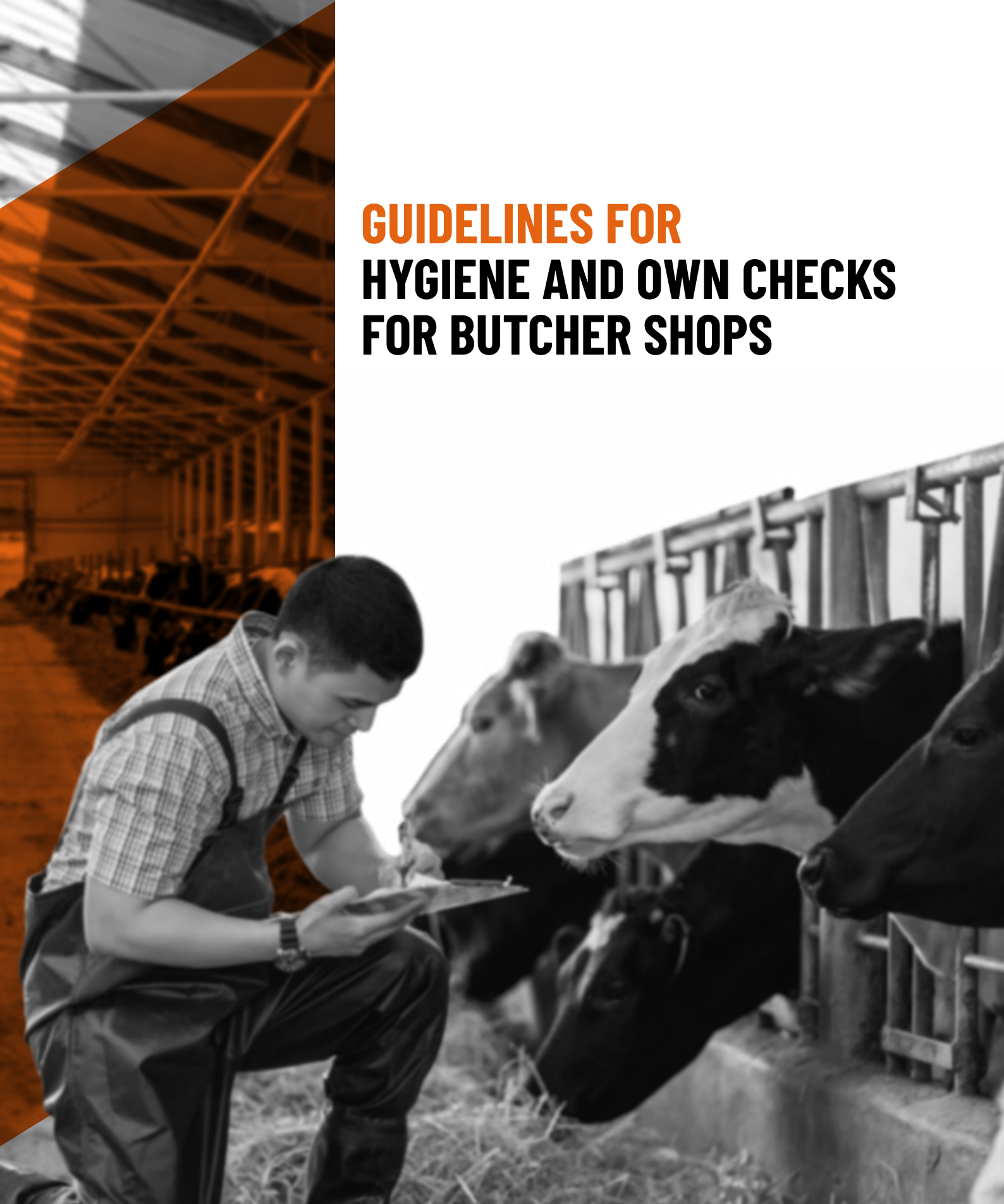


GUIDELINES FOR HYGIENE AND OWN CHECKS FOR BUTCHER SHOPS



Funded by
the European Union



**EU FOOD SAFETY
AB GIDA GÜVENLİĞİ**

European Union Food Safety Project

Funded under the EU Aid Program for the Turkish Cypriot community (TCc), the “EU Food Safety Project” executed under the contract 2021/423-933 “Technical assistance to improve implementation of food safety standards and disease crisis preparedness”, strives to support faster social and institutional development of the Turkish Cypriot community and higher economic growth of its agri-food chain sector. The aim is to achieve improved food safety, public health, animal health, and protection of the environment, and to mitigate the impact of potential exotic animal diseases, in particular those posing imminent threats. The project started in May 2021 and will be completed in April 2024.

For more information about the project, you can visit the project’s website, follow its social media account and contact the project team through the following communication channels:

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CONTENTS

1. BACKGROUND _____

2. INTENDED AUDIENCE _____

3. AIM OF THE GUIDELINES _____

4. INTRODUCTION _____

5. GOOD HYGIENE PRACTICES _____

5.1. Basic Hygiene Requirements at the Workplace _____

5.2. Cleaning and Disinfection _____

5.3. Pest Control _____

5.4. Waste Control _____

5.5. Staff Personal Hygiene and Training _____

6. SAFE FOOD HANDLING _____

6.1. Purchase, Receipt and Traceability of Ordering Food _____

6.2. Traceability _____

6.3. Using a Thermometer _____

6.4. Temperature _____

6.5. Defrosting _____

6.6. Wrapping and Packaging _____

6.7. Storage of Foods _____

6.8. Storage of Chemical Products _____

7. PREMISES OWN CHECKS _____

7.1. Recording Forms _____

8. REFERENCES _____

Annex 1: Cleaning and Disinfection Schedule _____

Annex 2: Cleaning and Disinfection Record Sheet _____

Annex 3: Training Participation Registration Form For Personnel Attending Training In Premises _____

Annex 4: Suppliers List _____

Annex 5: Customer List _____

Annex 6: Thermometer Calibration Record _____

Annex 7: Fridge/Cold Room/ Temperature Records _____

Annex 8: Hygiene Inspection Checklist _____

1. BACKGROUND

The “EU Food Safety Project” executed under Contract 2021/423-933 “Technical assistance to improve implementation of food safety standards and disease crisis preparedness” strives to support a faster social and institutional development of the Turkish Cypriot community (TCc) and a higher economic growth of its agri-food chain sector.

The project aims to achieve improved food safety, public health, animal health and protection of the environment, and to mitigate the impact of an imminent threat of potential exotic animal diseases.

This document was produced within the following project activity:

Prepare guidelines for stakeholders to complement the input delivered in specific trainings, workshops and other capacity building activities.

2. INTENDED AUDIENCE

The intended audience of these guidelines are the food business operators of butcher’s shops - beef, sheep, goats, and poultry.

3. AIM OF THE GUIDELINES

These guidelines aim to assist food business operators to achieve the legal requirements for development and implementation of the good hygiene practice and to ensure a high level of customer protection in terms of food safety.

The guidelines are also available to the public on the project’s online Food Safety Platform <http://tccfoodsafetyproject.eu/>. All parties involved in the food and catering sector should find them a valuable tool in their day-to-day operations.

4. INTRODUCTION

Contamination of food may occur at any stage of the food chain which extends from the farm, or primary production, to the final consumer (“from farm to fork”) and includes processing, manufacturing, transformation, packaging, storage, transportation, distribution, and sale and/or provision of food products.

