



Falkirk Council

Starting a new food business

Registering food business with the Council

If you are planning to start a new food business, you must register your premises with the Food & Safety team at Falkirk Council at least 28 days before opening. This is a legal requirement. This is required even if the food business has been operating by under different ownership previously; if you are the new food business operator you must register.

A form can be accessed on our [Food business registration](#) page.

If you have any questions about registration please contact the Food & Safety team on **01324 504982**.

Licences

You will need a licence if you want to do the following things:

- sell or supply alcohol
- sell food between 11pm and 5am
- provide entertainment, such as theatre, cinema or live music
- sell food from a stall or van on the street

Falkirk Council's Licensing Section will be able to provide for further information on 01324 501575 or at licensing@falkirk.gov.uk.

Planning Permission and Building Standards

If the building in which you wish to carry out the operation of a food business was not used for this purpose previously then you may need planning permission. Building regulations approval may also be needed for any structural alterations or extra drainage.

Falkirk Council Planning Department can be contacted at 01324 50748 or dc@falkirk.gov.uk and Building Standards can be contacted on 01324 504985 or buildingstandards@falkirk.gov.uk.

Business Support

Business Gateway can provide valuable advice, support and even access to finances to get your business up and running. They should be contacted to discuss your proposals and see what help they can offer. You can find more information at <https://www.bgateway.com/local-offices/falkirk>.

The premises, structure and fittings

You must keep your premises clean and maintained in good repair and condition. Your premises must allow you to follow good food hygiene practices, including protection against contamination and, in particular, pest control.

The premises must permit adequate maintenance, cleaning and disinfection. Food premises are to protect against the accumulation of dirt, shedding of particles into food and the formation of condensation or undesirable mould on surfaces.

Where necessary, you must provide suitable temperature-controlled equipment such as refrigerators and freezers which allow those temperatures to be monitored and recorded.

The following rules apply to your whole premises, not just the areas used for preparing food.

Handwashing facilities and toilets

You must have enough washbasins for staff to wash their hands, with hot and cold running water, and materials for cleaning hands and drying them hygienically. Separate sinks must be provided, where necessary, for washing food and cleaning equipment.

There must also be enough toilets. These areas must be ventilated and must not lead directly into food areas i.e. an intervening space must be present between the toilet and the food room.

Changing facilities

You must provide adequate facilities for staff to change their clothes and take comfort breaks. Adequate provision must be made to allow staff to keep outdoor clothing and personal belongings away from food areas, for example a locker.

Other requirements

Your premises must also have adequate mechanical or natural ventilation and lighting as well as sufficient drainage facilities.

Food preparation areas

Floors and walls

Floors and walls must be maintained in a 'sound condition'.

They must be easy to clean and (where necessary) to disinfect. In practice, this means that floors and walls should be smooth, hard-wearing, washable and in a good state of repair.

Ceilings

Ceilings must be constructed and finished in a way that prevents dirt from building up and reduces condensation, mould and shedding of particles.

This means that ceilings should be in good condition, smooth and easy to clean, with no flaking paint or plaster.

Windows

Windows and any other openings must be constructed in a way that prevents dirt building up. Windows and any other openings, such as doors, that can be opened to the outside must be fitted, where necessary, with insect-proof screens that can be removed easily for cleaning. Where open windows would result in contamination they must remain closed and fixed during food preparation.

Doors

Doors must be smooth, easy to clean and, where necessary, to disinfect.

Food contact surfaces

Food contact and equipment surfaces must be maintained in a sound condition and be easy to clean and, where necessary, to disinfect.

Facilities for cleaning equipment

Your premises must have adequate facilities for cleaning, disinfecting and storing utensils and equipment. The facilities must have an adequate supply of hot and cold water and be separate to wash-hand basins and, where necessary, food washing sinks. In most cases, two sinks will be required so one is used for cleaning (removal of food debris, visible dirt and grease) and the second is used for disinfection (reducing bacteria to a safe level). Ideally, a dishwasher will be available.

