



Food Safety Management Program

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PART 1. PURPOSE

Everyone involved with food handling has responsibility to ensure food is safe to eat. The purpose of this management programme is to ensure the highest standards of food safety and hygiene are achieved. Furthermore, it contributes to the welfare and wellbeing requirements of those who are involved in BP AzSPU activities. This management programme applies to all BP AzSPU operations and associated project catering operations (e.g. where BP is the lead partner in a project) and should be used as a reference document in relation to assure the effective implementation of the **Contractor Control Plan (CCP) for Catering Services**.

This assurance programme also recognises that 'No Harm to People' can be achieved through 'Zero Defect Food' and recognizes the principles of HACCP (Hazard Analysis Critical Control Points) as a primary method of controlling food safety and referred to "OMS Group Element 3.4 - Health and Industrial Hygiene".

This assurance program operates at three levels:

1. The 'minimum' standard to be achieved is set out in Part 5.1 Key Performance Indicators (KPI's). Failure to meet the 'minimum' standards would be deemed a **major non-conformance** and may result in escalation. It is important to emphasize that meeting the 'minimum' standard is the baseline in terms of food safety performance.
2. In order to drive continual improvement in food safety performance 'best practice' has been introduced (see Part 6.3 – BP AzSPU Annual Food Safety Audit). All facilities will be audited against this 'best practice' standard. This provides a framework for driving the 'minimum' standard towards 'best practice'.
3. 'Action Tracking Parameters' (see Part 5.2 and KPI 1) are intended to measure food safety performance and provide management information by focusing on key aspects of food safety. The results of Audits and Inspections will be documented and used to indicate areas of non-conformances and opportunities for improvement. The system also ensures that support and resources can be appropriately prioritized and allocated.

Furthermore, this programme is designed to provide greater clarity for food safety:

- By outlining Food Safety Policy
- Defining Responsibilities
- Introducing a 'minimum' and 'best practice' standard for caterers and contractors by which they will be audited against.
- Providing clear definitions.

This management programme does not apply to water quality or fitness for work which are covered in separate management programmes.

PART 2. SCOPE

This food safety management program is intended to be applied across catering operations in Exploration & Production (E&P) projects and operations under direct contract to BP and through contractors to BP:

On shore catering facilities:

- Production / storage terminals
- Construction sites/facilities
- Offices
- Off site catering facilities providing food to sites where BP is the client
- Remote service canteens (where food is not prepared but is stored, displayed & served) where BP is the client
- Camps where BP is the client
- Guest houses where BP is the client

Off shore catering facilities:

- Drilling and production platforms operated by BP
- Service vessels (e.g. crane barge, specialist function vessels)
- Supply vessels (e.g. goods transport vessels)
- Personnel transport vessels (e.g. crew change vessels)
- Support vessels
- Floats where BP is the client (e.g. a vessel being used as a temporary source of accommodation while another off shore facility is being repaired / upgraded / mobilized)

This Food Safety Management Program in its entirety is intended to apply to guest houses or small scale catering facilities (e.g. 50 meals per day) the fundamentals of food safety principles detailed in this programme. To indicate the specific applicable requirements for these smaller facilities, modified Hygiene Inspection Checklists will be provided to these sites. Audits will take into consideration those elements of the Action Tracking Parameters that are not applicable to these smaller facilities.

PART 3. DEFINITIONS

BU	BP Business Unit.
Contract TS	Contract Technical Specialist.
SPU	BP Strategic Performance Unit.
PSCM	Procurement and Supply Chain Management.
Biological Contaminants	Living organisms such as viruses, bacteria, fungi, parasites or toxins produced by some of them.
Caterer	An individual or company that has direct responsibility for producing food for customer or employee consumption.
Catering Facility	An operation that stores, prepares, packages, serves, vends, or otherwise provides food for human consumption.
Catering Manager	Any person who supervises food handlers or manages elements of the food supply chain.
Chemical contaminant	Substances such as cleaning chemicals, pesticides, etc.
Critical control point (CCP)	A point or procedure in a specific food system where loss of control may result in an unacceptable health risk (see HACCP).
Critical limit	The maximum or minimum value to which a physical, biological, or chemical parameter must be controlled at a critical control point to minimize the risk that the identified food safety hazard may occur (see HACCP).
Cross-contamination	Transfer of biological contaminants from one food to another, either by direct contact or by food handlers, contact surfaces or the air.
Disinfection	A process to reduce the number of microorganisms to a safe level by physical or chemical means.
Food Contamination	The introduction or occurrence of any biological or chemical agent, foreign matter, or other substances not intentionally added to food which may compromise food safety or suitability.
Food handler	Any person who directly handles packaged or unpackaged food, food equipment and utensils, or food contact surfaces.
Food safety	Assurance that food will not cause harm to the consumer when it is prepared and/or eaten according to its intended use.
Food-borne illness	An illness caused by biological contaminants that are carried on food.
Food Poisoning	An acute illness of sudden onset caused by the recent consumption of contaminated or poisonous foods. An illness caused by large quantities of biological contaminants and/or their toxins that have multiplied on food before being eaten.
HACCP	Hazard Analysis Critical Control Points - A system for producing zero defect food.
Hazard (in food safety)	A biological, chemical, or physical property that may cause an unacceptable health risk.

High Risk Food	Foods which support the growth of bacteria and are eaten without further treatment (that would destroy food poisoning organisms). High Risk Food is usually rich of protein and moisture. They include: cooked meat & poultry products, rice, seafood, dairy products and some salads.
HVAC	Heating Ventilation & Air Conditioning.
Indicator organisms	Bacteria whose detection in food or water indicates the presence of harmful pathogens (e.g. E. coli).
Microbiological criteria	Defines the acceptability of a food, based on the presence, absence or number of microorganisms.
Microorganism	A bacteria, virus or organism not visible to the naked eye.
Physical Contaminant	Foreign bodies such as insects, glass, metal etc.
Pathogen	A disease producing organism.

PART 4. ROLES & RESPONSIBILITIES

The roles and responsibilities with respect to this document are described below.

Health Manager / Environmental Health Specialist will be responsible for the following:

- Support supply chain management (PSCM) to procure and provide of catering services
- Pre-qualification visits for prospective caterers in support of the supply chain
- Providing information relating to current and potential food safety performance
- Communicate such information in an effective manner to relevant parties
- Assure food safety performance with respect through audits, inspections *etc.*
- Carry out annual and quarterly audits (see Table 3 in Section 6.2)
- Support the food safety inspection and audit programme
- Support appropriate action to close out non-compliances
- Intervene where any significant food safety issues exist

Technical Specialist (TS) for each contract will be responsible for:

- Scoping out and setting up catering provision within supply chain management guidelines
- Ensuring the caterer communicates any significant issues highlighted during audits and inspections and carries out regular catering reviews
- Acts on the information in relation to the standards of food facilities and equipment
- Ensuring facilities and equipment are provided to allow the caterer to operate in a safe and hygienic manner

The Contractor will be responsible for the following (This includes BP if there is a direct relationship with the Caterer):

- Ensures adequate resource is in place to monitor the performance of the caterer
- Works with the caterer to close out non-conformances raised by the caterer and/or food safety visits
- Compliance with all project standards, statutory requirements, permit and license conditions
- Ensuring all relevant permits and licenses are obtained including those of which the caterer are responsible for
- Dedicates a resource who will have responsibility in relation to food safety policy, procedures and records

The Caterer will be responsible for the following:

- Cooperating with all relevant personnel (internal and external) in relation to food safety performance
- Key Performance Indicators are not compromised
- Ensuring that food handlers are properly trained and supported to work with food in a safe and hygienic manner
- Ensuring proper and effective supervision of food safety at all times
- Have an effective internal food safety inspection and monitoring programme
- Obtaining any permit or license (as soon as reasonably practicable) and notifying the contractor of any potential exposures in this regard

- Notify any changes or movements in key catering personnel to the contractor and CAM

PART 5. KEY PERFORMANCE INDICATORS AND ACTION TRACKING

5.1 Key Performance Indicators (KPI's)

A series of Key Performance Indicators (KPI's) with related performance targets have been developed to monitor catering performance and these are included in Table 1 below. The frequency of monitoring of each KPI to be carried out by the Contractor etc is also included.