At each of these stages, there is a responsibility to keep food under the same safe conditions until the moment of its consumption. Food business operators are primarily responsible for the realization of this responsibility.

Fortunately, the measures for preventing food contamination are very simple and may be applied by anyone who handles food by following easy rules for hygienic food handling.

The main purpose of food hygiene is thus to ensure all the necessary conditions and measures required to guarantee that food is safe and appropriate at all stages of the food chain to prevent food contamination and reduce the risk of food-borne diseases (FBD).

If we always handle food with clean hands and follow the proper hygienic procedures, we can prevent our families, or our clients, from the risk of consuming contaminated food. In many cases, these microbes reach the food through the food handlers themselves.

The contribution of food handlers in a food establishment is critical and their work is of the utmost importance for their own health, and the health of their family, the community, and the businesses where food is prepared.

5. GOOD HYGIENE PRACTICES

WHAT ARE GOOD HYGIENE PRACTICES?

Good food hygiene is essential for preparing or selling food that is safe to eat.

Good Hygiene Practices (GHPs) are all practices pertaining to the necessary conditions and measures for ensuring food safety and appropriateness in all phases of the food chain.

GOOD HYGIENE PRACTICES ARE DESIGNED TO CONTROL HAZARDS IN A GENERAL WAY AND INCLUDE:

- Cleaning and disinfection/sanitation
- Maintenance of premises and equipment
- Personnel hygiene and training
- Pest control
- Waste management
- Storage, distribution, and transport
- Supplier control

GOOD HYGIENE PRACTICES HELP YOU TO:

- ensure compliance with legal requirements
- reduce the risk of FBD among your customers
- protect your business's reputation

A well-designed food safety program is good for both the food premises and their customers. Repeat customers and higher job satisfaction for employees can lead to higher profits and a better service.


5.1. BASIC HYGIENE REQUIREMENTS AT THE WORKPLACE

The workplace working environment in your premises should always be clean, well-maintained, and designed and structured to allow the implementation of the following recommendations:

GENERAL REQUIREMENTS

The layout, design, construction, site, and size of your premises must:

- Allow adequate maintenance, cleaning and/or disinfection.
- Avoid or minimise air-borne contamination (i.e. contamination carried in the air).
- Provide enough working space for you to carry out all tasks hygienically.
- Protect against the accumulation of dirt, contact with toxic materials, shedding of particles into food and forming of condensation or mould on surfaces.
- Materials that may pose a physical hazard should not be used, especially in the preparation sections, and window glasses in these areas should be covered with plastic films.

- 
- Allow good food hygiene practices, including protection against contamination and, in particular, pest control.
 - No pets should be kept in the work area, no plants should be grown.
 - There should be warning signs about the rules and good hygiene practices that the staff should follow in the workplace.
 - Provide, where necessary, suitable conditions for handling and storing food while keeping it at appropriate temperature.
 - The temperatures should be monitored and, where necessary, recorded.
 - Drainage facilities must be adequate for the purpose intended.
 - Drainage facilities should be designed to prevent the flow of high-risk food to or into areas where food is handled.
 - You must provide adequate facilities for staff to change their clothes.
 - You must not store cleaning chemicals and disinfectants in areas where food is handled.
 - Packaging and packaging materials and other foodstuffs such as spices used in meat prepared upon customer request should be stored in separate places.

STAFF TOILETS AND CHANGING AREAS

- The water of the toilets in the workplace should be continuous and there should be a drainage system.
- Toilets must not open directly into rooms where you handle food.
- Toilets should have soap dispensers, hygienic hand dryers (e.g. disposable napkins or hand towel rolls) and disinfectant dispensers.
- A separate area should be provided for staff to change their clothes.
- There should be enough cabinet to store work and street clothes separately.
- Food should not be stored in these cabinets.
- Natural or mechanical ventilation should be possible.

HAND WASHING FACILITIES

- The premises must have an adequate number of flush lavatories, connected to an effective drainage system.
- The premises must have an adequate number of washbasins, suitably located, and used only for cleaning hands.
- Washbasins for cleaning hands must have hot and cold running water, soap, and materials for hygienic drying.
- Where necessary, you should have a separate sink for washing food.

VENTILATION

- There should be adequate ventilation, either natural (e.g. opening windows or vents) or mechanical (e.g. extractor fans) to prevent water vapour condensation on the wall and ceiling.
- The air flow from the dirty area to the clean area should be prevented.
- Ventilation systems (air conditioners, aspirators, etc.) should be placed in suitable places so that they are easily accessible to clean or change their filters and other parts, and do not give air directly on the food.
- The warnings in the user's manual regarding the replacement of the device filters must be observed.

LIGHTING

- The premises must have adequate lighting.
- Lighting should be sufficient, unlit lamps (including lamps of fly trap devices) should be replaced immediately. Lamps must be shatterproof.
- Lamps that change the appearance of meat should not be used for colouring purposes.
- Since high-illumination or spot lighting negatively affects the temperature of the product's enclosure, this issue should be considered when selecting the lighting places and devices.
- Lighting devices should be protected with protectors against possible dangers.
- The intensity and colour of the light to be used should not adversely affect the food production and the characteristics of the food.

WATER SUPPLY

- The premises must have an adequate supply of hot and cold potable (drinking quality) water, which is to be used whenever necessary to ensure that food is not contaminated.
- Where non-potable water (i.e. not of drinking quality) is used in your premises, for example for fire control, steam production, refrigeration and other similar purposes, it must circulate in a separate, identified system. It must not connect with, or be able to get into, the systems for potable (drinking quality) water.
- Steam that is used directly in contact with food must not contain any substance that presents a hazard to health or is likely to contaminate food.
- In case of using water tanks - tanks should be protected against birds, pests, the entry of water rain, etc.. It should be cleaned at regular intervals, and the water in it should be checked periodically and recorded in compliance with the local rules.

STORAGE OF CLEANING APPLIANCES, CLEANING MATERIALS AND DISINFECTANTS

- Tools and equipment used in cleaning and cleaning and disinfection materials should be kept in suitable closed places, outside the areas where foodstuffs are found.
- The substances used for cleaning and disinfection in the workplace and the disinfectants used to make some food and food contact substances and materials should be approved by the local body.

ROOMS WHERE FOOD IS PREPARED, TREATED, OR PROCESSED

There are special requirements for rooms where you prepare, treat or process food:

- The design and layout of the room must allow good food hygiene practices, including protection against contamination between and during tasks.
- Ceiling, floor, and walls should be made of suitable materials that can be easily cleaned, washed, and disinfected.



FLOORS

- Floor surfaces must be maintained in a sound condition and be easy to clean and, where necessary, to disinfect.
- This means that floor surfaces need to be made of materials that are impervious (i.e. do not allow fluid to pass through), non-absorbent, washable and non-toxic.
- Where appropriate, floors must allow adequate surface drainage.
- The floor should be sloped to prevent water accumulation, waterproof and abrasion resistant, and should be constructed of anti-slip material.
- Wastewater channels (drains) should be constructed in such a way as to prevent the entry of pests (insects, rodents, etc.).

WALLS

- Wall surfaces must be maintained in a sound condition and be easy to clean and, where necessary, to disinfect.
- This means that wall surfaces need to be made of materials that are impervious (i.e. do not allow fluid to pass through), non-absorbent, washable and non-toxic, and must be smooth up to a height that is appropriate for the work you do. They should not allow condensation and development of unwanted moulds and the fall of particles.