Facilities for washing food

You must have adequate facilities, where necessary, for washing food. Each sink for washing food must have an adequate supply of hot and/or cold water. The water must be of drinking quality. These facilities must be kept clean and able to be disinfected.

Equipment

All items, fittings and equipment that food touch must be kept in good order and repair. Food contact articles must be of a condition that enables them to be kept clean and to be disinfected to prevent contamination.

Mobile/temporary premises

If you run a food business from mobile or temporary premises you still need to comply with the same hygiene rules as other food businesses however the legal requirements for the structure of these premises are slightly different and allow greater flexibility. Mobile and/or temporary premises include marquees, stalls and vans.

There is now a Mobile Traders Food Hygiene National Standard which details the structural requirements for mobile trading units. For advice on how food hygiene regulations apply to you, contact the Food & Safety department on **01324 504950**.

Health and safety

You must work in a way that protects the health and safety of your employees and other people who might be affected by what you do. If you have **5 or more** employees, you are required to have a written health and safety policy, which describes your health and safety arrangements and also produce a documented Risk Assessment of activities within your business. For businesses with less than 5 employees, the risks associated with work activities still require to be assessed.

For more information, contact the Food & Safety team. Information and model Risk Assessments can be obtained from the Health & Safety Executive at www.hse.gov.uk.

Fire safety

You must carry out a fire risk assessment at your premises and take fire safety precautions to help protect you, your staff and customers. The type of precautions you must have will depend on a number of things, such as the size of your premises. Further advice is available at <http://www.firescotland.gov.uk/your-safety/for-businesses/.aspx>

Managing Food Safety

Food safety management is all about what you do to manage how food is produced in your business in order to make sure it is safe to eat.

Under EC Regulation 852/2004 Article 5, food business operators are to put in place, implement and maintain a permanent food safety management system (FSMS) based on the principles of hazard analysis and critical control points or 'HACCP'.

The HACCP principles consist of the following:

- (a) identifying any hazards that must be prevented, eliminated or reduced to acceptable levels;
- (b) identifying the critical control points at the step or steps at which control is essential to prevent or eliminate a hazard or to reduce it to acceptable levels;
- (c) establishing critical limits at critical control points which separate acceptability from unacceptability for the prevention, elimination or reduction of identified hazards;
- (d) establishing and implementing effective monitoring procedures at critical control points;
- (e) establishing corrective actions when monitoring indicates that a critical control point is not under control;
- (f) establishing procedures, which shall be carried out regularly, to verify that the measures outlined in subparagraphs (a) to (e) are working effectively; and
- (g) establishing documents and records commensurate with the nature and size of the food business to demonstrate the effective application of the measures outlined in subparagraphs (a) to (f).

This requirement to provide a Food Safety Management System (FSMS) is flexible allowing procedures to be proportionate to the size and nature of the business. Many small businesses will be able to have fairly simple records and straightforward procedures to follow, relevant to what they already do in practice.

In Scotland, most caterers use a system named [CookSafe](#). [RetailSafe](#) is a similar system for retailers who handle or prepare unwrapped high risk food. [ButcherSafe](#) is a system aimed at butchers who handle or produce both raw and ready-to-eat food.

These systems are designed to help businesses understand and implement a system based on Hazard Analysis and Critical Control Point (HACCP) to comply with the law. By reading the specific manual and following the instructions, businesses are able to develop HACCP-based procedures that fit their needs. The food business operator must complete and implement the relevant system. This system must be reviewed and, if necessary, updated whenever there are changes, or at least annually.

Monitoring records must be maintained. Examples of these are available within the CookSafe and RetailSafe Manuals but you can record your monitoring in other formats. We have produced [some templates](#) which you may find of use. The All in One Record is regularly used by businesses within Falkirk Council. You can use these records as they are, amend them to suit your needs or create your own record templates. You must however ensure they are completed and available for officers to check during any visit.