Table 1: KPI's Relevant to Catering Services Provision

ID	Key Performance Indicator	Rationale	Performance Target	Monitoring Frequency
KPI-1	Suitability of Catering Facilities	Catering facilities must be hygienic and safe (fit for purpose). Premises shall be suitable for the numbers to be catered for. Reference can be made to existing reports for existing contractors with regards to tendering and contract renewal.	The facility is capable of providing safe, hygienic food when operated correctly. Where retro-applied an appropriate interval shall be agreed for facilities to be brought up to the required minimum standard.	Pre-qualification (audit of facility operated by prospective caterer) where caterer provides catering facilities. Contract's renewal or commencement (see Table 4-Action Tracking Parameters) and Table 3 (Audit Frequency & Rationale).
KPI-2	Meet all Legal Standards	The Caterer and Contractor must not be brought into disrepute. Hence, all legal standards must be exceeded	All legal standards must be met & maintained. Where, any doubt exists, reference should be made to the BP Technical Authority / Food safety specialist.	Prior to mobilization and as detailed in Table 3 - Audit Frequency and Rationale.
KPI-3	Health status of staff.	Health and vaccination checks as specified in the local BP fitness for work policy are required. Additional Checks e.g. visual examination for cuts and lesions may be undertaken or swabs taken.	Full compliance with local BP and national medical requirements is maintained at all times.	Prior to mobilization and as detailed in Table 3-Audit Frequency and Rationale.
KPI-4	Temperature Control Documentation.	Food temperatures are critical to food safety and robust measurement and recording system is required at all critical stages from delivery to service.	Temperature requirements (detailed in Table 4 - Action Tracking Parameters) must be met & maintained. Comprehensive records must be kept at all critical stages.	During pre-qualification and as detailed in Table 3-Audit Frequency and Rationale.

KPI-5	Cleaning Schedules.	Robust cleaning schedules must be in place to reduce cross-contamination. The schedule should state what, who, when and how equipment is cleaned.	The facility must be kept in a clean, hygienic condition. Cleaning schedules must be understood by all personnel and cleaning once complete, signed off by assigned supervision.	As detailed in Table 3-Audit Frequency and Rationale.
KPI-6	Training	Managers and supervisors of catering operations must have the necessary knowledge of food safety principles and practices to be able to identify potential risks and take appropriate corrective action to remedy deficiencies.	Management must be trained to level 2 intermediate qualifications. e.g. BP Food Safety for Managers Course. All prospective caterers must demonstrate that chefs and camp bosses are 'qualified' to this level. No exception for <u>prospective</u> caterer. Existing caterer allowed 3 months to confirm qualification.	During pre-qualification and as detailed in Table 3-Audit Frequency and Rationale.
KPI-7	Documented HACCP Food Safety Policy	HACCP is a system for assuring that food safety internationally recognized minimum standard for food service and catering.	Food safety policy is documented, unambiguous and endorsed by the most senior manager of the company/board. Fully developed and implemented HACCP system specific to the facility.	During pre-qualification and as detailed in Table 3-Audit Frequency and Rationale. 3 month derogation for existing caterer.
KPI-8	Contamination Control	Food contaminants (physical, chemical and microbiological) are the cause of food related incidents. Protecting food from contamination will contribute significantly in the provision of safe food.	Systems (including equipment and behaviors) must be in place to protect food from becoming contaminated, and excluding food from the food chain if indications exist to suggest contaminants that have compromised food stuffs.	During pre-qualification and as detailed in Table 3-Audit Frequency and Rationale.

All monitoring methods will be conducted by trained personnel, in co-operation with project and operations management as required. BP reserves the right to use contracted personnel at any time without authorization.

It needs to be clearly understood by catering contractors that failure to meet the above catering KPI's will put a Caterer in a Non-conformance situation. This in-turn would require immediate action to rectify the non-conformance. Failure to rectify a Non-Conformance might result in an unsuccessful tender submission or renewal of catering contract.

5.2 Action Tracking Parameters

The results of Audits and Inspections will be documented and used to indicate areas of non-conformances and opportunities for improvement. Furthermore, information from the Quarterly and Annual audits will be placed into **Catering Action Reports**, and **Food Safety Matrix**. These specify

responsibilities i.e. facility provider or caterer. The parameters used in the Action Tracking Parameters are given in Table 2. The Food Safety Matrix will be used as a tool to measure respective catering performance at PU and SPU level. It may also be used to indicate where additional resource might be required in the support of caterers or facility provider e.g. more training required or additional catering equipment.

The status of various parameters examined will be reflected within the matrix and indicated by colour: **Green** - Work in hand or not imminent. **Yellow** - Action required. **Red** - Urgent action required.

Table 2: Action Tracking Parameters (Note: <i>italicised issues are Caterer responsibilities, others are for facility provider</i>)				
Criteria	Example	Green	Yellow	Red
Personal Hygiene	<i>Staff washing their hands on entering food preparation areas, change of task and after using the toilet.</i>	Staff observed engaging in correct hand washing during visit	Staff not washing hands thoroughly	Staff not washing hands after visiting toilet or handling refuse
Hand Washing Provision (WHB)	<i>WHB should be unobstructed and sited near entrances and provided with liquid soap dispensers, hand drying facilities and waste bin</i>	Located near entrances, accessible and with soap and hand drying facilities	Not located near to entrances but with soap and drying facilities	No soap or drying facilities available at Wash Hand Basin
Hot Water Provision	<i>Available capacity should be at least 1litre per person served. E.g up to 100 customers -200 litres up to 500 customers -350 litres Then over 500 1litre per person</i>	82°C (disinfection sinks & dishwashers) 60°C (detergent sinks) 43°C-49°C (WHB) Available at all times	60°C (disinfection sinks & dishwashers) 40°C-43°C (WHB) Sporadic hot water availability	<60°C (disinfection sinks & dishwashers) <40°C or >49°C (WHB)
Cross-Contamination	<i>Controlled through the use of colour coded chopping boards, knives and cleaning cloths. Raw foods stored below cooked (ready to eat) foods or physically segregated.</i>	Provision and effective segregation of colour coded chopping boards, knives, cloths and correct food storage.	Colour coded equipment provided but used incorrectly	No colour coded equipment available. Cross contamination between raw & cooked
Physical / Chemical Contaminants	<i>Effective control of cleaning chemicals, glass, ceramics, wood, decanted ingredients etc.</i>	Control over potential contaminants. Dedicated chemical storage.	Policy available but not fully implemented.	No MSDS in place, chemicals stored with food. No physical contaminant control. Significant potential for contamination.
Refuse Arrangements	<i>Bins effectively distributed within the kitchen. External bins enclosed and kept away from kitchen</i>	Lidded external bins stored away from entrances.	Bins with manually handled lids in use internally. Some refuse strewn outside.	Waste bins overflowing. External food bins open, attracting pests.
Pest Control	<i>Facility should be pest free and designed to keep pests out.</i>	Effective pest control measures in place	Pest activity identified but control measures in place	Evidence of uncontrolled pest presence and / or an absence of control measure
Salad Preparation	<i>Potable water and sanitiser used to disinfect and rinse salad vegetables.</i>	Sanitiser and potable water used to disinfect & rinse salad vegetables	Potable water or rinsing not carried out.	Potable water / salad washing / sanitiser not used.
Temperature Control: Chilled, Blast Chilling	<i>Food should not be left out at ambient for more than 20 minutes and temperature checked on delivery. Equipment capable of being able to rapidly reduce and/or</i>	T: 5°C or below Equipment is available and working within specification	T: Between 5°C - 8°C Food left at ambient over 20 minutes. Equipment is available but maintaining food temperatures between 5°C & 8°C	T: Above 8°C Equipment is not available or maintaining food temperatures above 8°C