CEILINGS

- Ceilings (or, where there are no ceilings, the interior surface of the roof) and overhead fixtures must be constructed and finished in a way that prevents dirt from accumulating and reduces condensation, the growth of undesirable mould and the shedding of particles.
- Ceilings should be maintained periodically.
- Ceilings in production areas should be one piece and with flat surface.

WINDOWS

- Windows and other openings must be constructed to prevent dirt accumulation.
- Windows and other openings (e.g. doors) that can be opened onto the outside must be fitted, where necessary, with insect-proof screens that can be removed easily for cleaning.
- Where open windows would cause contamination, windows must remain closed and fixed while food is being produced.
- Window edges should not be used as shelves.
- All glass materials, including window glasses, must be resistant to breakage or necessary precautions should be taken against breakage.

DOORS

- Doors must be easy to clean and, where necessary, to disinfect.
- This means that the surface of doors needs to be smooth and non-absorbent,
- Necessary measures should be taken to prevent pests or dirt from entering through openable windows and doors and for ensuring temperature control.

SURFACES

- Surfaces (including surfaces of equipment) in areas where food is handled, particularly those that are touched by food, must be maintained in a sound condition and be easy to clean and, where necessary, to disinfect.
- This means that surfaces need to be made of materials that are smooth, washable, corrosion-resistant, and non-toxic, unless you can prove to your local body that other materials are appropriate.

TOOLS AND EQUIPMENT USED FOR CLEANING FOODSTUFFS

- Appropriate cleaning areas should be established for washing all tools and equipment in a separate place from hand washing sinks.
- The premises must have an adequate supply of hot and cold water and adequate facilities, where necessary, for cleaning, disinfecting, and storing utensils and equipment. These facilities need to be made of corrosion-resistant materials and be easy to clean.
- You must have adequate facilities, where necessary, for washing food. Every sink (or other facilities) for washing food must have an adequate supply of hot and/or cold water.
- The water must be potable (drinking quality). These facilities must be kept clean and, where necessary, disinfected.

VEHICLES AND/OR CONTAINERS

- Vehicles and/or containers used to transport food must be kept clean and maintained in good repair condition, to protect food from contamination. Where necessary, they must be designed and constructed to allow adequate cleaning and/or disinfection.
- Items used to hold food (e.g. boxes) in vehicles and/or containers must not be used for transporting anything else than food, where this may cause contamination.
- Where vehicles and/or containers are used for transporting anything else than food, or for transporting different types of food at the same time, you must separate products effectively, where necessary.
- Where vehicles and/or containers have been used for transporting anything else than food or for transporting different foods, you must clean effectively between loads to avoid the risk of contamination.
- Food in vehicles and/or containers must be placed and protected in a way that minimizes the risk of contamination.
- Where necessary, vehicles and/or containers used for transporting food must be capable of keeping food at appropriate temperature and allow this temperature to be monitored.

TOOLS, EQUIPMENT AND MACHINES

- Tools and equipment to be used, excluding disposable containers and packaging, should be made of suitable material to allow cleaning and disinfection and to minimize the risk of adversely affecting foodstuffs.
- Machinery, tools, and equipment should be cleaned immediately after use.
- Tools, equipment, machinery, and materials that are not used in production should not be kept in production areas.

- Machines and tools that come into direct contact with foodstuffs must allow adequate cleaning and/or disinfection.
- The tools, equipment and machines must be made of corrosion-resistant and non-toxic materials.
- Equipment must be placed in such a way as to allow adequate cleaning of the equipment and the surrounding area.
- When it is necessary to use chemicals to prevent corrosion in equipment and transport containers, these substances shall be used according to the instructions for use.
- Regular calibration checks of the necessary machinery and tools should be made and recorded.

AUXILIARY EQUIPMENT

- The places where auxiliary equipment is stored should allow easy cleaning.
- For cleaning, there should be a drinking water connection and a wastewater channel on the floor in the storage area or its immediate surroundings.
- Washed and unwashed mixing containers should be handled by hand only from the bottom and outside.
- The trays used during the presentation of the food should allow easy cleaning and disinfection and presented to the consumer in a hygienic way.
- The containers used for the transportation of wastes should be different from the other containers used in production and of a structure that is not affected by the substances inside.
- Contact of auxiliary equipment with the ground should be prevented.

5.2. CLEANING AND DISINFECTION

CLEANING OF THE WORKPLACE WORKING ENVIRONMENT

All equipment and surfaces in the working environment that come into contact with meat and meat products should be kept completely clean and cleaned and disinfected with chemical products approved by the local body.

The water to be used in the workplace must be of drinking water quality.

WHY ARE CLEANING AND DISINFECTION IMPORTANT?

Cleaning and disinfection of food premises are important for a number of reasons:

- To prevent food poisoning - proper cleaning and disinfection will reduce food poisoning bacteria to a safe level and will help to reduce the risk of cross-contamination.
- To remove undesirable physical materials which may contaminate food.

WHAT NEEDS TO BE CLEANED AND DISINFECTED?

All equipment and areas within food premises are required to be kept clean. The following require to be also **thoroughly disinfected**:

- Equipment and surfaces which come into contact with food, for example work surfaces, chopping boards, shelving, trays, utensils, food storage containers.
- Non-food contact surfaces, for example worktops and walls, which may be subject to splashes.
- Non-food contact equipment, for example, sinks, wash hand basins, taps, and items that people touch frequently such as fridge/freezer door handles, switches, cash registers, etc., which may present a cross-contamination risk, if shared by staff handling raw and ready-to-eat foods.

HOW TO CLEAN AND DISINFECT?

Before you start cleaning it is a good idea to move food out of the way or cover it to prevent dirt, bacteria or cleaning chemicals from getting in to food.

Proper cleaning and disinfection require two stages:

Stage 1: General cleaning using a detergent

The first stage is a general cleaning of the surface or equipment using a suitable detergent to remove visible dirt, food particles, grease and debris.

This stage should always be completed by rinsing to ensure thorough removal of all residues from the surface prior to stage 2.

Stage 2: Disinfection

The second stage is the disinfection stage to ensure that any bacteria present are reduced to an acceptable level. It is important to remember that disinfection is only effective when carried out on clean surfaces. Disinfection can be achieved by non-chemical or chemical disinfection methods.

HOW TO CLEAN?

When cleaning, use the right chemicals and friction to remove dirt or soil. Examples of this could be washing the floor with a floor cleaner or washing the dishes with a dish soap.

Avoid metal sponges and scrubbing pads as these scratch metal surfaces which makes cleaning more difficult

The steps of cleaning are:

- Remove any obvious pieces of food, dirt, or other debris.
- Use cleaning chemicals and friction to remove the rest.
- Rinse with hot tap water to remove cleaning chemicals.

When it comes to food contact surfaces like counters, dishes, cutting boards or utensils, cleaning alone is not enough. A surface can look clean but still have unsafe levels of microorganisms. Once a food contact item is clean, the next step is to sanitize it.

HOW TO SANITIZE?

When you sanitize, you reduce the number of microorganisms to safe levels. Examples of this could be soaking cleaned utensils in diluted bleach or using very high temperature water in the sanitizing cycle of the dishwasher.