It is important that a supervisor checks that the FSMS is being implemented by all staff. This will involve observing staff and making checks to ensure that all rules are being adhered to. These checks must be recorded. The Monthly Record may be used for this purpose. In reality we would expect that a supervisor is continually making checks, while it may only be recorded monthly.

When any changes are made (for example a new process, use of new equipment, change in cleaning chemicals) you must review the food safety management system and make any necessary changes to it. You should also review it every year to ensure it is still accurate.

Staff & training

Employers must ensure that any member of staff who handles food is supervised, instructed and/or trained in food hygiene in a way that is appropriate for the work they do.

When you hire any member of staff, you should make sure they understand the main food safety issues before they start (see The Essentials of Food Hygiene at the end of this document) and instruct them how to do their job hygienically. This must be completed before they are allowed to handle any food unsupervised.

Where the food handler will be handling or preparing open high risk food, they must receive food hygiene training. This should be equivalent to a Level 2/Elementary course and completed before they handle open high risk food unsupervised.

The person(s) responsible for developing and maintaining your business's food safety management system (FSMS) must have received adequate training to enable them to do this. They should then instruct the other food handlers.

It is recommended that persons managing the food business or responsible for on-the-job training of other staff have completed the Intermediate Food Hygiene level training or equivalent Level 3 course.

There is no legal requirement to attend a formal training course or get a qualification, although many businesses may find this is the best way to ensure their staff have the knowledge required and also to demonstrate the training has been completed.

You must keep records of any training you or your staff have completed as you will then be able to show this to enforcement officers when they visit your premises. Example [Training Records](#).

Guidance suggests that staff receive refresher training in basic food hygiene at least once every 3-5 years. Training in your own FSMS should, however, be completed annually.

Training is available from a range of establishments and training centres. Falkirk Council cannot recommend any particular course or provider, however, the following sources may be of use:-

Forth Valley College

<https://www.forthvalley.ac.uk/>

The Royal Environmental Health Institute of Scotland

<https://www.rehis.com/community-training>

The 4 Cs of Food Safety

Cleaning

Effective cleaning gets rid of bacteria on hands, equipment and surfaces. This helps to stop bacteria from spreading onto food. You should do the following things.

- Make sure that all your staff wash and dry their hands thoroughly before handling food. Ensure wash-hand basins are supplied with liquid soap and hygienic hand drying materials, for example paper towels.
- Clean food areas and equipment between different tasks, especially after handling raw food.
- Clean as you go. If you spill some food, clear it up straight away and then clean the surface thoroughly.
- Use cleaning products that are suitable for the job, and follow the manufacturer's instructions.
- After cleaning, a suitable bactericidal solution must be used to **disinfect** food preparation surfaces, food equipment, hand-contact points and also cleaning equipment. This disinfectant must meet **BS EN 1276 or BS EN 13697**. You should contact your chemical supplier to ensure it meets this standard and also to confirm its dilution rate and contact time if it's not clear from the labelling. Another option is to disinfect by heat, for example using a dishwasher that can achieve a suitably high temperature.
- Do not let food waste build up. Refuse containers should be emptied as often as necessary and always at the end of each day.
- A cleaning schedule must be provided to make sure that surfaces and equipment are cleaned when they need to be. Work out what needs to be cleaned every day, or more than once a day, and what needs cleaning less frequently, at intermittent times throughout the week for example. The Schedule must also detail how to clean, and where necessary disinfect. Make sure this is easily understood by all staff involved in cleaning.

Lack of basic cleanliness is one of the most common reasons for food businesses being prosecuted.

Cooking

Thorough cooking kills harmful bacteria in food so it is extremely important to make sure that food is cooked properly as undercooked food could cause food poisoning.

You should use a probe thermometer to check the temperature at the centre of foods. Infra-red thermometers are not suitable for this purpose as they will only indicate the surface temperature, not the centre temperature of a food.

The probe thermometer must be cleaned and disinfected before and after each use. Bactericidal probe cleaning wipes can be purchased for this purpose.

