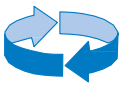
## PURCHASE, RECEIPT/DELIVERY, COLLECT

| HAZARD(S) AT CCP(S)<br>What can go wrong? | CONTROL MEASURES AND CRITICAL LIMITS<br>What action has to be taken to effectively reduce or get rid of the hazard?<br>What are the critical limits? | MONITORING AND RECORDING<br>How are the control measures checked and recorded? | CORRECTIVE ACTION<br>What should be done if the control measure fails and/or the critical limits are not met? |
|---|---|---|---|
| **Presence and Growth of Harmful Bacteria**<br>Cooked/ready-to-eat foods - where food is either **delivered** to the premises or **collected** by the food business | Accept **deliveries** from a reputable supplier at a temperature that will discourage the growth of harmful bacteria<br>Food **collected** must be transported in a way that will ensure that the temperature on arrival will comply with your specified House Rules<br>Make sure that all food is within its 'use by' date | Monitor temperature of food on delivery<br>Monitor temperature of food on arrival<br>Visual check on 'use by' dates | • Decide if food should be rejected or is safe to use<br>• Review supplier<br>• Dispose of unsafe food<br>• Review collection practices or methods of transportation<br>• Reject food beyond 'use by' date and review supplier |
| | **What you need to do:**<br>Keep to your **Temperature Control House Rules**<br>Keep to your **Stock Control House Rules** | **What you need to do:**<br>Complete **Delivery Record**<br>Complete **Delivery Record** | **What you need to do:**<br>Refer to your **Temperature Control** and **Stock Control House Rules** |
| **Cross Contamination**<br>From raw to cooked/ ready-to-eat foods | Keep raw and cooked/ ready-to-eat foods separate<br>Use safe handling practices | Observe and supervise separation practices<br>Observe and supervise handling practices | • Reject food which may be contaminated<br>• Review delivery methods<br>• Review staff training |
| | **What you need to do:**<br>Keep to your **Cross Contamination Prevention House Rules** | **What you need to do:**<br>Complete **Weekly Record** | **What you need to do:**<br>Refer to your **Training** and **Cross Contamination Prevention House Rules** |
| **Other Contamination**<br>e.g. from vehicle, equipment | **(Delivery/Collection)**<br>Make sure that delivery/ collection vehicle is clean<br>Make sure that food is protected and/or covered | Observe cleanliness of delivery vehicle/visual checks and supervision of collection practices<br>Observe that food is protected | • Reject food which may be contaminated<br>• Review supplier<br>• Review staff training |
| | **What you need to do:**<br>Keep to your **Cleaning House Rules**<br>Keep to your **Stock Control House Rules** | **What you need to do:**<br>Complete **Cleaning Schedule**<br>Complete **Delivery Record** | **What you need to do:**<br>Refer to your **Training, Cleaning** and **Stock Control House Rules** |

**House Rules References**
Training, Cleaning, Temperature Control, Cross Contamination Prevention and Stock Control

## REFRIGERATED STORAGE

| HAZARD(S) AT CCP(S)<br>What can go wrong? | CONTROL MEASURES AND CRITICAL LIMITS<br>What action has to be taken to effectively reduce or get rid of the hazard?<br>What are the critical limits? | MONITORING AND RECORDING<br>How are the control measures checked and recorded? | CORRECTIVE ACTION<br>What should be done if the control measure fails and/or critical limits are not met? |
|---|---|---|---|
| **Growth of Harmful Bacteria**<br>Cooked/ready-to-eat foods | Store food at a temperature that will discourage the growth of harmful bacteria<br><br>Make sure that all food is within its appropriate 'use by' date | Check refrigerator/chill temperature<br><br>Visual check on 'use by' dates | • Recheck temperature and consider if food is safe to use. Dispose of food if necessary<br>• Service Engineer to check/repair equipment<br>• Dispose of food beyond 'use by' dates |
| | **What you need to do:**<br>Keep to your **Temperature Control House Rules**<br>Keep to your **Stock Control House Rules** | **What you need to do:**<br>Complete **Cold Food Record**<br>Complete **Weekly Record** | **What you need to do:**<br>Refer to your **Temperature Control** and **Stock Control House Rules** |
| **Cross Contamination**<br>From raw to cooked/ready-to-eat foods | Keep raw and cooked/ready-to-eat foods separate<br>Use safe handling practices | Observe and supervise separation practices<br>Observe and supervise safe handling practices | • Dispose of food which may be contaminated<br>• Review staff training |
| | **What you need to do:**<br>Keep to your **Cross Contamination Prevention House Rules** | **What you need to do:**<br>Complete **Weekly Record** | **What you need to do:**<br>Refer to your **Training** and **Cross Contamination Prevention House Rules** |
| **Other Contamination**<br>eg. from equipment | Keep the refrigerator/ chill clean<br><br>Make sure that food is protected and/or covered | Observe and supervise cleaning of refrigerator/chill<br>Observe and supervise protection of food | • Dispose of food which may be contaminated<br>• Review staff training |
| | **What you need to do:**<br>Keep to your **Cleaning House Rules**<br>Keep to your **Stock Control House Rules** | **What you need to do:**<br>Complete **Cleaning Schedule**<br>Complete **Weekly Record** | **What you need to do:**<br>Refer to your **Cleaning** and **Stock Control House Rules** |