The steps to sanitizing:

- Always clean before sanitizing.
- Use very hot water, at least 77°C, or chemicals to remove microbiological contaminants.
- Make sure the items you're sanitizing are in contact with the chemical solution or hot water for at least 45 seconds.

TYPES OF CHEMICAL SANITIZER

When choosing disinfectants, get information from your chemical supplier.

Where hot water is used to sanitize, an accurate thermometer must be used to check the water temperature.

Chemical Sanitizers (Chlorine-Based Products, Quaternary Ammonium-Based Products, Iodine-Based Products, or others) whichever one you choose to use, it's important to remember the three things that affect how well they work:

▸ Contact

The solution must be in contact with the items you're sanitizing for at least 45 seconds for it to kill microorganisms.

▸ Selectivity

Some products are more effective than others in killing certain types of microorganisms. Quats, in particular, may not kill all types of microorganisms.

▸ Concentration

Solutions need to be mixed to the right strength. If the solution is too weak, it may not sanitize. If it's too strong, it may leave a taste or smell, damage metals, or be a health hazard. It's best to use a system that automatically dispenses sanitizer.

CLEANING SCHEDULES

For cleaning and disinfection to be effective, they need to be planned. The schedule should include:

- Each job that needs to be done
- The person who will do the job
- The chemicals and/or tools to be used to do the job
- How often the job must be done (hourly, daily, weekly)
- A follow-up check to make sure the job was done

The schedule should be discussed with the staff before the start of its implementation. It should be checked regularly to make sure it is followed.

A cleaning schedule is a useful tool to help you clean and disinfect effectively in your business. You can use the cleaning schedule and record sheets (Examples are given in Annexes 1 and 2 to these guidelines)

It is important to write down how cleaning and disinfection is done, so staff knows how to do it properly.

Although cleaning schedules are useful tools to ensure routine and in-depth cleaning and disinfection takes place, it is also important to clean and disinfect as you go.

In order to prepare the cleaning schedule, it is recommended that you walk through your premises and make a list of items that need to be cleaned and disinfected. This will depend on what you do in your business.

List all surfaces and equipment that must be cleaned and disinfected in the "items" column of the schedule.

Then you need to detail against each item how it must be cleaned and disinfected. This will include:

- How often the item[s] are cleaned and disinfected
- Any precautions that your staff should take when cleaning e.g. if they should they wear gloves or goggles
- How to clean and disinfect the item[s] and what equipment to use
- What chemicals to use and how to use them
- The person[s] responsible for cleaning and disinfecting.

Review your schedule regularly and check that all cleaning and disinfection is done properly.

Train staff on the cleaning schedule, so they know what and when they must do.

Supervise the cleaning and the signature of the cleaning schedule to confirm that cleaning has been completed.

Purchase chemicals from reputable suppliers and use them in accordance with the manufacturer's instructions.

5.3. PEST CONTROL

The premises producing foodstuffs are attractive places for feed and shelter creatures such as mice, rats, flies, ants, cockroaches, and birds.

Pests may transmit to food all kind of pathogenic microorganisms found on body surfaces and secretions.

Pests can contaminate your food supplies. Rodents can damage your building by causing electrical or fire hazards and creating holes in the building structure. Therefore, these creatures should be combated.

Although there are many types of pests that are important in food businesses, they are generally evaluated under three groups.

- Rodents
- Insects and mites
- Birds, domestic and wild animals



RODENTS

Rodents, like rats and mice, eat and ruin food and damage property.

They can spread disease through their waste and by touching food or food contact surfaces

They urinate and defecate as they move around your premises. Like other pests, rats and mice will breed often and quickly.

Like cockroaches, rodents are active in the dark and at night.

If you see them in daylight or well-lit areas, it's a sign of heavy infestation.

FLIES

In food premises, flies are a big problem. Flies are attracted by smells.

They breed in garbage and faeces.

A female housefly can lay between 375 to 750 eggs over its life span and eggs laid will hatch in as little as seven days.

Flies don't have teeth so they can't chew food. If they want to eat something that is solid, they vomit on it.

If the fly is scared away, the vomit stays behind and so do the germs. Flies usually defecate while feeding as well.

COCKROACHES

Once you have cockroaches, you'll find it very hard to get rid of them.

Live cockroaches can survive on very little food and water. They can live for up to two years during which the female roach can lay over 500 eggs.

Cockroaches can live and breed almost anywhere that is dark, warm, moist, and hard to clean.

Cockroaches give off a strong oily odour and their faeces look like large grains of pepper.

They will eat almost anything organic, and they like to lay their eggs inside the corrugated sections of cardboard.

If you see cockroaches in a lit-up area, it usually means you have a serious cockroach infestation. Cockroaches normally look for food and water in the dark.

Some spots they like are:

- Behind refrigerators, freezers, and stoves
- In sink drains and floor drains
- In spaces around hot water pipes
- In the motors of electrical equipment
- Under shelf liner and wallpaper
- In delivery boxes and bags

PEST CONTROL PROGRAM

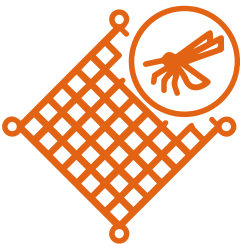
It is recommended to contract a certified pest control service/company.

To prevent the proliferation of pests, the following steps should be taken:

- Ensure that the facilities and equipment (building, furniture, and windows) are properly maintained. Seal gaps, cracks and openings in floors, walls, and equipment. Repair any leaky plumbing. Keep the outside of the building in good repair. Use screens to cover windows, doors, and vents.
- Install heavy plastic strips or air curtains on any receiving doors that need to be open often.
- Don't leave a water source for pests.
- Drain sinks and repair leaky pipes.
- Don't leave doors open when you're not using them.
- Use a door sweep if there's a gap between the door and floor (mice can squeeze through a quarter inch opening and rats can squeeze through a half inch opening).
- Clean and disinfect the workplace frequently.
- Store food correctly.
- Dispose of leftover food properly at the workplace.
- Don't accept any shipment that shows signs of pests, like gnawing or faeces.
- Don't keep cardboard packaging around - it can carry cockroach eggs.
- Don't let spilled food to attract pests. Clean up any spills right away.
- Don't leave garbage where it will attract pests. Store it properly.

EXAMPLES OF SOME METHODS USED TO COMBAT PESTS:

STICKY TRAP



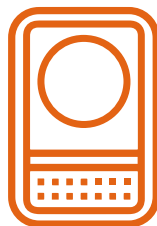
LIGHT TRAPS



SOUND WAVE STATIONS



BAIT STATIONS



5.4. WASTE CONTROL

WHY IS WASTE CONTROL IMPORTANT?

Waste can be regarded as any item of food, ingredients, packaging materials or even soiled cleaning cloths which are not suitable for further use and which are intended to be discarded.

Waste presents a risk of physical contamination to food and may attract pests. Additionally, food that is damaged, out of date or rotting may present a risk of cross-contamination to other foods with food poisoning bacteria.

HOW SHALL WASTE BE CONTROLLED?

Food waste and other waste must be removed frequently from the food handling areas.

You must put food waste and other rubbish in containers that can be closed.

Sufficient containers should be provided and placed conveniently where the waste occurs.

Lids on containers used for the storage of waste awaiting collection should be kept closed and should be easy to clean and disinfect.

Waste stores must be designed and managed in such a way as to allow keeping them clean and protected against pests. Waste stores should, ideally, be located away from food storage and handling areas and from the main delivery entrance as they may encourage flies.