	<i>maintain food temperatures between 1°C & 5 °C</i>			
Stock Control (rotation)	<i>Robust implementation of First In, First Out (FIFO) stock movement. Products correctly labelled, free from damage and within date code. Approved supplier list available.</i>	Evidence of FIFO implementation. All products in code and well labelled. Packaging intact. Product rejection notices available.	Soon to expire products available in larger quantities than the operation can reasonably consume in the remaining period. Similar products with a broad range of expiry dates present.	Undated or out of code products present. Products missing labelling. Packaging compromised. Product incorrectly labelled. Product certification expired or unavailable.
Frozen Storage	<i>Should be easily capable of storing food at or below -18°C</i>	-18°C or lower	Between -18°C & -12°C	Above -12°C
Hot & Cold Display	<i>Should be able to keep food hot above 63°C/below 5°C</i>	63°C or above / 5°C or below	Between 60°C & 63°C / 5°C & 8°C	Below 60°C / above 8°C
HVAC Systems	<i>Air Temperatures in kitchen being maintained at 25°C or below and capable of removing cooking vapours.</i>	Kitchen temperatures at 25°C or less Vapours being extracted	Kitchen temperatures between 25°C & 30°C	Kitchen temperatures above 30°C or inadequate extraction of cooking vapours
Cooking Too Far In Advance	<i>Food Should be cooked as close to consumption as possible. Cooking far in advance due to power cuts is not acceptable.</i>	Food Cooked as late as possible before service and/or during service.	Completion of cooking concluded more than an hour prior to service with adequate temperature controls in place	Completion of cooking concluded more than an hour prior to service with inadequate temperature control
Hot Food Temperature Control	<i>Cooked food to achieve a core temperature of 75°C and to be kept at 63°C or above for no more than 4 hours</i>	75°C or above on completion of cooking. Food kept at 63 °C or above for less than 4 hours.	Between 70°C & 75°C on completion of cooking. Food kept above 63°C for more than 4 hours.	Less than 70°C on completion of cooking. Food held below 63°C.
Hot Holding Cabinets	<i>Should be able to keep hot food at 63°C or above</i>	Cabinet maintaining temperature above 63°C	Cabinet maintaining temperature between 60°C & 63°C	Cabinet not achieving 60°C or Cabinets required but not provided
Cleaning	<i>Robust cleaning schedule in place and catering grade cleaning products available & used.</i>	Cleaning schedule in place and catering grade chemicals in use.	Cleaning schedule available but not implemented, or non-catering grade chemicals in use.	No evidence of organised cleaning and use of non-catering grade chemicals.
Training	<i>Supervisors trained to Intermediate Level and all food handlers given a minimum of an induction and 6 hours food hygiene training</i>	Supervisors received intermediate level & food handlers trained	Supervisors about to take intermediate level course + food handlers trained with training programme implemented	No intermediate level training for supervisors and/or no training programme in place.
Fitness For Work	<i>All food handlers are vaccinated & medically screened periodically and prior to commencement of work.</i>	Full compliance with BP local policy. Valid certificates/documentation available in facility.	BP policy adopted but documentation incomplete or expired	No evidence of compliance with BP policy.
Structure & Layout and Maintenance	<i>There should be a linear workflow that allows staff to work without compromising food safety. A robust Planned Preventative Maintenance (PPM) program is in place and equipment is safe to use & consistently available when required.</i>	Easily capable of providing safe food for the intended number of customers. Robust documented PPM available. Equipment repaired to manufacturer	Poor layout with most tasks being conducted in one area. Preventative maintenance performed with some equipment unavailable when required. Repairs performed while exposed food present. PPM	Area too small to meet the demand. Risk of contamination e.g. Cooked food and raw foods prepared in same area. Equipment modified to effect repairs using components that do not

		specifications. Repairs performed when no food handling in progress. Equipment available for use when required.	program incomplete or ineffective. Equipment failure when in use.	comply with manufacturer specifications. Dysfunctional equipment not repaired for extended periods of time.
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PART 6. FOOD SAFETY AUDIT GUIDANCE

6.1 Introduction

This section of the assurance programme gives information to BP managers and others who have responsibility for catering services about the audits and inspections which are used to assure the effective implementation of the Contractor Control Plan.

The purpose of the food safety audit and inspection program is to provide assurance and determine compliance with the Contractor Control Plan – Catering Services Provision.

It is recommended that those who are assigned to conduct weekly hygiene inspections have at least some understanding and knowledge of food safety and auditing. Formal quarterly and annual audits require a deeper understanding of the subject and the experience and qualifications of such individuals should be reflected accordingly.

Food safety audits & inspections shall be carried out according to the established schedule (see Table 3 for recommended frequencies of audits & inspections) and must comply with general site requirements for visits. Each inspection should involve a walk through the catering facility, meeting with key personnel and analysis of hazards by asking a series of questions that are appropriate for each stage of the catering process. Audits will also require the examination of records.

References to the Food Safety Audits, checklists and where required guidance, are provided in this document in Parts 7 – 9.

The following principles must be adopted for audits and inspections:

- SPU / Operations and Projects must have a schedule of planned visits, which shall be communicated to all relevant sites and catering providers.
- One weeks notice will be given for the annual audit.
- During each Audit and Inspection, notes shall be made and any significant issues discussed and explained to the Camp Boss, HSE Advisors, Operations Health Advisors, Operations / Projects Sites as necessary.
- Documented records of inspections and audits must be given to and retained by the site / facility.
- Every effort should be made to rectify any identified problems as soon as possible and an action plan agreed and documented. Copies of all audits shall be kept and tracked by each Operations / Projects and centrally within the SPU, and escalated if not complied with, in an agreed time scale.
- Significant issues, representing a potential food safety or health hazard, must be escalated to the contract Technical Specialist, Operations HSE Advisors and Az SPU Technical Authority / Food Safety Lead (Environmental Health Specialist).
- All KPI non-conformances must be reported to the Operations and Projects including when and how the non-conformance was rectified.

6.2 Recommended Frequencies of Food Safety Audits & Inspections

The audit and inspection programme is to provide assurance and determine compliance with the Contractor Control Plan.

Each catering provider servicing BP AzSPU staff or functioning on a BP operated site / premises must implement a programme of food safety inspections and ensure adherence is maintained.

Table 3: Audit Frequency & Rationale

Checklist / Audit	Where	When	Who	Rationale
Food Safety Audit Report	Site	Annual	SPU Technical Authority / Food Safety Lead (Environmental Health Specialist)	Assesses effectiveness of weekly checks Focus on communication / resources Ensure no long standing / significant issues Full structural / maintenance review Full training review
Catering Action Report	Site	Quarterly	Operations Food Safety Advisor (SPU if not available)	Check Hygiene Inspection Checklist consistency Deal with outstanding issues Focus on site / catering management Review structure / layout Review wear & tear / maintenance
Hygiene Inspection Checklist	Site	Weekly	Health Advisors/ Site Medic / HSE Advisors	Self-check tool Behavioural based Observations / conversations
Surveys	Site	Random	Operations / SPU Food Safety Advisor with support from HSE Advisors / Camp Boss as required	A review of a specific task or area of the catering operation (e.g. HVAC review, water sampling, temperature control) and/or pre-mobilisation of a new facility.
Unscheduled inspection visits	Site	Sporadic	Member of SPU Food Safety Team with approval of Contract TS	A visit in response to a specific issue or concern, which may have been raised or needs more immediate support

6.3 Annual Audit - BP AzSPU Annual Food Safety Audit

Link to [BP AzSPU Annual Food Safety Audit Checklist](#)

Sites and catering facilities will be given a minimum of one weeks notice prior to the BP Annual Audit. The Audit notification will be made by the Technical Authority or representative of the SPU and notification will be made to the Lead and Site HSE manager for the operation or project as required. Every effort should also be made to notify the Contract TS and health advisor who supports the facility. NB. It is essential that such audits are communicated through the line.

