



**SAFE TO[®]
TRADE**

OPERATOR GUIDE

**The Standard - Hospitality and Catering - Food
Safety, Hygiene, Health and Safety v1.2**

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How to use this guide

Welcome to the operator guide for the Safe to Trade Standard - Hospitality and Catering - Food Safety, Hygiene, Health and Safety (the Standard). This guide is designed to provide an accompaniment to the Standard and the Safe to Trade online knowledge base articles.

This document helps in the understanding of each 'requirement' clause of the Standard and identifies methods of compliance. Examples are given to explain the type of documents, procedures and level of detail that the Shield Safety Certification Body auditor may expect to see. It can be used as a self-assessment by the food business operator to review their readiness for their Safe to Trade audit.

The contents of the guide are designed to help interpret the Standard across all hospitality and catering premises. It is also important to ensure your Food Safety Management System and Health and Safety Management System is up to date and that any specific operational requirements from these are applied.

Although following this guidance isn't a requirement for certification, it will help demonstrate compliance. The examples provided are just suggestions and should be applied appropriately. Any evidence provided should be solid enough to withstand scrutiny from the auditor and align with industry standards.

To learn more about Safe to Trade please visit safetotrade.org.uk or, for more detailed information, visit the [Shield Safety Knowledge Base](#).



Guidance on requirements – food safety and hygiene

(A) Practice and procedures

Clause	Standard requirement	Additional guidance
A1	<p>Cleanliness</p> <p>The following surfaces in all food handling and preparation areas, food storage areas and food display areas shall be kept clean and free from dirt and grime:</p> <ul style="list-style-type: none">• Floors• Walls• Ceilings• Windows, doors and fittings. <p>The following surfaces in all food handling and preparation areas, food storage areas and food display areas shall be kept clean and disinfected, using a two stage cleaning method (further details in clause B4), in order to prevent food contamination:</p> <ul style="list-style-type: none">• Food contact surfaces• Hand contact surfaces• Equipment used for food preparation and handling.	<p>Sweep and mop your floor daily to remove food debris and grime. Walls and ceilings to be placed onto your cleaning schedule for less frequent cleaning, such as six-monthly, depending on how much grease will gather. Use of a detergent is suitable for these tasks.</p> <p>Clean food and hand contact equipment daily, so any bacteria present does not reach the food through cross contamination. You should use a sanitiser for these tasks to ensure bacteria is reduced to a safe level.</p>
A2	<p>Protective clothing</p> <p>Food handlers shall wear suitable protective clothing to protect food from physical, microbiological, chemical or allergenic contamination. Protective clothing shall be kept clean.</p> <p>The protective clothing requirements detailed in the Food Safety Management System (FSMS) shall be followed at all times.</p>	<p>Food handlers to be provided with uniforms that are to be kept clean and not worn outside of food preparation areas. Food handlers should change into their uniform upon arrival to work in a suitable changing area. The uniform is to be removed at the end of the shift and laundered.</p>
A3	<p>Personal hygiene and contamination</p> <p>Food handlers personal hygiene standards and practices shall not present a risk of contamination. They shall wash their hands when required, for example after handling raw foods or waste, and in accordance with the correct hand washing procedures. Disposable gloves, where used, shall not present a contamination risk. Food handlers shall not be permitted to handle food where they are showing signs of illness, such as vomiting or diarrhoea, which may contaminate food. They shall have no visible cuts/abrasions that may pose a risk of contamination. If food handlers have cuts/abrasions, they shall be covered with suitable, waterproof and non-degradable dressings.</p> <p>The personal hygiene policies and procedures stipulated in the Food Safety Management System (FSMS) shall be followed at all times.</p>	<p>Food handlers are trained not to touch their face or hair when preparing food. They are not permitted to smoke, drink, eat or chew gum in food rooms.</p> <p>Handwashing arrangements to be strictly enforced and staff to wash hands regularly and after handling waste or raw foods.</p> <p>All food handlers must notify their manager or supervisor of any food poisoning symptoms, septic lesions, or infectious diseases immediately. The food handler should be excluded from food handling duties, until 48 hours symptom free, or until advised to do so by GP.</p> <p>All cuts, wounds, and septic conditions must be covered by a blue, waterproof plaster. There should be an ample supply of provisions in the first aid kit(s).</p>



A4 Food deliveries

Deliveries of food shall be checked prior to acceptance to verify that hygiene and quality standards are met. This shall include checks on temperatures, packaging integrity, adequacy of shelf life and for signs of pest attack. If non-conforming products are identified, they shall be rejected and/ or be suitably labelled and stored until they can be returned or discarded.

The delivery policy and procedures detailed in the Food Safety Management System (FSMS) shall be followed at all times.

Deliveries must be inspected thoroughly upon arrival for signs of pests, such as gnaw marks and droppings. The condition of the packing is to be checked and temperatures monitored using a calibrated probe, and the results recorded. Chilled food must be below 8°C (ideally 5°C) and frozen food below -18°C.

Food must not be accepted if it fails to meet the required standards above. These are said to be rejected. If the delivery driver is unable to take the reject stock away immediately, then it is to be labelled 'Not for Consumption' and stored in a designated area, prior to return. There must be no risk of cross contamination between raw and ready-to-eat products.

A5 Refrigerated storage

High risk foods shall be stored at a temperature of 8°C or below and protected from contamination.

Where specific foods have additional refrigerated storage requirements (for example oily fish, vacuum packed foods and live bivalve molluscs) they shall be applied

It is a legal requirement to keep all high risk chilled foods at 8°C or below. The temperatures should be monitored regularly throughout the working day.

Raw and ready-to-eat must always be stored separately and away from each other, preferably in separate fridges, but if this is not possible, then raw to be below ready-to-eat food to protect from contamination.

A6 Frozen storage

Frozen food products shall be kept covered in frozen storage to protect them from contamination.

Food in the freezer must be stored at or below -18°C. The temperatures of the freezers should be monitored regularly throughout the working day.

Frozen food is to be kept covered to protect from contamination and also dehydration (freezer burn)

A7 Ambient storage

Food products that require refrigerated storage shall not be stored at an ambient temperature and must not be exposed to contamination or pests.

Food items should not be stored on the floor in the dry store. Food that should be refrigerated after opening, should be stored in a fridge and not placed back into the dry store.

A8 Date labelling and stock rotation

Food which is considered injurious to health or unfit for human consumption, including those which are beyond their manufacturers or inhouse applied use-by date, shall be discarded immediately. In-house use-by dates shall be applied in accordance with the shelf-life requirements and not exceeded. All products that are produced, opened or frozen shall be suitably labelled with a date of use/expiry date.

The date labelling and stock rotation policy and procedures detailed in the Food Safety Management System (FSMS) shall be followed at all times

You should implement daily food date checks, with food past the manufacturer's or in-house use by date discarded. There should be a clear date labelling system applied for opened, decanted, and in-house prepared foods, in line with your company shelf life chart (see FSMS). Products with a short shelf life should be rotated to be used first, before products with a longer shelf life.



A9 Cooking

Food shall be cooked as follows:

- **Foods intended to be cooked** shall be thoroughly cooked in accordance with a safe method detailed in the Food Safety Management System or in line with one or more of the following temperature-time combinations: a food core temperature of 60°C for 45 minutes or 65°C for 10 minutes or 70°C for 2 minutes or 75°C for 30 seconds or 80°C for 6 seconds or equivalent.
- **Live bivalve molluscs** shall be checked that they are live prior to cooking (where such products are prepared).
- **Less than thoroughly cooked foods (foods that will not meet the above temperature-time combinations)**, for example rare or medium burgers, lightly cooked/raw egg and carpaccio shall be produced in accordance with the Food Safety Management System. Foods cooked using sous vide, should be cooked/finished to a suitable time and temperature combination detailed within the Food Safety Management System.

Where used, equipment such as water baths must be preheated before use. Food on display, hot or cold held, shall be protected from physical, chemical, microbiological and allergenic contamination.

The cooking policy and procedures detailed in the Food Safety Management System (FSMS) shall be followed at all times.

The safe method should be clearly communicated and a suitable time and temperature combination applied (as detailed in the FSMS). For example, if all food is to be cooked to 75°C for 30 seconds, this shall be known, and regular food temperature checks taken, using a sanitised and calibrated temperature probe.

A10 Reheating

Food shall be reheated to the following temperature-time combinations: a food core temperature of 60°C for 45 minutes or 65°C for 10 minutes or 70°C for 2 minutes or 75°C for 30 seconds or 80°C for 6 seconds or equivalent, or to a temperature of 82°C (in Scotland only).

The reheating policy and procedures detailed in the Food Safety Management System (FSMS) shall be followed at all times.

Food is to be reheated rapidly to a safe temperature (as indicated in your FSMS) to ensure it achieves a high internal temperature, to destroy bacteria. Food must only be reheated once and hot holding equipment must not be used as the reheating method. Random temperatures of reheated foods to be monitored and recorded during different service periods, using a sanitized and calibrated probe.

A11 Hot holding

Food intended for service or display shall be held as follows: Food shall be cooked/reheated thoroughly prior to hot holding. Hot held food shall be protected from contamination and be kept at a temperature of 63°C or above. When food is held at a temperature below 63°C, it shall not be kept for a period longer than 2 hours (except in Scotland). Food that does not meet these requirements should be disposed of.

The holding policy and procedures detailed in the Food Safety Management System (FSMS) shall be followed at all times.

It is a legal requirement for hot food to be held at a temperature of 63°C or above. The hot held food should be covered where possible, to protect from contamination and retain heat. Regular temperature monitoring should be in place so that when food drops below 63°C, it may be discarded within 2 hours.



A12 Ambient and cold hold displays

Foods intended to be chilled should not be held at a temperature above 8°C for greater than 4 hours. Food on display or cold held, shall be protected from physical, chemical, microbiological and allergenic contamination. Food that does not meet these requirements should be disposed of.

The holding policy and procedures detailed in the Food Safety Management System (FSMS) shall be followed at all times

Keep chilled foods in storage until required for ambient display. Chilled foods displayed at ambient must be used or discarded within 4 hours.

Chilled foods in display fridges must be at 8°C or lower. Monitor the temperatures of chilled displays throughout the day and where the temperature has risen and cannot be brought back down, start the 4-hour rule from the time of last temperature monitoring.

A13 Cooling and defrosting

Hot food that is not for display or immediate consumption must be cooled as quickly as possible and not exposed to the temperature range of 55°C to 20°C for more than 2 hours. During the cooling process, food shall be protected from contamination.

Frozen food shall be defrosted thoroughly until thawed. During the defrosting process, food shall be protected from contamination and thaw liquid shall not contaminate other foods. Where manufacturers of products state food must be defrosted prior to cooking, this shall be undertaken.

Defrosted or cooled food shall be consumed, refrigerated (further details in clause A5) or cooked (further details in clause A9) immediately. The labelling requirements (further details clause A8) shall also be followed.

