



**JOSHUA'S**  
CATERING COMPANY

**Unit 5 Marina Business Park  
Harbour Rd  
Gloucestershire  
GL15 5ET**

## **Food Safety Management Policy**

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### **1. Introduction**

At Joshua's Caterers, we recognise that excellent food requires more than culinary skill—it requires a deep commitment to food safety, compliance, and responsible practice. Our customers trust us to prepare and serve food that is not only enjoyable but also safe and hygienically handled at every stage. This policy outlines how we uphold that responsibility.

Our approach is based on **HACCP principles**, which allow us to analyse, control, and reduce risks using practical and scientifically grounded methods. Combined with UK legislation and FSA's *Safer Food, Better Business (SFBB)* guidance, our system promotes consistency and high standards across all operations.

This policy applies to all employees, including permanent, part-time, agency and contracted team members.

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### **2. Legal and Regulatory Compliance**

We comply fully with the following legislation and frameworks:

- **Food Safety Act 1990** – This forms the foundation of food safety law in the UK, ensuring that food is safe to eat, not misleadingly presented, and prepared in hygienic conditions. Compliance with this Act ensures we maintain legal and ethical standards across all levels of operation.
- **Food Hygiene (England) Regulations 2013** – These regulations set out practical hygiene requirements including temperature control, staff hygiene, structural cleanliness, and pest control. They guide our everyday working practices and auditing routines.

- **Regulation (EC) 852/2004** – This EU regulation requires food businesses to implement HACCP-based controls. It provides detailed expectations relating to facilities, equipment, staff training, raw material handling, and traceability.
- **EU Food Information for Consumers (FIC) Regulation 1169/2011** – We follow this standard for accurate allergen and nutritional information. It ensures customers are informed about allergenic ingredients and food composition.
- **Safer Food, Better Business (SFBB)** – We incorporate SFBB safe methods into our procedures to ensure that best practices are followed daily. These methods simplify food safety management for practical use in a catering environment.

Environmental Health Officers (EHO) conduct full inspections every three years. All findings, ratings, and reports are recorded and kept onsite along with any follow-up actions taken.

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### **3. Hazard Analysis and Critical Control Points (HACCP)**

We use a comprehensive HACCP-based Food Safety Management System to identify risks, apply controls, and monitor performance at every step.

#### **3.1 Hazard Identification**

We assess three main hazard types:

- **Biological hazards**  
These include bacteria (e.g., Salmonella, E. coli), viruses, and parasites that can multiply on food if conditions permit. We identify areas where harmful microorganisms could be introduced, survive, or grow—especially during storage and handling.
- **Chemical hazards**  
These relate to cleaning products, disinfectants, food-grade chemicals, and accidental contamination. We ensure chemicals are stored safely and used correctly so residues never contact food.
- **Physical hazards**  
These refer to foreign objects such as plastic, metal fragments, packaging materials, or broken utensils. We prevent these hazards by regularly inspecting equipment, enforcing a no-glass policy, and maintaining strict housekeeping.

### 3.2 Critical Control Points (CCPs)

Our CCPs are the steps that require strict control to prevent, eliminate, or reduce hazards:

- **Cold storage and refrigeration**  
Maintaining chilled food at safe temperatures slows the growth of harmful bacteria. We routinely check fridge temperatures and ensure stock rotation.
- **Cooking temperatures**  
Cooking food thoroughly—especially high-risk foods such as poultry—destroys harmful microorganisms. Staff use calibrated thermometers to verify safe core temperatures.
- **Reheating and hot holding**  
These stages must achieve temperatures high enough to prevent bacterial survival or regrowth. We monitor hot-holding units and reheating equipment carefully.
- **Prevention of cross-contamination**  
Physical separation, colour-coded equipment, and organised workflow prevent raw foods, allergens, and harmful bacteria from spreading to ready-to-eat foods.
- **Cleaning and sanitisation**  
We treat cleaning as a critical activity. Effective cleaning removes food debris where bacteria can survive, while sanitisation destroys residual microorganisms.
- **Identified COSHH area**  
This ensures chemicals are stored and used safely, with clear labelling, safety sheets, and secured storage to prevent accidental contamination.
- **No glassware in kitchen prep areas**  
This removes the risk of broken glass entering food and prevents injury.

