

Miquill Catering

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Miquill is firmly committed to providing high quality food to our customers and clients that is safe to eat; therefore, accepts its duty to comply with current food safety legislation and industry standards.

To achieve this Miquill will:

- **Work closely with the Environmental Health Services in a Primary Authority Agreement to maintain the highest standards of food hygiene across the business.**
- **Work closely with our clients to provide a hygienic place of work.**
- **Provide all employees with information, training and supervision necessary to enable them to perform their tasks in a safe and hygienic manner.**
- **Actively monitor unit food hygiene performance through unit checks and audits.**

The success of this policy is also dependent upon the co-operation of all who work for Miquill; all employees have a legal and moral duty to:

- Co-operate with Miquill on all food hygiene matters and to follow all food hygiene procedures and instructions.
- Report any food hygiene concerns to managers.

Miquill is committed to continuous food safety improvement and will monitor and review the company's performance. This policy will be reviewed and amended annually or as necessary.

It is the responsibility of all Miquill Directors and Senior Managers to ensure that this policy is effectively communicated to all employees.

MIQUILL SERVICES LTD FOOD HYGIENE RESPONSIBILITIES



1) The Company

The company, as employer has ultimate responsibility for compliance with the Food Safety Act 1990 and all other relevant statutory regulations and requirements.

2) The Directors of Miquill are responsible for:

- To set a good example at all times and promoting a positive food safety culture.
- Developing and reviewing the Company Food Hygiene Policy and objectives.
- Ensuring that the necessary resources are available for implementing the Food Hygiene Policy and detailed arrangements, as well as the subsequent monitoring of performance as outlined in the arrangements.
- Ensuring that the appropriate information, instruction, training and supervision are provided to all employees.
- To ensure that food hygiene is considered in all business decisions.

3) Operations and Area Managers are responsible for:

- To set a good example at all times and promote a positive food safety culture.
- Ensuring the implementation of Company Food Hygiene procedures, including the completing of temperature records and HACCP in all operating units.
- Ensuring that Food Hygiene monthly checks are implemented, monitored and reviewed.
- Ensuring that every unit responds to the Food Hygiene audits and effectively follows all actions.
- Ensuring that the appropriate information, instruction and training are provided to all employees within their control, maintaining up to date training records.
- Consulting and co-operating with Clients on matters of food hygiene to ensure that effective arrangements are implemented and maintained.
- Ensuring food hygiene is a minuted agenda item at Client meetings with reporting of issues as appropriate.

4) Procurement Manager

- To ensure that all supplier conform to all relevant food hygiene regulations and industry code of practice.



5) QSHE Manager is responsible for:

- To set a good example at all times and promoting a positive food safety culture.
- Providing recommendations to the Board on matters concerning Food Hygiene to ensure compliance with relevant legislation and industry best practice.
- Providing statistical analysis of all company trends in relation to Food Hygiene and develop relevant policies and procedures.
- Identifying and setting the company's food hygiene aims and objectives.
- Developing and reviewing the company's Food Hygiene HACCP.
- Working with the designated Environmental Hygiene Department to maintain a Primary Authority Agreement
- Developing and implementing a company audit programme to assess the company's food hygiene performance.
- Providing operational support to ensure that all procedures are implemented at a Unit level.

Unit Managers are responsible for:

- To set a good example at all times and promoting a positive food safety culture.
- Implementing Company Food Hygiene procedures.
- Completing all sections of the Company Temperature Records
- Implementing, monitoring and reviewing the unit HACCP.
- Liaising with any appointed food safety representatives from the company or the client.
- Ensuring food hygiene issues are correctly reported and investigated with appropriate review of HACCP procedures.
- Ensuring that the appropriate information, instruction, training and supervision are provided to all employees within their control, maintaining up to date training records.
- Ensuring copies of the Company Temperature Records and HACCP Booklet are available at all times.
- Ensuring that any actions from Food Hygiene Audits are acted upon within the given time scale.
- Supervising of all employees to ensure compliance with Company food hygiene procedures and practices.

All Miquill Employees are responsible for:

- To follow Company procedures and practices to ensure food safety within the Unit.
- To follow all instructions and training they have been given concerning food safety.
- Co-operating with their employer on matters of food hygiene by correctly following procedures, using work items and not interfering with or misusing anything provided for food hygiene.
- Report any concerns relating to food safety to their manager.



ARRANGEMENTS

In order to ensure the successful implementation of the Company's Food Hygiene Policy the following arrangements are in place:

HACCP

The company's food hygiene policies and procedures will be based upon the Company's HACCP document which will be implemented and reviewed in each unit of operation.

Food Hygiene Training

The company recognises that one of the most effective ways for its employees to work safely is to provide them with relevant knowledge and training. In conjunction with the Learning & Development Dept. the company provides employees with food hygiene. This includes:

- Food Hygiene Induction
- Allergen Awareness Training
- Food Hygiene Training Level 2

Performance Monitoring

The primary aim of monitoring food hygiene is to ensure that the company policy and procedures are effective and are achieving the company's objectives and targets. The company will monitor performance through a mixture of proactive and reactive methods. These methods are:

- Environmental Health Inspections and Ratings (reactive)
- Review of employee and client complaints and suggestions (reactive)
- Workplace inspections (proactive)
- Food Hygiene management system audits (proactive)



Food Complaints and Food Poisoning Allegations

Food Hygiene related complaints generally fall into the following categories:

- Foreign Body Contamination – physical contamination of the food.
- Unsound food – food spoilage occurring.
- Alleged food poisoning.

It is essential that any complaints are dealt with promptly and professional to demonstrate the Company's concern. However, it should be noted that such incidents are often not due to any misdemeanour of the caterer but may be a result of actions of a supplier or a third party.

It is important that the procedure below is followed:

1. Reassure the customer that the complaint is taken seriously.
2. Replace the offending food item or refund.
3. Apologise to the customer and explain that it is company policy to investigate all complaints and therefore some details will need to be taken.
4. Do not admit liability at any stage to the customer.
5. Request the foreign body or unfit food from the customer and secure in the manager's office. If food is spoilt with mould, refrigerate the items, clearly labelling and ensuring no risk of cross contamination.
6. It is important to obtain as much accurate information as possible relating to complaint. In all case the Foreign Body Form must be completed by the Manager.
7. In the case of foreign body, try to ascertain the point of contamination – supplier, caterer or consumer.
8. Contact Operations Manager and Procurement Dept (if considered supplier contamination).
9. Where the allegation is of spoiled food it is important to check against HACCP – delivery date, shelf life, storage conditions.
10. Once the investigation is completed the Operations Manager will follow up with the customer where necessary.
11. Where the complaint is of serious nature or injury occurs immediate telephone Operations Manager and QHSE Dept.



Action on receipt of Food Poisoning Allegation

In the event of food poisoning allegation, it is important that the procedure below is followed:

1. Notify the Operations Manager and QHSE Department where multiple cases are reported or a report from a local Environmental Health Officer
2. It is important to obtain as much accurate information as possible relating to complaint. In all case the Alleged Food Poisoning Form is completed by the Manager.
3. Obtain menu/food that the complainant believes caused their symptoms. Retain any food samples if relevant and possible.
4. Contact Operations Manager and QHSE Department with details of the incident.
5. QHSE Department will consider the information available and where appropriate notify the Primary Authority Agreement Environment Health Officers for guidance. The Unit Manager must not notify the local EHO, if necessary this will be done by the QHSE Department.
6. The client should be kept informed of the actions being taken at all stages by the Operations Manager.
7. Once the investigation is completed the Operations Manager will follow up with the customer where necessary.