Hot food must be cooled to a temperature suitable for refrigeration as quickly as possible, ideally in a blast chiller. Where there is no blast chiller, an alternative method should be applied, such as the use of an ice bath, placing pans into cold water, portioning the food, or increasing the surface area. Food should be covered to protect it from contamination when cooling.

Food to be defrosted should be covered to protect it from contamination and placed in the refrigerator overnight to thaw. Defrosting of high-risk foods at room temperature should be avoided.

A14 Calibrated equipment

A suitable, working temperature probe shall be in use as a means of monitoring critical control points. Separate probes shall be used for raw and ready-to-eat/cooked foods. Additionally, probes shall be:

- Kept well maintained and free from damage.
- Suitably cleaned and disinfected in between each use.
- Stored suitably.

Where in use, a separate weighing scale shall be used for raw and ready-to-eat/ cooked foods. Additionally, scales shall be:

- Kept well maintained and free from damage.
- Suitably cleaned and disinfected in between each use

Calibrate probes using boiling water and allow a +/- 1°C tolerance. Record your probe calibrations and remove any probes from use which fail their calibration check. It is recommended you label your probe used for raw foods to ensure it doesn't lead to cross contamination.

Sanitising probe wipes may be used to clean the probe between uses, when used these should be in date and not allowed to dry out.

A15 Waste disposal

Waste shall not build-up in food rooms and shall be removed at regular intervals. Internal bins shall not pose a risk of contamination, be kept clean and have a suitable lid which shall be kept closed when bins are not in use.

There shall be sufficient bin collections to avoid the accumulation of waste to external areas. External waste bins shall be kept clean and have a suitable lid which shall be kept closed when bins are not in use. The floor in external bin areas shall be kept clean and well maintained to prevent the trapping of waste and pest activity.

Internal waste bins to be provided and remain in a sound and clean condition, and emptied regularly throughout the day. These bins should be covered, where possible, and if so, be foot operated. Food waste must not be left to accumulate in food rooms and must never be left overnight.

External bins must be covered to prevent pest access, food waste should be placed directly into the bins and not left on the floor of the bin area. Bin collections should be sufficient so that bins do not overflow and the bin area remains clean.



Clause	Standard requirement	Additional guidance
A16	Transporting of food <p>Food shall be transported in a covered container to protect from physical, microbiological, chemical or allergenic contamination. Containers used for the transportation of foods shall:</p> <ul style="list-style-type: none">• Be kept clean and well maintained.• Not be used for any purpose other than food transportation.• Ensure raw and ready-to-eat/cooked food do not present a risk of cross contamination (further details in Section B). <p>Equipment used to transport food shall be kept clean and well maintained at all times to protect food from contamination.</p> <p>Where relevant, the cold chain (further details in clause A5) and hot holding requirements (further details clause A11) shall be maintained. Where there is a vehicle breakdown procedure in the Food Safety Management System this shall be followed.</p>	<p>Food shall be transported in designated containers, designed for food use and that can be easily cleaned. The containers shall be thermally insulated to ensure the food remains suitably hot or cold. Where food is intended for service, the hot or cold temperatures shall be monitored and recorded, as hot/ cold holding temperature requirements will apply.</p>
A17	Bar management <p>Ice machines shall be supplied from a potable water source and ice within the machine shall be kept free of contamination. Ice machines themselves shall be kept clean and well maintained. Scoops used to pick up ice shall not be glasses or glass containers. The scoop shall be kept clean, well maintained and stored suitably (for example on a holster or in a container and not in contact with the ice). Glasses and/or drink bottles shall not be stored within ice machines/ice buckets, where the ice is intended to be consumed.</p> <p>Drink dispense lines shall be cleaned in accordance with the manufacturer's instructions. Lines shall be rinsed thoroughly with potable water to purge chemical residues before use. Chemicals used to clean drink dispense lines shall be stored so they do not present a risk of contamination to food or drink.</p>	<p>Ice machines should be included on the cleaning schedule, to ensure regular cleaning to prevent algae/ mould build-up. Ice scoops should be in an undamaged and clean condition and be stored so they are protected from contamination, and not actually in the ice (as this will enable hand to ice contact). Ice intended to be used for drinks should be protected from contamination.</p> <p>Beer lines to be cleaned regularly and in accordance with manufacturer's instructions. Beer line cleaner and other heavy duty hazardous chemicals to be stored in a manner that does not contaminate foods.</p>
A18	Surplus or donated food <p>Surplus food or food intended for donation, shall be subject to the same food safety controls for storage, handling, temperature and labelling, as other foodstuffs. Surplus food shall be stored and handled such as to protect it from physical, microbiological, allergenic or chemical contamination. Any surplus/ donated food procedures in the Food Safety Management System (FSMS) shall be followed at all times.</p>	<p>If you are donating food in a different format, for example chilled food before its been reheated, the food safety controls for that format will apply.</p> <p>Food past a 'Best Before' date can be redistributed, provided that the food is stored in appropriate conditions and meets food safety requirements. Food past a 'Use By' date must not be redistributed.</p> <p>You will also need to assess any risks associated with the transfer/delivery of the donated food e.g. any interim storage before collection by the charity etc.</p>



(B) Cross contamination

Clause	Standard requirement	Additional guidance
B1	<p>Food preparation and storage</p> <p>There shall be sufficient workspaces, equipment, utensils and sinks for the adequate separation of raw and ready-to-eat/cooked food handling practices. Separation shall be sufficient to prevent microbiological cross contamination, caused by raw and ready to eat/cooked food/equipment contact. These food types shall be kept separate in storage. Where temporary work areas are used, there shall be sufficient time separation and cleaning/ disinfection in between each use to prevent cross contamination. Where a separate room is designated for raw food preparation, this shall be used.</p> <p>Protective clothing, equipment and utensils shall not pose a risk of contamination and work surfaces shall be effectively cleaned and disinfected.</p> <p>There shall be arrangements for the washing of foodstuffs and foods such as ready-to-eat salads, vegetables, herbs and garnishes that are not prewashed prior to receipt, so they shall be washed prior to use. Where complex equipment is in use, for example meat slicers, mincers, vacuum packers, they shall not be used for both raw and ready-to-eat/ cooked foods and there shall be cleaning practices in use that ensure the disinfection of such equipment is in place.</p> <p>The food preparation policies and procedures detailed in the Food Safety Management System (FSMS) shall be followed at all times.</p>	<p>Consider where in the kitchen raw food preparation is to take place. Ideally a separate room, this could be a separate work station. Use signage to identify this as a Raw Food Only room or work station. If you cannot use a totally separate station, implement time separation meaning raw preparation is undertaken before ready to eat for the day, then the station is subject to a two-stage clean and disinfection.</p> <p>Consider where you store your raw foods. Ideally in a separate fridge, but if not possible, then place raw foods such as meat and fish on the bottom shelf, and ready to eat foods, such as prepared salads and cooked dishes, above.</p> <p>Ensure that the equipment used in the Raw Food Only preparation room/station does not become a source of contamination. You should designate a probe, sanitiser spray, clingfilm dispenser and other equipment for Raw Only.</p> <p>Check your vegetables and salads and where not labelled 'washed and ready-to-eat' ensure they are washed to remove bacteria, found in soil. Remember to wash your hands afterwards and where necessary change to a clean apron/ uniform.</p> <p>Ensure the work area is cleaned and sanitised between uses, including sinks used to wash produce.</p> <p>Complex equipment must not be used for both raw and ready to eat. There should be separate units, that are clearly designated and kept away from each other. Separation should extend to supplies, for example having separate supplies of vacuum packing bags for the raw and the ready to eat vacuum packer.</p>
B2	<p>Wrapping and packaging materials</p> <p>All materials used for the packaging or wrapping of foodstuffs shall:</p> <ul style="list-style-type: none">• Not pose a risk of contamination• Not be used for both raw and ready-to-eat/ cooked foods• Not be reused (unless adequate cleaning and disinfection practices are in place)• Be stored in a way to protect them from contamination• Be of food safe quality	<p>Make sure that single-use only, and clearly visible food wrappings and packaging materials are used, so they don't present a risk of physical contamination. Keep materials such as cling-film, tin foil and blue roll in their proper dispensers to protect them from becoming contaminated.</p> <p>Where wrappings are used for both raw and ready to eat foods, a separate and clearly labelled supply should be provided.</p>
B3	<p>Hazardous/inedible substances</p> <p>Hazardous or inedible substances, for example cleaning chemicals, pesticides etc. shall be used and stored so they do not pose any risk of physical or chemical contamination to foodstuffs or food handling surfaces. They shall be kept in containers that are clearly and correctly labelled.</p>	<p>Keep concentrated chemicals in tightly lidded original containers, in a locked cupboard or chemical storeroom, away from food storage and handling areas. Any diluted chemicals such as sanitiser should be in labelled bottles.</p> <p>Pesticides should not be of open-grain variety in kitchens, and should be in identifiable monitor points. Other pesticides such as sprays and powders should not be used in such a way that they could get into or around open food.</p>



Clause	Standard requirement	Additional guidance
B4	<p>Cleaning and disinfection</p> <p>Suitable heat and/or chemical disinfection of utensils and equipment shall be in place. Where a dishwasher is in use, it shall be used correctly and the rinse cycle shall operate at effective temperatures to ensure the disinfection of utensils and equipment. Chemicals shall be used correctly and shall not be sprayed on or near to food and/or where used as an additive to prevent corrosion, they shall be used effectively. Chemicals shall be of food safe quality and compliant with relevant British Standards (BS EN 1276:2009 and/or BS EN 13697:2015).</p> <p>A two stage cleaning process (stage one: remove debris and clean, stage two: disinfect) shall be utilised and understood by all relevant personnel. Where sanitisers are used, they shall be diluted correctly in accordance with manufacturers guidance and they shall be used with the required contact time. Any equipment used to clean the food premises shall not pose a risk of contamination (physical, chemical, microbiological or allergenic) to foodstuffs or food handling areas.</p> <p>The cleaning and disinfection policy and procedures detailed in the Food Safety Management System (FSMS) shall be followed at all times.</p>	<p>Heat is the most effective way to kill bacteria, so you should ensure your dishwasher achieves an adequate time and temperature combination. Aim for an 82° rinse cycle and look for steam when the machine is opened after the cycle.</p> <p>Chemicals used for disinfection are to be from nominated suppliers and should not be sprayed on or near open foods.</p> <p>Cleaning equipment should be kept clean and ideally be colour coded and designated for different tasks or work areas.</p> <p>Train staff in the correct use of your cleaning chemicals to ensure an effective cleaning regime is applied, for example ensure they know how long the sanitiser should be applied before wiping off.</p>
B5	<p>Cloths</p> <p>The use of cloths shall not pose a risk of contamination (physical, chemical, microbiological or allergenic) to foodstuffs or food handling surfaces. Re-usable cloths shall be kept clean, with a suitable cleaning procedure in place, and stored correctly in between uses.</p> <p>The cloth policy and procedures detailed in the Food Safety Management System (FSMS) shall be followed at all times.</p>	<p>If possible, you should use single-use, disposable cloths which are thrown away at the end of each task, such as blue roll, or disposable cloths which can be discarded at the end of the day.</p> <p>Where reusable cloths are used, make sure they are not used to wipe down raw and then ready-to-eat surfaces and equipment.</p> <p>Re-useable cloths must be thoroughly washed and disinfected after each task, kept in a designated area to avoid accidental re-use and laundered at the end of the shift on a hot cycle (90°C) in the washing machine.</p>
B6	<p>Handwashing provision</p> <p>There shall be sufficient wash hand basin(s) and they shall be used for hand washing only. Wash hand basins shall:</p> <ul style="list-style-type: none">• Be clear and unobstructed at all times• Be kept clean• Have a constant supply of hot and cold, or appropriately mixed, running water• Have a constant supply of hand soap• Be supplied with hygienic drying facilities	<p>Wash hand basins must be conveniently situated (to encourage regular hand washing), free from obstructions and only used for washing hands. Hot and cold running water, antibacterial liquid soap, and hand drying facilities, such as disposable paper towels or blue roll must be available at all times. Label the sink as a hand wash basin, to remind staff and visitors of its intended function.</p>



