Corporate Food Safety & Hygiene
Manual
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1.1 Introduction.

This manual deals with what is one of the major safety & security risks in the hospitality industry, namely food and water poisoning. It is beholden upon International hotel General Managers to exercise a level of responsibility that is in congruence with the accepted concept of practicing a reasonable level of ‘duty of care’ that will protect both the employees and guests of the hotel. The bottom line is that has accepted the challenge to meet this commitment in all of their global hotels and spas. To be able to achieve this, the hotels must have in place, a food safety management program (FSMP), that can support the claim that individual hotels do meet their responsibilities in continually operating within the guidelines and standards listed in this manual.

There are many good reasons to have an effective internal food & water safety management program in place. Most notable of these are:

- Minimize the risk of loss of life and/or serious illness.
- Avoid litigation and expensive court cases
- To fight litigation cases
- Minimize brand damage & loss of reputation
- Possibly decreasing insurance premiums
- To minimize the loss of existing and potential customers
- To minimize or avoid altogether, bad publicity in the media.
- Decrease HR costs (Lower employee morale - employee absenteeism - retraining programs)
- Avoid embarrassment to the hotel, individual staff and/or suppliers
- Can be used as a strong tool for exoneration against false claims
- Can help to reduce cost of sales, thereby increasing bottom line profitability.
- Can be used to support marketing campaigns especially the high-end global corporate market.
- It provides staff the management tool to meet its obligations under the concept of reasonable ‘duty-of-care’.

Detailed in this FSMP manual are policies and procedures that outline the standards that staff should comply with to meet ‘reasonable’ levels of food and water safety standards that are considered necessary to meet the safety standards that the international traveler expects, pays for and therefore, demands. These standards begin at the farm, going right through the food chain until it is served on the plate.

Staff are invited to visit the following websites to have a more in-depth understanding of how big a problem food and water poisoning is. The first website www.marlerclark.com is a Seattle based law firm that specializes in food poisoning litigation. This website will show you the extent of litigation (in the US) and how badly it could impact upon the reputation of a hotel brand. The second website is www.cspinet.org Firstly click on food safety and then click on outbreak database. The Center for Science in the Public Interest (CSPI) tracks all reported cases of food poisoning in the US. Their scientific research shows that hazards in food cause an estimated 76 million illnesses, 325,000 hospitalizations, and 5,000 deaths in the United States each year, most of which are never reported to public health officials. Despite advances in food production and processing, food borne illnesses from hazards such as Salmonella, E. coli O157:H7, and Listeria, continue to be a significant public health problem.

Now, more then ever, Six Senses General Managers have to assess their current food and water safety & hygiene standards and bring them in line with guidelines outlined in this manual. The highest level of accreditation for these standards is to have HACCP accreditation. HACCP stands for ‘hazards analysis critical control points’. This allows for those with the necessary training, to be able to identify what pathogens are found in certain foods and to put into place critical control points whereby steps can be taken to halt the progress of the pathogen. For example, with the E-coli bacteria, said to be responsible for over 650,000 deaths worldwide, per year, the final critical control point is at the cooking stage of the food chain. If, as in the case of the Jack-in-the-Box case in the US in 1993 (refer to Marler Clark website), the food (in this case hamburger patties) were not cooked to the required
internal temperature. The end result of that was the death of four young girls in California, massive liability payouts and critical damage to the chain brand. This would not have happened had the hamburger patties been cooked to its proper internal temperature (68°C for 15 seconds). These temperatures are one of the eight golden rules, which this manual is based on, and DUSIT hotels should operate using these eight golden rules in all of their food operations.

As part of this program, IOA uses a real life case study in its training curriculum to Six Senses staff which is centered around an incident in Scotland in 1996. The dangerous bacteria, E-coli was ‘allowed’ to enter the food chain of a local butcher shop due to unsuitable slaughter procedures coupled with poor internal food safety and hygiene standards by the wholesaler. The end result was that between 500-600 people got infected, 21 died and 13 remain on kidney dialysis permanently. This could all have been prevented. That is essentially what this manual is about – minimizing the risk of a catastrophic event like this happening at your Hotel.

This manual does not include all of the HACCP principles, especially relating to critical points and critical control points. Our view is that it is better to have in place a FSMP that staff can understand and clearly relate to. Many hotels are in developing countries in ‘far away’ destinations. This in no way infers that these establishments cannot have an effective FSMP. This program is designed to help International establish a set of standards that they can work with and achieve high standards of food safety handling. It may be an option at a later date, for Eco Pure International to look at HACCP certification in the future. However at this stage, we would recommend that a strong foundation be laid with supportive ongoing strong management and accountability programs.

**Abbreviations:**

- PHF - Potential Hazard Foods
- F & B - Food & Beverage
- FSMP - Food Safety Management Program
- H&S - Health & Safety Committee
- MAP - Modified Atmosphere Packaging food
- CCTV - Closed Circuit Television
- FIFO - First In – First Out
- TDZ - Temperature Danger Zone
- HACCP - Hazard Analysis Critical Control Points
- CP - Critical Point
1.2 Prerequisite Programs.

Effective implementation of a sound FSMP requires some basic prerequisite programs, namely:

(Prerequisite programs can also called standard operating procedures (SOPs).)

1. **Facilities.** The kitchens should be located, constructed and maintained according to sanitary design principles. There should be a straight-line product flow and traffic control to minimize cross-contamination from raw to cooked materials.

2. **Supplier Control.** Each Hotel should assure that its suppliers have in place effective FSMP’s and have up to date local health clearance certificates. It must be clearly understood that the suppliers need to have the same food and water safety standards as the Hotel.

3. **Specifications.** There should be written specifications for all ingredients, products, and packaging materials on hand at the purchasing department.

4. **Production Equipment.** All equipment should be constructed and installed according to sanitary design principles. Preventive maintenance programs should be established and documented.

5. **Cleaning and Sanitation.** All procedures for cleaning and sanitation of the equipment and the facility should be written and followed. A master cleaning and sanitation schedule should be in place and this schedule examined at the monthly H&S committee meeting. The Chemical Supplier should sit on this meeting as well.

6. **H&S Committee.** The H&S committee should meet every month to discuss of pertinent matters relating to the effective running of the FSMP.

7. **Personal Hygiene.** All employees and other persons should follow the requirements for good and safe personal hygiene. This also applies to staff for the suppliers as outlined in this manual.

8. **Training.** All employees should receive documented training in personal hygiene, relevant medical matters, cleaning and sanitation procedures, personal safety, and their role in the FSMP.

9. **Chemical Control.** Chemicals must be used in accordance with the standards outlined in this manual. These include cleaning chemicals, sanitizers, fumigants, and pesticides or baits used in or around the kitchens.
10. **Receiving, Storage and Shipping.** All raw materials and products should be stored under sanitary conditions and the proper environmental conditions such as temperature and humidity to assure their safety and wholesomeness.

11. **Pest Control.** An efficient pest management control program should be in place and monitored by the kitchen management.

12. **Standard of Management.** The senior management of the food production and serving areas must be qualified in food safety management programs and be prepared to accept responsibility for managing the standards outlined in this manual. He/she will report directly to the GM.

13. **FSMP Policy.** The Hotel General Manager must accept overall responsibility, as an integral part of his job description, the management of this program. Either he/she or the Hotel Manager should attend and chair the H & S Committee monthly meetings.

14. **Executive Buy-In** – for this program to ‘have any teeth’ there must be executive buy-in at the highest level who comprehensively endorse and encourage it.

1.3 **The Corporate Food Safety Management Policy.**

The **General Manager (GM)** of (whatever Hotel) is responsible for the overall management of the corporate ‘Food Safety Management Program’ (FSMP) that must be in compliance with International Corporate Policy. Members of the food safety management team will support the GM in achieving and maintaining these standards. The Hotel must accept that it has a moral, legal and ethical obligation to their guests and staff, to provide for a ‘duty of care’ environment that provides safe food and water to all who use it. The GM is to make sure that the corporate FSMP is in place and accept responsibility for it. Additionally the GM is to ensure that they have identified all the hazards to their food safety program and take the appropriate action. The GM will personally deal with any correspondence required for complaints of food poisoning and liaise with the RDM to keep accurate and up-to-date files. The GM (or his representative) must sit on the monthly H & S chaired by either the GM or the RHM.

The Hotel, through this policy commits itself to the implementation and upkeep of all the standards, listed in this manual, from ‘the farm to the plate’, namely: -

- The slaughter house
- Purchasing - The wholesaler
- Transportation to the hotel
The **Director of Human Resources (DHR)** is responsible for the overall training programs and must make sure that all food handlers, from the loading dock to the service staff have undergone formal training in food safety and hygiene. All food handlers must have passed a relevant medical examination prior to commencing work. They must be issued with an employee personal hygiene and best practices handbook that emphasis the eight golden rules of safe food handling. The DHR will liaise with the Executive Chef to make sure that staff, who might be carrying infectious diseases, relevant to food safety, are not permitted to work in food areas. The DHR should ensure that all food-handling staffs have job descriptions that incorporate the food safety standards outlines in this manual and fully understand their responsibilities. The HR department will track training to all staff working in food areas who must attend the orientation-training course prior to commencement of duties. The DHR should attend the monthly H & S meetings.