The BP AzSPU audit will likely take a whole day and consists of 2 parts. Part 1 will involve a review of all the relevant paperwork and Part 2 involves a physical review of the catering facilities. The Annual Food Safety Audit is designed to promote 'best practice' and therefore is not a pass / fail audit.

The following paperwork must be available for the Annual Audit and copies of documentation may also be requested for supply to the auditor at least 1 week prior to the audit:

- The Food Safety Policy
- HACCP Plan
- Medical screening and vaccination documentation
- All food delivery records and checks for the week before the audit
- All Temperature Records (1 month prior)
- Cleaning Schedules and checklists
- Pest Control Documentation and records of visits (3 months)
- All Training Records and Induction Training records (Current)
- Complaint / comment book or records (6 months)
- Maintenance records (for the previous 6 months) e.g. refrigeration or HVAC etc
- Recipe books and records (3 months)
- Records of water sampling and testing (e.g. potable water used for salad washing)
- Records of Internal Audits & Inspections (12 months)
- Internal client / caterer reports or meeting minutes etc
- Completed Hygiene Inspection checklist (3 months)
- Catering Action Reports

The effectiveness of weekly checks will be achieved through a combined review of completed Hygiene Inspection Checklists and previous quarterly Catering Action Reports. This will be used to assess the ability of the facilities owner and caterer to resolve issues.

6.4 Quarterly Audit – Catering Action Report

Link to [Catering Action Report](#)

The quarterly audit is intended to take about 4 hours in each catering facility and is mainly conducted in the catering facility but will also require a review of the following records.

- Completed Hygiene Inspection Checklist (4 weeks)
- Temperature records (e.g. delivery, storage, cooking, blast chilling, hot holding and display temperatures) (1 month)
- Cleaning schedules and checklists
- Training records (Current)

- Medicals / vaccination records as required by BP local health policy (Current)
- Planned Preventative Maintenance programme and maintenance records

A written report and a corresponding colour coded Catering Action Report (CAR) reflecting the key issues will be provided as soon as practicable after the quarterly audit. This colour coded CAR will assist in prioritising the key issues identified during the audit / inspection along with standards or guidance required to implement remedial actions and achieve compliance. On completion of an audit a close down meeting shall be held.

6.5 Weekly Review – Weekly Hygiene Inspection Checklist

Link to [Weekly Hygiene Inspection Checklist](#)

The weekly inspection is intended to take about 1 hour in each catering facility. The inspection is based on observations and conversations to assess behaviours relating to food safety and appropriate use of available equipment. It should also provide assurance that procedures are available & implemented and appropriate records are being maintained.

The inspection will assess the standards and checks, which are in place at the time of the inspection and a hand written report will be supplied to the facility immediately after the inspection

6.6 Corrective Actions

The Contractor is ultimately responsible for managing the Caterer and liaising with the Operations to track non-conformances. All non-compliances identified during pre-qualification, inspections, quarterly and annual audits will be followed up to ensure all recommendations and non conformances are rectified.

Failure on the part of the Contractor and/or Caterer to close any non-conformance in an agreed timescale may result in intervention by the Operations / SPU.

6.7 Reporting

Records and relevant documentation will be kept at three primary levels:

- On-site by the Caterer and by the Contractor;
- Off-site by BP HSE Operations or Project team/s.
- BP AzSPU Technical Authority / Food Safety Lead (Environmental Health Specialist) or other suitably appointed person.

The initially agreed audit frequency in this Food Safety Management Program may change dependant on performance.

The Caterer and Contractor will discuss on a monthly meeting basis the following as standing items on the agenda:

- The action tracking system; and
- Performance against the KPI's.
- Outstanding issues
- Agreed timescales for closeout of non-conformances

The Contractor will ensure all reports from these meetings are sent to the Contract TS who will copy the reports to the Operations and SPU HSE teams.

PART 7. ANNUAL AUDITS

For those without access to the BP network, copies of these documents can be obtained from Operations or Az SPU HSE.

7.1 BP AzSPU Annual Food Safety Audit Standard

The BP Food Safety Standard is contained within the **Contractor Control Plan**. The BP Food Safety Audit, the KPI's and Action Tracking Parameters form a key part of the Contractor Control Plan (CCP), the purpose of which is to communicate these BP food safety standards to Contractors and Caterers.

The quarterly audits and weekly reviews are designed to provide an assurance of, and assess compliance with this standard by focussing on specific parts of the standard.

7.2 BP AzSPU Annual Food Safety Audit Report

The BP Food Safety Standard Audit Report is in Word format and can be [downloaded here](#)

PART 8. QUARTERLY AUDITS

8.1 Action Tracking Parameters

The key audit criteria are set out in **Table 2. Action Tracking Parameters** and further explanation is given in **Section 5.2 Action Tracking Parameters**.

8.2 Catering Action Report

The report is in Excel format and can be [downloaded here](#). The report follows the sections in the Action Tracking Parameters.

8.3 Catering Action Report Checklist

The checklist is in Word format and can be [downloaded here](#). The guidelines follow the sections in the Catering Action Report.

PART 9. WEEKLY REVIEWS

9.1 Hygiene Inspection Checklist

The checklist is in Word format and can be [downloaded here](#).

9.2 Hygiene Inspection Checklist Guidelines

The guidelines are in Word format and can be [downloaded here](#). The checklist follows the sections of the Hygiene Inspection Checklist.

9.3 Hygiene Inspection Checklist – Small Facilities

The checklist is in Word format and can be [downloaded here](#).

9.4 Hygiene Inspection Checklist Guidelines – Small Facilities

The guidelines are in Word format and can be [downloaded here](#). The checklist follows the sections of the Hygiene Inspection Checklist.

PART 10. GENERAL FOOD SAFETY PRINCIPLES

It is the responsibility (delegation of responsibility to the caterer must be avoided) of the catering facility provider to ensure the facilities and equipment are sufficient. The caterer must be allowed to work within a safe environment which is maintained effectively. It is the direct responsibility of catering companies (through self-governance e.g. the application of HACCP etc.) to ensure food safety.

The following guidance is intended as a foundation for ensuring 'best practice'. These principles are derived primarily from the World Health Organisation (WHO) and are therefore internationally recognized principles. (WHO, Codex Alimentarius – General Principles of Food safety [Ref. 4]) and principally the use of HACCP as a food safety control system.

10.1 Design and Facilities (Structure & Layout)

10.1.1 Location of Facilities

Food establishments should not be located anywhere where there is a threat to food safety. In particular, food establishments must not be located in environmentally polluted areas and areas prone to flooding and infestations of pests. E.g. locating a food premises near to a waste disposal site (where rodents and flies would exist) or a paint shop (where foul smells might emanate).

10.1.2 Location of Equipment

Equipment must be located so that it permits access for maintenance & cleaning. Equipment should function according to its intended use. Equipment location must not impede good hygiene practices, including monitoring of cleaning standards or build up of food debris.

10.1.3 Premises and Rooms

Design and layout should be linear and logical (flow from raw to cooked); design of premises and rooms must allow good hygiene practices, including protection against cross-contamination.

Food premises should be exclusively used for the food service only. Caterers should be able to demonstrate self-regulation and be able to define minimum hygiene standards for employees to utilise the food service areas safely and that minimum hygiene standards are maintained.