**House Rules References**
Training, Cleaning, Temperature Control, Cross Contamination Prevention and Stock Control

## FROZEN STORAGE

| HAZARD(S) AT CCP(S)<br>What can go wrong? | CONTROL MEASURES AND CRITICAL LIMITS<br>What action has to be taken to effectively reduce or get rid of the hazard?<br>What are the critical limits? | MONITORING AND RECORDING<br>How are the control measures checked and recorded? | CORRECTIVE ACTION<br>What should be done if the control measure fails and/or critical limits are not met? |
|---|---|---|---|
| **Growth of Harmful Bacteria**<br>Cooked/ready-to-eat foods | Store food at your specified House Rule temperature to discourage the growth of harmful bacteria | Monitor freezer function | • Recheck temperature and consider if food is safe to use. Dispose of food if necessary<br>• Service Engineer to check/repair equipment |
| | **What you need to do:**<br>Keep to your **Temperature Control House Rules** | **What you need to do:**<br>Complete **Cold Food Record** | **What you need to do:**<br>Refer to your **Temperature Control House Rules** |
| **Cross Contamination**<br>From raw to cooked/ready-to-eat foods | Keep raw and cooked/ready-to-eat foods separate | Observe and supervise separation practices | • Dispose of food which may be contaminated<br>• Review staff training |
| | **What you need to do:**<br>Keep to your **Cross Contamination Prevention House Rules** | **What you need to do:**<br>Complete **Weekly Record** | **What you need to do:**<br>Refer to your **Training** and **Cross Contamination Prevention House Rules** |
| **Other Contamination**<br>eg. from equipment | Keep the freezer clean<br><br>Make sure that food is protected and/or covered | Observe and supervise cleaning<br>Observe and supervise protection of food | • Dispose of food which may be contaminated |
| | **What you need to do:**<br>Keep to your **Cleaning House Rules**<br>Keep to your **Stock Control House Rules** | **What you need to do:**<br>Complete **Cleaning Schedule**<br>Complete **Weekly Record** | **What you need to do:**<br>Refer to your **Cleaning** and **Stock Control House Rules** |

**House Rules References**
Training, Cleaning, Temperature Control, Cross Contamination Prevention and Stock Control

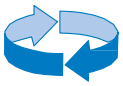
## AMBIENT STORAGE (storage at room temperature)