The **Chief Engineer (CE)** is responsible for having in place an effective preventative maintenance program for all of the food and beverage operational equipment and the cleaning and sanitization equipment. This is to include all equipment related to water emergencies, plumbing (grease condensation and leaking pipes and cross connections), sewerage, HVAC units, solid waste management and garbage disposal. He is to ensure that water is safe to drink and has water taken from separate areas test microbiologically at least once per month. He is to ensure the guidelines outlined in the section on microbiological and chemical testing are adhered to. He is to see that all air conditioning, cooling equipment and fire safety equipment are up to standards at all times, with special emphasis on chillers and freezers working at correct temperatures. The CE is to treat the F&B department as a client and react accordingly and attend the monthly H & S.
The **Chief Steward (CS)** is responsible for the cleaning and sanitization and waste management programs, as defined in this manual. He is to have a good relationship with the chemical supplier to ensure compliance with the standards set down in the material safety data sheets. He must ensure that garbage and waste material are handled, stored and transported off the premises safely at all times. Particular emphasis must be placed on concentration of sanitizing solutions and the temperatures of the ware washing machines. Included in his responsibilities will be assisting with sourcing new and more bio-gradable chemicals, arranging ‘complimentary’ training sessions from the chemical supplier/s and attending the monthly H & S.

The **Executive Housekeeper (EH)** is to take charge of the pest control management program and liaise closely with the Chief Steward to make sure that the standards outlined in this manual are met. She/he must keep the pest control logbook up to date and report to the H & S every month on the activity of the pest control contractors. She must also make sure that any linen and uniforms delivered to the kitchens and restaurants are kept well away from the kitchens and food preparation areas. The EH should attend the monthly H&S.

The **Executive Chef (ExC)** will act in the role of ‘Controller’ to oversee that the FSMP standards outlined and agreed to in this manual and maintained. He is also responsible for the bacteriological testing of sample of food on a monthly basis. The Executive Chef should also co-chair the H & S and make sure that an internal audit is done quarterly and an external one done yearly, as well as making sure all documentation is up to date. He/she must ensure that the recipes sheets contains all the food safety information in policy No 5, Food Preparation, point 32. The ExC will be a member of the hotel’s inspection team and along with the hotel’s RDM handle all complaints of food and water poisoning.

The **Rooms Division Manager (RDM)** should keep records of any allegations made against the hotel in relation to food or water sickness. He/she is to deal with any ongoing inquires connected with the case and keep the GM informed at all times. Remember the GM has to sign off on all this allegations. His records must be a standard that are acceptable to a court in the event of litigation, both in hard and soft copy. If a staff member makes the allegation, he must liaise with both the DHR and the GM.

The **Purchasing Manager (PM)** will be responsible for making sure that all the relevant suppliers to the hotel have food safety management programs in place at their establishments and that they at the very least, meet all the local compliance standards and have these licenses on display. It is recognized that in many part of the world, suppliers do not comply with these standards. He must make sure that
all food that is delivered is checked for quality and temperature criteria and that sub standard food is rejected. Under no circumstances should the Purchasing Manager be responsible for receiving food. The PM should be a member of the hotel’s inspection team. The receiving staff should report directly to the Executive Chef.

**The Restaurant Manager (RM – includes all outlet Managers)** is responsible for making sure that all service staff presents to work neatly dressed and practicing strict personal hygiene standards. He must make sure that any staff members displaying symptoms of transferable diseases report to the HR department prior to commencement of their work. Additionally, he is to ensure that all staff complies with the eight golden rules for safe food handling.

It is very important that the responsibilities of individuals in the FSMP are reflected in their job description and attached with their letter of appointment or contact. This is an essential component of the FSMP and must include the positions that are involved in the entire food chain within the food, from purchasing to waste management.

### 1.4 The Eight Golden Rules for Safe Food Handling.

1. Practice strict personal hygiene.

2. Monitor time and temperature.

3. Prevent cross-contamination.

4. Clean and sanitize food-contact surfaces, equipment, and utensils before and after every use, and at least once every four hours during continuous use.

5. Cook food to its required internal temperature of higher

6. Hold potentially hazardous food (PHF), hot food at 60’c or above, cold food at 5”c of below or below

7. Cool cooked food from 60°C to 21°C within 2 hours, and then from 21’c to 5’c or lower in a further 4 hours
8. Reheat PHF for hot holding to an internal temperature of 74°C for 15 seconds within two hours. Practice strict personal hygiene

*Remember the acronym – HCTCCCHR*

- **H** - HYGIENE
- **C** - CROSS CONTAMINATION
- **T** - TIME – TEMPERATURE ABUSE
- **C** - CLEANING AND SANITISATION
- **C** - COOKING TEMPERATURES
- **C** - COOLING TIMES
- **H** - HOLDING FOOD TEMPERATURES
- **R** - REHATING TEMPERATURE

**Food borne Diseases – Bacteria, Viral and Parasites**

Listed below are the diseases we are most concerned about. For those staff members that would like to study this further, please go to the website for the Center for Disease Control and Prevention

[www.cdc.gov/food safety/diseasetoxin.htm](http://www.cdc.gov/food safety/diseasetoxin.htm)

**Bacteria**

- Botulism.
- Brainerd Diarrhoea
- Campylobacter
- Cholera
- Clostridium Botulinum
- E-coli O157:H7
- Listeriosis
- Salmonella Enteritidis
- Salmonellosis
- Shigellosis
- Typhoid Fever
1.5 Conducting a Threat Analysis & Risk Assessment

A threat is defined as a person or thing likely to cause damage or danger, e.g. pathogens in food pose a threat of food poisoning to customers. Risk is defined as the level of possibility of that happening. In the risk management business, we talk about the risk factor – that is the level of risk. To understand it better, look at smoking. The threat from cigarette smoking is that the smoker might get one of the many diseases associated with smoking – cardiovascular disease, cancers – lung, throat, mouth, and many others. The risk factor is determined by other factors – how long has the person been smoking, how many per day, what type of cigarettes and so on. A person smoking forty cigarettes per day is at a higher risk than a person smoking four or so. With food poisoning, the threat is that the food or water may poison the person who eats or drinks it. The risk factors are what will be discussed at length in this manual (refer to the eight golden rules of safe food handling) and we can do to reduce the risk of that happening.
Threat Analysis therefore identifies those areas that pose a threat and risk assessments are designed to determine how high the risk is of that threat being carried out or occurring. Given that the WHO estimates that 8 million people worldwide die every year from food poisoning, we can reasonably assume the risk is high and much more so, if the establishment does not practice safe food and hygiene standards. We can safely assume that the risk of food poisoning is higher in third world developing countries than developed countries. Many factors come into play here but generally in developed countries there is a higher awareness of the dangers of food poisoning and compliance standards are more stringent and more rigorously enforced. This heightened awareness creates higher standards and accountability on the part of the eating establishments. There are significant cultural differences as well. For centuries, rural people is parts of Asia, particularly China, have been living side by side with their animals of produce, creating unhygienic standards.

In developing countries, generally speaking, the risks associated with food poisoning are high, for the reasons given. That is not to say that some hotel brands do not practice high standards of food safety & hygiene. Indeed, some of the bigger well-known chain brands in Asia have the HACCP standards in all of their hotels.

It is well known that dangerous additives and toxic preservatives are frequently added into the food chain in Asia. Formaldehyde, which is a carcinogenic agent linked to nasal and lung cancer and used in the making of adhesives resins for plywood & carpeting has been used and continues to be used by some food vendors to preserve food. Some Asian food handlers use it because of the lack of refrigeration to keep food fresh and preserve it. In late 2005, the Indonesian Drug and Food Control tested 161 samples of fish, shrimp, squid, tofu and noodles produced and sold across six cites and found that 64 of the samples tested positive for formaldehyde. In 2003 an industrial dye used in textiles named Sudan Red, was found to be used by street vendors to make their coconut and sugar-cane drinks look more attractive. Poultry farmers in the Chinese province of Hebei had been using to colour their eggs. Sudan red is believed to cause cancer.

Another carcinogenic frequently used is boric acid. These improve the texture of food as well as preserving it. This chemical is used as an insecticide, flame retardant and cleaning product. Noodle manufactures in Asia still add it regularly to their products according to the WHO. It was established that boric acid in rice noodles in Malaysia was linked to the death of 13 children in 1988. In Thailand, the Food and Drug Administration claims that street vendors sometimes add borates to batches of mince pork and meatballs to keep them fresh. The other chemical to keep in mind is melamine, which
is a chemical used in plastics and this had been found in exported pet food from China to the USA.