Structures provided must be soundly built of durable materials and be easy to maintain, clean and where appropriate, able to be disinfected. Particular attention must be given to surfaces of walls, partitions, floors, ceilings, windows, doors, and working surfaces especially in food preparation areas. It is essential that the caterer is able to operate safely.

10.1.4 Equipment

Food equipment which comes into contact with food should be designed and constructed to ensure that, adequate cleaning and disinfection can be maintained to avoid the contamination of food. Food equipment should be constructed using smooth, impervious and easily cleansable materials. Where necessary, equipment must be durable and movable or capable of being disassembled to allow for maintenance, cleaning, disinfection, monitoring and, for example, to facilitate inspection for pests. Although stainless steel is preferred, other materials can be used as long as wear and tear is monitored.

10.1.5 Food Control and Monitoring Equipment

Equipment used to cook, heat-treat, cool, store or freeze food must be designed to achieve required food temperatures as rapidly as necessary and maintain them effectively. Such equipment must have effective means of controlling and monitoring temperature, humidity, air-flow and any other characteristic likely to affect the safety or suitability of food.

Containers for waste and inedible substances: Containers for waste, by-products and inedible or dangerous substances, must be specifically identifiable, suitably constructed and, where appropriate, be lockable and made of impervious material.

10.1.6 Facilities

Water supply: An adequate supply of potable water (see [BP AzSPU Water Quality Management Program](#)) with appropriate facilities for its storage, distribution and temperature control, must be

available to ensure the safety and suitability of food. Where potable water is transported to a work location, it must be obtained from an acceptable approved source, covered in a properly designed and dedicated water container/tanker and used for no other purpose.

Drainage and waste disposal: Adequate drainage and waste disposal systems and facilities must be provided. They must be designed and constructed so that the risk of contaminating food or the potable water supply is avoided. Drainage should be constructed to minimize foul odours.

Cleaning: Cleaning facilities and equipment (including food grade chemicals) must be provided for cleaning utensils and equipment. Such facilities must have an adequate supply of hot (see Table 4) and cold potable water. Sinks should be dedicated for the exclusive use of cleaning.

Personnel hygiene facilities and toilets: Personnel hygiene facilities such as wash hand basins with a supply of anti-bacterial liquid soap, hot (see Table 4) and cold water, hygienic means for drying hands, lavatories, waste bins and changing facilities must be available to ensure that an appropriate degree of personal hygiene can be maintained to avoid contaminating food. Toilets/lavatories must be located such that they do not open directly into any food preparation, cooking or eating area. Storage lockers must be provided in changing rooms.

Temperature control: Adequate facilities must be available for cooking, heating, hot holding/display, cooling, refrigerating, cold display and freezing food, for storing refrigerated or frozen foods. Food temperatures must be monitored (see Table 4 for standards).

Air quality and Heating, Ventilation & Air Conditioning (HVAC): Adequate means of natural or mechanical ventilation and/or air conditioning must be provided to minimize airborne contamination of food, control of ambient temperature in food preparation areas, including controlling odours, vapours and humidity. Furthermore, higher ambient temperatures in food preparation areas have the effect of making refrigeration compressors etc. work harder (which in turn increases ambient temperatures, refrigerated food temperatures and compromises equipment reliability).

Ventilation systems must be designed and constructed so that air does not flow from contaminated areas to clean areas and must be easy to clean and maintain. Ventilation must be sufficient to provide a minimum of 20 air changes per hour. Ventilation hoods and grease filters over cooking areas must undergo regular maintenance and cleaning. **Poor ventilation can have a significant impact on food safety and the operational effectiveness of critical equipment such as chillers etc. Grease filters should be regularly checked as these can present a potential fire risk.**

Lighting: Adequate natural or artificial lighting must be provided particularly in food preparation and service areas. Lighting fixtures must be protected to ensure that food is not contaminated by breakages. Table 4 lists recommended illumination levels.

TABLE 4: RECOMMENDED ILLUMINATION LEVELS			
Area / Location	Illumination (Lux)*	Area / Location	Illumination (Lux)*
Ablution Block	200	Office Area	500
Bakery	300	Stairways (Interior)	150
Detailed food work	500	Storage Areas	200
Dining Room	300	Toilets	200
Dormitory Living Room	200	Walk In Freezers	100
Exterior Area (Compound)	50	Walkway (Exterior)	50
Galley	500	Kitchens	500
Hallways	150	Laundry Room	250

*Measurement taken 1.2 metres above floor

Storage: Adequate facilities for the storage of food ingredients must be provided. Food storage facilities must be designed and constructed to permit adequate maintenance and cleaning, avoid pest access and harborage, allow effective protection from contamination, and provide an environment which minimizes the deterioration of food. Separate, secure storage facilities for cleaning materials and hazardous substances must be provided.

10.2 Control of Catering & Food Service Operations

10.2.1 Control of Food Hazards

HACCP must be adopted as a system for controlling food hazards required. This is also a legal/international requirement in many countries. HACCP is deemed a key component within a food safety policy (see Table 1, KPI 1).

10.2.2 Time and Temperature Control

Inadequate food time/temperature control is one of the most common causes of food poisoning, food borne illness and/or food spoilage. Such controls include time and temperature of thawing, cooking, cooling, processing and storage. Systems must be in place to ensure that temperature is controlled effectively where it is critical to the safety and suitability of food. Cooked foods that need to be chilled must be kept at or below 5°C. Foods that are being kept hot before serving (hot-holding) must remain at or above 63°C. Temperature recording devices must be provided and checked at regular intervals and tested for accuracy. It is also important that during temperature monitoring that the temperature of food is verified as opposed to merely reading temperature gauges on cabinets which can often be inaccurate.

It is recognized that there are certain occasions when foods can be kept outside these temperatures for a limited period, for example to be served or displayed, when food needs to be handled during or after processing, and when equipment is being defrosted or temporarily breaks down. Such systems must also specify tolerable limits for time and temperature variations. It is regarded good practice to keep high risk cold food out of temperature for no more than 20 minutes during preparation.

Thawing of frozen raw meat, fish and poultry must be done in a controlled manner, i.e. in a cold room or refrigerator with the temperature not exceeding 10°C, using a microwave oven, or a defrosting cabinet. Defrosting using sinks/running water is not acceptable. Moreover, it is an indicator of poor management and/or facilities.

Hot and cold storage facilities/equipment must be capable of maintaining the required temperatures and should have external temperature displays for informal monitoring between the regular checks. Deep freezers must operate at -18°C or below, walk-in chillers and refrigerators/cold storage cases at 1°C to 5°C. Blast chilling equipment must be installed in all large catering facilities.

10.2.3 Microbiological Specifications

A guide for the microbiological quality of food is included in this document ([UK Health Protection Agency-HPA, Guides for Microbiological Quality of Ready-to-Eat Foods Sampled at Point of Sale](#))

10.2.4 Microbiological Cross-Contamination

Raw, unprocessed food should be effectively separated, either physically or by time, from ready-to-eat foods, with effective intermediate cleaning and disinfection. This can be accomplished by using different work surfaces for raw and cooked food during preparation, e.g. colour-coded cutting boards. Surfaces, utensils, equipment, fixtures and fittings must be thoroughly cleaned and disinfected. If the aforesaid has been in contact with raw food, particularly meat and poultry, disinfection should ideally be carried out using food grade chemicals. This can be accomplished by immersion in 50 - 200ppm of hypochlorite solution (for optimum effect, solution temperature must be less than 40°C with a contact time of up to 20 minutes). Food grade sanitizers are also available for food contact surfaces (which do not require a contact time or rinsing) as the preferred 'Clean as you go' method. Also see notes on cleaning.