| HAZARD(S) AT CCP(S)<br>What can go wrong? | CONTROL MEASURES AND CRITICAL LIMITS<br>What action has to be taken to effectively reduce or get rid of the hazard?<br>What are the critical limits? | MONITORING AND RECORDING<br>How are the control measures checked and recorded? | CORRECTIVE ACTION<br>What should be done if the control measure fails and/ or critical limits are not met? |
|---|---|---|---|
| **Contamination**<br>e.g. from packaging, equipment, premises | Keep storage areas clean<br>Make sure that food is protected and/or covered | Observe and supervise cleaning<br>Observe and supervise protection of food | • Dispose of food which may be contaminated<br>• Review staff training |
| | **What you need to do:**<br>Keep to your **Cleaning House Rules**<br>Keep to your **Stock Control House Rules** | **What you need to do:**<br>Complete **Cleaning Schedule**<br>Complete **Weekly Record** | **What you need to do:**<br>Refer to your **Training, Cleaning** and **Stock Control House Rules** |
| **Other Contamination**<br>e.g. from pests | Implement pest control measures<br>Prevent pests coming into your premises | Observe and check the store for signs of pests<br>Observe and check food and packaging for signs of pests<br>Observe the condition of the premises | • Dispose of food which may be contaminated by pests<br>• Contact Pest Control Contractor<br>• Carry out repairs to premises |
| | **What you need to do:**<br>Keep to your **Pest Control House Rules**<br>Keep to your **Maintenance House Rules** | **What you need to do:**<br>Complete **Weekly Record**<br>Complete **Weekly Record** | **What you need to do:**<br>Refer to your **Pest Control** and **Maintenance House Rules** |

**House Rules References**
Training, Cleaning, Pest Control, Maintenance and Stock Control

## PREPARATION – RAW FOOD TO BE EATEN RAW (such as meat/fish/shellfish)

| HAZARD(S) AT CCP(S)<br>What can go wrong? | CONTROL MEASURES AND CRITICAL LIMITS<br>What action has to be taken to effectively reduce or get rid of the hazard?<br>What are the critical limits? | MONITORING AND RECORDING<br>How are the control measures checked and recorded? | CORRECTIVE ACTION<br>What should be done if the control measure fails and/ or critical limits are not met? |
|---|---|---|---|
| **Presence and Growth of Harmful Bacteria** | Minimise the time food is out of the refrigerator/ chill | Observe and supervise preparation of food | • Consider if the food is safe to use<br>• Dispose of unsafe food<br>• Review staff training |
| | **What you need to do:**<br>Keep to your **Temperature Control House Rules** | **What you need to do:**<br>Complete **Weekly Record** | **What you need to do:**<br>Refer to your **Training** and **Temperature Control House Rules** |
| **Cross Contamination**<br>to other ready-to-eat foods | Keep raw food apart from the ready-to-eat foods<br>Keep raw food, to be eaten raw, apart from other raw food which will later be cooked<br>Use safe handling practices | Observe and supervise separation practices<br>Observe and supervise separation practices<br>Observe and supervise handling practices | • Dispose of ready-to-eat food which may be contaminated<br>• Consider if the raw food is safe to use<br>• Review staff training |
| | **What you need to do:**<br>Keep to your **Cross Contamination Prevention House Rules** | **What you need to do:**<br>Complete **Weekly Record** | **What you need to do:**<br>Refer to your **Training** and **Cross Contamination Prevention House Rules** |



**House Rules References**
Training, Temperature Control and Cross Contamination Prevention

This manual is intended to cover most catering operations, however, we acknowledge the existence of speciality products, including food such as raw meat, fish and shellfish that will be eaten raw. General guidance is provided below, but you are advised to obtain specialist advice as necessary.

**RAW MEAT, FISH AND SHELLFISH -** This process step refers to foods such as oysters, beef carpaccio, fish in sushi and sashimi which are eaten raw and therefore require to be handled as carefully as ready-to-eat foods. Additionally, these foods present a contamination risk to other ready-to-eat foods.

These foods require to be stored and handled separately from both conventional raw foods such as raw meat and other ready-to-eat foods. **The service of raw and partially cooked foods presents a hazard, which cannot always be fully controlled.**