In addition, you must check that the probe thermometer is working. This can be achieved by checking in boiling water (acceptable 99°C to 101°C) and in iced water (acceptable -1°C to 1°C). Each thermometer should be checked monthly and the results of the checks recorded.

Cooking food until the CORE TEMPERATURE is 75°C or above is obtained will ensure that harmful bacteria are destroyed.

It should be noted that lower cooking temperatures are acceptable provided that the core temperature is maintained for a specified period of time as follows:

- 60°C for a minimum of 45 minutes
- 65°C for a minimum of 10 minutes
- 70°C for a minimum of 2 minutes

It is especially important to make sure that you thoroughly cook poultry, pork, rolled joints and products made from minced meat, such as burgers and sausages. This is because there could be bacteria in the middle of these types of meat. Proper cooking is essential to kill any bacteria, so these types of meat should not be served rare and should be piping hot all the way through.

Whole cuts such as steaks or joints of beef or lamb can be served pink/rare at the customer's request.

Reheating foods

In Scotland it is a legal requirement for any food that is cooked in a premise and then reheated at a later time to reach **at least 82°C**.

Never reheat food more than once.

Hot Holding

When you are keeping cooked/reheated food hot, you must keep it at **above 63°C**. This is a legal requirement. Many businesses will hot hold for 2 hours maximum as the product quality can diminish.

Chilling

Chilling food properly helps to stop harmful bacteria from growing. Some foods need to be kept chilled to keep them safe, for example food with a 'use by' date, cooked dishes and other ready-to-eat food such as prepared salads and desserts.

- Check chilled food on delivery to make sure it is cold enough. You can do this with a temperature probe/infra-red thermometer and also by requesting a printout of delivery vehicles temperature levels on occasion.
- Put food that needs to be chilled in the fridge straight away.
- Cool cooked food as quickly as possible and then put it in the fridge. Food should be cooled as quickly as possible and then refrigerated within 90 minutes of cooking. Blast chillers are ideal but other methods can also be used, for example portioning or reducing cooked produce into smaller quantities or placing the food container in cold water/ice.
- Keep chilled food out of the fridge for the shortest time possible during preparation.
- Check and record daily that your fridge and display units are cold enough.

In Scotland, the regulations do not set a specific temperature for cold food, but foods that need to be chilled should be kept in the fridge or other chilling equipment. It is expected that fridges will be maintained **below 5°C** (between 1°C and 4°C).

When checking the temperature of fridges, you must not rely on the temperature display at the front of the appliance as this can often be inaccurate. We would recommend that you keep a plastic bottle of water/tub of jelly or similar (which is changed regularly and marked "for temp checks") within the fridge and probe this. This will give a more accurate indication of the temperature of the food within the fridge. Air thermometers within the fridge may also be used but it should be noted that these will only provide an air temperature and it may vary considerably, for example if the fridge door has been opened or food has recently been added to the fridge.

The Scottish regulations do not give a specific length of time that food can be kept out of the fridge to be served or displayed but this should be as short as possible.

Frozen food should be kept in freezers operating at **-18°C or below**. Air thermometers are good for checking freezers.

Cross-contamination

Cross-contamination is when bacteria transfer from something which is contaminated, usually raw food, to ready-to-eat food. Raw food does not only involve meat/poultry, it also includes raw fruits/vegetables.

This cross-contamination can be direct contamination, for example raw food is stored next to ready-to-eat food in the fridge, or indirect contamination, for example the same chopping board is used for raw food and then ready-to-eat food.

Hands can also spread bacteria. If you touch raw food and do not wash your hands thoroughly you can spread bacteria to the other things you touch in the kitchen.

Cross-contamination is one of the most common causes of food poisoning. You must do the following things to avoid it.

- Keep raw food and ready-to-eat foods separate at all times. This may be achieved by having separate areas of your food area for preparing raw foods and ready-to-eat foods.
- Wash your hands thoroughly after touching raw foods.
- Clean work surfaces, chopping boards and equipment thoroughly before you start preparing food and after you have used them. Use a bactericidal solution to disinfect them after cleaning.
- Use different equipment (such as chopping boards, knives, containers) for raw foods and ready-to-eat food. Colour-coding is recommended.
- Always keep raw foods below ready-to-eat food in the fridge. Ideally, have a separate fridge for raw foods.
- Keep raw and cooked foods separate within the freezer.