The list goes on and the message in this manual is that Six Senses needs to scrutinize their suppliers 100% and make sure that none of this is happening to products they are purchasing from their approved suppliers.

The first function of the H & S is to conduct a threat analysis and risk assessment of the food and water safety environment.

Listed below are some scenarios that need to be considered when doing the assessment. When undertaking training programs, Six Senses should constantly emphasis the acronym for HTCCCHR. It must be ‘drilled into’ the food handling staff to the point that practicing safe food handling practices becomes the norm. This in turn, significantly mitigates the risk of guests and staff getting food poisoning.

1. A common cause for food borne illness is **improper cooling procedures**. This can cause the food to remain in the temperature danger zone (5°C -60°C) for too long (4-hours) and this enhances the growth of bacteria. This can be seen in food that is left out of the chiller to ‘cool down’ for too long or hot food that is stored in large containers not allowing the inside food to cool down quickly enough. The standard for these hotels will be that cooked food must be cooled from 60°C to 21°C within two hours and from 21°C to 5°C within a further four hours. The stacking of containers of cooked food on top of each other could increase the time taken to cool the ‘inside’ food down and cooked food that is put into containers with tight lids could slow the cooling process, thus breaching the seventh golden rule for safe food handling.

2. **Cross contamination** is a major issue with food safety, especially from raw food to cooked food. This can occur at all stages of the food chain. At the slaughter where faces goes into the processing of the meat; touching raw meat such as poultry, meat, fish and then before washing hands, handle cooked food. Using the same knife to cut raw meat and then cut cooked food such as cold ham. Not sanitizing food surfaces, utensils, cutting boards and other equipment that has been used to prepare PHF before using to prepare cooked food. Not washing hands before touching cooked food and a host of others reasons. Care should be taken when cleaning fresh vegetables and fruit as the may carry pathogens from the soil in which they were grown (e.g. salmonella, gastroenteritis, and botulism).
3. **Poor maintenance of chillers and freezers** that don’t allow for proper temperature control of the food allowing it to remain too long in the TDZ.

4. **Hot food must be held at 60’c or above and cold food 5’c or below.** Food that it held, especially at buffets, outside of this temperature are in the TDZ. An example of a breach of this standard would be using holding equipment not designed for holding hot or cold food at the right temperatures. Frequently seen in buffets.

5. A major area of concern is **the standards employed by some of the suppliers.** The Purchasing Manager must be in control of this and make sure they comply with ‘reasonable’ standards. Failure to do so should mean the loss of the account e.g. home canned food that can cause botulism and shellfish that have been grown in contaminated waters. It is therefore critical that suppliers are handled with a ‘firm but fair hand’ and that they know the Hotel will not hesitate to reject food that it feels is unsafe. This is a key point in the FSMP. A member of the H & S should inspect supplier establishments regularly. Proof of compliance to an acceptable standard of food safety must be on hand at all times.

6. **Not cooking the food correctly** – to its correct internal temperature and not monitoring time and temperature controls. Generally the last opportunity to kill the dangerous pathogens in PHF is at the cooking stage and food must be cooked to the required internal temperature, as outlined in this manual. To verify that, cooking staff must use thermometers to verify that.

7. **Poor personal hygiene** is always on the agenda and can be a major source of contamination. There are many, many examples of this. Touching raw PHF and then touching cooked ready to eat food without washing hands is a common major contributor to food poisoning, as well as staff not practicing strict personal hygiene standards such as not washing hands, sneezing or coughing over food, scratching sores, wearing jewelry etc.

8. **Poor standards of cleaning and sanitization** with equipment not being sanitized to the correct standards (e.g. cutting boards, work surfaces), water temperature below the right levels, sanitizing solution not at the required strength and the use of aprons, wiping cloths, towels that have not been rinsed in a sanitizing solution after each use.

9. **Prolonged holding of food** can occur when food has been held for too long in the Temperature danger zone and/or prepared too far in advance of serving.
10. **Incorrect methods for holding hot food** is considered one of the major causes of food poisoning. This can be caused by using the wrong hot holding equipment, displaying hot food in an unsafe environment, mixing fresh food with food that has already spent time in the TDZ and displaying the hot food in containers too big to keep the internal temperatures at the temperature is should be (60°C or above) – the sixth golden rule for safe food handling.

11. Make sure that the hotel’s food is only purchased from suppliers that have had ‘due diligence’ done on their operations and that they are continually monitored for their maintenance of agreed standards

### 1.6 Policy and Procedures No 2 - Control of Suppliers

It makes little sense to have good internal control only to find that the food has been delivered to the hotel in an unsafe condition. The FSMP starts from the farm, at the very beginning of the food chain. Consequently the selection of suppliers is the first step in the FSMP.

The Hotel should have a written agreement with all suppliers of PHF guaranteeing the quality of the product. Although this is difficult in some parts of the world, all efforts must be made to try and achieve these standards. Regular inspections, often unannounced, should be made of the processing process by the Hotel Inspection Team (RIT) preparation and storage of PHF that will be offered to the hotel.

Ideally delivery trucks should be fitted with time-temperature indicators. These are time temperature devices that are attached to a food shipment to establish if the temperature of the product being delivered has exceeded the accepted standard e.g. cold food at 5°C of below.

The RIT should include the following: -

- Hotel Purchasing Manager
- Hotel Executive Chef
- Director of Food and Beverage

All delivers must be carefully checked for proper labeling, temperature and appearance. Fish and shellfish should have special attention paid to them and the relevant regulatory authority must approve their sources.
**Policy**

It will be the policy that only approved suppliers will be used to provide food and beverage supplies to the hotel. These suppliers will have been vetted by the RIT and must have signed a ‘memorandum of agreement (MOA)’ agreeing to conform to the standards that the Hotel stipulates in the agreement. Part of that agreement should provide for the right of the Hotel to inspect their premises on an unannounced basis and the right to reject delivered food that is not up to standard.

**Procedures**

1. The hotel has to have ‘standard purchasing specifications’ for all food purchased?
2. The reputation of the suppliers should be well established within the industry. ‘Due diligence’ should be done on all suppliers by the RIT.
3. Food Suppliers must have up-to-date food health certification and comply with local compliance standards (a basic requirement).
4. It is preferable the suppliers have an ISO certification, although this does not have to be a prerequisite.
5. The premises have to be checked regularly to monitor their quality assurance standards and control covering health & safety procedures, pest control, temperature control and waste management.
6. Inspect their documentation that related to food safety e.g. current health and compliance certification, training programs, time temperature records, thermometers calibration records and recent audit results.
7. Inspect their delivery trucks for refrigeration, cleanliness and hygiene.
8. Their internal microbiological testing records should be on file for inspection. Refer to chapter on microbiology.
9. All supplier vehicles should be shelved with stainless steel shelving and should not be stored on the floor of the vehicle.
10. The facility’s pest control and cleaning and sanitization programs must be checked and meet required standards.
11. Staff facilities, especially their rest rooms and hand wash facilities should meet the standards expected within the hotel.
12. The Suppliers need to have strict controls practices by the raw materials suppliers.
13. All food for delivery must have ‘use by date’ clearly marked on them and properly coded.
14. Check that they segregate raw and finished products for delivery.
15. Food, that is prepared in private homes should not be used by the hotel.
16. Shellfish (oysters, clams or mussels) should be packed in non-returnable packages with a health certificate stamped on the package and details of the original supplier.
17. If the hotel has a complaint against the supplier, the RIT must investigate and fill out the ‘Supplier Complaint Form’ and bring to the attention of the monthly H & S.
18. Delivery vehicles must deliver chilled food at 8°C of below and frozen food at –12°C of below.
19. The temperature between packed foods should be monitored and recorded.
20. Make sure that no food has gone past it use by date on delivery.
21. Hermetically sealed containers not prepared in the food processing plant should not be used.
22. Home canned food should not be allowed in the hotel.
23. Pate, cooked meats, sausage rolls, scotch eggs, pies, salami, continental sausages, pastrami, cooked/frozen quiches and sandwiches must be delivered vacuum-sealed in a transparent polythene material and use by date clearly indicated on the packaging.

1.7 Policy and Procedures - No 3. Food and Beverage Deliveries

PHF food has to be in the right state when it reaches the Hotel. This manual provides the following guidelines for best practices for ensuring the effective delivery and receiving procedures to be applied. It is at this point that the hotel is taking ownership of the products and therefore accepting responsibility for their standards.

Policy

It will be the policy of the Hotel that all deliveries must be delivered in accordance with the guidelines set out in the MOA. All perishable items must be delivered in refrigerated vehicles (other than fruit and vegetables) and random temperature taken by receiving staff. The Hotel must reserve the right to reject any goods that do not meet the quality standards as stipulated in the MOA and this manual.

