



“Effective cleaning is essential to help remove harmful bacteria and stop them spreading”

Follow the instructions on how to use cleaning chemicals.

This is important to make sure that chemicals work effectively.

Follow the cleaning instructions for the surface or equipment.

The instructions will tell you how to clean this particular piece of equipment thoroughly.

Clean work surfaces and equipment thoroughly between tasks. Clean and disinfect them after preparing raw meat/poultry or eggs or when moving between raw and ready to eat foods

This will help prevent dirt and bacteria spreading onto other foods from the surface or equipment.

High-priority cleaning

Regularly clean/wipe and disinfect all the items people touch frequently such as work surfaces, sinks, taps, door handles, switches and can openers.

Where possible, allow these to dry naturally at the end of each day/shift.

It is important to keep these clean to prevent dirt and bacteria being spread to people's hands.

Air drying naturally helps prevent bacteria being spread back to these items from a towel/cloth.

Wash and disinfect fridges regularly at a time when they do not contain much food. Transfer food to another fridge or a safe cold area and keep it covered.

To clean a fridge thoroughly, you should take out all the food and keep it cold somewhere else. If food is left out at room temperature, bacteria could grow.

Pay special attention to how often you clean pieces of equipment that have moving parts.

These can be more difficult to clean, but it is important to clean equipment properly to stop bacteria and dirt building up.

Wash dishwasher-proof utensils, equipment and removable parts in a dishwasher, if possible. If you do not have a dishwasher, clean, disinfect and dry all equipment thoroughly.

Dishwashers wash items thoroughly at a high temperature so this is a good way to clean equipment and kill bacteria (disinfect). It is important that your dishwasher is also cleaned regularly.



Clear and Clean as you go

Keeping your kitchen clear and clean makes it safer

Take off outer packaging and throw it away before you bring food into the kitchen or storeroom.

Outer packaging could have touched dirty floors etc when it has been stored or transported.

If packaging from raw food does touch work surfaces make sure you clean and disinfect the surfaces afterwards.

Packaging and food waste from these foods are more likely to spread harmful bacteria to food and surfaces.

Clear away small kitchen equipment as soon as possible and put it in the cleaning area.

Work surfaces are easier to keep clean when they are not cluttered. It is also important to clear away used equipment to prevent bacteria spreading from it to surfaces or food.

Clean or wipe away spills as soon as they happen. Clean and Disinfect work surfaces after wiping up spills from raw meat/poultry or eggs.

This stops dirt building up and helps prevent bacteria from spreading.

Clean work surfaces thoroughly between tasks. Use a new cloth (or one that has been washed and disinfected) to clean work surfaces before preparing ready-to-eat food.

This will help prevent dirt and bacteria spreading onto other foods from the surface. A dirty cloth could spread bacteria to the surface.

Think Twice!

“ When you are cleaning remember to move food out of the way, or cover it. This is to prevent dirt, bacteria or cleaning chemicals from getting onto food ”

Disinfectant Choice

Recent guidelines recommend that disinfectants pass certain EN standards. These are EN1276 and EN13697.

This is to ensure that any disinfectants are going to work effectively.

Manufacturers instructions should be followed to ensure that disinfectants are used at the correct concentration.

The correct concentration will ensure that bacteria are killed effectively and there is not tainting of chemical onto the food.

Manufacturer's instructions should be followed to ensure that the disinfectant is given the correct contact time on surfaces.

The correct contact time will ensure bacteria on surfaces are killed.

Disinfectants must be applied to visibly clean surfaces

Effective chemical disinfection can only be achieved when a cleaning stage is carried out first.

Cloths

Use single-use cloths wherever possible, and throw them away after each task.

This will make sure that any bacteria picked up by the cloth will not be spread.

Always use a new or freshly cleaned cloth to wipe work surfaces, equipment or utensils that will be used with ready-to-eat food.

It is especially important to protect ready-to-eat food from bacteria. This is because the food will not be cooked, so any bacteria on the food will not be killed.

Take away re-usable cloths for thorough cleaning and disinfection after using them with raw meat/poultry, eggs or raw vegetables – and surfaces that have touched these foods.

Raw meat/poultry and eggs are more likely to contain harmful bacteria than other foods. The soil on vegetables can also contain harmful bacteria.

If using re-usable cloths, make sure they are thoroughly cleaned, disinfected and dried between tasks (not just when they look dirty).

Using dirty cloths can spread bacteria very easily.

Ideally, wash cloths in a washing machine on a hot cycle.

A hot wash cycle (90°C) will clean the cloths thoroughly and kill bacteria (disinfect).

If you wash and disinfect cloths by hand, make sure all the food and dirt has been removed before you disinfect them. Use a disinfectant solution to disinfect the cloths.

