a temperature checking procedure operated by the delivery personnel to the customers? What is the procedure?		
What is the cleaning schedule in operation for the vehicles?		
<u>BUILDING STRCUTURE</u>		
Approx. Age of the buildings		
Type of structure		
Location of building/Unit		

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Walls - non cavity? - smooth, impervious? - easily cleaned? - what is the wall finish?		
Floors - smooth, impervious? - easily cleaned? - what flooring is used?		
Ceiling - free flaking coating? What is the ceiling constructed of?		
Overhead structures - how often are they cleaned (lights, beams)?		
Are lights sheathed/protected?		
Ventilation/Extraction ducts - how often are they cleaned?		
How often are filters changed?		

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(To be completed by R.H.U.L.)

Name of Persons Visiting:	Signatures of Persons Visiting:
Date of Visit:	Time of Visit:
General Comments:	

7.3 Equality Impact Assessment (EQIA): Initial Screening Form

Name of the policy, service or project: FM policy and procedure for external catering
(Referred to just as 'policy' herein)

Team: Facilities Management

a. Preparation

The work on this section should be done in advance and be used as part of your EQIA. Please attach examples of available monitoring information, research and consultation reports.

1. **Do you have monitoring data available on the number of people who are using or impacted upon by your policy?**
- | | | |
|---|-------------------------------------|--------------------------|
| | Yes | No |
| • Number of people with disabilities | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| • Black and minority ethnic communities | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| • Women and men | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

If you have answered 'Yes' to the above questions your monitoring data should be compared to the current available census data to see whether a proportionate number of people are taking up your service.

2. **If monitoring has NOT been undertaken, will this be done in future? N/A** (Race Relations Amendment Act, 2000)
- | | | |
|--|--------------------------|--------------------------|
| | Yes | No |
| | <input type="checkbox"/> | <input type="checkbox"/> |

If so, specify the arrangements you intend to make; if not, please give a reason for you decision:

3. **If you are aware of any relevant local or national equality or diversity-related consultation, research, or good practice guidance, then please list and attach here:**
- Plain English, EO monitoring by College's EO advisor.
- | | | |
|--|-------------------------------------|--------------------------|
| | Yes | No |
| | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
-
-

b. Your policy, service or project

1. What is the main purpose of the policy?

The policy gives guidance on what you are required to do under food safety legislation, if you want to organise any external catering on College premises. These requirements must be met whether the service offered is a tea and biscuits, a cold sandwich lunch or a more formal dinner service for 250 persons.

2. List the areas of activity of the policy, e.g. the recruitment strategy might have advertising, interviewing, short listing etc. as activity areas.

Activities include completion of forms, co-ordinating information to input on form, checking systems for data, inputting data into CAFM system and decision making.

3. Who are the main beneficiaries of the policy?

All staff, students and visitors of the College

4. Is the policy corporate and far-reaching?

Yes Maybe No

5. In your view, does the policy assist residents in meeting their most basic needs, i.e. shelter and income?

N/A

Yes No

6. What number of people may be affected by the policy?

**Directly: All staff,
students and visitors**

7. Are you expecting to make any changes to the policy during the next year?

Yes No

c. The Impact

1. Complete the following tables using ticks.

Consider the information gathered in Section (a) of this Screening Form, comparing monitoring information with census data, and considering any earlier research or consultations. You could also look at section _ of the EQIA Guidance Notes for areas of possible effect:

- Where you think that the policy could have a negative impact on any of the equality target groups, i.e. it could disadvantage them
- Where you think that the policy could have a positive impact on any of the equality target groups or contribute to promoting equality, equal opportunities, or improving relations within equality target groups

a) Does the policy affect men and women in different ways, e.g. flexible working arrangements might have a positive impact on women with caring responsibilities

Gender	Positive impact	Negative impact	Neutral	Reason
Women	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Men	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

b) Do people from different black and minority ethnic communities use services differently, e.g. could women from certain minority communities use a swimming pool more often if same sex swimming arrangements are in place?

Race	Positive impact	Negative impact	Neutral	Reason
Asian or Asian British (including Tamil, Gujarati and Korean)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Black or Black-British	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Chinese and other	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
White (including Irish)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

c) How will the policy impact on people with disabilities, e.g. if information about our services are not made available in large print or alternative formats, access to such services might be denied to people with a visual impairment or learning disability.

Disability	Positive impact	Negative impact	Neutral	Reason
Visually impaired	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Large print available and electronic storage
Hearing impairment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Physically disabled	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Learning disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Plain English allows clearer communication and understanding
Mental health problem	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

If the negative impact is potentially discriminatory and not intended and/or of high impact, you must complete a full Equality Impact Assessment.

2. a) **Could you minimise or remove any negative impact that is of low significance? N/A** Yes No
Explain how
Gender: _____
Race: _____
Disability: _____

b) **Could you improve the positive impact?** Yes No
Explain how
Gender: _____
Race: _____
Disability: _____

3. **If there is no evidence that the policy promotes equality, equal opportunities, or improved relations, could it be adapted so that it does? N/A** Yes No
Explain how
Gender: _____
Race: _____
Disability: _____

4. **As a result of this initial screening, what is the impact of your policy on the equality target groups?** Low Medium High

5. **Is progression to a full impact assessment required?** Yes No

Signed Mags Paterson

Position Administration Manager

Date: 24 January 2007

Equality Impact Assessment: Action Plan

Please list below any recommendations for action that you plan to take as a result of this impact assessment.

Issue	Action Required	Lead Officer	Time-scale	Resource implications	Comments