Clause	Standard requirement	Additional guidance
B7	Food washing provision <p>There shall be provisions in place for the washing of food. Food wash provisions shall:</p> <ul style="list-style-type: none">• Not present a risk of contamination to food when washed• Be kept clear and unobstructed at all times• Be kept clean• Have a constant supply of running potable water	<p>Vegetables, fruits and salad items are usually covered in dirt and soil, which contain bacteria, chemicals and spores. All vegetables, fruits and salad items (unless marked 'washed and ready to eat') must be washed in a designated food washing sink prior to preparation. Make sure the sink is labelled 'food wash only'.</p> <p>Where it is not possible to have designated separate sinks, tasks must be completed separately and the sink deep cleaned and sanitised between uses.</p>
B8	Equipment washing provision <p>There shall be sufficient provisions in place for the washing of equipment. Equipment wash provisions shall:</p> <ul style="list-style-type: none">• Be kept clear and unobstructed at all times• Be kept clean.• Have a supply of hot and cold, or appropriately mixed, running potable water.	<p>Equipment shall be washed in a designated sink, not used for hand washing, nor food wash. Make sure the sink is labelled 'equipment wash only'.</p> <p>Where it is not possible to have designated separate sinks, tasks must be completed separately and the sink deep cleaned and sanitised between uses.</p>
B9	Allergen contamination <p>Foods containing the 14 regulated allergens as ingredients shall be identified and managed effectively to prevent allergenic cross contamination in storage, preparation and service/delivery (including bars if on location). There shall be policies and procedures to deal with the 14 regulated allergens detailed in the FSMS. There must also be a policy in the FSMS that details how to manage consumer allergies outside of the 14 regulated allergens.</p> <p>The allergen policy and procedures detailed in the Food Safety Management System (FSMS) shall be followed at all times.</p>	<p>Cross contamination of allergens can occur during storage and/or preparation. For storage of allergens, attempt to keep allergen containing foods in their original containers. Always ensure they are lidded and if you have to decant them, make sure the allergens are identified on the new containers (or label applied).</p> <p>For handling or preparation, normal cross contamination controls should be considered such as correct use of gloves, handwashing and colour-coded equipment.</p> <p>Consider how you would deal with an allergen request for an ingredient not on the list of 14 regulated allergens. How you would respond to the customer request and ensure they were given accurate information.</p>
B10	Physical contamination control <p>Food shall be protected from sources of physical contamination by damaged glass, brittle plastic or wood and other items such as loose metal, flaking paint or pins on noticeboards. Food physically contaminated or suspected of being physically contaminated shall be discarded immediately. Gloves (where used) shall be food safe and sourced from reputable suppliers.</p> <p>The physical contamination policies and procedures detailed in the Food Safety Management System (FSMS) shall be followed at all times.</p>	<p>Consider what physical contaminants could get into the food and then control them. Keep food covered as much as possible in storage or on display to reduce the likelihood of physical contamination.</p> <p>For maintenance matters, make sure fluorescent strip lights have shatterproof covers (remember to check in the walk in fridge and freezer). Flaking paint should be removed and the walls repainted. Report any loose screws or metal connectors on equipment that may be prone to falling off.</p> <p>Do not use drinking glassware in the kitchen. Glass used for serving foods, such as desserts, should be food grade and stored at low level in a designated area away from foods. Record if glass breaks, to support your due diligence.</p> <p>Don't use pins on noticeboards in kitchens, and where boards are used outside of the kitchen, consider brightly coloured-magnets or other easily identifiable objects.</p>



(C) Structure and Maintenance

Clause	Standard requirement	Additional guidance
C1	<p>Structure</p> <p>The design, layout, construction and/or size of food preparation areas shall be adequate for the safe production of food. Surface coverings shall be constructed of smooth, washable, corrosion-resistant and nontoxic materials for use in food preparation areas. Food preparation and food storage areas shall be maintained in a sound, easy to clean (and where necessary disinfect), condition. This requirement shall include:</p> <ul style="list-style-type: none">• Floors• Walls• Ceilings• Windows, doors and other openings• Food contact surfaces <p>Equipment in food preparation and food storage areas shall also be maintained in a sound condition, constructed of easy to clean (and where necessary disinfect) smooth, washable, corrosion-resistant and non-toxic materials, and installed correctly in order to permit cleaning.</p>	<p>All surfaces, walls, floors and ceilings, in food preparation areas must be easily cleanable and ideally light in colour so dirt is visible. Surfaces and equipment should be well maintained to support effective cleaning. The design of the room should also be considered to enable effective cleaning, for example rounded edges to flooring, accessibility to all areas and the boxing in of pipes.</p>
C2	<p>Drainage, lighting, ventilation and water supply</p> <p>There shall be drainage provision in the premises to allow waste and waste water to flow freely and efficiently from the premises, with no risk of contamination. Fully or partially open drains shall not flow from contaminated through to clean areas. Excess oils and fats shall not enter the drainage system, where a grease trap is fitted to control waste oil and fats, that system shall be maintained and clean.</p> <p>Lighting levels shall be provided sufficient to facilitate cleaning, via natural or artificial means, where artificial, bulbs shall be changed when necessary.</p> <p>There shall be ventilation in the premises to reduce condensation and maintain a safe working temperature. Ventilation may be provided via natural or artificial means and air shall not flow from contaminated through to clean areas. Where artificial, ventilation shall be well designed and permit access for cleaning and maintenance.</p> <p>The water supply to the premises shall be potable and shall not be contaminated by non-potable sources, including from systems which use recycled water, such as fire control, refrigeration etc. Steam used in food processing operations shall also be from a potable source and shall not pose a risk of contamination.</p>	<p>Drainage is a potential source of bacteria, pest entry and dirt. Drainage should be covered to prevent pest entry and flow should go from 'clean' to 'dirty' not the other way around. Keep your waste oil in a banded container, and never discard down the drain.</p> <p>Ensure there is enough lighting (day and evening) which enables you to clean properly, as well as check for pest activity and stock control.</p> <p>Ventilation can be natural or artificial. If using natural, such as open windows, ensure these are pest-proofed such as a fly screen, and remember that these need cleaning. Extractor fans if used should be subject to a regular clean and the grease filters removed regularly as they will accumulate grease and dust, meaning they will not operate effectively.</p> <p>It is a legal requirement to provide hot running water to a food premises. Immediate repair or replacement of the water heating system is required following breakdown. All water provided shall be potable, meaning suitable for human consumption.</p>



Clause	Standard requirement	Additional guidance
C3	Personnel facilities <p>There shall be changing facilities for food handlers, which shall not pose a risk of contamination and the facilities shall be kept clean. Lavatories shall be provided for food handlers and they shall not open directly into food rooms. Sanitary facilities shall not pose a risk of contamination and shall:</p> <ul style="list-style-type: none">• Be kept clean• Have natural or artificial ventilation• Have drainage• Have wash hand basins• Have a constant supply of hot and cold running water• Have a constant supply of hand soap• Be supplied with hygienic drying facilities	<p>Staff to be provided with facilities to change from outer wear into uniforms which is away from food rooms, this includes footwear. Food handlers to remove uniforms at the end of the shift which are to be laundered daily. If going outside during work hours, such as to smoke, use an overcoat or similar to protect your uniform.</p>
C4	Pest control <p>There shall be adequate procedures in place to control access to the food premises from rodent, insect and bird pests. Pests and domestic animals shall be prevented from accessing food rooms. This shall be achieved through the use of pest-proofing measures such as the removal of pest harbourage sites, bristle strips to external doors, food room windows to remain closed unless insect screens are fitted.</p> <p>Procedures shall also be in place to control access to external areas by pests, this shall include the removal of potential pest harborage sites.</p>	<p>Make sure pests cannot get into food rooms by making sure windows and/or doors are pest proofed by screens or bristle strips. Do not allow waste to accumulate as this will attract pests, and make sure clutter, including boxes and packaging does not gather as this provides harbourage, meaning a safe haven, for pests to live, feed and reproduce.</p> <p>If you have a pet friendly premises, keep domestic animals out of food storage and/or preparation areas.</p>



(D) Food Information and Compositional

Clause	Standard requirement	Additional guidance
D1	<p>Allergen information</p> <p>Allergen information shall be produced and include details of the 14 regulated allergens used as ingredients in all dishes. The allergen information shall be available to personnel and consumers at all times and the information shall be accurate, complete and reflect all foods handled on location. Where nuts or gluten are declared on allergen information, the specific type of nut or specific cereals containing gluten shall be detailed. If there may be the unintentional presence of allergens within foods handled on location, for example via the use of the same fryer/equipment, these shall be declared in the allergen information. The use of 'may contain' or precautionary allergen labelling shall be based on meaningful and accurate risk assessment.</p> <p>Allergen information shall be suitably signposted to consumers at all relevant locations e.g. menus, websites, takeaway menus etc. and allergen descriptions shall not be misleading. Allergen information shall be reviewed when required, such as when ingredients are changed, or new specials are added to menus. Where an electronic allergen system is in use, there shall be back-up procedures in place which all personnel are aware of. Where offered, gluten-free or very low gluten foods shall be accompanied by suitable verification as evidence of the claim.</p>	<p>Allergen information should be written down on either a menu specification or an allergen matrix. The matrix should be filled in based on the foods on your menu, and declare any of the 14 regulated allergens in that dish. Your allergen information should include an indication of allergen cross contamination, where a risk occurs through the use of shared equipment. Check your matrix regularly to ensure its up to date and accurate. Remember to review the allergen matrix when a dish, recipe or ingredient changes.</p> <p>Customers must be provided with accurate information about allergens so they can make informed decisions. Information can be 'up front' meaning its on menu boards or menus themselves, so they don't have to ask to see it. Alternatively it can be 'signposted' so that a customer knows where to go to find it, e.g. on a board advising to speak to a member of staff.</p> <p>The 14 allergens are celery, cereals containing gluten (such as wheat, barley and oats), crustaceans (such as prawns, crabs and lobsters), eggs, fish, lupin, milk, molluscs (such as mussels and oysters), mustard, peanuts, sesame, soybeans, sulphur dioxide and sulphites (if the sulphur dioxide and sulphites are at a concentration of more than ten parts per million) and tree nuts (such as almonds, hazelnuts, walnuts, brazil nuts, cashews, pecans, pistachios and macadamia nuts).</p>
D2	<p>Allergen procedures</p> <p>Allergen information shall be obtained from suppliers for all non-prepacked items purchased. There shall be adequate arrangements in place for suppliers to notify the FBO if there are changes or substitutions to any products or ingredients. The FBO shall put in place adequate procedures for the emergency purchase of ingredients where this may result in a change of recipe.</p> <p>Where ingredient substitutions are made to foods handled on location, there shall be adequate communication of the change to all relevant personnel. All such personnel shall have sufficient understanding of the allergen procedures in place and there shall be an adequate system of communicating allergen requests to food handlers preparing the foods. Food handlers shall follow the same recipe when producing foods. Where offered, allergen-free foods shall be produced to a robust procedure and this shall be followed at all times.</p>	<p>Remember to check that when deliveries arrive, they are what was ordered and on the allergen matrix. It is common for substitutions to be made, and even though it is a similar product, the allergen content may differ brand to brand. Never accept delivery of pre-packed foods without it being fully labelled.</p> <p>Staff must be trained on how to provide accurate and up to date allergy information. You cannot say "you don't know". It is an offence to provide incorrect information so never guess. Make sure the team are also trained on the specific process to follow, such as how to add the allergy notes through the EPOS systems on your tills, or handwritten orders, or remembering to ask guests about their potential allergies upon seating or taking orders.</p>