General Food Safety

Personal hygiene

To keep food safe, it is essential for you and your staff to have high standards of personal hygiene. Effective hand washing is extremely important to help prevent harmful bacteria from spreading. Make sure that all staff that work with food wash their hands properly:

- before preparing food
- after touching raw food
- after a break
- after going to the toilet
- after cleaning

Staff must be trained how to wash their hands properly. You may display a poster at the wash hand basins to remind staff how to wash their hands. This will include how to avoid contamination from the taps, for example turning the tap off with a paper towel. Ideally, non-hand operated taps would be in place.

Gloves should not be worn as a replacement to hand washing. If gloves are used, they must be changed as often as handwashing would be required (as above) and also if they become damaged or torn. Hands should be washed when the gloves are changed.

The provision of protective clothing for food handlers also prevents the risk of contamination onto food products. This should replace or cover the handlers own clothing. Food handlers should not travel to work in their protective clothing.

Staff should also:

- keep hair tied back and/or wear a suitable head covering, e.g. hat or hairnet, when working with food
- not wear watches or jewellery when preparing food (except a plain wedding band and sleeper earrings)
- not smoke, spit, eat or chew gum when preparing food
- avoid touching their face and hair, sneezing or coughing when preparing food
- keep nails short, clean and free of nail varnish or false nails

Illness

If you or one of your staff has diarrhoea and/or vomiting, they must tell their supervisor and not handle food or enter a food handling area.

Staff should not return to work until they have been free of gastro-intestinal symptoms (vomiting/diarrhoea) for 48 hours. Staff who have been taking anti-diarrhoeal medication should not return to work until they have been symptom-free for at least 48 hours after stopping the use of the medication.

Certain infections including dysentery, E.coli O157, typhoid and paratyphoid require formal exclusion and then medical clearance before returning to food handling duties.

Food Suppliers

Always purchase foodstuffs from reputable suppliers. When food is delivered to your premises always check that:

- chilled and frozen food is cold enough
- packaging is not damaged
- it is what you ordered
- it is within date

If you don't think that the food a supplier delivers has been handled safely reject the delivery, if possible, and contact your supplier immediately.

Traceability

Records of all the suppliers that provide you with food or any food ingredients must be kept for traceability purposes. The records should include the name and address of the supplier, the type and quantity of products and the dates when you take delivery. This involves any supplier, including a shop or cash-and-carry. This is so that if there is a safety problem with food you have sold, you or an enforcement officer can check the details of the food.

If you supply food to another business, you also need to keep records containing the same details. Make sure that you keep all your records in a way that means that you could quickly find the details of a particular food if and when asked by an enforcement officer.

Stock Control

It is important that you use food within the recommended shelf life.

- Never use or sell food after the 'use by' date as it might not be safe to eat.
- You must provide dates on all the food you prepare. A variety of date stickers are available to purchase. Ideally both the date of production and the use by date should be added. The general rule is day of production plus 2 days.
- You must provide dates on any fresh foods which are frozen by you i.e. frozen on date and amended use by date.
- You must provide dates on any foods which are defrosted i.e. defrosted on date and amended use by date.
- A large number of foods have to be used within a specified period after opening. You must check packaging for after opening instructions and where necessary provide an opened date and the amended use by date.
- Some foods, particularly sauces, may be kept at ambient temperatures at purchase but when opened require to be refrigerated. Ensure you check the instructions and store these appropriately.
- Although it is not a strict offence to use or sell food past the best before date, we would recommend that you adhere to this date. If the food fails to meet food safety requirements then you would be breaking the law.
- Check food within your fridge every day (first thing in the morning or before you leave) to make sure all foods are within their 'use by' dates.
- Remember the rule **first in, first out** to ensure that older food is used first. This will also help to prevent waste. When you put food in the fridge or storeroom, make sure the foods with a closer 'use by' or 'best before' date are at the front of the shelf, so they are used first.