Containers should have a system that enables the lids to be opened and closed without human touch (such as pedals or photocells) and should be used with a sealed nylon bag. Wastes should be removed from the environment in a closed manner without waiting for their excessive accumulation.

Other waste such as cardboard and paper does not need to be placed in a sealed container but must be kept separate from food and must be stored in such a way that it does not pose a risk of contamination.

Trash bins and containers where by-products (bones, scraps, etc.) are collected must be defined and separated.

No waste other than by-products should be kept in refrigerated cabinets or storage areas.

Wastes such as dirty meat and nerves resulting from the processes carried out during the day should be kept in a separate refrigerated cabinet until they are removed from the workplace.

However, in small workplaces, where it is not possible to place a separate refrigerated cabinet, it may be allowed to store the wastes generated during the day in a separate section of the existing refrigerated cabinet, provided that it does not come into contact with other products.

You must get rid of all waste in a hygienic and environmentally friendly way, in accordance with the local rules .

5.5. STAFF PERSONAL HYGIENE AND TRAINING

People are one of the major sources of microorganisms that cause foodborne illnesses. There are microorganisms in the body (e.g., on hands, face, hair) and on clothes. These microorganisms are present all the time, not just when the person is feeling ill. They could make another person very sick if they're transferred through food. This could happen even if the microorganisms don't make the person carrying them feel sick.

As someone who handles and prepares food, it's important that you follow good personal hygiene practices. This will make it less likely for you to transfer microorganisms from yourself to the food you're handling. It is something over which you have control. You must take it seriously. Even a small amount of a microorganism could be deadly to some people.

Foods are easily exposed to contamination during processing and preparation. That's why, it is very important for the owner and his staff to always apply and maintain good hygiene rules and under all circumstances.

Every person working in a food-handling area must maintain a high level of personal cleanliness:

He or she must wear suitable, clean clothing and, where necessary, protective clothing.

Staff should keep hair tied back and wear a suitable head covering, e.g. hat or hairnet, when preparing food.

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

Staff should not touch their face and hair, smoke, spit, sneeze, eat or chew gum when they are handling food.

FITNESS FOR WORK

You must not allow anyone to handle food or enter a food handling area, if they:

- are suffering from, or carrying, a disease likely to be transmitted through food
- have infected wounds, skin, sores
- have diarrhoea

Anyone working in a food business, who is affected by any of these and is likely to come into contact with food through their work, must tell the business owner or the manager immediately about the illness or symptoms and, if possible, what has caused them.

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

HAND WASHING

Effective hand washing is extremely important to help prevent harmful bacteria from spreading from people's hands to food, work surfaces, equipment etc.

Make sure that all staff working with food washes their hands properly:

- when entering the food handling area, e.g. after a break or going to the toilet
- before preparing food
- after touching raw food, such as meat/poultry, fish, eggs and unwashed fruit and vegetables
- after handling food waste or emptying the bin
- after cleaning
- after blowing their nose
- after touching phones, light switches, door handles and cash registers, or other surfaces that could come into contact with staff handling raw food

Don't forget that staff should dry hands thoroughly with a disposable towel - harmful bacteria can spread more easily if hands are wet or damp. Use the disposable towel to turn off the tap.

WASHING HANDS EFFECTIVELY

Hand washing should be done with water and liquid soap for at least 20 seconds.

Step 1: Wet your hands thoroughly under warm running water and squirt liquid soap onto your palm



Step 2: Rub your hands together palm to palm to make lather.



Step 3: Rub the palm of one hand along the back of the other and along the fingers. Repeat with the other hand.



Step 4: Put your palms together with fingers interlocked and rub in between each of the fingers thoroughly.



Step 5: Rub round your thumbs on each hand and then rub the fingertips of each hand against your palms.



Step 6: Rinse off the soap with clean water and dry your hands thoroughly on a disposable towel. Turn off the tap with the towel and then throw the towel away.



UNDESIRABLE HYGIENE HABITS OF FOOD HANDLERS'

- Cleaning or scratching nose, mouth, hair, ears, pimples, wounds, burns, etc.
- Wearing rings, bracelets, earrings, watches, or other similar items.
- Handling foods with hands instead of with utensils.
- Using clothes as a cleaning or drying cloth.
- Using the toilet while wearing protective clothes.
- Smoking near food.

GENERAL ADVICE

Staff must always wash their hands before preparing food as it is one of the best ways to prevent food poisoning bacteria from spreading.

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

This helps to stop hairs, fibres and contents of pockets getting into food.

It is a good practice for staff to keep hair tied back and wear a hat or hairnet when preparing food. If hair is not tied back or covered, it is more likely to fall into food and staff is more likely to touch their hair.

It is good practice for staff to wear clean or disposable aprons over their work clothes, especially when working with raw food. Aprons help to stop dirt and bacteria getting onto work clothes and they can be removed easily for washing or thrown away if disposable.

It is a good practice to keep a clean set of work clothes or disposable aprons for visitors.

In order to prevent hair loss during product preparation, a cap or a special hat should be worn to cover the entire hair. Smoking and eating should not be allowed in the working area.

Nails should be cut short and well-groomed. If hygienic gloves are not used, jewellery such as rings should not be worn, nail polish should not be applied, and fake nails should not be worn.

Open wounds and cuts on the hands should be covered by a waterproof plaster. Do not cough or sneeze on food.

One should not go outside in work clothes and should not work in a working environment with casual attire.

Work clothes should be changed daily, and clean spare clothes should be available to be used when necessary.

Make sure cuts and sores are covered with a waterproof dressing which can be easily seen e.g. blue.



Food poisoning bacteria can be spread from someone's face or mouth to their hands and then onto food. Staff should not smoke, drink, eat or chew gum while handling food. Staff should also avoid touching their face or nose, or coughing and sneezing.

Watches and jewellery can collect and spread dirt and food poisoning bacteria, or fall into the food.

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

It is good practice to have a separate area where staff can change and store their outdoor clothes.

DISPOSABLE GLOVES

Disposable gloves when used correctly can be effective in helping to prevent the transfer of food poisoning bacteria onto food. However, care should be taken when using gloves as they can become contaminated in the same way as hands.

The following needs to be taken into account when wearing gloves to prevent cross-contamination:

- Hands must be washed thoroughly before and after use of gloves.
- Use separate packs of disposable gloves for different activities.
- Contaminated gloves must never enter a clean area used for handling or storing ready-to-eat food.
- Gloves must be used only once. Change gloves between tasks e.g. after touching raw food or money, before touching ready-to-eat foods, after emptying bins, after cleaning etc.
- Dispose of used gloves after each task.

PERSONNEL TRAINING

Staff may not fully know or practice good hygiene practices in daily food handling. For this reason, the owner of the workplace is responsible for providing training to his personnel on production and hygiene issues and keeping the records of the training given, thus ensuring retrospective traceability. In addition, the owner of the workplace will help the personnel to determine the training subjects that are needed later.

The trainings to be held on food safety, occupational and other related issues are re-determined every year according to the needs.

The transfer of the trainings received by the employees into practice is provided and followed by the owner of the workplace.

All food handlers should receive instruction on basic hygiene rules before starting work.

A sample form for keeping records of the training received by the personnel is given in **Annex 3** to these guidelines.