D3 Allergen and prepacked for direct sale labelling

On all prepacked foods purchased from suppliers, there shall be accurate ingredients and allergen information on the label. The labels shall be clear, unobscured, legible and written in English. Allergens shall be emphasised correctly on the labels, for example highlighted in bold text.

Where foods prepared and prepacked on location are distance sold from the location e.g. as takeaway meals, accurate allergen information shall be available to consumers before the purchase is concluded and at the point of delivery.

Where foods are prepacked for direct sale (PPDS) on location, they shall be labelled with the name of the food, the ingredients in weight descending order, with allergens emphasised and with a meat declaration (where required), unless legal exemptions are met, in which case only the name of the food shall be included. The labels shall be clear, unobscured, legible and written in English. Personnel involved in the production and labelling of PPDS foods shall have a good understanding of the labelling requirements

If you sell food without face-to-face contact, either by telephone orders or through partner apps such as JustEat or Deliveroo, you need to make sure allergen information is provided at the point of ordering before the purchase. You can do this by asking every customer if they have any allergies. This is called Distance Selling.

Food that is made and packed on site (same premises as being sold) must have allergen information on labels. An easy method of highlighting allergens is to write them in bold on the label. You can consider software and label printers to make this information accurate and consistent, but you still need to check that substitutions do not make the labels inaccurate. Foods which are Pre-Packed for Direct Sale (PPDS) are easily identified as being sealed packaging and have been packaged before the customer selects the item/order going in.

D4 Compositional standards and mandatory declarations

Compositional standards for the labelling of particular foodstuffs referenced in law, e.g. coffee, honey, milk, shall be adhered to. Labelling shall include declaration of any additives and colourings within the food. Non-permitted colourings shall not be in use. Where voluntary nutritional information is declared on labels, the labels shall be in the correct format and not be misleading.

Mandatory declarations for the labelling of foodstuffs shall be adhered to. Labelling shall include declaration of any genetically modified ingredients or from organisms (GMOs), irradiated foods/ingredients and the minimum meat content (where applicable). Where necessary, legal names and reserved descriptions (for example Melton Mowbray pies, New Zealand lamb etc.) shall be adhered to on labels. Where a food claim is made, such as nutritional benefits, health benefits, allergen-free etc., these claims shall be accompanied by a suitable verification document (e.g. from an accredited laboratory).

Food compositional standards apply to foods that are expected to be of a certain quality, so it is important claims are accurate and menus / packaging /websites are updated if substitutions are made. When marketing food, it must be labelled with a name that represents the food honestly. Products with reserved descriptions are covered by law.



(E) Food safety management system

Clause	Standard requirement	Additional guidance
E1	<p>Food policy</p> <p>A Food Safety Management System (FSMS) shall be in place incorporating all Standard Requirements and the procedures detailed in the FSMS shall be followed at all times. The FSMS (which may also be referred to as the food policy or HACCP) shall be aligned with both the menu and catering operation. As a minimum the FSMS shall include the following seven steps of HACCP:</p> <ol style="list-style-type: none">1. A Hazard Analysis2. Identification of Critical Control Points3. Established Critical Limits4. Monitoring of Critical Control Points5. Established Corrective Actions6. Established Verification Procedures7. Established Record Keeping Procedures <p>Also to be supported by a prerequisite programme, for example but not limited to but not limited to, Supplier Management, Training, Personal Hygiene, Cleaning, Pest Control and Maintenance.</p> <p>The FSMS should be reviewed at least annually or sooner if there has been a significance change, for example, but not limited to, a legislation update, complaint, new management, new menu, new equipment, new practices.</p>	<p>It is a legal requirement to have a written Food Safety Management System (FSMS) based on HACCP.</p> <p>Your FSMS provided by Shield Safety is a generic system which can be tailored to your business and operates on a system of Safe Methods, divided into sections called the 4 C's – Cooking, Chilling, Contamination and Cleaning, plus a Management section.</p> <p>The Safe to Trade Standard is not your FSMS.</p> <p>Your FSMS should be understood by the Food Business Operator (and those with management responsibilities, such as the Head Chef) along with clear evidence to see it has been implemented.</p>
E2	<p>Monitoring records – cleaning and food production</p> <p>Where put in place, a documented cleaning schedule shall be followed. Monitoring checks shall be undertaken and accurate, up-to-date records kept, including records of corrective action when checks are out of range. Records in this requirement shall include the following checks:</p> <ul style="list-style-type: none">• Refrigeration temperature checks (including chilled display and bar fridges containing food where in place)• Freezer temperature checks• Cooling checks• Cooking temperature checks (including sous vide where undertaken)• Reheating temperature checks (where undertaken)• Hot holding temperature checks (where undertaken)• Ambient display checks (where undertaken)• Delivery receipt and temperature checks• Despatch temperature checks (where undertaken)	<p>Your records form a significant part of your due diligence defence, which is required for you to demonstrate that your FSMS was implemented at any given time. Missed checks will weaken your defence.</p> <p>A cleaning schedule details what needs to be cleaned, when, how and by whom. The cleaning monitoring records then demonstrate that the cleaning took place as per the schedule. It recommended your cleaning schedule is on display for staff to refer to.</p> <p>Other monitoring checks shall be recorded to demonstrate your FSMS was being followed for various parts of the HACCP flow. You should ensure that corrective action is recorded when monitoring falls outside of critical limits, record how it was made safe.</p> <p>Records should be checked by management and colleagues retrained who fail to complete or complete incorrectly.</p>



E3 Monitoring records – traceability and calibration

Accurate and up-to-date records shall be kept to satisfy traceability requirements for foodstuffs purchased from suppliers, sold to consumers and (where carried out) sold to other businesses. Where purchased from suppliers for use on the premises, records shall be retained for finfish and bivalve molluscs. Each batch of finfish supplied shall be adequately labelled and where the finfish is to be consumed raw or undercooked, there shall be documented evidence that the finfish has been frozen to required temperature and time periods in order to kill parasites (unless legal exemptions are met). Each batch of bivalve molluscs supplied shall be adequately labelled and provided with an identification mark. The identification mark shall be kept for a period of no less than 60 days.

The traceability and calibration procedures detailed in the Food Safety Management System (FSMS) shall be followed at all times.

Ensure all delivery records are kept up to date and that incoming goods are checked against the invoices by a responsible person. If receiving finfish or bivalve molluscs, ensure the seafood tag is retained to keep batch and traceability information. If using paper monitoring forms, such as a Kitchen Diary, you can attach to the due diligence delivery records. If using a digital you can attach an image of the tag (still keep the hard copy for 60+ days).

E4 Pest control management

Where the services of a professional pest control contractor are not used, designated personnel shall be trained to the requirements of clause C4 (Pest Control). Pest infestations shall be reported/escalated when required and procedures shall be in place to deal with contaminated food in the event of pest attack. Where there is an active pest infestation, the frequency of inspections shall be reviewed and any recommendations provided by contractors or trained personnel shall be undertaken. There shall be no risk of contamination to food or drink from pesticides or insecticides in use. There shall be adequate records available to demonstrate compliance with the above requirement.

Where trained staff have spotted signs of pest activity, you must take immediate action to make your food premises pest free. If you have a contractor, log a call out, and follow the advice provided by the competent technician.

Housekeeping must be rigorously followed with no food debris or harbourage available and cleaning to the highest standard to remove any and all potential food sources.



(F) Confidence in Management

Clause	Standard requirement	Additional guidance
F1	Training <p>Personnel shall be supervised and instructed and/or trained on food hygiene matters commensurate with their work activity. Training material/content used shall be appropriate for the level of responsibility and type of food production. They shall also be trained in the procedures documented in the FSMS. Training policies and requirements documented in the FSMS shall be followed. Training needs shall be reviewed in line with any changes in practices or in response to an allegation or complaint.</p>	<p>Staff need to be trained to a suitable level, depending on their job. It is best to train a food handler to Level 2 Food Safety (refreshed every 3 years) and for a manager to Level 3 Food Safety. Training can be provided in-person, remotely or through eLearning from a accredited or non-accredited but recognised provider. Training records must be retained on file.</p>
F2	Compliance history <p>Businesses shall be registered with their Local Authority and are awaiting or have received a Food Hygiene Rating Scheme (FHRS) rating of 3 or more or a Food Hygiene Information Scheme (FHIS) pass in Scotland and shall have no open Local Authority enforcement actions, for example Hygiene Improvement Notice, Hygiene Emergency Prohibition Notice/ Order, Remedial Action Notice, intent to prosecute. Requirements from past enforcement inspection reports shall be actioned within given timescales</p>	<p>All businesses must register with the local authority so that inspections can be carried out by enforcement officers.</p> <p>Food businesses must have achieved a 3 or higher of the Food Hygiene Rating Scheme (England and Wales) or a Pass (Scotland) to meet the safety standard. You cannot be approved on Safe to Trade if failing to meet this.</p> <p>There must also be no active enforcement actions open, such as missed deadlines on requirements from the most recent inspection, notices served or active prosecutions pending.</p>
F3	Complaints and recall <p>Complaints shall be investigated. Corrective actions shall be undertaken following any complaints or incidents and recurring complaints shall be investigated by management.</p> <p>There shall be a procedure in place to issue a product recall or withdrawal in the event of noncompliant food reaching the consumer as well as a procedure to respond to a product recall or withdrawal from a supplier. In the event of a complaint, recall or withdrawal any affected product shall be rejected and stored separately until such time that they can be discarded. Where food is sold to other businesses (not directly to the final consumer), a traceability system shall be devised.</p> <p>The complaint policy and procedures detailed in the Food Safety Management System (FSMS) shall be followed at all times.</p>	<p>Records of complaints shall be held, on the Safety Advice Line or elsewhere, dictated by company policy.</p> <p>Occasionally, information may become available that a particular food product is unsafe (for various reasons) often from sources such as the Food Standards Agency. In this case, there must be an immediate removal from sale of these products, or dishes containing them.</p>
F4	Records and document control <p>There shall be no evidence of fraudulently completed records, with all records accurate and contemporaneous. An effective document control method shall be in place, to ensure only current versions of records are in use. Completed documents and records shall be retained for appropriate time periods to evidence due diligence.</p>	<p>All records shall be completed at the time the monitoring took place. Records should not be pre-populated or completed hours/days later. They must be honest and accurate.</p> <p>Records, if not digital, must be filed in an organised manner so can be found when needed/requested.</p>