### 3.3 Critical Limits

Our critical limits are based on recognised safe food guidelines:

- **Cold storage  $\leq 5^{\circ}\text{C}$**  — to slow bacterial growth.
- **Frozen storage  $\leq -18^{\circ}\text{C}$**  — to keep food stable and prevent thawing.
- **Cooking  $\geq 75^{\circ}\text{C}$**  — to ensure bacteria are destroyed.
- **Hot-holding  $\geq 63^{\circ}\text{C}$**  — to keep food out of the danger zone.
- **Reheating  $\geq 82^{\circ}\text{C}$**  — ensures rapid, thorough reheating that eliminates pathogens.

### 3.4 Monitoring Procedures

Monitoring ensures that food safety controls are consistently applied:

- **Digital thermometers** are used for all temperature checks (fridges, cooked foods, reheats). They are cleaned, maintained, and calibrated for accuracy.
- **Daily records** are kept for cooking, cooling, hot holding, and storage temperatures.
- **Supervisors** verify records and observe staff practices to ensure all safe methods are followed correctly.

### 3.5 Corrective Actions

When something goes wrong, we respond quickly and decisively:

- **Food outside safe temperatures** is discarded or reheated if appropriate. No food left at room temperature for longer than four hours is kept.
- **Cooked food** must be chilled rapidly—within one hour and to below 8°C. Cooling and reheating logs are completed for traceability.
- **Damaged, spoiled, or contaminated food** is removed from the kitchen immediately.
- **Faulty equipment** (e.g., fridges, ovens) is reported, isolated, and repaired before further use.
- **Errors caused by staff** lead to immediate retraining and additional supervision if necessary.

### 3.6 Verification

Verification ensures that our system is effective, not just documented:

- **Weekly internal audits** covering deliveries, storage, preparation, cooking, cooling, and reheating.
- **Spot checks by senior staff** to confirm ingredients, labelling, and supplier information remain accurate.
- **Log reviews** to identify recurring issues or trends.
- **Annual EHO or third-party audits** when applicable.

### 3.7 Record Keeping

We maintain detailed logs—including temperature records, cleaning schedules, training files, delivery receipts, and audit findings—for at least **12 months**. These provide clear evidence of compliance and support traceability.

### 3.8 Accidents, Near Misses & Dangerous Occurrences

All incidents are recorded, investigated, and reviewed. Lessons learned lead to updated procedures and additional staff training where appropriate.

First-aid kits are regularly checked, both Directors are trained first-aiders, and fire extinguishers are serviced annually.

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## 4. Personal Hygiene and Staff Health

Our approach to hygiene is proactive and preventative:

- **Clean uniforms and PPE** — Staff wear appropriate clothing that is changed regularly to avoid carrying contaminants into food areas.
  - **Hair secured** — Hair nets, hats, or tying back hair reduces the risk of hair falling into food or contaminating surfaces.
  - **No jewellery except plain bands** — This prevents physical contamination and supports thorough handwashing.
  - **Frequent handwashing** — Staff wash hands after handling raw food, using the toilet, touching their face, or completing cleaning tasks.
  - **Illness reporting** — Any symptoms such as vomiting, diarrhoea, fever, or infected wounds are reported immediately. Staff with gastrointestinal symptoms are excluded from work for at least 48 hours after symptoms stop.
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## 5. Cleaning & Disinfection

A structured cleaning programme keeps the kitchen safe and compliant:

- **Daily cleaning** removes food waste, prevents debris build-up, and limits bacterial growth.
- **Weekly and monthly cleaning** includes deep cleaning of equipment such as ovens, fridges, freezers, and extraction systems.
- **Food-contact surfaces** are sanitised before, during, and after food preparation.
- **Chopping boards, knives, and tools** are cleaned thoroughly and disinfected between tasks, especially when switching between raw and ready-to-eat foods.
- **EN1276-certified sanitisers** ensure bacteria are destroyed to recognised standards.