6. SAFE FOOD HANDLING

6.1. PURCHASE, RECEIPT AND TRACEABILITY OF ORDERING FOOD

Consider the amount of food you will prepare and sell and estimate how much of each ingredient you will need. Plan ahead and order carefully to ensure you have the right amount of stock. Follow **THE FIRST IN, FIRST OUT SYSTEM** principle of stock rotation so that the older stock is used first.

- In order to make sure that the food you are buying has been handled safely, you should choose your suppliers carefully. Working with a reliable raw material supplier for meat and meat products helps you prepare and sell reliable food.
- It is a good idea to have a written agreement with your supplier about your delivery requirements

The following points must be considered when purchasing and transporting foodstuffs:

- Purchase from reputable suppliers.
- Deliveries should be made at quieter times to allow proper inspection.
- Plan the reception of products, ensuring that there is adequate space available for their storage.
- Check that characteristics such as smell, colour, taste and texture are proper for each type of product.

You must not accept raw materials or ingredients, or any other material used in processing products, if they are known to be, or might reasonably be expected to be, contaminated in a way that means the final product would be unfit for human consumption.

You should check the temperature of food on delivery to ensure that it is being supplied to you at the correct temperature. For large deliveries check the temperature randomly of few items.

For vacuum packed products the temperature should be taken by placing the probe of your thermometer between two packs or by using an infrared thermometer.

If you intend to take the temperature of raw meat/poultry/fish, you must use a separate thermometer used only for this purpose. This is to avoid the risk of contamination of ready-to-eat foods.

Immediately store foodstuffs in the appropriate places and at the temperature indicated for each type.

Avoid crowding refrigerators or freezers, as this reduces cold circulation and hampers their cleaning.

Raw foods should be kept in the lower parts and those that are ready to be consumed, or that require no cooking should be kept higher to prevent cross contamination (this is because raw foods may liberate liquids that might fall on ready-to-eat foods).

Attention should be paid to the equipment's manufacturers' food placement instructions.

Avoid storing great quantities of hot food in large containers, as this can raise the temperature inside the refrigerator and place other foods into their hazard zone.

In packaged foodstuffs, attention should be paid to the label information (production and expiry date, production permit date and number, storage conditions, manufacturer's name and address, batch/serial number, etc.) and that the package is undamaged, and the foodstuff is intact.

All stored foods should be properly covered.

You should also check to ensure that food:

- is adequately separated to prevent cross-contamination between raw and ready-to-eat foods during delivery
- is within its 'use by' or 'best before' date
- has not gone off
- is not damaged, i.e. dispose of/return any punctured vacuum packs, swollen packs or badly dented cans and check that seals are unbroken
- it should be checked that the foodstuffs come from businesses with an 'official' approval number and health stamp of the meats
- outer packaging is not visibly dirty
 - Outer packaging could have touched dirty floors etc. when it was stored/transported prior to delivery to your premises. Remove outer packaging from ready-to-eat food and dispose of it before taking it into clean areas for storage, handling and preparation. This helps to prevent spreading bacteria from dirty outer packaging or leaks from deliveries.
 - If you remove food from its original packaging to another container, make sure you retain the name of the food, the ingredients and the 'use by' or 'best before' date [you may also wish to record a batch code], and any listed allergens.
- Put chilled food in the fridge and frozen food in the freezer as soon as it is delivered. If the temperature of chilled food is allowed to rise above 8°C or frozen food is allowed to thaw, food poisoning bacteria could grow.

6.2. TRACEABILITY

Traceability refers to the ability to trace and follow a food or food ingredient at all stages of production, processing, and distribution.

In order to ensure traceability, a copy of the invoice or waybill documents belonging to the foodstuffs purchased and offered for sale must be kept at the workplace.

If in doubt about the safety of the food at the time of delivery, **STOP** purchasing.

Examine deliveries closely. The answers to the following questions must be "YES":

- Is the interior of the delivery vehicle clean and tidy?
- Are raw and prepared foods kept separate from unpackaged products?
- Is food stored at the correct temperature?
- Is the label information of packaged foods in compliance with the local rules?

As a food business operator, you should be able to identify any person who has supplied you with food or food ingredients.

You should be able to identify other businesses you have supplied with food or food ingredients. This is sometimes referred to as 'one back - one forward'. For this purpose, the supplier list form in **Annex 4** to these guidelines can be used.

It is therefore a good practice to keep all invoices and other delivery records related to incoming food and food ingredients. You should keep your supplier and customer lists up to date. For this purpose, the customer list form in **Annex 5** to these guidelines can be used.

Having a good traceability system in place means that more accurate product withdrawals or recalls can be carried out, when required. In order to facilitate this, food which you supply to other businesses, should be labelled with a batch code or 'use by' date in addition to other labelling requirements.

You should keep any documentation which proves the quantities and types of food you have supplied to other businesses, for example you can duplicate delivery dockets or invoices.

6.3. USING A THERMOMETER

Hand-held digital thermometers can be used when probing foods and for checking air temperature. You must ensure that a separate probe thermometer is provided for checking raw and ready-to-eat foods/equipment and that they are clearly identified for each purpose e.g. colour coded.

It is very important to keep the probe part of your thermometer clean, otherwise it could spread food poisoning bacteria to the food you are testing.

Clean the probe thoroughly and disinfect it before and after you use it with boiling water or steam.

Do not leave a digital thermometer inside your fridge or freezer, or on hot surfaces. When you are not using it, store it safely. Keep it dry and away from extreme temperatures. Keep the thermometer in its case, if it has such, and avoid banging or dropping it.

CHECKING YOUR THERMOMETER

You should check your thermometer at least twice a year to ensure that it is accurate. The temperature readings of your thermometer should be recorded on the Thermometer Calibration Record (**An example that can be used is given in Annex 6 to these guidelines**).

Use the following procedures to carry out your own checks:

Low Temperature Check

- Place tip of thermometer probe into crushed ice and a little cold water - leave for 5 minutes and then measure the reading [It should be between minus 1°C and plus 1°C].

High Temperature Check

- Place tip of thermometer probe into the steam from a boiling kettle of water and record the reading [It should be between 99°C and 101°C]

6.4. TEMPERATURE

You must not keep food at temperatures that might cause a risk to health.

The 'cold chain' must not be interrupted for foods that rely on temperature control for their safety. However, you are allowed to have food outside temperature control for limited periods of time to allow you to prepare, transport, store, display and serve food, as long as this does not cause a risk to health.

If you manufacture, handle, and wrap processed food, you must have suitable rooms, large enough to store raw materials and processed materials separately, and enough separate refrigerated storage.

6.5. DEFROSTING

- If you defrost any food, you must do this in a way that minimises the risk of harmful bacteria growth or of toxins forming in the food. While it is being defrosted, you must keep food at a temperature that would not result in a risk to health.
- When liquid coming from the defrosting food may present a risk to health (e.g. when defrosting raw meat), you must drain it off adequately.
- Following defrosting, food must be handled in a way that minimises the risk of harmful bacteria growth or of toxins forming (e.g. keeping it in the fridge).
- The freezing process stops the growth of bacteria, but bacteria can maintain their vitality.
- Since thawing at room temperature, on the heater core and in hot water, will create an environment for the growth of bacteria, thawing should not be done using these methods.
- Thawing at a refrigerator temperature not exceeding 5°C is a slow method, especially for large items, but is a safe method.
- When thawing under cold running water in the sink, care must be taken to ensure that the sink is clean and that the water that hits the food does not splash onto other foods and equipment.
- Since it will take longer to dissolve large pieces, a large amount of water will be lost. In addition, there will be a risk of bacterial growth on the upper surface that reaches room temperature.