10.2.5 Physical and Chemical Contamination

Systems must be in place to prevent contamination of foods by foreign bodies such as glass or metal from machinery, dust, harmful fumes and unwanted chemicals. These precautions also need to be clearly understood by food handlers.

10.2.6 Incoming Material Requirements

Raw materials should only be purchased from reliable sources after ensuring catering suppliers' acceptable standards of hygiene. No raw materials or ingredients must be accepted if it is known to contain parasites, undesirable microorganisms, pesticides, veterinary drugs or toxic, decomposed or extraneous substances which would not be reduced to an acceptable level by normal sorting and/or processing. Where appropriate, specifications for raw materials must be identified and applied. Temperature requirements of goods must be verified at the point of delivery (including date codes) and accepted/rejected as necessary. Measures must be in place to prevent cross-contamination.

Raw materials or ingredients must be inspected (e.g. for pest damage) and sorted before processing. Canned foodstuffs must be discarded if cans show evidence of damage (e.g. badly dented, "blown", punctured, damaged seams, or rusty). Stocks of raw materials and ingredients must be subject to effective stock rotation (FIFO – first in, first out). It is important that raw material suppliers are visited where practicable.

10.2.7 Packaging

Packaging materials (e.g. packed meals, sandwiches) must be non-toxic, must not pose a threat to the safety and suitability of food, and must provide adequate protection for foods to minimize contamination and prevent damage.

10.2.8 Water

Potable water must be used in food handling, salad washing, processing, as an ingredient, in ice production and steam generation (see [BP AzSPU Water Quality Management Program](#))

10.2.9 Management and Supervision

Catering managers and supervisors must have appropriate knowledge of food safety principles and practices to be able to judge and minimize potential risks, and ensure that effective monitoring and supervision takes place. Managers should be suitably trained in Food Safety BP-Food Safety for Managers Course-intermediate or advanced. Changes in key catering management must be notified to the facilities provider beforehand.

10.2.10 Documentation and Records

Appropriate records of cooking, processing, production, hot holding, chilling, freezing and distribution must be kept and retained for not less than 12 months. Documentation can not only enhance the credibility and effectiveness of the food safety control system, but can allow managers to be more effective around food standards and may be required for due diligence/audit purposes.

10.2.11 Maintenance and Cleaning

Establishments and their equipment must be kept in an appropriate state of repair and condition through the use of planned preventative maintenance (PPM) which includes regular deep cleaning. Cleaning must remove food residues and dirt which may be a source of contamination. The necessary cleaning methods and materials will depend on the nature of the facility. Disinfection may be necessary after cleaning. Cleaning standards will be reviewed during Food Safety Audits.

Cleaning chemicals must be handled and used carefully and in accordance with manufacturers' instructions and stored separately from food in clearly identified containers to avoid the risk of contaminating food. Material Safety Data Sheets (MSDS) and COSHH (Control of Hazardous Substances to Health) assessments should be kept on sites and staff should be made aware of any precautions they should take in the use of such chemicals and provided with training as required.

10.2.12 Cleaning Procedures and Methods

Cleaning can be carried out by the application of physical methods, chemicals and heat. Cleaning procedures must effectively remove food debris etc. from surfaces and must include disinfection as necessary. Where cleaning chemicals are required, only food grade chemicals must be used. Most cleaning chemicals contain hazardous substances and must be used and stored according to manufacturers' recommended precautions.

10.2.13 Cleaning Programmes

Cleaning and disinfection programmes must ensure that all parts of the Catering establishment are appropriately clean, and must include the cleaning of cleaning equipment. Documented procedures must specify (within a schedule):

- Areas, items of equipment and utensils to be cleaned.
- Responsibility for particular tasks.
- Method and frequency of cleaning i.e. routine cleaning, deep cleaning etc.

Cleaning and disinfection must be monitored for suitability and effectiveness.

10.2.14 Pest Control Systems

The emergence of Pests (e.g. flying & crawling insects, rodents, birds, domestic animals) is directly due to an environment, which is conducive to pest prevalence and survival. Good hygiene practices must therefore be employed to avoid creating an environment for pests. Good housekeeping, cleaning, inspection of incoming materials and good monitoring can minimize the likelihood of pest activity and avoid possible infestation and thereby limit the need for pesticides.

Preventing access: Food facilities must be designed & constructed to prevent pest access and breeding sites.

Harborage and infestation: The availability of shelter, food and water encourages pest harborage and infestation. Potential food sources must be stored in pest-proof containers and/or stacked above the ground and away from walls. Areas both inside and outside food premises must be kept clean. Refuse must be stored in covered, pest-proof containers.

Monitoring and detection: Facilities and surrounding areas must be regularly examined for evidence of infestation.

Eradication: Treatment with chemical, physical or biological agents must be carried out by licensed and authorised pest control agencies without posing a threat to the safety or suitability of food and the suitability of the individual who undertakes the work.

It is essential that any Pest Control advisor is properly trained and experienced in pest control.

10.2.15 Waste Management

Suitable provision must be made for the removal, storage and disposal of waste. Waste must not be allowed to accumulate in food handling, food storage, and other working areas and the adjoining environment. External food waste containers must be sealed and kept away from food preparation entrances and windows.

10.2.16 Monitoring Effectiveness

Food Safety systems should be internally monitored by the caterer and externally by the contractor (see Part 3 – Roles & Responsibilities).

10.2.17 Personal Hygiene

It is a prerequisite for catering that food handler's practice the highest standards of personal hygiene at all times. This will include regular hand washing, use of head coverings, appropriate protective clothing and good hygienic habits that will prevent the contamination of food. It is important that this is effectively monitored and managed.

Food handlers must maintain a high degree of personal cleanliness and, where appropriate, wear suitable protective clothing, head covering and footwear.

Personnel must always wash their hands:

- At the start of food handling activities.
- On entering a food room.
- Immediately after using the toilet.
- After handling raw food or any contaminated material, where this could result in contamination of other food items.

Food handlers must ensure any cut or open wound is appropriately covered.

People engaged in food handling activities must refrain from behaviour which could result in contamination of food such as smoking, spitting, chewing or eating while at work, and sneezing or coughing over unprotected food. SUCH BEHAVIOUR MUST BE CLOSELY SUPERVISED.

Personal effects such as jewellery, watches, pins or other items must not be worn or brought into food handling areas if they pose a threat to the safety and suitability of food. A plain wedding band and/or plain sleeper earrings may be accepted.

10.2.18 Fitness for Work

The health status of people known, or suspected, to be suffering from, or to be a carrier of a disease or illness likely to be transmitted through food, must not be allowed to enter any food handling area. Any person so affected must immediately report illness or symptoms of illness to catering management.

Medical examination and where required, vaccination of all food handlers must be carried out as per BP policy (see [BP AzSPU Fitness for Task Management Programme, "Food Handlers" section](#)).

10.2.19 Visitors

At all times visitors to food facilities must wear protective clothing and adhere to all personal hygiene requirements.

10.2.20 Transportation

Food, when transported must be protected from any form of contamination and for temperature sensitive ingredients; temperature control must be maintained while in transit. Chemicals should not be transported with food.

Where necessary, vehicles must be designed and constructed so that they:

- Do not contaminate foods or packaging.
- Can be effectively cleaned and, where necessary, disinfected.
- Permit effective separation of different foods or foods from non-food items where necessary during transport.
- Provide effective protection from contamination, including dust and fumes.
- Can effectively maintain the temperature necessary to protect food from harmful or undesirable microbial growth and deterioration likely to render it unsuitable for consumption.

Vehicles and containers for transporting food must be kept in an appropriate state of cleanliness, repair and condition.

10.2.21 Training

Food safety training is essential. Food handlers must have the necessary knowledge and skills to enable them to handle food hygienically. Those who handle strong cleaning chemicals or other potentially hazardous chemicals must be instructed in safe handling techniques, Material Safety Data Sheets (MSDS), Control of substances Hazardous to Health (COSHH) and Personal Protective Equipment (PPE) requirements.