- **Colour-coded systems** prevent cross-contamination by assigning equipment to specific tasks.
  - **Cleaning logs** document what was cleaned, by whom, and when.
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## 6. Pest Control

We maintain strong preventative measures:

- **Regular inspections** by professional pest control technicians every quarter, or more frequently if needed.
  - **Food and waste** stored in sealed, pest-proof containers.
  - **Staff vigilance** — Any signs of pests are reported immediately.
  - **Comprehensive reports** kept onsite, documenting findings and corrective actions.
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## 7. Waste Management

Effective waste handling prevents odours, contamination, and pests:

- **Food waste is separated** from general waste to support recycling and prevent cross-contamination.
  - **Colour-coded, sealed bins** ensure the right waste goes to the right place.
  - **Bins emptied daily** and cleaned regularly to prevent bacterial build-up.
  - **Used cooking oil removed** by licensed contractors who follow environmental regulations.
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## 8. Training & Competency

Training builds competence and confidence:

- **Level 2 Food Hygiene** for all food handlers ensures understanding of basic hygiene principles.
- **Level 3 Food Hygiene** for supervisors and team leaders provides advanced knowledge to oversee operations.
- **Allergen awareness training** ensures staff understand allergen controls, labelling, and emergency procedures.

However, our kitchen is *not* allergen-free and traces cannot be guaranteed.

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## 10. Documentation & Record Keeping

We keep detailed and organised records including:

- **Temperature monitoring logs** for chilled, frozen, cooked, and reheated foods.
- **Delivery records** detailing supplier traceability, temperature at receipt, and visual checks.
- **Cleaning schedules and verification logs.**
- **Allergen and dietary documentation.**
- **Training records** including certificates and refresher dates.
- **Incident and corrective action reports.**
- **Pest control documents** including technician reports.
- **Waste disposal records** including oil collection.

These documents support legal compliance and demonstrate due diligence.

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## 11. Roles & Responsibilities

- **Directors** hold ultimate responsibility for food safety, legal compliance, and ensuring adequate training and resources are available.
  - **Head Chef / Kitchen Manager** oversees day-to-day operations, supervises staff, maintains hygiene standards, and ensures strict adherence to HACCP controls.
  - **All staff** must follow training, maintain hygiene standards, report any hazards, and adhere to all procedures and instructions.
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- **Induction training** covers SFBB safe methods, personal hygiene, cleaning expectations, and reporting procedures.
  - **Annual refresher training** or post-incident retraining keeps knowledge up to date.
  - **Directors oversee certification** to ensure all staff remain fully trained and compliant.
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## 9. Dietary Requirements, Nutrition & Allergens

### 9.1 Nutritional Information

We offer estimated nutritional and carbohydrate information on request. Although based on standard recipes, these figures are approximate and not suitable for medical calculations such as insulin dosing.

### 9.2 Special Diets

We support commonly requested dietary preferences:

- **Vegetarian and vegan options** prepared using separate utensils where possible.
- **Low-sugar and diabetic-friendly dishes** offered based on general dietary principles (non-clinical).
- **Halal or no-pork options** provided where supplier certification is available.
- **Gluten-free (non-coeliac) meals** prepared with care but not in a gluten-free environment.

However, due to the limitations of a mixed-use kitchen, we cannot safely prepare clinically sensitive diets such as coeliac, renal, PKU, ketogenic, or severe allergen-controlled meals. Customers with these needs are advised to use specialist providers.

### 9.3 Allergen Management

We take allergen safety extremely seriously:

- **Allergen matrices accompany each menu**, clearly listing ingredients that contain any of the 14 regulated allergens.
- **Recipes are routinely checked** as supplier specifications can change.
- **Strict working methods**—including designated preparation areas—help reduce cross-contact.
- **Staff training** ensures that allergens are handled carefully and emergency procedures are understood.



## 12. Policy Review

This policy is:

- **Reviewed annually** to ensure ongoing accuracy.
- **Updated following significant operational changes**, such as menu changes or equipment upgrades.
- **Reassessed after any incident or regulatory change** to strengthen our controls.

Feedback from customers, staff, and auditors is welcomed and contributes to continuous improvement.

This policy is adopted by the Directors of Joshuas Caterers and will be reviewed at least annually

		Date
Glyn		6-1-26
James		9-1-26