If food or dirt is still on the cloths, this will prevent the disinfection process from being effective, so harmful bacteria might not be killed.

Other cleaning

Items that do not touch food are not as high priority but they should still be cleaned effectively. Examples include dry storage areas, floors, microwaves and dishwashers.

This prevents dirt and bacteria building up in the kitchen.

For equipment or areas that are hard to clean, you may wish to employ a contract cleaner.

Contract cleaners have special equipment and experience of more difficult cleaning.



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

The Right Tool for the Right Job

There is a major risk of cross-contamination where the same items of equipment are used to process raw foods and ready to eat foods

Such use should be avoided

Keep cleaning tools that are used on the floor separate from tools used for food contact surfaces. Ideally use colour coded tools to differentiate.

Keep cleaning tools used for toilet and washroom areas separate from those used in food preparation.

Floors will always be contaminated with high levels of bacteria. Toilet areas again will be naturally high in bacteria levels.

Brushes, mops, dustpans that are used in these areas will become heavily contaminated.

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

Personal Hygiene

Staff should always wash their hands before preparing food.

Hand washing is one of the best ways to prevent harmful bacteria from spreading.

Are all staff trained to wash their hands before preparing food?

All staff should wear clean clothes when working with food. Ideally, they should change into clean work clothes before starting work and not wear these clothes outside food preparation areas.

Clothes can bring dirt and bacteria into food preparation areas. Wearing clean clothes helps to prevent this.

Do your staff wear clean work clothes? Do your staff change clothes before starting work?

Ideally, work clothes should be long-sleeved and light-coloured (to show the dirt) with no external pockets.

This prevents skin from touching food and helps to stop hairs, fibres and the contents of pockets (which can carry bacteria) getting into food.

It is a good idea for staff to wear clean or disposable aprons over their work clothes, especially when working with raw meat/poultry or eggs.

Aprons help to stop dirt and bacteria from getting onto work clothes and they can be removed easily for washing, or thrown away if disposable.

It is good practice for staff to keep hair tied back and wear a hat or hairnet when preparing food.

If hair is not tied back or covered, it is more likely to fall into food and staff are more likely to touch their hair.

Do staff keep hair tied back?

Do staff wear hats or hairnets when preparing food?

Jewellery

Staff should not wear watches or jewellery when preparing food (except a wedding band).

Watches and jewellery can collect and spread dirt and harmful bacteria, or fall in the food.

Do your staff take off watches and jewellery before preparing food?

Staff should not touch their face and hair, smoke, eat or chew gum while preparing food.

Hands can easily spread harmful bacteria from the skin, hair, nose or mouth onto food.

Are staff trained not to do these things?



Fitness for Work

Staff should be 'fit for work' at all times. This means that they must not be suffering from, or carrying, an illness or disease that could cause a problem with food safety.

People who are not 'fit for work' could spread harmful bacteria to food.

Any member of staff who has diarrhoea and/or vomiting should report it to their manager immediately and either stay at home or go home straight away.

People suffering from these symptoms often carry harmful bacteria on their hands and can spread them to food or equipment they touch.

Staff should not return to work until they have had no symptoms for 48 hours.

Even if the diarrhoea and vomiting has stopped, someone can still carry harmful bacteria for 48 hours afterwards.

Staff should not come into food preparation areas if someone they live with is suffering from diarrhoea and/or vomiting.

Harmful bacteria can easily spread from one person to another. So staff could bring bacteria in, even if they do not have symptoms.

Cuts and sores should be completely covered with a brightly coloured waterproof dressing.

This is to prevent bacteria from the cut or sore spreading to food.

“ **Effective hand washing only takes 1 minute** ”



Hand Care is probably the most crucial aspect for any personal hygiene policy to be effective.

As hands come into contact with most of the food that is prepared, they need to be washed and disinfected on a continuous basis throughout the working day.