Programmes must be in place to provide training appropriate to the nature of the food and the food facility, including HACCP training and task-specific training for personnel with assigned critical tasks. Training and instruction programmes must be periodically assessed for effectiveness, as well as routine supervision and checks to ensure that procedures are being performed effectively.

Managers and supervisors of catering operations must have the necessary knowledge of food safety principles and practices to be able to identify potential risks and take the appropriate corrective action to remedy deficiencies. Training programmes must be routinely reviewed and updated where necessary. Systems must be in place to ensure that food handlers remain aware of all procedures necessary to maintain the safety and suitability of food. Hygiene should form part of induction training so the importance is stated from day one. Refresher training (e.g. briefings, Tool Box Talks) should also be provided to remind staff of the important issues. The follow-on training should be practical and relevant to the work carried out. Apart from consolidating the benefits of good hygiene it also improves the skills of staff, enhancing their confidence, motivation and pride in their work. Training records should be kept so that evidence can be provided that staff has been properly trained.

10.2.22 Qualifications

BP recognises the following qualifications from the Chartered Institute of Environmental Health (CIEH), Royal Institute of Public Health (RIPH) and Royal Society for the Promotion of Health (RSPH) or equivalents as being evidence of minimum acceptable competencies:

- *Managers*-Advanced Certificate in Food Safety (Level 4)
- *Supervisors*-Intermediate Certificate in Food Safety (Level 3)
- *Food Handlers*-Foundation Certificate in Food Hygiene (Level 1-2)

10.3 Hazard Analysis Critical Control Points (HACCP)

HACCP is an internationally recognised and recommended system of food safety management and is a legal requirement in many countries including the European Union. It focuses on identifying the 'critical points' in a process where food safety hazards could arise and putting steps in place to assure food safety. The HACCP concept involves systematically assessing each step in the food production process and identifying those points that are critical to food safety to produce 'zero defect food'. Technical and financial resources can then be concentrated on the critical points to ensure they remain under control. The key factors to be controlled are usually:

- time and temperature control
- prevention of cross contamination
- cleaning and disinfection
- personal hygiene
- pest control

Caterers are recommended to base their HACCP's on groups of products with similar processes because of the likely changes that may be made to menus and types of products sold.

10.3.1 Preparing for a HACCP

Before any food operation can successfully implement a HACCP system, it is a **fundamental pre-requisite** that the business must be operating to minimum food safety standards (see Part 5. KPI's). Appropriate monitoring, critical limits, corrective action and documentation must be implemented at each point in a process where a critical control point has been identified. Staff training and effective supervision will significantly contribute to assuring the production of safe food.

HACCP is usually carried out by a team of people who are familiar with different facets of the operation and have been trained in the principles of food safety and hazard analysis. This team should be drawn from people with different skills e.g. Food safety, catering operations, procurement, etc. Management and supervisors should be aware of what is involved in the hazard analysis process as they may need to liaise with local enforcement officials during inspections/audits.

Appendix 1: BP Microbiological Guidelines (Ready to Eat Food)

Food Category (see Table A3-2)	Criterion	Microbiological quality (Colony Forming Units or CFU per gram unless stated)			
		Satisfactory	Acceptable	Unsatisfactory	Unacceptable / potentially hazardous
	Aerobic colony count[†] 30°C/48h				
1		<10 ³	10 ³ -<10 ⁴	>10 ⁴	N/A
2		<10 ⁴	10 ⁴ -<10 ⁵	>10 ⁵	N/A
3		<10 ⁵	10 ⁵ -<10 ⁶	≥10 ⁶	N/A
4		<10 ⁶	10 ⁶ -<10 ⁷	≥10 ⁷	N/A
5		N/A	N/A	N/A	N/A
	Indicator organisms[‡]				
1 – 5	Enterobacteriaceae [§]	<100	100-<10 ⁴	>10 ⁴	N/A
1 – 5	E. coli (total)	<20	20-<100	≥100	N/A
1 – 5	Listeria spp (total)	<20	20-<100	≥100	N/A
	Pathogens				
1 – 5	Salmonella spp	not detected in 25g			detected in 25g
1 – 5	Campylobacter spp	not detected in 25g			detected in 25g
1 – 5	E. coli O157 & other VTEC	not detected in 25g			detected in 25g
1 – 5	V. cholerae	not detected in 25g			detected in 25g
1 – 5	V. parahaemolyticus [¶]	<20	20-<100	100-<10 ³	≥10 ³
1 – 5	L. monocytogenes	<20 ^{**}	20-<100	N/A	≥100
1 – 5	S. aureus	<20	20-<100	100-<10 ⁴	≥10 ⁴
1 – 5	C. perfringens	<20	20-<100	100-<10 ⁴	≥10 ⁴
1 – 5	B. cereus and other pathogenic Bacillus spp [#]	<10 ³	10 ³ -<10 ⁴	10 ⁴ -<10 ⁵	≥10 ⁵

Add yeast to listing

† Guides for aerobic colony counts may not apply to certain fermented foods for example, salami, soft cheese, and unpasteurised yoghurt. These foods fall into category 5. Acceptability is based on appearance, smell, texture, and the levels or absence of indicator organisms or pathogens.

‡ On occasions some strains may be pathogenic.

§ Not applicable to fresh fruit, vegetables and salad vegetables.

¶ Relevant to seafood only.

If the Bacillus counts exceed 10⁴ CFU/g, the organism must be identified.

** Not detected in 25g for certain long shelf-life products under refrigeration

NA - Not applicable

The terms used to express the microbiological quality of the ready-to-eat foods are:

- **Satisfactory** - test results indicating good microbiological quality
- **Acceptable** - an index reflecting a borderline limit of microbiological quality
- **Unsatisfactory** - test results indicating that further sampling may be necessary and that environmental health officers may wish to undertake a further inspection of the premises concerned to determine whether hygiene practices for food production or handling are adequate or not.
- **Unacceptable/potentially hazardous** - test results indicating that urgent attention is needed to locate the source of the problem; a detailed risk assessment is recommended.

Colony Count Categories for Different Types of Ready to Eat Foods

Food group	Product	Category	Food group	Product	Category
Meat	Beef burgers	1	Seafood	taramasalata	4
	brawn	4		smoked fish	4
	faggots	2		other fish (cooked)	3
	Ham - raw (Parma/country style)	5		seafood meals	3
	kebabs	2		molluscs and other shellfish (cooked)	4
	meat meals (shepherds/cottage pie, casseroles)	2		herring/roll mop and other raw pickled fish	1
	Meat pies (steak and kidney, pasty)	1		crustaceans (crab, lobster, prawns)	3
	Meat, sliced (cooked ham, tongue)	4	Dessert	cakes, pastries, slices, and desserts - with dairy cream	3
	Meat, sliced (beef, haslet, poultry)	3		cakes, pastries, slices, and desserts - without dairy cream	2
	poultry (unsliced)	2		cheesecake	5
	scotch egg	1		mousse/dessert	1
	sausages (British)	2		tarts, flans, and pies	2
	sausages (smoked)	5		trifle	3
	sausage roll	1	Dairy	cheese	5
	salami and fermented meat products	5		ice cream, milk shakes (non-dairy)	2
	Tripe and other offal	4		ice lollies, slush, and sorbet	2
				yoghurt/frozen yoghurt (natural)	5
Vegetable	coleslaw	3	Ready-to-eat meals	pasta/pizza	2
	Fruit and vegetables (dried)	3		meals (other)	2
	Fruit and vegetables (fresh)	5	Sandwiches and filled rolls	with salad	5
	prepared mixed salads and crudités	4		without salad	4
	Rice	3		with cheese	5
	vegetables and vegetable meals (cooked)	2			
Savoury	Bean curd	5	Savoury	mayonnaise/dressings	2
	bhaji (onion, spinach, vegetable)	1		paté (meat, seafood, or vegetable)	3
	cheese-based bakery products	2		samosa	2
	fermented foods	5		satay	3
	flan/quiche	2		spring rolls	3
	homous, tzatziki, and other dips	4			