**LIVE SHELLFISH -** Only buy seafood from reputable suppliers.

## PREPARATION COOKED/READY-TO-EAT FOOD (including salad preparation)

| HAZARD(S) AT CCP(S)<br>What can go wrong? | CONTROL MEASURES AND CRITICAL LIMITS<br>What action has to be taken to effectively reduce or get rid of the hazard?<br>What are the critical limits? | MONITORING AND RECORDING<br>How are the control measures checked and recorded? | CORRECTIVE ACTION<br>What should be done if the control measure fails and/ or critical limits are not met? |
|---|---|---|---|
| **Growth of Harmful Bacteria**<br>Cooked/ready-to-eat foods | Minimise the time food is out of the refrigerator/chill | Observe and supervise preparation practices | • Consider if the food is safe to use<br>• Dispose of unsafe food |
| | **What you need to do:**<br>Keep to your **Temperature Control House Rules** | **What you need to do:**<br>Complete **Weekly Record** | **What you need to do:**<br>Refer to your **Temperature Control House Rules** |
| **Cross Contamination**<br>From raw to cooked/ ready-to-eat foods | Keep raw and cooked/ready-to-eat foods separate<br>Use safe handling practices<br>Wash salad ingredients | Observe and supervise separation practices<br>Observe and supervise handling practices<br>Observe and supervise salad washing practices | • Dispose of food which may be contaminated<br>• Review practices<br>• Review staff training |
| | **What you need to do:**<br>Keep to your **Cross Contamination Prevention House Rules** | **What you need to do:**<br>Complete **Weekly Record** | **What you need to do:**<br>Refer to your **Training** and **Cross Contamination Prevention House Rules** |
| **Other Contamination**<br>e.g. from equipment | Use good personal hygiene practices<br>Make sure that equipment and utensils are clean<br>Make sure that equipment and utensils are in a good state of repair | Observe and supervise personal hygiene practices<br>Observe and supervise cleaning<br>Observe and supervise the condition of equipment and utensils | • Dispose of food which may be contaminated<br>• Dispose of defective equipment/utensils<br>• Review staff training |
| | **What you need to do:**<br>Keep to your **Personal Hygiene House Rules**<br>Keep to your **Cleaning House Rules**<br>Keep to your **Maintenance House Rules** | **What you need to do:**<br>Complete **Weekly Record**<br>Complete **Cleaning Schedule**<br>Complete **Weekly Record** | **What you need to do:**<br>Refer to your **Personal Hygiene, Cleaning** and **Maintenance House Rules** |

**House Rules References**
Training, Personal Hygiene, Cleaning, Temperature Control, Cross Contamination Prevention and Maintenance.

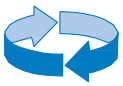
## PREPARATION - DEFROSTING FOOD

| HAZARD(S) AT CCP(S)<br>What can go wrong? | CONTROL MEASURES AND CRITICAL LIMITS<br>What action has to be taken to effectively reduce or get rid of the hazard?<br>What are the critical limits? | MONITORING AND RECORDING<br>How are the control measures checked and recorded? | CORRECTIVE ACTION<br>What should be done if the control measure fails and/or critical limits are not met? |
|---|---|---|---|
| **Growth of Harmful Bacteria**<br>Cooked/ready-to-eat foods | Defrost in a refrigerator/chill or cool area which complies with your specified House Rules | Check refrigerator/chill is between your specified limits<br>Observe and supervise the time that the food is at room temperature | • Adjust refrigerator setting and consider if the food is safe to use once defrosted<br>• Dispose of unsafe food |
| | **What you need to do:**<br>Keep to your **Temperature Control House Rules** | **What you need to do:**<br>Complete **Weekly Record** | **What you need to do:**<br>Refer to your **Temperature Control House Rules** |
| **Cross Contamination**<br>From raw to cooked/ ready-to-eat foods | Keep raw and cooked/ ready-to-eat foods separate<br>Use safe handling practices | Observe and supervise separation practices<br>Observe and supervise handling practices | • Dispose of cooked/ ready-to-eat food which may be contaminated<br>• Review staff training |
| | **What you need to do:**<br>Keep to your **Cross Contamination Prevention House Rules** | **What you need to do:**<br>Complete **Weekly Record** | **What you need to do:**<br>Refer to your **Training** and **Cross Contamination Prevention House Rules** |
| **Other Contamination**<br>e.g. from equipment | Keep surfaces and equipment clean<br>Prevent pests coming into your premises<br>Make sure that food is protected and/or covered | Observe and supervise cleaning<br>Observe the condition of the premises<br>Observe and supervise protection of food | • Dispose of cooked/ ready-to-eat food which may be contaminated<br>• Carry out premises repairs<br>• Contact Pest Control Contractor<br>• Review staff training |
| | **What you need to do:**<br>Keep to your **Cleaning House Rules**<br>Keep to your **Pest Control House Rules**<br>Keep to your **Stock Control House Rules** | **What you need to do:**<br>Complete **Cleaning Schedule**<br>Complete **Weekly Record**<br>Complete **Weekly Record** | **What you need to do:**<br>Refer to your **Training, Cleaning, Pest Control** and **Stock Control House Rules** |