Procedures

1. Apply one of the eight golden rules for safe food handling, namely that all cold food must be delivered and kept at 5°C or below and hot food kept at 60°C or above. (Rule No 6) when delivered to the Hotel.
2. All perishable foods, other than fruit and vegetables must be delivered in refrigerated vehicles at the right temperature.
3. These vehicles should be fitted with a time-temperature indicator (TTI).
4. Internal temperature of PHF should be randomly checked with a thermometer and recorded at the loading dock. The thermometer should be sanitized after every use. These temperatures should be recorded on the delivery temperature record sheet.
5. Frozen food should be delivered at -18°C or below.
6. Receiving personnel should check delivery vehicles regularly for cleanliness and hygiene standards. Any breaches should be reported to the Executive Chef (not the Purchasing Manager) and recorded.
7. Dry food should be received at between 10°C – 25°C.
8. Receiving staff should be well trained to inspect food properly and be able to distinguish between those foods that are acceptable and those that are not.
9. All staff must know how to calibrate and use these thermometers correctly.
10. Packaged items should be clean and undamaged and at the right temperature.
11. Codes dates should be current.
12. All products, especially meat, poultry and fish should be checked for proper colour, texture and odour.
13. Fresh shellfish and crustacea (crabs, lobsters, shrimps, wood lice, barnacles, and many minute forms) should be delivered alive. The shells of live clams should close when tapped to ensure it is still alive.
14. Dirty and cracked egg shells should be rejected.
15. Dairy products should be fresh and checked for use by date and temperature. All milk and dairy products should be pasteurized. Use by date must be clear on the outside packaging. UHT products do not require refrigeration but must be after they are opened. Cheese should be rejected if it is discoloured, unusually mouldy or dried out.
16. Frozen food should be checked for any signs of thawing and refreezing.
17. MAP, vacuum-packed and sous vide food should not bubble or appear slimy. The packaging should be intact and code dates not expired. Temperatures must be at or below 5°C.
18. Dry food should be inspected for any evidence of moisture of pest infestation and stored in an area that is clean, dry, 6” from the wall and well ventilated. Any evidence of moisture and they should be rejected as this can cause bacterial growth.
19. Canned food can carry the risk of botulism. Be sure to check for any unusual signs – rust, missing labels, broken seals, damage to seams or bulges.
20. The Receiving area (loading dock) must be separate from the waste management area.
21. The area should have a probe thermometer and sizeable scales.
22. PHF should be transported ASAP (particularly refrigerated food) to storage.
23. The Executive Chef (or his representative) should inspect all high-risk products, especially shellfish, poultry, meat and fish.
24. All food should be transferred from the supplier containers to the hotel’s containers and put into storage ASAP.
25. The Hotel containers must be made of either food grade plastic or stainless steel.
26. Food must never be left unattended on the loading dock.
27. Fruit and vegetables should be washed thoroughly and sanitized (soil-borne bacteria or chemical residue) at the receiving area before storage in the refrigerators.
28. Inspect all deliveries for proper labeling, temperature, appearance or any sign of contamination.
29. All receiving staff to attend quarterly training review sessions as part of the food safety management program.
30. Scales should be used for quantity control and these scales should be checked for accuracy every month.
31. Empty packaging material and other used containers should be disposed off immediately.
32. Loading dock staff should know the telltale signs for rejection for meat and meat products, shellfish and fish, poultry and poultry products, fruit and vegetables, milk and dairy products, frozen foods, chilled foods, packaged foods, dry foods and canned foods.
33. The receiving dock should have a hand-washing sink with soap and paper toweling.
34. Drivers should not be allowed beyond the loading dock.
35. Food that has been allowed to thaw should never be refrozen.
36. Check for any signs of contamination between raw and prepared food during delivery. These foods must be stored and delivered separately.
37. Scales must be checked for accuracy at least every quarter by the Maintenance Department.
38. With respect to meat and meat products, check for smell and reject if there is a sour or malodorous smell. Reject any boxes that give any indication it has been patched or taped shut as well as any meat that varies in its normal colour.
39. Poultry that has a greenish or purple colour should be rejected, as well as darkened wing tips, bad smell or soft and sticky flesh.
40. Salmonella is particularly common with poultry so the rules of safe food handling must apply to avoid any cross contamination.
41. Eggs should be refrigerated upon receipt and should be checked randomly for temperature. Liquid, frozen and dry eggs should be pasteurized.
42. PHF that is removed from delivery packaging (e.g. raw meat) should be coded for that day and ought to be consumed within 5 days and if not, it should be discarded.
1.8 Policy and Procedures - No 4. Storage of Food

Policy

It is the policy of DUSIT that all PHF must be transported ASAP to the storage areas and the temperatures of the storage devices monitored and recorded on a regular basis. Storage temperature standards must be adhered to at all times and all food stored should be dated, labeled and coded before entering storage. In as much as is humanly possible, no contaminated food should be placed in storage.

Procedures

1. Keep PHF out of the TDZ (5°c – 60°c) as much as possible.
2. Ensure that the PHF stays on the loading dock for as little time as possible.
3. The refrigerators and freezers must have their temperature checked at least two times per day and recorded on the refrigeration temperature-recording sheet.
4. All ready to eat PHF stored should be discarded if not used within 7 days of preparation.
5. Ready to eat PHF that has been frozen should be discarded if it is not consumed with 24- hours of being thawed.
6. Food must not be stored near cleaning supplies, sanitizers, waste products or chemicals.
7. All food products should be labeled, dated and covered before being put into storage.
8. The hotel must use the ‘first in –first out (FIFO) concept to minimize spoilage and possible contamination.
9. Food should be stored away from the chemical room, ware-washing areas and waste areas.
10. Refrigerators and freezers should be located and easy accessible to the loading dock, food preparation and cooking areas.
11. Raw meats such as beef, pork, lamb, poultry, fish and shellfish should all be stored separately and should be stored in separate containers.
12. Fish that is filleted should be kept in air tight, moisture proof wrappings. Fresh fish should be stored on a bed of crushed ice in a sanitized self-draining container.
13. Store cooked ready-to-eat food separately from raw food to prevent cross contamination.
14. Food should be stored in leak-proof sanitary containers with a tight fitting lid.
15. Never refreeze thawed food until it has been thoroughly cooked (8th golden rule).
16. Store dry food at least 6” of the floor and from the walls, in a temperature of 10°c to 21°c and a relative humidity of between 50-60%
17. Store shellfish alive at 7°C of below in original containers.
18. Ice cream and frozen yoghurt should be stored at between -14°C and -12°C.
19. Fresh produce (other than fruit & vegetables) should not be washed before storage.
20. MAP, Sous Vide and vacuum packed food should be discarded if the package is torn or slimy or if the product bubbles, indicating the possible growth of botulism.
21. The temperature recording sheets must be kept on file for 3-months.
22. Use a colour coded system for items for all PHF (e.g. fresh juice).
23. Fish for sashimi to be eaten raw must be received frozen or live.
24. All red wines should be stored at about 17°C and white wines (including rose) at about 13°C.
25. Shellfish should be kept in the container they were delivered in until they are used. These containers should be inspected for hygiene standards when received.
26. There should be dedicated storage areas for raw meat, poultry, vegetables, fish and cooked meats.
27. The Executive Chef should maintain a minimum stock level to avoid excessive spoilage.
28. Food is to be discarded if it shows any sign of contamination, is unlabeled or the packaging is damaged.
29. Frozen products should be dated at time of storage entry and discarded after 6-months if not used.
30. All fresh products should be checked on a daily basis, to make sure that they are within the ‘use by date, preferably by a Sous Chef.
31. Very strict adherence must be paid to ensuring use by dates are monitored and managed and the Executive Chef must take responsibility for this.
32. Do not refrigerate hot food in large or deep containers. This could delay the cooling process and create an environment where dangerous bacteria could grow.
33. When canned products are opened, the contents should be removed and placed in a plastic grade container and have it labeled, dated and covered.
34. Eggs should be stored on the bottom self of the refrigerator.
35. Spoons, knives and other utensils should not be left in the food containers.
36. Date & label cooked food and prepared food and use within 48 hours.
37. Do not thaw and refreeze frozen food.
38. Do not thaw food at room temperature.
39. All stored food must be covered at all times.
40. Diary products should be stored separately from foods that give out a strong odour.
41. Do not store food that has been cooked in the refrigeration system until it has been cooled to a temperature of 21°C.
1.9 – Policy & Procedure No 5 – Food Preparation & Cooking

Policy

All PHF that needs to be cooked must be cooked to the required internal temperature and evidence of this should be noted on each shift by checking randomly these temperatures. Staff are to practice strict personal hygiene standards when preparing and cooking food. When preparing PHF at room temperature, staff need to remember that this is the TDZ and that food should spend as little time as possible in this state. When preparing PHF, staff must use the colour coded operating equipment (boards, knives, gloves, cleaning cloths, etc) and wash and sanitise after each use. All cooking staff should carry a wallet size card reinforcing the colour code equipment usage to reduce the risk of cross contamination from raw to cooked food.