Clause	Standard requirement	Additional guidance
F5	Control procedures The attitude and performance of the FBO, management, shall be to uphold and enforce legally required food hygiene requirements. The FBO shall uphold and enforce the processes in place to ensure food remains safe in accordance with the FSMS and their responsibilities within it.	A strong food safety culture must be evident and led top-down by the manager. The attitude towards food safety from the management must be of paramount importance.
F6	Food fraud FBOs shall not knowingly engage in any activity that could be classed as food fraud/crime.	Food crime is dishonesty in food production or supply, which can be complex and may result in serious harm to consumers, businesses, or the overall public interest. Food crime can fall into the following categories: <ul style="list-style-type: none">• Theft: The dishonest appropriation of food, drink or feed products from their lawful owner with an intention to benefit economically from their subsequent use or sale.• Unlawful Processing: The slaughter, preparation, or processing of products of animal origin outside of the relevant regulatory framework.• Waste Diversion: The unauthorised diversion of food, drink or feed intended for disposal back into relevant supply chains.• Adulteration: Reducing the quality of a food product through the inclusion of a foreign substance, with the intention either to make production costs lower, or apparent quality higher.• Substitution: Replacing a food product or ingredient with another substance of a similar but inferior kind.• Misrepresentation (of origin, quality, provenance, or benefits): The marketing or labelling of a product so as to inaccurately portray its quality, safety, benefit, origin or freshness.• Document Fraud: The use of false or misappropriated documents to sell, market or otherwise vouch for a fraudulent or substandard product.



(G) Consumer Requirements

Clause	Standard requirement	Additional guidance
G1	External customer areas The customer entrance shall be kept clean, free from significant levels of dirt and grime such as that which is visibly ingrained. There shall be no damage that may enable pest ingress or prevent cleaning.	Though not a food preparation area, you must keep the external customer areas clean and free from pests. Customer perception is a leading indicator to Safe to Trade performance and if not adhered to, may bring the scheme into disrepute, leading to your business being removed from the register.
G2	Internal customer areas Internal customer areas shall be kept clean, free from significant levels of dirt and grime such as that which is visibly ingrained. There shall be no damage or build-up of waste that may encourage pest harbourage or prevent cleaning. Surfaces in this requirement shall include: <ul style="list-style-type: none">• Floors• Walls• Ceilings• Tables• Seating• High chairs (where used)	Though not a food preparation area, you must keep the internal customer areas clean and free from pests. Food contact surfaces such as high chairs, cutlery, tables may harbour bacteria and viruses if not kept clean or where necessary disinfected. Customer perception is a leading indicator to Safe to Trade performance and if not adhered to, may bring the scheme into disrepute, leading to your business being removed from the register.
G3	Customer sanitary facilities Customer sanitary facilities shall be kept clean, free from significant levels of dirt/grime such as that which is visibly ingrained. There shall be no damage that may enable pest harbourage or prevent cleaning. Facilities shall have a constant supply of hot and cold, or appropriately mixed, running water. They shall have a supply of hand soap and be supplied with hand drying facilities	Customer toilets must be kept clean and provided with hot and cold running water, along with the usual hand washing and drying facilities. There should be a provision of toilet roll, privacy such as locks on cubicles and sanitary disposal bins.



Guidance on requirements – health and safety

(H) Health and safety hazards

Clause	Standard requirement	Additional guidance
H1	<p>Asbestos</p> <p>It is a requirement for a business to know if their premises has asbestos present. Where present, a written plan shall be in place that details the location, condition, and required preventative actions. Preventative actions may include monitoring, maintaining or safe removal of the located asbestos. The condition of asbestos shall be assessed periodically. The written plan and asbestos assessment shall be kept up to date and reviewed periodically. Persons who work on or near the premise shall be informed of the presence and location of asbestos.</p> <p>Only accredited specialists shall be used to perform asbestos sample testing. Where asbestos is removed, a license shall be obtained and the enforcing authority informed before the work commences.</p>	<p>The plan should be kept in a place which is accessible to management, staff, visitors and contractors, such as with signing in forms/diaries.</p>
H2	<p>Confined spaces</p> <p>Persons shall not enter a confined space within the workplace unless access to the space is necessary. Where access to a confined space is necessary, a safe system of work shall be applied.</p>	<p>Know where your confined spaces are and the risks they pose by undertaking a risk assessment. Confined spaces are areas such as roof voids, cellars, etc.</p> <p>Lone working in confined spaces should be managed, by adding in controls through risk assessment, such as having radios/phones.</p> <p>Contractors working in confined spaces shall complete a Permit to Work form, rather than just sign in and out.</p>
H3	<p>Control of substances hazardous to health (coshh)</p> <p>The business shall assess the risk of exposure of persons to substances that are harmful to health before any persons are exposed to said substances. Any required control measures (as indicated by the assessment) shall be applied.</p> <p>The assessment shall consider impacts on health, occupational exposure limits, how the substances are handled, stored and disposed of. Control measures shall include reducing or preventing exposure, including the substitution of the substance to a less harmful one (where relevant) and the possible exposure to multiple substances at any one time. The assessment shall be reviewed periodically and if there is a change that may affect the risk of exposure or validity of the assessment. The material safety data sheets for hazardous chemicals shall be accessible. Personnel shall be informed, instructed and trained on the safe use of said substances and any emergency procedures.</p> <p>Where relevant, emergency procedures in the event of chemical spillages shall be documented and required spillage provisions provided.</p>	<p>Chemicals containing a hazard symbol should have a COSHH assessment undertaken. Use your Material Safety Data Sheet (MSDS) provided by your nominated chemical provider to complete the COSHH assessment.</p> <p>Some additional simple steps for chemical safety include:</p> <ul style="list-style-type: none">• only source hazardous chemicals from a nominated supplier• store chemicals in a locked cupboard, or away from those not trained how to use them• never decant into unlabelled containers or glassware• provide protective equipment as stated in the MSDS• handle and store according to MSDS• train staff how to use chemicals <p>If there is an incident involving a chemical, refer to the MSDS first aid measures, therefore it is recommended to store MSDSs in your chemical store-room.</p>



H4 Display screen equipment (dse)

Where personnel use display screens at work, a risk assessment shall be completed and reviewed at a frequency indicated by the assessment, the HSMS, or when a change in work environment, equipment or task occurs.

Where personnel request an eye test, it shall be provided. If the eye test shows glasses are required for display screen use, the cost of basic glasses shall be paid.

Identify users of DSE in the workspace, then undertake a DSE assessment using your forms located on RiskProof.

DSE users in hospitality are commonly those working in office environments, such as reception, back office (sales and finance) or management. This also applies if the person is working from home.

Record the assessments, implement any controls required and keep completed DSE assessments with personnel files or another secure location. Controls may include providing further equipment, adjusting the work environment or providing a sight test.

A person using DSE infrequently, or for short spaces of time, would not be classed as a regular users and would not require an assessment.

H5 Guest safety hazards

The business has a duty to protect people other than those at work, for example guests, from risks to their health and safety whilst on the business premises

Consideration for guest safety shall include special requirements for guests with additional needs, for example emergency procedures for the visually or hearing impaired (clause I9 Fire Safety) and considering the needs of the mobility impaired on traffic routes (I17, Workplace transport).

Consider guest safety when assessing hazards in your business. For example, floor surfaces, cleaning practices and chemical storage, access to potentially hazardous areas of the premises.

Consider the appropriateness of your control measure to those who are not staff. For example, you cannot provide a SOP or training to a guest and guest behaviours may be unpredictable.

When assessing guest safety measures, consider the altered needs of visually, hearing or mobility impaired guests.

H6 Electrical safety

The business shall ensure the electrical installation and equipment are installed and maintained in a safe to use and undamaged condition.

Fixed electrical installations shall be inspected on installation, when changes are made to the installation or when indicated by the inspection certificate. The most current inspection records shall be retained.

Where there is a risk of electrical shock, an electrical shock sign shall be displayed.

Only electrical equipment issued or authorised by the company may be used. The equipment must be appropriate for the purpose.

Electrical appliances must be turned off when not in use and any damaged or defective equipment must be taken out of use, labelled appropriately and repaired or replaced as soon as possible.

Fuses, circuit breakers, transformers and other devices should be correctly rated for the equipment protected.

Portable Appliance Testing (PAT) should be carried out by an NICEIC (National Inspection Council for Electrical Installation Contracting) approved engineer, or equivalent.

Fixed electrical appliance and fixed wiring inspections must be carried out at least every 5 years by an NICEIC approved engineer or equivalent. If the installation is new i.e. within 5 years, then an installation certificate must be obtained. Any alternations to the fixed wiring will also require inspection.

Any defects or electrical hazards spotted by colleagues or contractors should immediately be reported to the management.



H7

Fire safety

Under the Fire Safety Order, the Responsible Person must ensure a competent person conducts a 'suitable and sufficient' fire risk assessment for all commercial premises regardless of the number of employed persons. This assessment should address fire hazards, their control, and recommend further measures if needed to prevent fires. These measures and fire procedures guide the Responsible Person's fire risk management.

The fire risk assessment must be periodically reviewed and updated after structural alterations, changes of use, or fire incidents that impact fire safety arrangements.

Businesses must establish fire safety arrangements proportional to their size and activities. These arrangements encompass planning, organization, control, monitoring, and review of fire preventive and protective measures, all of which must be documented.

Where fire safety systems are present (Fire alarms, extinguishers, emergency escape lighting, suppression systems, commercial cooker extraction etc.) these shall be maintained by a competent engineer and routinely tested in accordance with the relevant British Standards.

All staff shall be provided with role-specific fire safety training, and this should be reinforced by routine fire drills.

Fire escape routes and the final escape doors should remain clear and unobstructed at all times. Doors should be well maintained and be marked with appropriate signage. Fire Action Notices should be located at each final exit and include the location of the Fire Assembly Point. Photoluminescent or illuminated wayfinding signage should be visible throughout the premises.