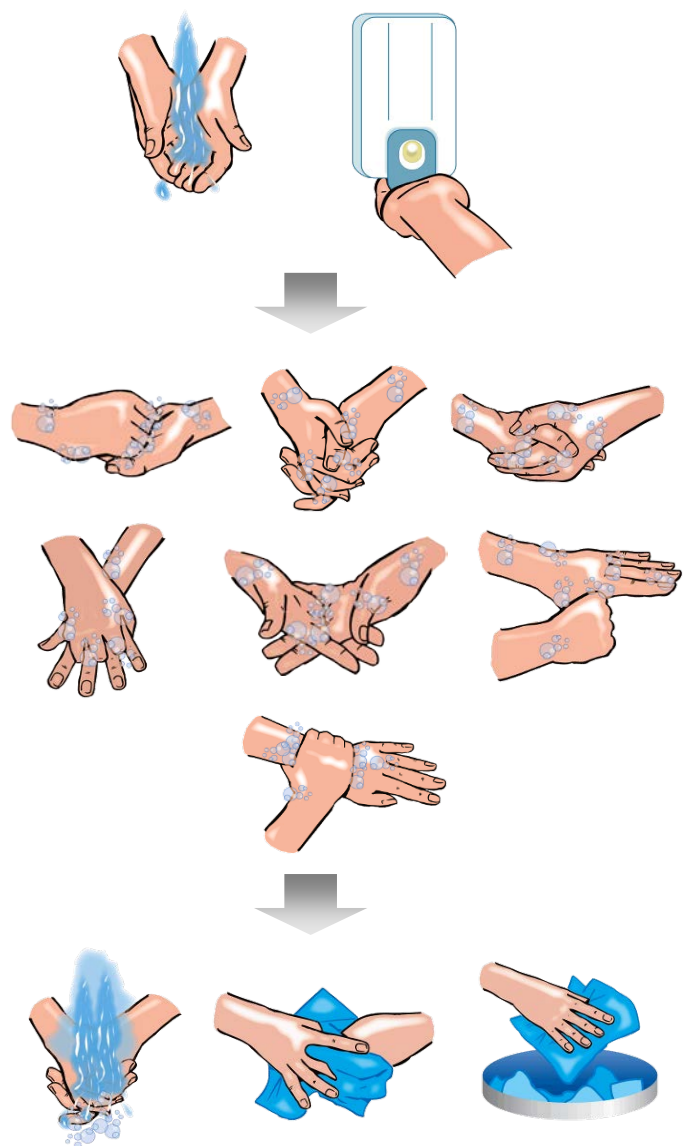
The hand washing procedure shown opposite should be followed when the following activities have taken place:

- After touching hair, nose, mouth or ears
- After eating, smoking, coughing or blowing nose
- After handling external packaging
- After handling waste food or refuse
- After cleaning, or handling dirty crockery, utensils, cloths or cleaning tools
- After shaking hands
- After handling money
- After touching shoes, floor or other dirty surfaces
- Before and after putting gloves on
- Routinely throughout the day

Sometimes it is necessary to carry out a double hand wash procedure (i.e. washing your hands twice) after the following activities have taken place:

- Using toilet paper when there is a risk of faecal contamination
- Cleaning up, for example, vomit from an ill person
- Changing or putting on a dressing or touching an infected cut, wound or boil
- After handling raw poultry, meat or vegetables before handling ready-to-eat food
- Entering a food room at the start of the day or after taking a break

It is best practice to wash hands after putting on hair nets and footwear, but before putting any overalls on. The hands should then be washed for a second time.



Manage It

Make sure that hand basins are convenient with soap and disposable towels available. Ensure staff are trained on the reasons for hand washing, when hand washing is necessary and the correct procedure to follow.

It should be noted that hygienic hand rubs do not necessarily remove visible dirt and should never be used as a replacement for handwashing

Hygienic hand rubs can provide an additional level of protection are recommended where there is increased risk of cross-contamination e.g. when raw foods have been handled prior to handwashing.

Where hygienic hand rubs are being used, the products should conform to standard BS EN 1500.

“ Keeping raw and ready-to-eat foods separate is essential to prevent harmful bacteria from spreading ”

Separating Foodstuffs

Delivery and collection

Plan delivery times so that, if possible, raw foods arrive at different times to other foods.

[This helps to prevent harmful bacteria spreading from raw foods, meat and poultry to other foods.](#)

Unload deliveries in a clean, separate area. Remove outer packaging and throw away. Before you do this make a note of any cooking instructions or ingredient information, if you need to. Sometimes the information is only on the outer packaging.

[This will prevent dirty outer packaging or leaks from deliveries from spreading bacteria. Packaging can also contain pests.](#)

Storage

Ideally store raw and ready-to-eat food in separate fridges, freezers and display units. If they are in the same unit, store raw meat, poultry, fish and eggs below the ready-to-eat food. Unwashed fruit and veg should also be stored below ready-to-eat food and above raw meat.

Incorrect storage or handling of potentially contaminated raw foods may result in transfer or contamination by direct contact with the raw food and ready to eat food.

[This will help to prevent harmful bacteria spreading from raw food to ready-to-eat food.](#)

Defrosting

Keep foods that are defrosting in the fridge in a covered container, below ready-to-eat food, or in a separate area of the kitchen away from other foods.

[When foods are defrosting, the liquid that comes out can contain harmful bacteria which could spread to other foods](#)

Preparation

Prepare raw meat / poultry and other foods in different areas. If this is not possible, separate by preparing them at different times. Clean and disinfect between these tasks.

Never use the same chopping board or knives for preparing raw meat / poultry and for ready-to-eat meals (unless they have been thoroughly cleaned and disinfected in-between).