Procedures

1. All Chefs should have a calibrated thermometer as part of their uniform.
2. When thawing, cooling or heating food, it should pass through the middle of the temperature danger zone (21’c – 52’c) ASAP.
3. Prepare raw meat, fish and poultry in separate areas from cooked and ready-to-eat food or from produce.
4. When preparing food, remove only sufficient for the task at hand.
5. Use six colour coded polypropylene cutting boards for different foods to reduce the risk of cross contamination. Red – raw meat, Yellow – cooked meat, blue - fish and shellfish, green – fruit and vegetables, white – cheese and diary products and brown for cold cuts.
6. All work surfaces, (including cutting boards) utensils and equipment must be cleaned and sanitized after each task.
7. The following should be colour coded – chopping boards, knives, cleaning cloths, plastic gloves and aprons to avoid cross contamination.
8. Preparation staff must wash their hands correctly between each task. E.g. handling raw food and then handling cooked ready to eat food and where appropriate wear gloves.
9. Food should always be prepared in specially designated areas.
10. Disposable cloths of colour-coded cloths should be used for each prep area or job. The cloth should be rinsed after each job and kept in a sanitizing solution.
11. Head Chef to fill in required information on the internal cooking temperatures recording sheets. These should be kept on record for 3-months.
12. PHF frozen should never be left out to thaw at room temperature. Never leave food out of storage in the room temperature for more then 2 hours
13. Leftover meats and poultry for salads should be discarded after 7-days and for seafood 4-days, providing they have been stored at the required temperature.
14. PHF should be left in the refrigerator for as long as possible.
15. Pay special attention to pooled eggs and pool as few as possible as bacteria from one egg can contaminate a batch of pooled eggs. Should be stored at 5’c or less.
16. Use pasteurized eggs and egg products when preparing egg dishes that require little or no cooking e.g. Caesar Salads, hollandaise sauce, béarnaise sauce, egg nog and mayonnaise.
17. Discard any unused breading or batter after each shift and never use it for more then one product.
18. Use the green colour coded board for preparation of fruit and vegetables, and apply the same strict cleaning and sanitizing procedures.
19. Fruit and vegetables must be washed thoroughly under running water to remove dirt and then sanitized to kill possible pathogens (e.g. e-coli in the soil) before storage.
20. Pay particular attention to cut melons. Discard them if they have been in the TDZ for more then four hours.
21. Food must not have preservatives added to maintain freshness e.g. formaldehyde/sulfites.
22. Be particularly careful with the preparation, storage, display and dispensing of fruit juices. Juices should be displayed in approved containers with a dedicated tap.
23. Ice used as food must be made from approved drinking water and stored in a clean sanitized container. Staff must treat the ice scoops as a possible means of cross contamination.
24. All preparation staff must know the required internal cooking temperature for all foods they are cooking. (e.g. ground meat for internal temperature of 68’c for 15 seconds)
25. Cooked food must be cooled from 60’c to 21’c within 2 hours and from 21’c – 5’c within a further 4-hours, for a total cooling of 6-hours
26. If possible use a blast chiller to cool food.
27. Food that is being cooled must be put into suitable containers to facilitate and meet the rule for cooling of food. (Golden rule No 7).
28. Disposable gloves should be used where the touching of food is unavoidable.
29. Food should be thawed in one of the following four methods:
   ➢ Submerge under potable running water at temperature of 20’c or below
   ➢ If the food is going to be cooked immediately afterwards, in a microwave oven
➢ It can be thawed as part of the cooking procedure
➢ Can be thawed in the chiller at 5’c or below

30. Never refreeze food.
31. It is very important to make sure that no fruit and vegetables are cut or have any contact with utensils/equipment that has been used for raw meat, poultry, fish and seafood.
32. If fruit and vegetables are to be eaten raw, they should be washed with a detergent and a sanitizer.
33. Ice used in food or to chill food must be made from approved potable drinking water.
34. The recipe sheets should include a food hygiene checklist of the following:
   ➢ Checked the use by date
   ➢ Temperature checking
   ➢ Personal hygiene standards
   ➢ Cooking temperatures and times
   ➢ Cleaning and sanitizing procedures
   ➢ Cross contamination avoidance
35. Defrost frozen food in the chillers at least 24 hours before preparation.
36. Kitchen staff not to wear any jewellery or nail polish.
37. Food is not to be refrozen nor is there to be any in-house freezing of food.
38. Ice that has been used to chill food should never be reused.
39. Food preparation staff must know how to calibrate thermometers correctly and record on the ‘Thermometer Calibration Sheet’.
40. Make sure that the protein in salads (e.g. tuna, eggs and meat) has followed the guidelines outlined in this manual (properly cooked, properly cooled, correct stores, no significant time temp abuse and handled hygienically)
41. Left overs used for salads should be discarded from the refrigerator is left there for more than 1 full day.
42. The following minimum internal temperatures should be strictly adhered to:-
   ➢ Poultry - 74’c for 15 seconds (H5N1 virus)
   ➢ Beef, Pork, lamb and Veal - Roasts 63’c for 4-minutes and steaks/chops 63’c for 15 seconds
   ➢ Ground meats - 68’c for 15 seconds
   ➢ Stuffed meat - 74’c for 15 seconds
   ➢ Combined raw & cooked food - 74’c for 15 seconds (e.g. casseroles)
   ➢ Fish - 63’c for 15 seconds
   ➢ Vegetables - If being held for service, hold at 60’c or higher
- Eggs (shell) - 63’c for 15 seconds
- Microwave food - 74’c (check after 2 minutes)
- Stuffed Fish - 88’c for 15 seconds

43. Remember all hot food must be cooked to its required internal temperature and held at 60’c or above at all times.

44. Salads and garnishes must be washed and sanitized before being used.

45. Hands should be dried using paper towels.

46. No in-house freezing of food should be allowed.

47. Mayonnaise should not be made in house.

48. Pasteurised eggs must be used when preparing scrambled eggs, pastry, desserts (e.g. tiramisu, mousses), egg based sauces such as béarnaise & hollandaise, pate and terrines and dishes with egg-based sauces, which are flashed under a salamander.

49. Ice cream should be purchased from an approved source and not made in house.

50. Foods that are removed from packaging at delivery and sliced for service (e.g. preserved meat, cooked meats etc) should be dated on the same day and must be discarded after 2-days if not used. The same applies to advanced food produced in house. In the case of food removed from the freezer for defrosting, it can remain in the refrigerator for up to 24 hours to defrost and then consumed within two days of thawing.

1.10 Policy & Procedure No 6 – Food Service

Policy

The SSR must adhere to the sixth (rule No 6) golden rule for the display food ready for service. It is a fundamental rule of safe food management that PHF hot food be held at over 60’c at all times and PHF cold food at 5’c or below. Failure to do this, particularly at buffet displays, is one of the major causes of food poisoning. These temperatures must be randomly monitored during each shift and the temperatures recorded on the ‘food display temperature recording sheets’. The display operating equipment must allow for the displays to maintain these temperatures.

Procedures

1. Hot food must be held for service at 60’c or above at all times.
2. Cold food must be held for service at 5’c or below at all times.
3. Random temperatures checks of held food should be done using a probe thermometer.
4. These temperatures must be recorded on the temperature-recording sheet.
5. All PHF must be discarded after 4-hours if it has not been held at the right temperature.
6. Freshly prepared food should never be mixed with food held for service.
7. Sneeze guards and covers should be in place that protect against people contaminating the food by sneezing or coughing on the food.
8. Food should not be placed directly on ice (exceptions are whole fruit and vegetables, raw, cut vegetables and seafood). Never reuse the ice.
9. The serving utensils should have long handles and be above the rim of the containers.
10. Use separate utensils for each food item and they should be regularly sanitized during service.
11. It is (as always) imperative that staffs practice strict personal hygiene.
12. The food contact area of the plate, (whatever is being used to eat off), should never be touched by server’s hands.
13. Plate garnishes and bread should never be reserved for another customer.
14. The linen used to line breadbaskets must be changed after every customer.
15. Raw meat, poultry and fish should be kept separate from ready to eat foods.
16. Make sure that staff are fully aware of the eight golden rules of safe food handling.
17. Staff should stir the food regularly to distribute the heat throughout the food.
18. Cleaning food spills cloths should not be used for other tasks. Remember colour-coded cloths.
19. Any cheese at room temperature during service must not be allowed to stay above 5°C for more then 2 hours. REMON
20. Display only sufficient food to last for 30-minutes before replenishing.
21. Hot food should not be displayed for more then 2-hours REMON
22. Cold food should not be displayed for more then 4-hours
23. There should be a record of food temperature taken during buffet and recorded on the ‘Buffet Temperature Sheet’.
24. Make sure that all display food is inspected for foreign material in it.
25. Never touch cooked or ready to eat foods with bare hands
26. If possible, servers should be assigned only one task (or specific tasks) during service (e.g. cleaning the tables is a separate task to serving food)
27. Use small chaffing dishes and practice the FIFO method.
28. When replenishing the chafing dish, change it to a new one to avoid mixing freshly cooked food with already displayed food.
29. Key points to remember when handling food are: -
   - Hand washing, using gloves and colour coded cloths.
➢ Time - Temperature control measures
➢ Cooking times (golden rule No 5)
➢ Make sure of the labeling method and the ‘use by date’ is correct.
➢ Practice both good cleaning and sanitizing procedures (golden rule No 4)
➢ Use colour coded equipment & utensils as a matter of standards practice
➢ Use thermometers to record temperatures
➢ Fill out the required temperature records documentation
➢ Always, always practice strict personal hygiene
➢ Avoid cross contamination situations at all costs.