You should establish a routine of regular fire safety checks, including daily fire walks, weekly and monthly fire equipment checks and 6 monthly fire drills. Weekly checks may include tasks such as testing the fire alarm and self closing fire doors, monthly checks may include tasks such as testing emergency lighting and fire extinguishers. You daily opening checks should include ensuring that fire exits and exit routes remain clear and unobstructed.

All fire safety checks should be recorded

H8

Gas safety

Gas installations and appliances shall be maintained in a safe condition. A gas safe registered engineer shall complete gas safety checks annually, or at the frequency indicated by the previous gas safety check. Defects indicated by the gas safety check shall be remedied. Gas appliances and flues shall be serviced in accordance with the manufacturer's instructions.

Gas boilers and gas heaters need regular maintenance and testing to prevent injury or an incident occurring, the legal requirement is to have a Gas Safe registered engineer complete annual inspections, some appliances may require more frequent inspection, and this will be written on the previous inspection report. The gas safety records should be kept for at least 2 years.

Any defects highlighted during the inspection need to be actioned.

Portable gas appliances, such as space heaters must also be maintained in safe conditions - heavy usage can result in damage to threads, washers and seals so maintenance and testing must reflect the usage, an assessment can be carried out to determine the frequency for this.



H9 Liquid petroleum gas

It is a requirement for liquid petroleum gas (LPG) bulk storage, to have a written scheme of examination in place, and records of periodic examinations kept.

The LPG storage, associated fittings and pipework, shall be inspected regularly to ensure health and safety conditions are maintained and maintenance issues made known. The system shall be maintained in a safe condition.

Where a LPG installation or cannisters are present, a risk assessment shall be completed and identified control measures applied.

LPG storage facilities shall be fit for purpose. A suitable storage area shall be outdoors, at ground level, and be accessible by the LPG supplier. LPG may include propane or butane.

The same gas safety requirements for fixed gas installations and appliances apply to LPG installations and appliances.

Additional requirements will be needed to ensure the storage of LPG remains safe. LPG is heavier than air, so if it leaks it will pool at the lowest level, this should be considered when siting your gas cannisters. If there is a leak, ensure the gas is easily ventilated and you should also consider the risk of fire.

H10 Legionella

The business shall prevent or minimise the growth and spread of legionella by maintaining, inspecting and testing water systems and control devices.

A risk assessment shall be completed by a competent person, and where indicated by the assessment, a written scheme shall be in place. Control measures as indicated by the assessment and written scheme, shall be implemented.

Where cooling towers or evaporative condensers are present, the local authority shall be informed, they shall also be informed if they are taken out of use or removed.

Legionella monitoring records of control actions and results, shall be maintained.

The results of a legionella survey will indicate the high risk areas and detail the monitoring checks and frequencies to be conducted.

As a minimum standard the following is a guide:

- Cold water cisterns are to be inspected every two years.
- Lids should be provided to water tanks that overlap the edges and overflows should be protected by wire mesh to prevent access by birds, rodents and other pests.
- Cold water from taps to be checked regularly to ensure the temperature is below 20°C, and recorded.
- Hot water storage to be maintained at 60°C or higher and from taps at 50°C or above, and recorded.
- Shower heads (including any used in the kitchen for pot/utensil washing) should be disinfected every 3 months.
- All taps and shower heads should be discharged to run through any stagnant water on a weekly basis.
- Remove dead legs (unused piping dead ends) from water distribution system
- Legionella survey must be readily available at all times.



H11 Lifting equipment

Where lifting equipment is used, it shall be suitable for the task and maintained in a safe condition. Lifting equipment shall be thoroughly examined on installation and before being placed in service. The thorough inspection shall be completed in accordance with the examination scheme, every 6 months when lifting persons, every 12 months when lifting equipment. Where a defect is identified that may present a danger to persons, the equipment shall be taken out of use until the defect is rectified.

Thorough examination records shall be retained for 2 years. Thorough examinations shall be completed by a competent person.

Thorough examination of lifting equipment is generally carried out by your insurance provider and is separate from general servicing completed by your usual contractor. This must be completed at the frequency indicated by the previous inspection report, and before being used for the first time.

Where lifting equipment is used, such as in the cellar or cherry pickers, as a minimum, you should:

- Ensure equipment is installed by a competent person and the Manufacturer/Supplier Operating Manual is available.
- Manufacturer/supplier safety instructions to be clearly displayed.
- Goods lifts must only be used for the movement of goods NOT PEOPLE.
- Ensure only trained and authorised colleagues use the equipment.
- Safe Working Load (SWL) to be clearly displayed and adhered to.
- Operating controls to be clearly marked and adequate signs posted on safe operation.
- Regular service and maintenance schedules to be arranged and adhered to.
- Ensure suitable warning signs/barriers in place prior to maintenance being carried out.
- Statutory test and inspection to be carried out by competent persons and a certificate held on the premises/or digitally on RiskProof.

H12 Machinery, plant and equipment

Work place equipment shall be suitable for its intended purpose. Work equipment shall be maintained in a safe condition and good working order. It shall be inspected on installation, when moved or affected by external factors.

Pre-use or periodic equipment checks shall be completed where required by risk assessment or manufacturers guidance, for example pre-use checks to electrical equipment cabling, weekly checks for guards and the function of safety devices.

Personnel shall be trained on the correct and safe use of equipment. The dangerous parts of machinery shall be protected from access. For example bailers and compactors. Emergency stop measures shall be in place in the event of an emergency.

Access to hazardous equipment must be controlled, such that only authorised trained personnel may operate it. For example removing keys when not in use.

Identify the dangerous equipment in your premises. These may include, but are not limited to:

- Planetary mixers
- Cutting equipment such as meat slicers, or stick blenders
- Lifting equipment
- Bailers or compactors

Ensure a risk assessment is conducted and staff are trained in the control measures.

Avoid usage of dangerous equipment to vulnerable staff, such as lone workers, young persons or new or expectant mothers.

Damaged or unsafe equipment must be clearly taken out of use, until repairs are completed.



H13 Manual handling

Manual handling tasks shall not be undertaken where the task is unnecessary. Where manual handling tasks are unavoidable, the risks involved with the task shall be assessed and consideration given to the task, load, environment and person. The assessment shall consider how the risk of injury may be reduced. Control measures as indicated by the assessment shall be implemented. The assessment shall be reviewed when significant changes occur that may render the assessment invalid. Personnel shall be consulted when risks are identified and control measures planned. Personnel who complete manual handling tasks shall receive manual handling training.

It is acceptable to group together similar operations manual handling tasks to produce 'generic' assessments. This can be beneficial where work activities are similar, but the detailed circumstances may vary e.g. maintenance work or delivery services.

In some cases it will be necessary to conduct a Location Specific Manual Handling Risk Assessment. Examples of when this may be necessary could include if you use a new storage area that requires stock to be carried or an activity arises that does not match those assessments that have already been conducted.

Your manual handling controls must be communicated to the personnel who will complete the tasks.

H14 Noise

The business shall assess noise levels in the premises and take measures to reduce or control exposure of personnel to excessive noise.

Where personnel are exposed to a level of 80dB(A) or more, for example from machinery or loud music, a risk assessment shall be completed.

Personnel shall be informed and trained on the risk of noise and the use of hearing protection, any hearing protection zones shall be clearly marked, be subject to restricted access and the mandatory wearing of hearing protection.

The noise assessment and controls shall be reviewed regularly, and any changes communicated to personnel.

The requirements of clause J7 (Health surveillance) shall be met.

Assess the noise levels in the business and if they are too high put in place controls to reduce the noise levels and/or exposure to the noise.

To assess noise levels you may appoint a specialist contractor if there is one of more of the following at the location:

- Amplified music
- Live music and bands
- Loud machinery or equipment

If, when standing next to someone up to 2 metres away, you have to raise your voice to be heard.

If one of more of the above occurs at your premises and a risk assessment is conducted, then you must review that risk assessment. The review of the actual noise level is on-going, and this risk assessment should be formally reviewed every year or sooner if there are significant changes such as:

- Likely changes to colleagues noise exposure.
- Introduction of new noise control measures and/or equipment.
- Evidence that hearing is being damaged.

It will be important to identify all personnel at risk especially those who use machinery or maintain equipment on a regular basis. Also consider vulnerable persons such as those with existing hearing problems, young workers or new and expectant mothers.

Examples of roles to consider include those who work with or around noisy equipment/areas, such as:

- Maintenance workers colleagues (working around noise-emitting equipment/machinery in plant rooms).
- Bar workers who are exposed to live music.
- Kitchen porters/pot wash workers.

If the measures are not possible or do not reduce noise levels sufficiently, i.e. to below 80dB (A), you should provide ear protection for all affected personnel colleagues exposed. You must ensure the provision of ear protectors does not cause further risk, e.g. masking the sound of fire alarms etc. Use signs to reminding personnel colleagues to wear ear protection when in noisy areas or when using noisy machinery.



H15 Pressure vessels

Where a qualifying pressure system is present, a written scheme of examination shall be in place. A qualifying pressure system may be fixed or mobile and is a system that contains steam, gas, or pressured liquids at a pressure above 0.5 bar. The periodic examination shall be completed by a competent person, before the equipment is placed into use and at the frequency specified on the certificate. The system shall be maintained in a safe condition.

The following pressurised systems in hospitality are likely to require a written scheme of examination:

- A steam boiler and associated pipework and protective devices.
- A commercial pressure cooker.
- A coffee machine with steam operating facilities.
- A gas loaded hydraulic accumulator.
- A fixed LPG storage system, supplying fuel for heating in a workplace.

A written scheme of examination covers compressed or liquefied gas, including air, at a pressure greater than 0.5 bar (approximately 7 psi) above atmospheric pressure, pressurised hot water above 110°C and steam at any pressure. This information will be displayed on the item of equipment itself. If you are unsure about whether this information applies to the equipment, you should seek advice from the supplier.

H16 Workplace transport (vehicle safety)

There shall be arrangements in place to ensure personnel required to operate vehicles in the workplace, hold the appropriate license and permits for the vehicle in use.

Workplace transport activities shall be risk assessed, and control measures as indicated by the assessment implemented.

Traffic routes shall be suitable and sufficient to allow vehicles and pedestrians to circulate safely. Any restrictions on traffic routes shall be clearly signposted, for example vehicle speed limits, one way systems or pedestrian/vehicle access.

Loading and unloading areas shall be designed and maintained so that activities may be carried out safely.

Safety provisions shall apply to both traffic routes and vehicle parking areas.

Checks should be in place to ensure personnel have the required licences, permits and training, before being asked to operate vehicles – some vehicles will have different license requirements, for example, forklift trucks. These should be checked periodically to ensure the license/permits have not lapsed.

Pedestrians and vehicles should be able to circulate safely, without presenting a risk to each other, so where possible should be segregated by time distance or physical barriers.

There is an increased risk where routes are shared, where vehicles are loading and unloading or reversing. Suitable controls will be required to control the risk.