**House Rules References**
Training, Cleaning, Temperature Control, Cross Contamination Prevention, Pest Control and Stock Control

## COOKING

| HAZARD(S) AT CCP(S)<br>What can go wrong? | CONTROL MEASURES AND CRITICAL LIMITS<br>What action has to be taken to effectively reduce or get rid of the hazard?<br>What are the critical limits? | MONITORING AND RECORDING<br>How are the control measures checked and recorded? | CORRECTIVE ACTION<br>What should be done if the control measure fails and/ or critical limits are not met? |
|---|---|---|---|
| **Survival of Harmful Bacteria** | Cook the food to a temperature that will destroy harmful bacteria<br>Refer to **NOTE 1 below** | Check that the specified cooking temperature is reached<br>**OR**<br>Refer to **NOTE 2 below** | • Continue cooking until your specified temperature is reached<br>• Service Engineer to check/repair equipment<br>• Review staff training |
| | **What you need to do:**<br>Keep to your **Temperature Control House Rules** | **What you need to do:**<br>Complete **Hot Temperature Record** | **What you need to do:**<br>Refer to your **Training** and **Temperature Control House Rules** |



**House Rules References**
Training and Temperature Control

**NOTE 1 - Cooking food until the CORE TEMPERATURE is 75˚C or above will ensure that harmful bacteria are destroyed.**

However, it should be noted that lower cooking temperatures are acceptable provided that the **CORE TEMPERATURE is maintained for a specified period of time** as follows :

- 60°C for a minimum of 45 minutes
- 65°C for a minimum of 10 minutes
- 70°C for a minimum of 2 minutes

**NOTE 2 -** It may not be practical to check the core temperature with a thermometer every time food is cooked. An alternative method of monitoring may include :

Following an **established cooking practice (time/temperature formula)** and always adhering to the same cooking conditions. (refer to **Temperature Control House Rules** of this manual)

**ADVICE ON EGGS -** Eggs can carry harmful bacteria inside and on their shells. For this reason, eggs need to be handled carefully. Caterers cooking for vulnerable people are advised to use pasteurised eggs for all dishes that will be eaten raw or lightly cooked.

## HOT HOLDING (including buffets)

| HAZARD(S) AT CCP(S)<br>What can go wrong? | CONTROL MEASURES AND CRITICAL LIMITS<br>What action has to be taken to effectively reduce or get rid of the hazard?<br>What are the critical limits? | MONITORING AND RECORDING<br>How are the control measures checked and recorded? | CORRECTIVE ACTION<br>What should be done if the control measure fails and / or critical limits are not met? |
|---|---|---|---|
| **Growth of Harmful Bacteria**<br>Cooked/ready-to-eat foods | Hot hold food at a temperature that will discourage the growth of harmful bacteria | Check that specified hot holding temperature is maintained **OR** Follow an 'Established Hot Holding Practice' (TIME/ TEMPERATURE FORMULA) with occasional temperature checks (refer to your **Temperature Control House Rules** for guidance) | • Consider if food is safe to use<br>• Dispose of food if necessary<br>• Service Engineer to check/repair equipment |
| | **What you need to do:**<br>Keep to your **Temperature Control House Rules** | **What you need to do:**<br>Complete **Hot Holding Record** | **What you need to do:**<br>Refer to your **Temperature Control House Rules** |
| **Other Contamination**<br>e.g. from equipment, food handlers and customers | Make sure equipment and utensils are clean<br>Make sure that food is protected as far as practicable, e.g. sneeze guards and/or covers | Observe and supervise cleaning<br>Observe and supervise protection of food | • Dispose of food which may be contaminated<br>• Review suitability of equipment<br>• Review staff training |
| | **What you need to do:**<br>Keep to your **Cleaning House Rules**<br>Keep to your **Stock Control House Rules** | **What you need to do:**<br>Complete **Cleaning Schedule**<br>Complete **Weekly Record** | **What you need to do:**<br>Refer to your **Training, Cleaning** and **Stock Control House Rules** |