30. The Hotel should not accept responsibility for any food that is prepared and cook by external contractors (e.g. ethnic weddings/private picnics etc).
31. Display units that use crushed ice must be self-draining.
32. Display counters at buffets must have protective sneeze guards and hot dishes must have a cover.
33. Make sure that all food items are labeled to avoid food sampling
34. Once served, food must be discarded and not re-served.
35. Never mix fresh food with old food.
36. For any buffet or function with over 30 people, samples should be taken of the high-risk items (e.g. meat, seafood, salads, gravy, egg products etc) and place in sterile bags. These bags should be labeled, dated, the name of the function and food type. They should be held for 7-days in the freezer. If no complaints are received, the food can be discarded.

1.11 Policy & Procedure No 7 – Cooling & Reheating of Food

Policy

The policy of SSR will be that PHF must be cooled within the standards listed in the seventh (7) golden rule of safe food handling and that the reheating of PHF must be within the standards listed in the eight (8). Rule No 7 states: Cool cooked food from 60’C to 21’C within 2 hours, and then from 21’c to 5’c or lower in a further 4 hours and rule No 8 states: Reheat PHF for hot holding to an internal temperature of 74’C for 15 seconds within two hours.

Procedures

1. Chefs should control sizes (e.g. weight of joints, size of containers of soups, sauces et) to make sure that the golden rules for safe food handling are being observed.
2. The food should be cooled ASAP, preferably using blast chillers to bring it down to 5°C within 90 minutes and immediately label, code & cover it and place it in the chillers.

3. Other options for cooling food are to separate the food into smaller portions, place the food into shallow approved containers or stirring the food in a container placed in an ice bath or using ice-cold paddles.

4. Cooled food that is not used in service should be chilled when it reaches 21°C.

5. Time Temperatures controls should be built into each recipe.

6. Cook, hold, cool and reheat food in accordance with the standards in this manual.

7. When thawing food, do not use room temperature.

8. When thawing food, pass it through the middle of the TDZ (21°C-52°C) ASAP.

9. Cooked food should be portioned, cooled and served immediately or placed into the chiller at 5°C or below.

10. Practice the FIFO principle with cooled food.

11. Cooled food should be dated and coded for use and use by date added.

12. When reheating PHZ, practice the golden rule of taking it to an internal temperature of 74°C for 15 seconds within 2-hours.

13. Once food has been cooled to 21°C it can be stored on the top shelves in the chillers.

14. Food stored in the chiller at 21°C must reach 5°C or below within 4-hours.

15. When cooling food, use the 7th golden rule of safe food handling - Cool cooked food from 60°C to 21°C within 2 hours, and then from 21°C to 5°C or lower in a further 4 hours.

16. Food that is leftover should never be frozen.

17. Do not reheat food from a hot holding device or steam table.

18. Never reheat food for a second time.

**1.12 Policy & Procedure No 8 – Cleaning and Sanitizing Procedures.**

**Policy**

It is the policy that the chemical supplier for the hotel will not only provide chemicals but just as importantly, they will provide comprehensive training for the correct usage of these chemicals as they related to proper cleaning and sanitisation procedures. Staff must clearly understand the difference between cleaning and sanitisation. Each Hotel must have a master cleaning schedule that include how each piece of operating equipment should be maintained (housekeeping) and staff trained by the provider in how to do this effectively. The daily cleaning checklist must be left in the Executive Chef’s office at the end of each night shift cleaning and a thorough check done before operations.
begin by a person designated by the ExC.

a) It must be understood that cleaning is the process of removing food and other types of soil from a surface and sanitization is the process of reducing the number of microorganisms from a clean surface. Clean surfaces are not necessarily hygienic.
b) Proper housekeeping practices reduces the risk of physical and/or chemical contamination.
c) The Hotel must have a master cleaning and sanitization schedule.
d) Wash, rinse and sanitize utensils, work surfaces and equipment thoroughly and do it every time they are used.
e) The Hotel should have a well negotiated ongoing service agreement with the chemical supplier to include ongoing service, preventative maintenance, training and emergency services.
f) There must be a separate contact to provide for the cleaning & maintenance of the kitchen extract ventilations systems and grease traps.

Procedures

1. All food contact surfaces must be washed, rinsed and sanitized after the following:
   - After each time the surface has been used
   - Anytime that particular surface is being used to prepare another food
   - Anytime there is the risk of contamination (e.g. cook left workplace)
   - Every 4-hours regardless if there has been continuous use of the surface

2. The FSMP must include regular dialogue with the Hotel’s chemical supplier to determine effectiveness and use of their products, including detergents, solvents, acid cleaners, abrasive cleaners and chemical sanitizing solutions.

3. The Hotel staff should understand the different procedures for both the heat sanitizing and chemical sanitizing methods for sanitizing surfaces.

4. Stewarding staff must ensure that the chemical sanitizer has the proper concentration with water and that sanitizer test kits are used to verify this. These records should be documented on the Sanitizer Testing Record Sheet.

5. If the Hotel is using ware washing machines, it must use either the hot water and/or chemical solution methods.

6. If using the hot water method, the final rinse must be at least 82’c.

7. All ware washing machines must have built in thermometers.

8. If using the chemical sanitizing method, the temperature must be at least 49’c.

9. All items must be air-dried.
10. If using the 3-compartment sink method, step 4 of the hot water method, the water must be 82°C.

11. The HR department should work closely with the Chief Steward and chemical provider to make sure that all staff are fully trained in the use of hazardous chemicals, cleaning electrical equipment, as well as up to date cleaning and sanitization methods.

12. The Master Cleaning Schedule (MCS) should detail the following:
   - What should be cleaned?
   - Who should clean it?
   - When it should be cleaned (i.e. frequency)
   - How it should be cleaned?
   - Who is responsible for the cleaning or maintenance
   - What safety equipment is need to carry out the duty
   - How the clean items should be stored to prevent re-contamination
   - There should be a daily, weekly and monthly cleaning checklist

13. The Chief Steward who must accept responsibility for the checklists. Of particular importance is the daily cleaning checklist that has to be submitted to the ExC.

14. The Hotel should have an end-of-day kitchen-cleaning checklist to cover all areas of the food and beverage operations. These should be kept on file for 3-months.

15. Chemical containers must never be used for food storage and chemicals must never be taken out of their containers.

16. The chemical room should be well away from food areas, well lighted, ventilated and chemicals stored off the floors.

17. Cleaning of certain equipment will need special attention and these should have written procedures, issued by the chemical supplier and managed by the Chief Steward, namely,
   - Slicers
   - Cream whipping machines
   - Food mixers
   - Mincers
   - Ovens (microwave, combi & convection)
   - Cookers and stove tops
   - Salamanders
   - Steamers
   - Shelving
   - Filter trays
   - Ventilation canopies
   - Extract ventilation systems
- Grease traps
- Hot cupboards
- Bain maries
- Soup kettles
- Dishwashers
- Waste disposal units and waste management areas
- Sinks
- Dish washers
- Hand wash basins, taps, soap dispensers and towel holders
- Work surfaces
- Cold room
- Freezers
- Refrigerators
- Freezer cabinets
- Blast chillers
- Floors, ceilings, walls, windows, doors and all other FF&E.
- any other relevant equipment or surface. These must all be included in the master-cleaning schedule.

18. The kitchen extract ventilation systems should be cleaned by professional external contractors as stipulated in the MOA. This must include filters, ducting and extractor fans as well as canopies, and ducting. This needs to be done professionally, not just for food safety, but for fire safety as well and should be carried out every 6-months.

19. Garbage containers should be leak proof, pest proof, waterproof and have tight fitting lids. They should be either made of galvanized metal or approved plastic and easy to clean.

20. Wet-strength paper bags could be used to line the garbage containers.

21. All garbage containers should be empty, cleaned and sanitized at the end of the day’s operations and put on the Stewards cleaning checklist.