Examples of controls include:

- providing a person to supervise reversing vehicles
- use of road markings that are familiar, such as pedestrian crossings consistent with public roads
- clearly signposted speed restrictions
- physical barriers between vehicle and pedestrian routes
- routes designed to discourage ‘cutting corners’ and therefore exiting the safe route
- clearly marked pedestrian routes
- lighting provided in the dark and providing high visibility clothing for personnel and visitors



H17 Work at height

Working at height tasks shall not be undertaken where the task is unnecessary. Where working at height tasks are unavoidable, the task shall be planned so that it is completed by a person trained for the type of task and the risk of injury or harm is reduced. Where an assessment of risk is completed, identified controls shall be followed. Equipment provided for working at height shall be suitable for the task, maintained in a safe condition and inspected by a competent person as a frequency relevant to usage and the manufacturers guidance. Lifting equipment shall undergo a thorough inspection by a competent person before being placed into use, after being assembled when moved and every 6 months or the frequency indicated by the inspection scheme.

Sometimes working at height is unavoidable. An example of this could include a required access to the roof to complete maintenance work or any situation where the use of scaffolding equipment must be used. Some tasks may have an alternative to working at height, for example using long handling cleaning tools for high level cleaning.

Working at height includes working on a ladder or high surface, as well as working on fragile roofs and where there is a risk of falling through an opening in the floor (such as a cellar hatch).

Factors to consider when conducting a Work at Height Assessment are:

- The weather, if it would impact the task
- The risk of injury from falling objects
- The right equipment for the task
- The capability of the person completing the task
- The work environment – are there features in place to prevent falls?
- Can the risk of injury be minimised, for example by providing further equipment
- Is additional training required

If you have ladder(s) and/ or lifting equipment, you must ensure that they are in good working order and remain fit for its purpose.



(I) Structure and Environment

Clause	Standard requirement	Additional guidance
11	<p>Workplace, health and welfare</p> <p>The business shall provide adequate and appropriate welfare facilities for personnel. Washing facilities shall include changing rooms and showers, if required by the nature of the work or for health reasons. Facilities shall be readily accessible and include hot and cold running water, soap and drying materials such as towels or air dryers. Toilets must be separate for males and females, unless each toilet is in a separate room. The business shall provide a supply of potable drinking water and facilities to rest and eat meals.</p>	<p>Some workplace tasks may require personnel to change into work clothes and may also require personnel to take a shower before or after work (for example if working in a hot sweaty environment).</p> <p>An accessible changing room shall be provided, where personnel may change clothing and maintain privacy. Storage for their personal clothing should be included. If showers are required, these should be located by the toilet and changing facilities.</p> <p>Checks should be in place to ensure the toilets and showers (where provided) are maintained in good working order and supplies are replenished (for example of hand soap and toilet paper).</p> <p>Personnel will need a place in which they may take a break and have a drink and meal.</p>
12	<p>Structure</p> <p>The business shall maintain the premises in a safe condition. There shall be safe access and egress that is suitable for those with additional mobility or support needs. Floors, steps and stairs shall have a surface that is suitable for the intended activities and shall not present a safety hazard. They shall be maintained in a safe and clean condition. Ceilings, roofs and balconies shall not present a safety hazard and shall be maintained in a safe condition. Walls shall be maintained in a condition so as to not present a risk to health or safety. Windows and transparent or translucent surfaces in walls, doors or gates shall be made of a material that reduces the risk of breakage or injury from breakage, and such features shall be identified, or marked on the surface. Openable windows shall not present a risk to personal safety. Falls from height barriers shall have the dimensions and structure fit for the intended purpose. There shall be no risk to persons health and safety from pest activity.</p>	<p>Regularly walk the footprint of the premises and identify specific hazards which may arise through structural issues, for example poor design, or wear and tear/damage. Ones to be mindful of are slips, trips and falls, falls from height, collisions. Make sure any of the structural features of the premises do affect severity or likelihood of hazards arising.</p> <p>Consider seasonal hazards which certain structural conditions may give rise to, such as the need to salt or grit car parks or pathways in snow and ice.</p> <p>Where windows above ground level open, consider installation of window restrictors to prevent falls from height.</p> <p>Your manager opening checks should always seek to identify maintenance issues affecting structural safety.</p>
13	<p>Environmental conditions</p> <p>The business shall provide suitable and sufficient lighting to enable personnel to work safely, and where possible the light source shall be natural. There shall be suitable and sufficient natural or mechanical ventilation to reduce condensation and assist with temperature control. The inside building temperature shall be thermally comfortable and monitored via a thermometer.</p>	<p>Light levels must be suitable to enable work activities to be conducted safely, and reduce the risk of slips, trips and falls. Lighting can be natural or artificial.</p> <p>If the temperature conditions of the work environment are uncomfortable, put measures in place such as air conditioning/fans to cool when hot, or heating, warm clothing to wear, or limiting working hours, when working in cold environments.</p>
14	<p>Cleanliness</p> <p>The business shall keep the premises clean, including furniture, furnishing and fittings, floors, walls and ceilings. These shall also be made from materials capable of being cleaned. Waste shall not be allowed to accumulate, other than in designated waste receptacles.</p>	<p>Cleanliness promotes a pleasant work environment but also can present its own hazards. Waste should be stored appropriately, so that it does not become a slips and trips hazard or attract pests.</p> <p>Consider cleaning activities and their timings to ensure they do not cause hazards themselves, for example mopping floors during peak times.</p>



(J) Health and Safety Management System

Clause	Standard requirement	Additional guidance
J1	Health and safety policy <p>The business shall have a policy for managing health and safety, and where there are 5 or more employees, the policy shall be documented. The policy shall be prepared and reviewed with respect to the health and safety at work of employees, the organisation and arrangements in place for carrying out the policy. The policy shall be shared with all employees. The most senior person in the company shall sign it. It, for example the sign it, for example the Managing Director.</p>	<p>Your health and safety policy is located on RiskProof and contains a written policy statement which should be printed and signed.</p> <p>Your policy contains roles and responsibilities regarding health and safety, from general employee hazard spotting and reporting to specific manager requirements, such as provision of adequate resource to maintain safety arrangements.</p>
J2	Signs and posters <p>The business shall display a current and complete Health and Safety Executive (HSE) health and safety law poster.</p> <p>The business shall use safety signs to alert and inform personnel and visitors of hazards and precautions related to their work activities. Safety signs include notices, symbols, colours, lights, and sounds that indicate the nature and level of risk and the appropriate actions to take. The business shall ensure the signs are maintained in good and clean condition. Personnel shall be instructed on the meaning and purpose of the signs.</p>	<p>Place relevant safety notices onto a staff noticeboard, such as the HSE What you need to know signage, and your policy statement.</p> <p>Safe condition signage, hazard markers and fire signage all must be provided and maintained to ensure it is visible.</p> <p>Your health and safety training should have a section to train staff which warning sign is which and the differences.</p>
J3	Consultation and communication <p>The business shall consult with personnel on matters of health and safety that may impact them while at work. Where 2 or more personnel request a health and safety committee to be formed, that request shall be fulfilled.</p> <p>The business shall provide personnel with all legally required health and safety information. This shall include the planning and organisation of required health and safety training, and the health and safety implications of introducing new technologies into the workplace.</p>	<p>The role of the Health and Safety committee is to support the Directors to achieve their health and safety commitments by the implementation of the Health and Safety Policy</p> <p>The Health and Safety Committee will review and monitor health and safety matters in the business and it will:</p> <ul style="list-style-type: none">• Hold a minimum of two formal meetings per year. The meeting notes will be published and made available to all colleagues and the Directors.• Review near miss / injury / accident / incidents / hazardous occurrences records and rates and, where reasonably practicable, make appropriate improvements.• Review visits by official officers and make appropriate improvements.• Review internal audits and make appropriate improvements.• Review any external audits (if applicable) and make appropriate improvements.• Review the Health and Safety Policy documents and suggest any amendments.• Ensure that appropriate records and monitoring systems meet statutory requirements.• Maintain a current understanding of health and safety legislation, codes of practice and industry standards.



Clause	Standard requirement	Additional guidance
J4	<p>Insurance</p> <p>Employers shall insure against liability for injury or disease to their employees arising out of their employment. The insurance value shall be a minimum of £5 million. A current copy of certificate of employers' liability insurance shall be displayed where employees can easily read it, in a physical or electronic form.</p>	<p>Employers' liability insurance is a legal requirement in the UK. An employer can be fined £2,500 for everyday not insured, or £1,000 for failure to display the policy certificate or make available for inspection.</p>
J5	<p>Risk assessment and safe system of work</p> <p>It is a requirement for employers to assess and manage the risks that employees and others may face because of work activities. Examples of work-based activities in the hospitality industry that may require assessment can include the risk of burns and scalds, working with sharp knives, the risk of slips and trips.</p> <p>An assessment of risk shall be completed, identifying the hazards, evaluating the level of risk, and implementing control measures to eliminate or minimise the risk. Employers shall document the risk assessment(s) if they have five or more employees. The risk assessment(s) shall be kept up to date with any significant changes or new information. Risk assessments shall be reviewed in the event of an accident, incident, if no longer valid or following a significant change that may impact the level of risk or controls.</p>	<p>Risk assessments will be available on RiskProof via the risk assessment module.</p> <p>Generic hospitality risk assessments assigned to you by your head office must be reviewed, tailored where necessary and adopted by your location. It is best practice to review risk assessments annually if the other factors have not been met.</p> <p>Statutory risk assessments, e.g. COSHH will be completed on paper (or interactive PDF) and are to be retained and reviewed as above.</p> <p>Failure to undertake risk assessments may result in prosecution, or invalidate your insurance following a civil claim.</p>
J6	<p>Personal protective equipment</p> <p>It is a requirement to provide employees with personal protective equipment (PPE) to protect them against health or safety risks at work, when other control measures alone do not sufficiently reduce the risk. Required PPE shall be assessed as being fit for the intended task/activity without increasing overall risk and to fit the wearer correctly. PPE shall be supplied free of charge, maintained, cleaned, stored and used in an efficient state, working order and in good repair. An assessment shall be undertaken and include what specification of PPE is required. Personnel shall be instructed and trained on correct PPE use. PPE shall be stored between uses, such that it is kept clean, protected from damage and accessible. Personnel shall report PPE that is damaged or in poor repair.</p>	<p>PPE is required to combat or reduce the harmful effects of:</p> <ul style="list-style-type: none">• Substances classified as corrosive, irritant, harmful or toxic• Dust• Noise• Manual handling injuries• Injury to the head or feet from falling objects.• Falls from height



J7

Health surveillance

It is a requirement to provide health surveillance, where health risks such as noise, vibration and substances hazardous to health including asbestos, lead and ionising radiation, are present. The business shall provide personnel with health surveillance if:

- the exposure to a hazardous substance may cause a specific disease or health problem, for example asthma and flour dust, working with chemicals and dermatitis.
- the risk of developing the disease or health problem depends on the level and duration of the exposure, and
- there are reliable methods to detect early signs of the disease or health problem, and the method is safe for the employee.

The business shall keep health surveillance records for at least 40 years.