**House Rules References**
Training, Cleaning, Temperature Control and Stock Control

## COOLING

| HAZARD(S) AT CCP(S)<br>What can go wrong? | CONTROL MEASURES AND CRITICAL LIMITS<br>What action has to be taken to effectively reduce or get rid of the hazard?<br>What are the critical limits? | MONITORING AND RECORDING<br>How are the control measures checked and recorded? | CORRECTIVE ACTION<br>What should be done if the control measure fails and/or critical limits are not met? |
|---|---|---|---|
| **Growth of Harmful Bacteria/Surviving Spores**<br>Cooked/ready-to-eat foods | Cool hot food which has just been cooked as quickly as possible | Check and record cooling times and final temperature **OR** Follow an 'Established Cooling Practice' (TIME/TEMPERATURE FORMULA) with occasional temperature checks (refer to your **Temperature Control House Rules** for guidance) | • Consider if the food is safe to use<br>• Dispose of unsafe food<br>• Revise cooling procedure |
| | **What you need to do:**<br>Keep to your **Temperature Control House Rules** | **What you need to do:**<br>Complete **Hot Temperature Record** | **What you need to do:**<br>Refer to your **Temperature Control House Rules** |
| **Cross Contamination**<br>From raw to cooked/ready-to-eat foods | Keep raw and cooked/ready to-eat foods separate<br>Use safe handling practices | Observe and supervise separation practices<br>Observe and supervise handling practices | • Dispose of food which may be contaminated<br>• Review staff training |
| | **What you need to do:**<br>Keep to your **Cross Contamination Prevention House Rules** | **What you need to do:**<br>Complete **Weekly Record** | **What you need to do:**<br>Refer to your **Training** and **Cross Contamination Prevention House Rules** |
| **Other Contamination**<br>e.g. from equipment, pests | Keep surfaces and equipment clean<br>Prevent pests coming into your premises<br>Make sure that food is protected and/or covered | Observe and supervise cleaning<br>Observe the condition of the premises<br>Observe and supervise protection of food | • Dispose of food which may be contaminated<br>• Contact Pest Control Contractor<br>• Carry out premises repairs<br>• Review staff training |
| | **What you need to do:**<br>Keep to your **Cleaning House Rules**<br>Keep to your **Pest Control House Rules**<br>Keep to your **Stock Control House Rules** | **What you need to do:**<br>Complete **Cleaning Schedule**<br>Complete **Weekly Record**<br>Complete **Weekly Record** | **What you need to do:**<br>Refer to your **Training, Cleaning, Pest Control** and **Stock Control House Rules** |

**House Rules References**
Training, Cleaning, Temperature Control, Cross Contamination Prevention, Pest Control and Stock Control

## REHEATING

| HAZARD(S) AT CCP(S)<br>What can go wrong? | CONTROL MEASURES AND CRITICAL LIMITS<br>What action has to be taken to effectively reduce or get rid of the hazard?<br>What are the critical limits? | MONITORING AND RECORDING<br>How are the control measures checked and recorded? | CORRECTIVE ACTION<br>What should be done if the control measure fails and / or critical limits are not met? |
|---|---|---|---|
| **Survival of Harmful Bacteria**<br>Cooked/ready-to-eat foods | Reheat food to a temperature that will discourage the growth of harmful bacteria | Check that specified reheating temperature is reached **OR** Follow an 'Established Reheating Practice' (TIME/ TEMPERATURE FORMULA) with occasional temperature checks (refer to your **Temperature Control House Rules** for guidance) | • Continue heating until your specified reheating temperature is reached<br>• Review staff training |
| | **What you need to do:**<br>Keep to your **Temperature Control House Rules** | **What you need to do:**<br>Complete **Hot Temperature Record** | **What you need to do:**<br>Refer to your **Training** and **Temperature Control House Rules** |