22. When using chemicals, it is imperative, especially with sanitizers that the following factors are taking into consideration:
   - concentration
   - temperature
   - time
   - pressure.

23. Sanitizers test kits must be on hand to test the level of concentration of sanitizers whenever sanitizers are used.
24. The HR department must liaise with the Chief Steward to ensure that all cleaning staff have the necessary training, usually in conjunction with the chemical supplier, to carry out their duties safely and effectively.

25. Floors of walk in units should be mopped daily.

26. Never mix cleaning and sanitization chemicals together. (e.g. mixing ammonia with a bleach produces a deadly gas).

27. All staff involved in the use of these chemicals must receive proper training by the hotel’s chemical supplier in their correct concentration and usage.

28. The cleaning procedures for each area and piece of equipment should be clearly documented in the Cleaning Procedural Manual, which will also include the cleaning schedule and training programs.

29. The Executive Chef should make sure that the daily cleaning schedule checklist is completed prior to the kitchens commencing operations the following day.

30. The cleaning schedule should include the following:
   - The area to be cleaned
   - A list of all items (FF&E) that will have to be cleaned (e.g. salamanders, ceramic wall tiles, exhaust ducting, cold rooms, food mixers, bain marie etc)
   - A checklist for each item and its cleaning methodology
   - The Executive Chef’s daily cleaning schedule checklist

31. Chemicals should be kept in their original containers with original labeling.

32. Acceptable dishwashing machine operations is based on five important details – the time, temperature, pressure, detergent (concentration) and rinse additive.

33. There must be in place a service agreement to clean and maintain the extract ventilation systems in the kitchens as well as the filters, canopies, ducting and extractor fans.

1.13 Policy & Procedure No 9 – Pest Control & Waste Management.

Policy

All of the Hotels in the SSR chain must have a MOA with a reputable Pest Control Management company. The MOA should stipulate the standards that the Hotel expects and have been agreed to between the Hotel and the Provider. It is recommended that the Pest Control Provider sit on the H&S meetings, at least every quarter. The Chemical Provider should sit on it every month. Staff should be aware that good Housekeeping, good chemical control and an effective training program are essential components of a good pest control management program.
**Procedures**

1. Receiving staff to refuse any inventory from suppliers that show and signs of infestation.
2. Receiving staff to learn what the ‘telltale’ signs are (e.g. cockroach droppings).
3. All windows and vents into the kitchen(s) should be screened.
4. All doors should have self-locking devices and fly-screens.
5. Air curtains should be installed strategically throughout kitchen & loading dock.
6. The Hotel should have electronic insect eliminators (zappers) to kill insects in strategic food areas (to be discussed with the pest control contractor).
7. Any cracks, spaces or holes should be filled with concrete or sheet metal covers to block entry to pests.
8. Openings around pipes, windows, floor drains, doors, fans etc should be blocked off.
9. All storerooms should have a strip painted 6’ from the walls to allow staff to see any signs of infestation (white will show them up better).
10. The humidity in the dry storerooms should be as low as possible.
11. Make sure the FIFO principle is followed at all times throughout the operation.
12. The Hotel should insist that chemicals used for the eradication of pests are biodegradable and environmentally friendly.
13. The pest control contractors must be able to provide proof of having and using recognized international standards.
14. Included in the pest control manual should be maps indicating the ‘high risks’ areas for pest infestation.
15. The Hotel should negotiate the pest control contract yearly.
16. As part of the documentation to substantiate the Hotel has an effective FSMP, records of pest control should be kept for a minimum of 1-year.
17. All hotel food areas should be inspected and treated by the contractor every 2-weeks and other storage areas on an as need basis.
18. The current status of pest control will be on the agenda at the monthly H & S meeting and a representative of the Pest Control company to attend quarterly.
19. It is critical that none of the chemicals used by the pest control contractors find their way into the food chain.
20. All doors should be screened and have self-closing devices fitted to them.
21. All windows should be screened with suitable screening material.
22. When inspecting for pests, look at areas around the heating, air conditioning, production equipment, plumbing, sinks, drains, compactors, waste disposal bins, ventilation, etc.
23. It is important to check all deliveries for any signs of pest damage and/or infestation.
24. All staff should report to the Executive Housekeeper (or the assigned department head responsible for the hotel pest control management) any sighting of pests and have it recorded in the pest control book, especially any signs of rodents or insects.
25. There should be a pest control book in the Executive Housekeepers office and this should be inspected at the monthly H & S meeting.
26. Food refuse containers should be foot operated with close fitting lids.
27. Refuse bags should clear transparent plastic and be secured (tied) to reduce the risk of pest and insect intrusion (also a security measure).
28. Important that staff handling these containers and bags wash their hands after doing this.
29. The refuse storage area should be down for a daily high pressure steam cleaning at the end of each day and this must be included on the daily cleaning checklist.
30. Any refuse storage equipment must be fitted with lids that can be closed.

**1.14 Policy & Procedure No 10 – Training for DUSIT staff.**

**Policy**

DUSIT recognizes that having in place a good food safety and hygiene training program is absolutely essential to the effective ongoing best practices for food safety & hygiene. It is the policy that all staff must undergo a 2-hour orientation program (stage 1) before beginning work in the kitchens and restaurants. This is to be supplemented by having all staff attend a basic hygiene awareness program every 12 months (Stage 2). For those staff working in a particular area (e.g. receiving area), they must attend a yearly briefing on ‘best practices for 2-hour (in this case, receiving food) (stage 3). These sessions are to be conducted by the HR department and all attendances must be on personal files. In addition to this, all middle to senior management staff, must attend a 1-day seminar conducted by IOA on Food Safety & Hygiene and Water Safety. The H & S Committee must ensure these training sessions are carried out and recorded.

**Procedures**

1. One of the golden rules (No 1) of a good FSMP is to practice strict personal hygiene. All food handlers must undertake a 2-hour orientation seminar, prior to commencement of work, in ‘Best practices for safe food hygiene’ which will consist of the following:-
Section 1: An introduction to Food Safety

Section 2: Why it is important

Section 3: A briefing by the Chemical Supplier

Section 3: Practicing strict Personal Hygiene

2. The HR department is to make sure that all staff attend a yearly basic awareness training program (Stage 2).

3. All staff working in individual areas (receiving, stores, preparation, cooking, serving, buffet management) must attend a departmental 2-hour debriefing every year. Of particular importance is the ongoing management of buffet displays.

4. All middle to senior management staff should attend a 1-day training seminar conducted by DUSIT (or it’s assigned training partner) as part of the first year’s audit. This will include Executive Chefs, Sous Chefs and Cooking, Chief and Assistant Chief Stewards, Restaurant and Assistant Restaurant Managers, Purchasing Manager, and or anybody identified for this.

This 1-day IOA training seminar that will include all of the following:

- Best Practices for Food Purchasing
- Best Practices for Receiving food
- Best Practices for the Storage of food.
- Best Practices for the Preparation of food
- Best Practices for the Cooking of food
- Best Practices for the Cooling of food
- Best Practices for the Reheating of food
- Best Practices for the Serving of Food
- Best Practices for the Cleaning and Sanitization procedures
- The Pest Control Contract & Schedule
- Waste management procedures
- Microbiological testing
- Food Issue complaints & Management
- Food Safety & hygiene documentation
- Medical & health requirements
- Statutory & legal requirements

All participants will be required to study a real life case scenario that occurred in a developed western country in 1996 where 21 people died, 13 remained
permanently on kidney dialysis and over 500 people were infected with the E-coli bacteria.

- Participants will be required to give group presentations.

1.15 Policy & Procedure 11 – Practicing Safe Personal Hygiene.

Policy

It is the policy of SSR that all staff recognize that food handlers can contaminate food in all stages of the food chain, from the ‘farm to the plate’. Each hotel must establish a personal hygiene program that mitigates this risk. The hygiene procedures listed in this P & P must be constantly supervised, monitored and corrective action taken if necessary. All staff should have proof of a medical clearance before starting work and followed up with a yearly check up.