Health Surveillance is a system of ongoing health checks. These checks, in some circumstances, are required by law.

As well as the examples to the left, health surveillance is also required when:

- Colleagues are required to work through the night
- Colleagues with pre-existing medical conditions that could be aggravated by their work activity e.g. bad back

In its simplest form, health surveillance could involve colleagues checking themselves for signs or symptoms of ill health following a training session on what to look for and who to report symptoms to. An example of this could be colleagues noticing soreness, redness and itching on their hands and arms, where they work with substances that can irritate or damage the skin.

A person could be trained to make routine basic checks, such as skin inspections or signs of rashes. For more complicated assessments, an occupational health nurse or an occupational health doctor can ask about symptoms or carry out periodic examinations.

J8

Visitors and contractors

Temporary personnel and non-personnel when working onsite, shall receive Information/ instruction regarding the health and safety procedures and risk control measures of the business, relevant to their work activities.

Where contractors are working at the premises, they shall be supervised and controlled such that their work activities do not present a risk to safety of others at the premises.

Where construction work is undertaken and more than one contractor used, a principle designer and principle contractor shall be appointed. All persons affected by the works shall be informed of the health and safety procedures in place, for example changes to access and egress routes or fire safety arrangements. Personnel and visitors shall be protected from the risks of construction work.

The Health and Safety Executive (HSE) must be notified when construction work will take longer than 30 working days, and at any point will have more than 20 workers on the site.

You must tell visitors and contractors of any relevant safety matters, arrangements and information that might affect their health and safety whilst on site.

Contractors must not introduce any hazards that are not controlled to a safe level onto a site by the nature of their work and must follow the company health and safety standards set out within this policy.

If a contractor's work includes any of the following, then a Permit to Work must be completed:

- Works to electrical installations
- Hot works
- Roof works (or other work at height)
- Working in confined spaces.

Other visitors and contractors should sign in and out and made aware of fire safety arrangements, plus and site hazards associated with their work, such as the presence of asbestos.



J9

Vulnerable persons

It is a requirement to protect expectant, new (given birth in the last 6 months) and breastfeeding mothers, and their babies, from any hazards in the workplace. The businesses shall conduct a risk assessment to identify and eliminate or reduce any risks from the work processes, conditions, or substances that could harm a new or expectant mother or her baby. The risk assessment shall be updated regularly. If there is no way to avoid the risk, businesses shall offer suitable alternative work.

It is a requirement to protect the health and safety of young workers (16 - 18 years old) from any hazards that may arise from their inexperience, lack of awareness, or incomplete development. These hazards shall be minimised as much as possible. Young workers shall not be assigned tasks that are too physically or mentally demanding, or be exposed to harmful substances, radiation, extreme temperatures, noise, or vibration.

Is a requirement to protect the health and safety of any other workers with individual needs that may make them more vulnerable to risk.

New and expectant mother assessments are to be “individual”. Assessments for new and expectant mothers must be completed for all colleagues who have alerted their manager, in writing, that they are a new or expectant mother.

New or expectant mothers may be at risk from different physical, biological, and chemical agents, working conditions and processes. These risks will vary depending on the health of the worker, and during different stages of the pregnancy and after birth.

You must also take into account any risks that may affect the unborn child or the milk of a lactating mother. A copy of the completed form should be kept in the colleague personnel file.

Risk assessments for other vulnerable persons should be completed for each individual before employment or once the vulnerability is made known and must take the following factors into account:

- The fitting-out and layout of the workplace and the particular location where they will work.
- The nature of any physical, biological and chemical agents they will be exposed to, for how long and to what extent.
- What types of work equipment will be used and how this will be handled.
- How the work and processes involved are organised.
- Level of health and safety training given.
- Risks from particular agents, processes and work.
- A person’s experience, lack of awareness of existing or potential risks, and maturity.

J10

Lone working

The business shall assess the health and safety risks to lone workers, and put arrangements in place to protect their safety. A lone worker is ‘someone who works by themselves without close or direct supervision’.

Lone working risk assessments are to be conducted, which highlight tasks to be avoided when working alone, access to first aid arrangements or changes to emergency arrangements, such as fire evacuations when working alone.



J11 Work related stress

It is a requirement to protect personnel from stress in the workplace. A risk assessment shall be completed and where indicated by the assessment, arrangements put in place to reduce the impact of stress. The assessment shall consider the impact of stress on physical as well as mental health. The assessment shall consider work demands, levels of control and support, job role and changes and work relationships. Consideration shall also be given to first aid needs. Where there are 5 or more employees, the assessment shall be documented.

The risk assessment shall be kept up to date with any significant changes or new information. Risk assessments shall be reviewed if no longer valid or following a significant change that may impact the level of risk or controls.

Should a colleague be suffering from stress or should they make it known to their manager or other member of management, it is important that this is recognised as a serious problem. It should not be seen as a personal problem but an issue which management are committed to addressing.

As part of an absence management programme, absences where it is suspected or known that stress may be the cause should be fully investigated to determine this. It is important that individuals are not made to feel guilty about their stress problems and a serious attempt should be made to alleviate any work-related factors. If necessary they should also be encouraged to contact their General Practitioner.

Should medical information be received which notifies you that a colleague is suffering from work-related stress then the colleague should be given the opportunity of counselling. Should a colleague indicate that work-related stress is problematic, there are two issues which are required to be considered:

- Are work-related factors considered to be the underlying cause of stress?
- If stress is occasioned by bullying or harassment?

These may not be mutually exclusive. Bullying or harassment may not necessarily give rise to stress, per se, but may reflect circumstances which warrant investigation and action.

Where work-related stress is identified, an assessment shall be undertaken and if circumstances are established as work-related, the manager should if possible, endeavour to minimise, alleviate or eliminate such factors. This should include a review of the risk assessment for the job/task.

J12 Licenses and security

Workplaces that conduct licensible activities such as selling alcohol, shall comply with all licensing conditions imposed by the licensing authority. The licensing objective is to prevent crime and disorder, to protect personnel, visitors and contractors on site. Where a premises license is in place, crime and disorder measures shall be considered.

Where deemed necessary, either by assessment or as a license requirement, measures that are commensurate to the risk shall be applied, for example security measures to protect personnel and guests.

Measures to reduce crime and disorder will be listed on the licence conditions, for example having security to protect personnel and guests. For example, having a security team and use of barriers to control the que entering the premises, implementing crowd control and overcrowding measures. Having an illegal substance policy also reduces disorderly behaviour, for example having amnesty bins before guests enter, implementing body and bag searches or utilising sniffer dogs.

J13 Monitoring records

The monitoring requirements of the clauses for Asbestos, Fire safety and Legionella shall be maintained, with records made available on request.

The daily, weekly and monthly operational opening and closing health and safety and fire safety checks shall be completed and records retained.

In house records may be completed online, via RiskProof, paper-based or a mixture of the two. It is important that all monitoring and recording is completed at the stipulated frequencies, as missed checks can weaken your due diligence defence or invalidate your insurance.

Staff with responsibilities to complete in-house checks must be trained, and somebody also appointed to check-the-checker, through a series of end of period checks.



(K) Confidence in management

Clause	Standard requirement	Additional guidance
K1	<p>Accident, incident and near miss reporting</p> <p>The business shall appoint a competent person who is responsible for reporting and recording certain work-related incidents. Incidents to be recorded include injuries that cause personnel to be absent from work for more than three days, injuries that incapacitate employees for more than seven days (not counting the day of the accident), deaths and specific non-fatal injuries as specified by the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR). The competent person shall also report any injuries to non-workers that require immediate hospital treatment. All reports shall be made to the Health and Safety Executive (HSE) within 10 working days of the incident.</p>	<p>Location managers should be given permissions online to log accidents, incidents and near miss on RiskProof, along with how to investigate where necessary.</p> <p>Incidents should be logged regardless of who is affected, be it staff, visitors, customers or contractors.</p> <p>It is an offence to not report a RIDDOR accident to the HSE incident contact centre within set timescales.</p>
K2	<p>First aid</p> <p>The business shall ensure personnel can immediately receive help in the event of an accident or illness at work. There shall be suitable and sufficient first-aid provisions, such as equipment, facilities and access to trained staff, relative to the size and complexity of the business. Personnel shall know where to find first-aid supplies and who to contact in the event of an emergency.</p>	<p>The employer must provide adequate and appropriate first-aid equipment, facilities and people so your employees can be given immediate help if they are injured or taken ill at work.</p> <p>You have no legal duty to provide first aid for non-employees. However, it would be strongly recommended that you include them in your first-aid provisions.</p> <p>The minimum first-aid provision for any workplace include:</p> <ul style="list-style-type: none">• An appointed person to take charge of first aid arrangements• Suitably stocked first aid• Information for employees about first-aid arrangements <p>First Aid kits should contain the items indicated below:</p> <ul style="list-style-type: none">• Guidance leaflet• Individually wrapped sterile, adhesive eye dressings• Sterile eye pads• Triangular bandages• Sterile dressings (various sizes)• Sterile water or saline in disposable containers• Resuscitation aid (mouth piece) <p>It should be noted that these quantities are based on one box per appropriate number of persons. However, no drugs e.g. Paracetamol, Aspirin etc. should be kept in the box nor should creams, sprays and lotions such as burn creams.</p>



K3

Compliance history

Requirements from enforcement inspections and legally required periodic inspection reports shall be actioned within given timescales. The compliance requirements of clauses: Electrical Safety, Gas Safety, Working at Height, Pressure Vessels and Lifting Equipment shall be applied.

Failure to take action of a requirement in an enforcement letter or a legal notice, may lead to prosecution. It will also increase the risk of successful civil claims following any accidents associated with said conditions, and would invalidate your insurance.

You will not be eligible to become Safe to Trade with outstanding actions required from your local authority enforcement officer.

K4

Training and competency

It is a requirement to provide all personnel (including temporary staff) with information, instruction, training and supervision as is necessary to ensure, so far as is reasonably practicable, the health and safety at work. Additional training is required when personnel are exposed to new or increased risk. Refresher training is required periodically and shall be updated to account for any changes since the previous training. Health and safety representatives appointed by Trade Unions shall be trained during work time to assist with their duties.

Posters are an easy way to provide information and instruction to employees, for example, lifting techniques in manual handling. The posters should be reviewed regularly to ensure they are still reflective of activities conducted on site.

For new starters or agency staff, you should ensure these are supervised closely and have a point of contact to ask for help due to their work/ environment being new and unfamiliar.

Formal training should be provided at induction, which includes a walk around of the premises covering fire safety arrangements and other emergency situations.

Where compliance training is provided, you can consider eLearning, classroom or remote options from a regulated programme or something designed in-house or by a consultancy.

Common eLearning compliance modules include:

- Health and Safety
- Fire Safety
- COSHH
- Manual Handling
- Fire Aid Awareness

Training at higher levels such as Level 3 (Supervising) should be offered to those in management positions. A training needs analysis should be undertaken to identify which roles require which training. Remember to check training plans when a person transfers jobs or is promoted to management.