6.6. WRAPPING AND PACKAGING

If you wrap or package food as part of your business (including selling food to take away), then you must follow these requirements:

- Material used for wrapping and packaging must not be a source of contamination.
- You must store wrapping materials so that they are not exposed to a risk of contamination.
- You must carry out wrapping and packaging in a way that avoids contamination of products. You must make sure, where appropriate, that the container is clean and not damaged, particularly if you use cans and/or glass jars.
- If you re-use any wrapping and/or packaging material for food, it must be easy to clean and, where necessary, to disinfect.

6.7. STORAGE OF FOODS

In case there is only one refrigerator, it should be organized into sections according to the different inputs or uses.

- If there is more than one refrigerator, store raw foods in one, and already prepared foods in the other.
- Food containers should be covered and made of food-grade material.
- Store raw meat, poultry, seafood, in a way that their liquid will not drip onto ready-to-eat foods.

The refrigerator should be well ventilated, and the temperature and humidity should be controlled in order to prevent the growth of mould and bacteria.

You must store raw materials and all ingredients in appropriate conditions, designed to prevent harmful deterioration and protect them from contamination.

Food should not touch the floor and the wall of the storage area, and should be at least 15 cm above and inside the floor and wall.

STORAGE UNDER REFRIGERATION

High hazard foods should be kept at temperatures below 5°C to prevent bacterial multiplication.

Maintain proper air circulation. Air temperature should be 4°C (may be checked by a thermometer placed in the equipment's "warmest" area).

Avoid storing warm foods to prevent the equipment (refrigerator) from entering the hazard temperature zone. This can also happen when the equipment is crowded, as this prevents the cold air from circulating properly.

Protect foods. Storing foods covered with aluminium foil or plastic in containers of proper size is one of the best ways to prevent cross-contamination.

Check foods and equipment temperatures. Monitoring of stored foods should take place at regular intervals and at random. Do not forget that the equipment's temperature should be checked often and that temperature readings should be recorded.

FROZEN STORAGE

The frozen storage refers to the area where foods are stored frozen at below -18°C. Though this does not kill all microorganisms, it reduces their growth. In addition, frozen foods should be used as soon as possible within their validity periods.

- Store foods quickly: A product that is not to be used immediately, should be quickly put in the refrigerator.
- Maintain the original packaging: If necessary, the original packaging should be replaced by a container that protects foods contents from humidity and keeps them clean and disinfected. Packages and containers should be properly labelled, with the identification of the contents, entry date, and a sale, consumption, or disposal date. This will help proper merchandise rotation.
- Avoid crowding the freezer: Excessive loading of the freezer or storing hot foods in it may raise the temperature and partially defrost stored foods.

- **Avoid refreezing:** In addition to affecting food's quality, refreezing may facilitate bacterial multiplication, as the food releases liquids, which are nutrients. Also defrosting raises the foods' outside temperature while the centre remains frozen. This helps bacterial reproduction. Only if the food has been fully cooked, it can be refrozen.
- **Rotate raw materials:** Application of the "First In, First out (FIFO)" principle is recommended, according to the food's validity date.
- **Open door only if necessary:** Opening the door less often helps maintain the equipment's and the food's temperature. A good alternative is to program the food's storage and retrieval. Remember always to close the freezer door.
- **Check the temperature:** As for the refrigerator, the freezer's temperature should be checked at regular intervals with well-calibrated thermometers.
- **Temperature readings should be recorded.**

6.8 STORAGE OF CHEMICAL PRODUCTS

This area should be used for the storage of chemical products which are used for the cleaning and disinfection of work equipment and utensils, as well as the for the establishment's hygiene materials.

This section should thus be separated from the food storage area and kept very clean and ordered, with products labelled and, in some cases, kept under lock and key.

Empty food packaging should never be used for storing chemical products; neither should food be stored in empty packaging of chemical products. Confusion in this regard might lead to serious intoxication.

7. PREMISES OWN CHECKS

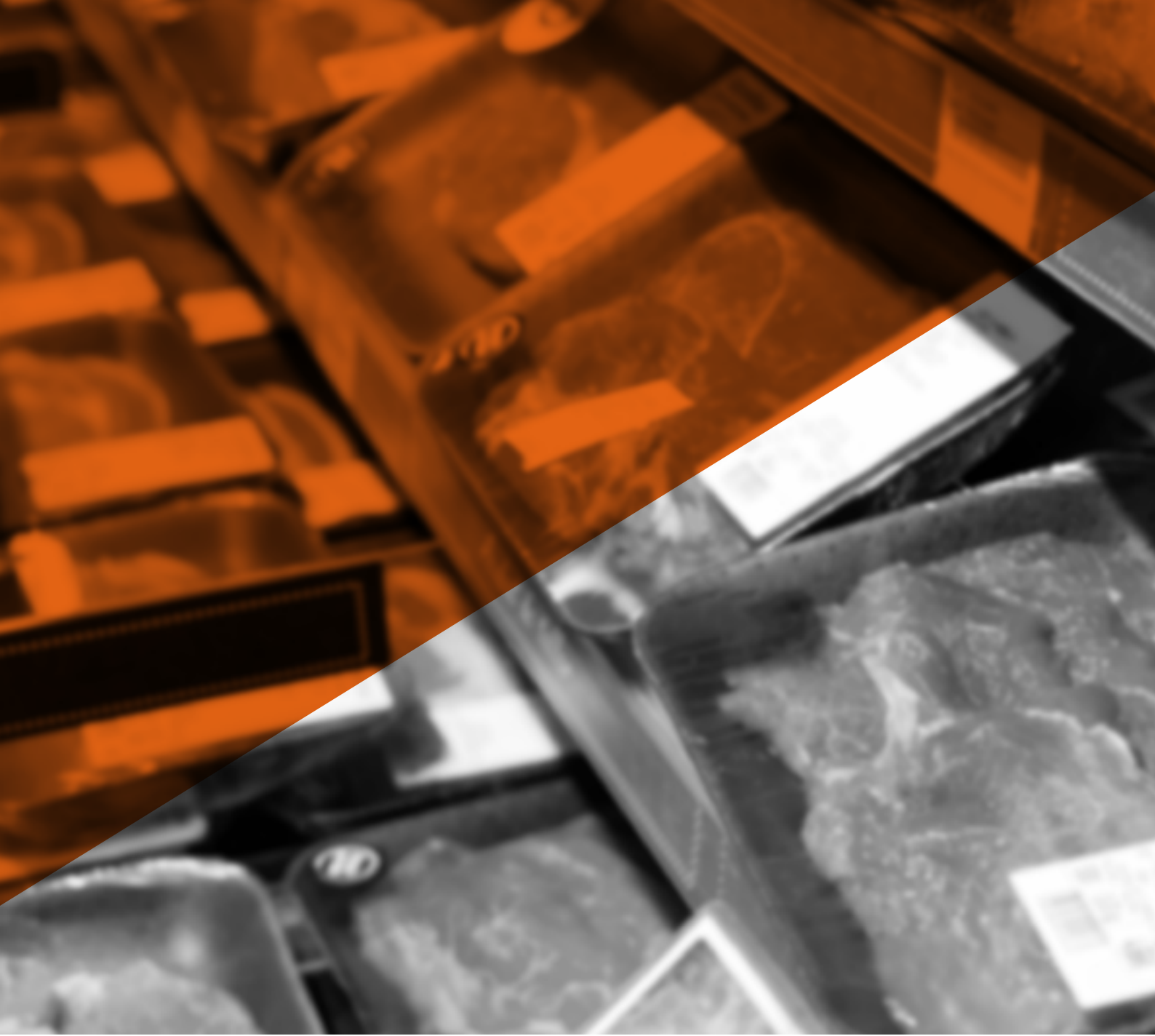
7.1. RECORDING FORMS

It is important for your own control to monitor and record the activities you do to ensure food safety in your business. When checks/monitoring reveal that your procedures have not been followed, you must also record what you have done about it (corrective actions).