Procedures

1. Staff must be trained and practice proper hand-washing methods
2. Staff should never wash their hands at the pot-and-pan sink or food prep sink.
3. Staff should only be washed in designated hand washing stations, supplied with detergent, paper towels, hot water and food pedal operations.
4. Food handling staff should wash their hands in the following circumstances:
   - Before and after handling raw food and/or dirty equipment
   - After using the rest rooms
   - After taking a break
   - After sneezing, coughing or using a tissue
   - After touching their face and hair.
   - After eating, smoking, drinking or chewing gum
   - After they have handled any rubbish, chemicals or trash
   - After clearing tables or clearing dirty dishes/equipment
   - After touching anything that may contaminate their hands
   - After touching their clothes and/or apron
   - Before and after using gloves
5. Staff should keep fingernails clean, short and without nail polish
6. Hair should be short and if long, suitably covered with a hair net
7. Staff locker rooms must be separate from the food prep areas
8. Staff should not wear jewellery when handling food
9. Food tasting should never be done with fingers or dirty utensils
10. Staff should never cough, sneeze or spit over food
11. Staff should not eat, drink or chew gum in the food areas. Saliva contains dangerous microorganisms and this can be a source of cross contamination (saliva to hand to food)
12. Staff to adhere to the strict cleaning and sanitizing standards
13. Staff must report to the medical clinic, before commencing work is they have any of the following systems – diarrhoea, vomiting, sore throat, coughing & sneezing fever, jaundice or infected lesions.
14. Staff must make sure that all lesions and sores must be covered with waterproof dressings, as well as finger stalls or rubber gloves. These dressings should be of a bright colour in the event they fall off and can be seen in the product.
15. Staff to always wash their hands prior to putting on clean gloves. Gloves should be changed in the following circumstances:
   - Before starting a new task
   - When the gloves become dirty or torn
   - After handling raw meat and before handling cooked or ready-to-eat food
   - Every hand wash station should have a foot pedal operation, detergent dispenser, hand sanitizers, hot and cold water, finger nailbrush & disposable paper towels.
16. Hand washing basins (as described) should be available near each work station to allow staff to maintain these personal hygiene standards.
17. A disinfectant sanitiser should be part of the washroom inventory where there is handling of high risk food items, such as the butcher shop.
18. The HR department must make sure that all staff have completed a pre-employment health check, particularly for TB and Hepatitis A.
19. All kitchen staff should wear clean overclothing to protect food and equipment from contamination. The Hotel must supply suitable clothing inventory to be able to do this.

1.16. Copies of Food Safety & Hygiene Documentation

The key components of keeping up to date and reliable documentation are:

c) To be used as possible exoneration in cases of food poisoning complaints.
d) To monitor the performance and effectiveness of the in-house FSMP by the H & S Committee
e) To be used as a monitoring and supervision tool on suppliers, food handlers and food servers.

1. Food Delivery Record Sheet.
2. Supplier Complaint Form.
5. Cooling of food temperature record sheet.
7. Reheating of Food Temperature Recording Sheet.
8. Pest Control Logbook.
9. ‘Alleged Food Poisoning Investigation Form’.
11. Complaint of a Foreign Substance in the Food.
12. Audits (both internal and external).
13. Copy of the chemical supplier service and maintenance with records of attendances and
duties performed. These records must be kept on file.
14. Copy of the service agreement for the kitchen extracts ventilation systems for the cleaning and
maintenance programs. Records of work should be kept on file.
15. Copy of the Pest control contract together with records of inspections and work carried out for
the past 12-months.

1.17 Procedures for Handling Food Complaints

Policy

It is the policy of SSR that all allegations of food or water poisoning must be treated with the utmost
care, sensitivity and following established processes. It is a fact that many allegations are false and
equally true, is that many are genuine. The Hotel’s Hotel Manager must be the one that interviews the
complaint and fills out the ‘Alleged Food Poisoning Form’ or the Complaint of a ‘Foreign Substance
in the food’ report. He/she will offer medical assistance and arrange for samples of the suspect food to
be taken and put into the Freezers for possible future examination. The matter has to be bought to the
attention of the GM who will determine if a copy of the report will need to be sent to the Insurance
Agent and if samples will need to be sent to the microbiological laboratory. If follow up letters need to
be sent to the complaint, they must be sent by the GM, and copied to corporate HQ.

Procedures

1. Always refer to a complaint of food poisoning as an ‘unproven allegation’ and never accept responsibility.
2. The Hotel’s Hotel Manager must complete the ‘Alleged Food Poisoning Investigation Form’ in complete detail.
3. Once the food has been identified that the victim/s ate, take samples for microbiological testing, label and place in sterile bags and place in the freezer.
4. If more then four people are part of the epidemic, notify the CMTL (Crisis Management Team Leader) at Corporate HQ and await advice.
5. The Hotel GM should write to the complaint/s acknowledging receipt of the complaint and advise that a full investigation is under way.
6. A copy of the final report should be sent to corporate HQ, who may send it onto the Insurance Company.
7. The Hotel GM should write again to the complaint outlining the course of action the hotel intends to take.
8. In the case of a complaint where food containing foreign material is the subject, the Hotel’s Safety Officer should fill out the section in the ‘Alleged Food Poisoning Investigation Form’ that deals with foreign material.
9. Do not send any microbiological samples to the laboratory until instructed by the Hotel GM.

1.18 Water Safety

Waterborne diseases are caused by pathogenic microorganisms, which are directly transmitted when contaminated drinking water is consumed. Contaminated drinking water, used in the preparation of food, can be the source of food borne disease through consumption of the same microorganisms. According to the World Health Organization, diarrhea disease accounts for an estimated 4.1% of the total DALY global burden of disease and is responsible for the deaths of 1.8 million people every year. It was estimated that 88% of that burden is attributable to unsafe water supply, sanitation and hygiene, and is mostly concentrated in children in developing countries. Please refer to website http://en.wikipedia.org/wiki/Waterborne_diseases for a full summary of the diseases associated with
water contamination and their effects upon humans.

There are many diseases that can contacted through contaminated water. Most notable of these are:

**Bacteria**
- Botulism
- Cholera
- E-coli
- Salmonella
- Legionnaire Disease
- Leptospirosis
- Typhoid.

**Viral**
- Hepatitis A
- Polio

**Allergic Reaction**
- Hay fever
- Meningitis
- Trihalomethanes.

Each Six Senses Hotel should conform to the following standards to ensure that the risks associated with water borne diseases are mitigated as much as possible.

1. **Potable Water Quality** – IOA recommends that city-supplied water and internal water distribution system should be tested at least monthly taking 10 samples. 5 – 10 samples taken from the following areas:
   - Hot water Calorifier
   - Cooling Towers
   - Guest room shower and/or sink
   - Ice cubes at the ice machine in the main kitchen
   - Kitchens and Restaurants
   - Water from the main supply
   - Drinking bottled water.
This water should be tested both microbiologically and chemically. The water analysis should be kept on file for two (2) years.

2. The swimming pools, spas, whirlpools should be tested on a regular basis by a company well versed and the records kept on file for two (2) years. It is recommend that five samples are taken. The tests should cover the following: -
   - Chlorine tests – free chlorine, total chlorine and combined chlorine
   - pH
   - Alkalinity
   - Calcium hardness
   - Cyanuric Acid
   - Sulfates
   - Chlorides.

3. The same reporting procedures should apply to any allegation of water poisoning as with would to a food poisoning allegation. The Hotel Safety Office must complete the ‘Alleged Food Poisoning Investigation Form’ in complete detail.

1.19 Microbiological Testing.

Policy.

Each Hotel within the SSR group will be required to carry out microbiological and chemical testing every month on samples of food and water. The Hotel Manager will decide what food sample are taken for examination. The water samples will be from the areas nominated in this manual. Records are to be kept on file for 2-years.

Sources for food and water testing standards can be obtained from the following organizations: -
   - FOA – Food and Agriculture Organization of the United Nations.
   - WHO – World Health Organization
   - BFAD – Bureau of Food and Drugs

Procedures
1. Monthly microbiological testing should be done on at least 10 high-risk food items using an external accredited testing laboratory.

2. Testing should also be carried out on high risk operating equipment.

3. Testing should also be carried out on at least 5-10 water samples.

4. The H & S committee should decide what samples are going to be tested.

5. A suggested sample of a monthly food sampling could be a sample from each of the following:
   - Daily diary whole fresh milk
   - Sushi from the buffet
   - Beef Soup
   - Oysters
   - Caesar Dressing
   - Smoked Chicken
   - Buffet salad dressing
   - Fruit Juice on display
   - Hamburger patties
   - Any meat cut that is raw to medium done.

1.20 A sample of an external FS&H audit.
RECEIVING

Q6. Are all deliveries checked for proper labeling, temperature, appearance and other factors related to safety at the loading dock and any problems recorded?

Q7. Is all meat, poultry, fish, MAP, vacuum-packed & sous vide packaged food received at 5°C or below?

Q8. Is all fresh shellfish (clams, mussels, oysters) received live at or below 7°C and stored at the same temperature? REMON

Q9. Are all shell eggs washed/sanitized when the hotel receives them? And are they than held at 7°C or below at all times and received at the hotel at 7.0°C or lower?

Q10. Are all items (other than dry goods) placed in special food grade plastic or stainless steel containers before taking to storage?

Q11. Are all frozen foods inspected for thawing & refreezing before delivery? (How is this done, say with fish and chicken?)

Q12. Are loading dock staff issued with thermometers to take the temperature of PHZ on arrival at the hotel?

Q13. Is the loading dock on CCTV and being monitored in the Chef’s Office (or anywhere else?)