General Food Storage

You must ensure that food is protected from contamination during storage. You must:-

- Keep all foods in containers, or suitably covered, for example with cling film.
- Store food off the ground
- Ensure all containers/wrapping are food-grade. Check for the food-grade symbol.



Transport

When you transport food – perhaps from your premises to another venue, or from the cash-and-carry to your premises –you must prevent it from becoming contaminated, for example with dirt or bacteria.

It is especially important to make sure that:

- food is transported in packaging or containers that protect it from contamination
- chilled, frozen or hot foods are kept at the correct temperature (some businesses use insulated bags and boxes, or refrigerated vans)
- raw and ready-to-eat foods are kept apart
- vehicles used to transport food must be kept clean and in good repair.

Pest Control

You must ensure that your premises is adequately proofed against pests. This may involve filling in holes with durable materials, fitting bristle strips to ill-fitting doors, fitting insect-proof screens to windows.

You must carry out regular inspections to check for evidence of pests. You should pay particular attention to difficult to reach areas, such as under equipment where we would recommend a torch is used for your checks. In addition to your own checks, you may use a pest control contractor to ensure your premises remains pest-free.

Waste

You must remove food waste and other rubbish from rooms containing food as quickly as possible, to avoid it building up. You must have adequate facilities for storing and disposing of food waste and other rubbish.

You must take all reasonable steps to separate the dry recyclable materials (i.e. glass, metals, plastics, paper or card, including cardboard) and food waste (if more than 5kg per week) from the rest of your waste for collection.

You must have a suitable waste contract for the disposal of your waste. Waste Transfer Notes must be available for inspection.

Product withdrawal and recall

If you have supplied some food to another business and you think that it is harmful to health or unfit for people to eat, you will need to arrange for it to be withdrawn from sale. If it has reached consumers, you may need to arrange for its recall, which means the consumers must be asked to return or throw away the product – contact our Food & Safety team immediately (01324 504982).

Food Standards

Labelling & Describing food

You must describe food and drink accurately on menus, blackboards and adverts.

Any illustrations or descriptions must accurately represent the food you are selling and must not be misleading. Descriptions like 'fresh', 'home-made' and 'suitable for vegetarians' can easily be used misleadingly. Products described as 'sausages' or 'burgers' on menus must contain a minimum amount of meat, by law.

All food labelling on produce must be legible and in English. Pre-packed foods must follow the legislation set out in The Food Information (Scotland) Regulations 2014. Further information is available at <http://www.foodstandards.gov.scot/business-and-industry/safety-and-regulation/labelling>

Allergens

You must provide allergy information on all food you provide. Pre-packed food must have allergy information in an agreed format (see link to guidance above) but businesses selling loose food, for example in catering establishments, must also provide allergy information. This information can, however, be given verbally.

Businesses must not 'sell to the purchaser's prejudice any food which is not of the nature, substance or quality demanded by the purchaser'. This means, for example, that if someone specifically asks for a meal that doesn't contain a certain food and you give them a meal that does contain it, then you are breaking the law.

The law prohibits 'unsafe' food being placed on the market. When deciding whether a food is 'unsafe', the information a business provides to its customers, including on food labels, in menu descriptions, and the information provided by serving staff, are taken into account. For a person with a food allergy, dishes containing the food they react to are 'unsafe', even though they are safe for most other people. So that means businesses will need to make sure that, when asked, they give people with food allergies the information they need about whether the food they react to is in a particular dish.

The 14 common allergens are:

- cereals containing gluten
- crustaceans
- eggs
- fish
- peanuts
- soybeans
- milk
- nuts
- celery
- mustard
- sesame
- sulphur dioxide or sulphites (where added is present at more than 10mg/kg)
- lupin
- molluscs

See http://www.foodstandards.gov.scot/downloads/FSS_Allergy_Poster.pdf

Procedures

You must have procedures in place for the use of allergens in your food business. This will normally be part of your food safety management system e.g. CookSafe. You must also identify the allergens present in all the food you provide. Charts are available (see the links below) to allow you to record this. You must keep this up to date and ensure all staff are suitably trained.