Recording helps you to keep an accurate check on food safety procedures within your business and enables you to demonstrate that you are controlling hazards in an effective manner.

A list of sample control forms so that you can control the applications in your business is attached.

You can edit and use these forms according to your own business.



8. REFERENCES

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ANNEX 1: CLEANING AND DISINFECTION SCHEDULE

ITEM:	WEIGHING SCALES	SLICING MACHINE	FOODSTUFFS DISPLAY SECTION
<p>Frequency of cleaning (After Each Use/ Daily/ Weekly/Other)</p>			
<p>Method of Cleaning and Disinfection</p>	<ol style="list-style-type: none"> 1. Remove any obvious food and dirt. 2. Wash the surface with hot soapy water [detergent diluted according to manufacturer's instructions] to remove grease and any other food and dirt. 3. Rinse with clean water to remove the detergent and loosened food and dirt. 4. Apply a disinfectant. Make sure you leave it on for the contact time recommended by the manufacturer. 5. Rinse with clean water to remove the disinfectant. 6. Leave to dry naturally or use a clean disposable cloth. 	<ol style="list-style-type: none"> 1. Turn off power supply. 2. Disconnect lead. 3. Scrape off food and rinse. 4. Take apart and wash thoroughly in hot water and detergent. 5. Apply a disinfectant. Make sure you leave it on for the contact time recommended by the manufacturer. 6. Leave to dry or use a clean disposable cloth. 	
<p>Chemical[s] used [include dilution required]</p>	<p>X Brand detergent diluted 4:1</p> <p>Y Brand detergent diluted 4:1</p>	<p>X Brand detergent diluted 4:1</p> <p>Y Brand detergent diluted 4:1</p>	
<p>Contact time recommended by the supplier/ manufacturer</p>	<p>N/A</p> <p>5 min.</p>	<p>N/A</p> <p>5 min.</p>	
<p>Responsible Person</p>	<p>Staff A</p>	<p>Staff B</p>	

ANNEX 2:

CLEANING AND DISINFECTION RECORD SHEET

EQUIPMENT /AREA	DATE	TIME	RESPONSIBLE PERSON	SIGNATURE	EXPLANATION

ANNEX 3:

TRAINING PARTICIPATION REGISTRATION FORM FOR PERSONNEL ATTENDING TRAINING IN PREMISES

NAME OF TRAINING	COURSE PROVIDER	NAME OF TRAINER	NAME OF PERSONNEL ATTENDING THE TRAINING	TRAINING START AND END DATES	RECORDING CREATOR SIGNATURE

ANNEX 4:

SUPPLIERS LIST

FOODS SUPPLIED	BUSINESS NAME	BUSINESS ADDRESS, PHONE AND MAIL INFO.	APPROVAL NUMBER LEGAL APPROVAL NUMBER

ANNEX 5: CUSTOMER LIST

CUSTOMER/ BUSINESS NAME	ADDRESS	PHONE NO:	MAIL ADDRESS:	PRODUCTS SUPPLIED	QUANTITY SUPPLIED PER WEEK

ANNEX 6: THERMOMETER CALIBRATION RECORD

DATE	TEMPERATURES RECORDED		COMMENTS/ ACTIONS	SIGNATURE
	COLD	HOT		

ANNEX 7: FRIDGE/COLD ROOM/ TEMPERATURE RECORDS

MONTH: YEAR:

DATE	TIME	RECEPTION +4°C	FRIDGE 0-5°C	COLD ROOM 0-5°C	DEEP FREEZE -18°C	CHECKED BY SIGNATURE

It is recommended that fridge temperatures are checked at least once per day. Some businesses may wish to check fridges more frequently.

ANNEX 8.

HYGIENE INSPECTION CHECKLIST

Simple checks of the premises which should be carried out by the Manager

	SATISFACTORY		Details of Actions Taken
	YES	NO	
Hygiene of Food Rooms & Equipment			
Are food rooms and equipment in good condition and well maintained?			
Are food rooms clean and tidy and do staff clean as they go including difficult areas?			
Is equipment easy to clean and kept in a clean condition?			
Are all food and hand contact surfaces e.g. work surfaces, fridge handles, probe thermometer, in good condition and cleaned/ disinfected regularly?			
Food Storage			
Are deliveries immediately and appropriately stored?			
Is ready-to-eat food stored in sufficiently separate and clearly identifiable areas in the fridges and freezers?			
Is food in fridges/freezers covered?			
Is outer packaging removed before ready-to-eat foods is placed into a designated clean area?			
Are dried goods stored correctly e.g. in a suitable room, off the floor, in covered containers?			
Are freezers working properly?			
Are fridges and freezers defrosted regularly?			

	SATISFACTORY		Details of Actions Taken
	YES	NO	
Food Handling Practices			
Is colour coded utensils/chopping board system in use and correctly used?			
Is there a separate complex equipment provided for raw and ready-to-eat foods and is it correctly located?			
Is staff handling food as little as possible?			
Are high risk foods prepared in small batches and returned to the fridge immediately after handling/preparation?			
Is food cooled as quickly as possible, away from raw food and other sources of contamination?			
Are separate probe thermometers provided, used correctly, and cleaned/disinfected before and after use?			
Is staff using the correct equipment for serving food?			
Are frozen foods defrosted safely?			
Are controls in place to prevent contamination by chemicals/foreign bodies e.g. glass, packaging materials, bolts, rust, cleaning chemicals?			
Personal Hygiene			
Is staff fit to work, wearing clean, suitable protective clothing and following personal hygiene rules particularly hand washing?			
Are hand wash basins clean, equipped with hot water, soap and hygienic hand drying facilities?			
Are hand wash basins used for hand washing only and is effective hand washing by staff regularly observed?			
Are staff toilets and changing facilities clean and tidy?			

	SATISFACTORY		Details of Actions Taken
	YES	NO	
Pest Control			
Are premises pest proofed and free from any signs of pests?			
Where necessary, are external doors/ windows fitted with suitable fly screens?			
Are insectocutors [if provided] properly maintained?			
Is food properly protected from contamination by pests?			
Waste Control			
Is waste in food rooms stored correctly?			
Is food waste stored correctly outside and is the refuse area kept clean?			
Are unfit food/returns clearly labelled and stored separately from other foods?			
Checks and Record Keeping			
Are all checks properly taken and recorded?			
Has appropriate corrective actions been taken where necessary?			
Are record sheets up to date, checked and verified?			
Are equipment time/ temperatures checked?			
Are there any new suppliers and is the approved suppliers' list updated?			

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