**TO BE NOTED - IT IS RECOMMENDED THAT THE FINISHED DISH IS NOT REHEATED MORE THAN ONCE**

**House Rules References**
Training and Temperature Control

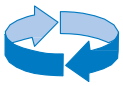
## SERVICE - HOT ON SITE SERVICE TO CUSTOMER (food served in restaurants and takeaways)

| HAZARD(S) AT CCP(S)<br>What can go wrong? | CONTROL MEASURES AND CRITICAL LIMITS<br>What action has to be taken to effectively reduce or get rid of the hazard?<br>What are the critical limits? | MONITORING AND RECORDING<br>How are the control measures checked and recorded? | CORRECTIVE ACTION<br>What should be done if the control measure fails and/ or critical limits are not met? |
|---|---|---|---|
| **Growth of Harmful Bacteria**<br>Cooked/ready-to-eat foods | Serve food immediately | Observe and supervise serving practices | • Consider if the food is safe to use<br>• Dispose of unsafe food |
| | **What you need to do:**<br>Keep to your **Temperature Control House Rules** | **What you need to do:**<br>Complete **Hot Temperature Record** | **What you need to do:**<br>Refer to your **Temperature Control House Rules** |
| **Other Contamination**<br>e.g. from equipment, food handlers | Use good personal hygiene practices<br>Make sure equipment and utensils are clean<br>Make sure that food is protected and/or covered | Observe and supervise personal hygiene practices<br>Observe and supervise cleaning<br>Observe and supervise protection of food | • Dispose of food which may be contaminated<br>• Review staff training |
| | **What you need to do:**<br>Keep to your **Personal Hygiene House Rules**<br>Keep to your **Cleaning House Rules**<br>Keep to your **Stock Control House Rules** | **What you need to do:**<br>Complete **Weekly Record**<br>Complete **Cleaning Schedule**<br>Complete **Weekly Record** | **What you need to do:**<br>Refer to your **Training, Personal Hygiene, Cleaning** and **Stock Control House Rules** |

**House Rules References**
Training, Personal Hygiene, Cleaning, Temperature Control and Stock Control

## SERVICE - COLD ON SITE SERVICE TO CUSTOMER (food served in restaurants and takeaways)

| HAZARD(S) AT CCP(S)<br>What can go wrong? | CONTROL MEASURES AND CRITICAL LIMITS<br>What action has to be taken to effectively reduce or get rid of the hazard?<br>What are the critical limits? | MONITORING AND RECORDING<br>How are the control measures checked and recorded? | CORRECTIVE ACTION<br>What should be done if the control measure fails and/or critical limits are not met? |
|---|---|---|---|
| **Growth of Harmful Bacteria**<br>Cooked/ready-to-eat foods | Serve food immediately after preparation<br>**OR**<br>Serve food directly from the chilled storage | Observe and supervise serving practices<br><br>Observe and supervise serving practices | • Consider if the food is safe to use<br>• Dispose of unsafe food |
| | **What you need to do:**<br>Keep to your **Temperature Control House Rules** | **What you need to do:**<br>Complete **Cold Food Record** | **What you need to do:**<br>Refer to your **Temperature Control House Rules** |
| **Other Contamination**<br>e.g. from equipment, food handlers | Use good personal hygiene practices<br><br>Make sure equipment and utensils are clean<br>Make sure that food is protected and/or covered | Observe and supervise personal hygiene practices<br>Observe and supervise cleaning<br>Observe and supervise protection of food | • Dispose of food which may be contaminated<br>• Review staff training |
| | **What you need to do:**<br>Keep to your **Personal Hygiene House Rules**<br>Keep to your **Cleaning House Rules**<br>Keep to your **Stock Control House Rules** | **What you need to do:**<br>Complete **Weekly Record**<br>Complete **Cleaning Schedule**<br>Complete **Weekly Record** | **What you need to do:**<br>Refer to your **Training, Personal Hygiene, Cleaning** and **Stock Control House Rules** |



**House Rules References**
Training, Personal Hygiene, Cleaning, Temperature Control and Stock Control

## SERVICE - HOT OFF SITE SERVICE TO CUSTOMER

(food served in other locations such as home delivery and outside catering)