[Harmful bacteria can from raw meat / poultry can spread from chopping boards and knives to other food.](#)

Do not wash raw meat or poultry.

Washing meat does not kill bacteria, but it can splash bacteria around the kitchen contaminating sinks, taps and surfaces.

Always use separate equipment, such as vacuum packers, slicers or mincers, for raw and ready-to-eat food.

[It is not possible to remove harmful bacteria from complex machinery and these bacteria can spread to food.](#)

Chemical Contamination

Follow the manufacturer's instructions on how to store cleaning chemicals.

Store cleaning chemicals separately from food and make sure they are clearly labelled.

Make sure the chemicals you use to control pests are used and stored in the correct way and clearly labelled

[This is to prevent chemicals getting into food.](#)

Physical Contamination

Keep food covered.

[This helps to stop things falling into the food.](#)

Make sure you control pests

[This is to stop insects, droppings etc. getting into food, as well as preventing the spread of bacteria.](#)

Always clear and clean as you go, take care to throw away packaging string etc. as soon as you remove it.

[Keeping surfaces clear and clean will prevent objects getting into food.](#)

Repair or replace any equipment or utensils that are damaged or have loose parts

[Loose parts may get into food by accident.](#)

It is a good idea to have a “no glass” rule in the kitchen.

[This helps to prevent broken glass getting into food.](#)

Chemical definitions

Detergents are products used for general cleaning. These do not have any disinfectant properties and, if used on their own, are not capable of destroying harmful bacteria.

Disinfectants are products that are capable of destroying harmful bacteria when applied to visibly cleaned surfaces at a specified dilution and contact time.

Sanitisers are products that combine a disinfectant and a detergent in a single product. This means that the same product can be used to provide a visibly clean surface and it must be used a second time in order to disinfect the surface. When used in a single stage process these products are only suitable as an interim “clean as you go” measure and never as a disinfection control for cross-contamination

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

If someone asks if a dish contains a certain food, check **all** the ingredients in the dish (and what they contain), as well as what you use to cook the dish, thicken a sauce and to make a garnish or salad dressing. **Never guess.** A customer may also give you a “chef card” listing the foods that they are sensitive to.

[If someone has a severe allergy, they can react to even a tiny amount of the food they are sensitive to.](#)

Keep a copy of the ingredient information of any ready-made foods you use.

[This is so you can check what is in them.](#)

When you have been asked to prepare a dish that does not contain a certain food, make sure work surfaces and equipment have been thoroughly cleaned and disinfected first. Make sure that staff wash their hands thoroughly before preparing the dish.

[This is to prevent small amounts of the food that a person is allergic to getting into the dish accidentally.](#)

Give detailed information in the name or description of the dishes on the menu, especially if they include allergens. Remember to update the menu when recipes change.

[This allows people with food allergies to spot that dishes contain certain foods.](#)

What to do if something goes wrong.

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

- Do not move them.
- Ring 999 and ask for an ambulance with a paramedic straight away.
- Explain that your customer could have anaphylaxis (pronounced “anna-fill-axis”).
- Send someone outside to wait for the ambulance.

Which ingredients can cause a problem?

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

Nuts – In sauces, desserts, crackers, bread, ice cream, marzipan, ground almonds.

Peanuts – In sauces, cakes, desserts, groundnut oil and peanut flour.

Eggs – In cakes, mousses, sauces, pasta, quiche, some meat products, mayonnaise, any food with an egg glaze.

Milk – In yogurt, cream, cheese, butter, milk powders, any food with a milk glaze.

Crustaceans – Prawns, lobsters, scampi, crab, shrimp paste.

Molluscs – Mussels, whelks, squid, land snails, oyster sauce.

Cereals containing Gluten – Wheat, rye, barley. Need to check foods containing flour such as bread, pasta, cakes, pastry, meat products, sauces, soups, batter, stock cubes, bread crumbs, foods dusted with flour.

Celery – Includes the stalks, leaves, seeds and celeriac. Need to check out for celery in salads, soups, sauces, celery salt, some meat products.

Lupin – Lupin seeds and flour found in some types of bread and pastries.

Mustard – Including liquid mustard, mustard powder and mustard seeds in salad dressings, marinades, soups, sauces, curries, meat products.

Sesame seeds – In bread, bread sticks, tahini, houmous, sesame oil.

Soya – As tofu or bean curd, soya flour and textured soya protein. In some ice cream, sauces, desserts, meat products, vegetarian products.

Sulphur dioxide and Sulphites – In meat products, fruit juice drinks, dried fruit and vegetables, wine, beer.

Some of the content of these pages have been taken from the FSA (Food Standards Agency) Safer Food Better Business for Caterers and the E. Coli 0157 Control of Cross-contamination Guidance document (September 2015).