Purchase and storage

It's very important to check the ingredients of anything you buy in ready-made, such as desserts, pies, bread, sausages and sauces. Don't rely on what you think is in these products.

- Keep a copy of the ingredient information on labels of any ready-made foods you use, such as desserts and sauces.
- Keep ingredients in the original containers, where possible, or keep a copy of the labelling information.
- Check deliveries to make sure what is delivered is what you ordered. Check that the food delivered is the same brand you normally use. Different brands might have different ingredients.
- Look to see if your supplier has given information about any changes in the ingredients of the foods delivered.
- Always store foods separately in closed containers especially peanuts, nuts, seeds, milk powder and flour.

Preparation, cooking and cleaning

When you are preparing a meal that must not contain a certain allergen, you must make sure:-

- Worktops and all the equipment is thoroughly cleaned before use. This includes chopping boards, knives, food mixers, bowls, pans and utensils used for stirring and serving. This is to prevent small amounts of food that the person is allergic to from getting into their meal. Where possible, separate equipment could be used.
- Food handlers wash their hands thoroughly with soap and water before they prepare the food, and avoid touching other foods until they have finished preparation.
- You don't cook it in oil that has already been used to cook other foods. For example, if food is cooked in oil that has already been used to cook prawns, this could cause a reaction in someone who is allergic to shellfish.

Serving Customers

Make sure you have a sign or statement on your menu asking the customer to advise you if they have an allergy.

You should also make sure:-

- The food that someone is allergic to is not simply removed from a dish that has already been prepared, for example don't remove the nut decoration from a gateau. There could still be small amounts of the food in the dish, and these are enough to trigger an allergic reaction.
- Staff taking the order tell the kitchen staff if a customer has requested a meal without an allergen
- Kitchen staff always tell serving staff about any recipe changes, particularly if foods that can cause severe allergic reactions are now being used in a dish.
- When you have been asked to prepare a meal that doesn't contain a certain food, always use separate serving utensils.

More Allergy Information

Further information and useful resources, such as the allergen chart, allergy poster for customers and online allergy training are available at:-

- Food Standards Agency
<https://www.food.gov.uk/business-guidance/allergen-guidance-for-industry>
- Food Standards Scotland
<http://www.foodstandards.gov.scot/consumers/food-safety/food-allergies>
- MenuCal
<https://menucal.fss.scot/Account/LogOn?ReturnUrl=%2f>
- Allergy UK
<https://www.allergyuk.org/>

If you require further advice or information please

contact fs@falkirk.gov.uk or 01324 504982.

The Essentials of Food Hygiene

Ensure that you always wear clean clothing and keep yourself clean.

Your hands must always be washed thoroughly, and in particular:-

- ✓ Before handling food
- ✓ After using the toilet
- ✓ After handling raw foods
- ✓ After handling waste
- ✓ After cleaning activities
- ✓ After blowing your nose
- ✓ After every break.

If you have been suffering from any skin, nose, throat, stomach or bowel trouble (including sickness and diarrhoea or an infected wound) you must tell your supervisor before you start work. You are breaking the law if you don't.

All cuts and sores should be covered with a waterproof, high visibility dressing.

Avoid unnecessary handling of food.

Never eat or drink in a food room, and never cough or sneeze over food.

If you see something wrong, tell your supervisor.

Do not prepare food too far in advance of service.

Keep perishable food either refrigerated or piping hot.

Keep the storage and preparation of raw and cooked foods strictly separate.

When cooking or reheating food, ensure it reaches the required safe temperatures.

Be aware of allergens in foods and what to do to keep allergenic customers safe.

Keep all equipment and surfaces clean. Clean as you go.

Follow any food safety instructions either on the food packaging or from your supervisor.