| HAZARD(S) AT CCP(S)<br>What can go wrong? | CONTROL MEASURES AND CRITICAL LIMITS<br>What action has to be taken to effectively reduce or get rid of the hazard?<br>What are the critical limits? | MONITORING AND RECORDING<br>How are the control measures checked and recorded? | CORRECTIVE ACTION<br>What should be done if the control measure fails and /or critical limits are not met? |
|---|---|---|---|
| **Growth of Harmful Bacteria**<br>Cooked/ready-to-eat foods/ home delivery/ buffet | • Make sure that food is despatched at a suitable temperature<br>**AND/**<br>• Make sure that food arrives on site at a suitable temperature<br>**OR**<br>• Transport food and reheat to a suitably high temperature<br>**OR**<br>• Transport food and hothold at a suitable temperature until service<br>**The above temperatures need to be sufficient to discourage the growth of harmful bacteria.** | • Check temperature of food prior to despatch<br>**OR**<br>• Check temperature of food on arrival<br>**OR**<br>• Check that your specified reheating temperature is reached<br>**AND/OR**<br>• Check that your specified hot holding temperature is maintained | • If the food is below your specified temperature on despatch reheat to a suitably high temperature<br>• If the food is below your specified temperature on arrival, consider if food is safe to use<br>• If the food is below your specified temperature, reheat to a suitable temperature<br>• Consider if food is safe to use |
| | **What you need to do:**<br>Keep to your **Temperature Control House Rules** | **What you need to do:**<br>Complete **Off Site Temperature Record** | **What you need to do:**<br>Refer to your **Temperature Control House Rules** |
| **Other Contamination**<br>e.g. from vehicle, equipment, customers | Use good personal hygiene practices<br>Keep delivery vehicle and contact equipment clean<br>Make sure that food is protected and/or covered | Observe and supervise personal hygiene practices<br>Observe and supervise the cleanliness of the vehicle and delivery containers<br>Observe and supervise protection of food | • Dispose of food which may be contaminated<br>• Review staff training |
| | **What you need to do:**<br>Keep to your **Personal Hygiene House Rules**<br>Keep to your **Cleaning House Rules**<br>Keep to your **Stock Control House Rules** | **What you need to do:**<br>Complete **Weekly Record**<br>Complete **Cleaning Schedule**<br>Complete **Weekly Record** | **What you need to do:**<br>Refer to your **Training, Personal Hygiene, Cleaning** and **Stock Control House Rules** |

**House Rules References**
Training, Personal Hygiene, Cleaning, Temperature Control and Stock Control

## SERVICE - COLD OFF SITE SERVICE TO CUSTOMER

(food served in other locations such as home delivery and outside catering)

| HAZARD(S) AT CCP(S)<br>What can go wrong? | CONTROL MEASURES AND CRITICAL LIMITS<br>What action has to be taken to effectively reduce or get rid of the hazard?<br>What are the critical limits? | MONITORING AND RECORDING<br>How are the control measures checked and recorded? | CORRECTIVE ACTION<br>What should be done if the control measure fails and/ or critical limits are not met? |
|---|---|---|---|
| **Growth of Harmful Bacteria**<br>Cooked/ready-to-eat foods | Transport and store food until service at a suitably low temperature that will discourage the growth of harmful bacteria | Check temperature of food on arrival/delivery<br>Make sure that food is served as quickly as possible or refrigerate until needed | • Consider if the food is safe to eat<br>• Dispose of unsafe food<br>• Revise transportation/ delivery arrangements |
| | **What you need to do:**<br>Keep to your **Temperature Control House Rules** | **What you need to do:**<br>Complete **Off Site Temperature Record** | **What you need to do:**<br>Refer to your **Temperature Control House Rules** |
| **Other Contamination**<br>e.g. from vehicle, equipment and customers | Use good personal hygiene practices<br>Keep delivery vehicle and contact equipment clean<br>Make sure that food is protected and/or covered | Observe and supervise personal hygiene practices<br>Observe and supervise cleanliness of delivery vehicle and equipment<br>Observe and supervise protection of food | • Dispose of food which may be contaminated<br>• Review staff training |
| | **What you need to do:**<br>Keep to your **Personal Hygiene House Rules**<br>Keep to your **Cleaning House Rules**<br>Keep to your **Stock Control House Rules** | **What you need to do:**<br>Keep to **Weekly Record**<br>Complete **Cleaning Schedule**<br>Keep to **Weekly Record** | **What you need to do:**<br>Refer to your **Training, Personal Hygiene, Cleaning** and **Stock Control House Rules** |

**House Rules References**
Training, Personal Hygiene, Cleaning, Temperature Control and Stock Control