Appendix 2: Food Sampling Record**Microbiological Examination of Food**

Sampling Authority _____

Lab No _____

Address _____

Tel: _____

Sample Ref No _____

Fax: _____

Type of Sample _____ Weight _____

Report (send report to): _____

Batch/lot No _____

Process code _____ Best before / display / use by date ____ / ____ / ____

Contact telephone No _____

Purpose of investigation (tick): Formal ☐ Informal Testing ☐Outbreak ☐ Suspect Item: Yes ☐ No ☐

Laboratory investigations commenced at ____ am/pm ____ / ____ / ____

Other ☐ (details) _____

Quantity of food examined _____

Food detained: Yes ☐ No ☐

Sample Collected by _____ Status _____ (No _____)

Appearance _____

Place of sampling _____

Microscopy _____

(Post code _____)

Manufacturer ☐ Caterer ☐ Wholesaler ☐ Retail ☐Other ☐ _____

Date of sampling ____ / ____ / ____ Time ____ am/pm

pH _____
Plate count/g Aerobic at ____ °C for ____ hrs

Name of company/provider _____

Aerobic at ____ °C for ____ hrs

Sample collected from: Shelf ☐ Display cabinet ____ °C ☐Fridge ☐ Freezer ☐ Other ☐ _____

Anaerobic at ____ °C for ____ hrs

Storage condition at place of sampling: Temperature ____ °C Humidity ____ %

Coliforms/g _____ E. coli/g _____

Condition of packaging: Clean whole and intact ☐ Dirty ☐Damaged ☐ Leaking ☐ Other ☐ _____

Salmonella spp/259 _____ I.D. = _____

Details _____

Listeria spp/25g _____ I.D. = _____

Cooking process _____

Staph. aureus/g _____ C. perfringence/g _____

Date of _____

Vibrio spp/25 _____

cooking _____ / _____ / _____

Country of origin _____ Mode of transport _____

Transport condition: Time (hours): _____

_____ Temperature _____ °C

Method of sampling: Random throughout lot ☐ Random throughout accessible units ☐Isolated sample ☐ Other ☐

Storage & transport conditions since samples taken _____

(_____ °C)

In Suspected food poisoning also provide additional information

Sample received by (print): _____ Received from (print) _____

Sample received on _____ / _____ / _____ at _____ am/pm Temperature on receipt _____ °C

Storage conditions since receipt by laboratory: _____

(_____ °C)

Enterococci/g

Bacillus spp/g

I.D. = _____

Compylobacter spp/255g

I.D. = _____

Yersinia spp/25g

I.D. = _____

Moulds/g

Yeast/g = _____

Interpretation

Food Examiner

Microbiologist

Reported ____ / ____ / ____

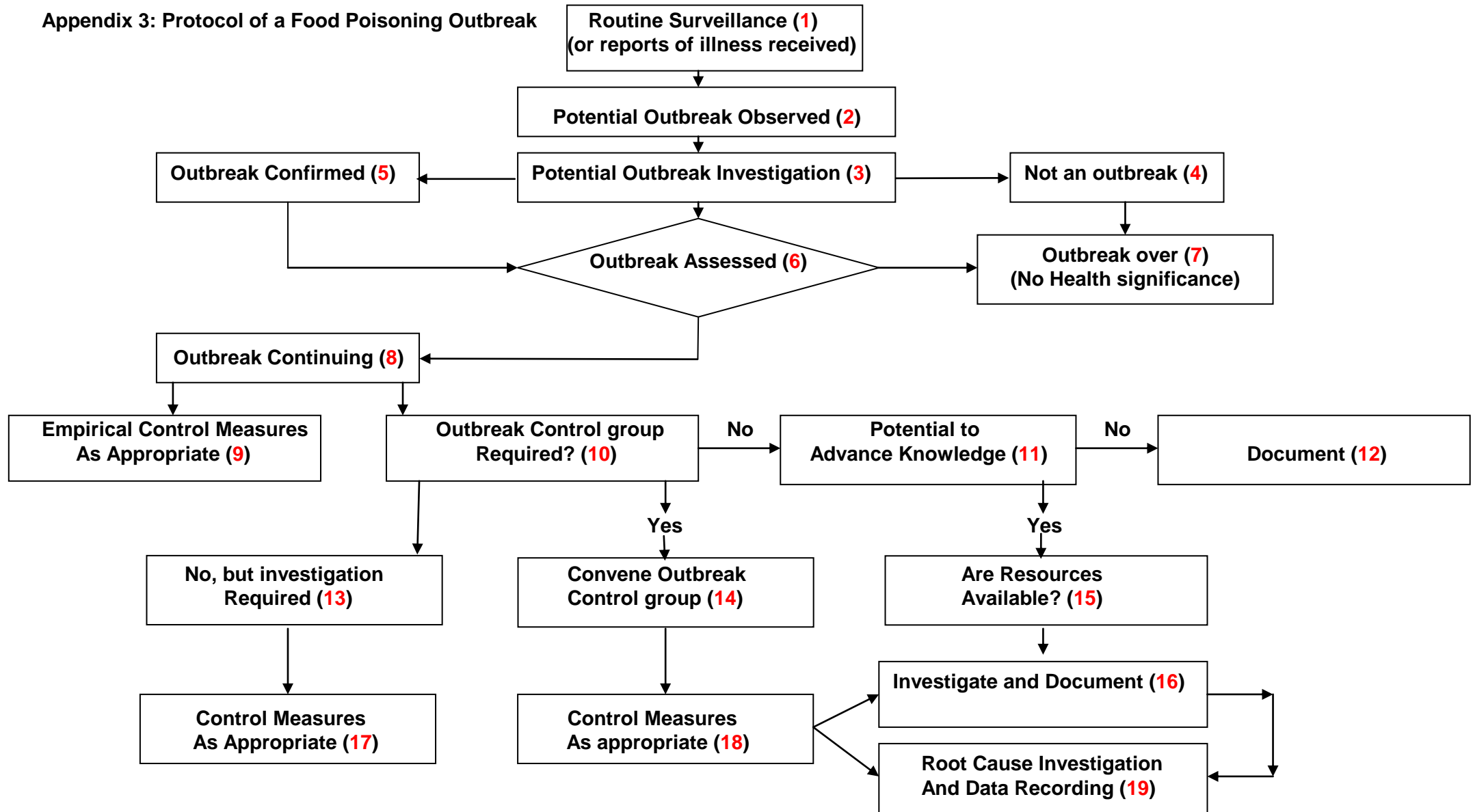
Certificate of examination

issued Yes No

N.D. Not detected N.E.

Not examined I.D.

Identification

Appendix 3: Protocol of a Food Poisoning Outbreak

Protocol of a Food Poisoning Outbreak – Guidance

No	Description	Description of Action to be taken
1	Routine Surveillance or Reports of illness	Routine surveillance can be described as food & water samples which regularly come into the laboratory showing food poisoning organisms or being observed as a problem. Reports of illness including D&V might indicate cause for concern if in increased numbers or symptoms significant.
2	Potential outbreak observed	Potential outbreak is observed when two or more people are thought to have a common infection which has involved a similar experience or proven infection. A general outbreak is once which affect members of more than one private residence or residents of an institution.
3	Potential Outbreak Investigation	Escalate information received and discuss with health professionals or Food Safety Advisor. Are the cases or samples related in any way or sporadic cases or viral?
4	Not an Outbreak	No further action in terms of escalation but labs and clinics should continue to monitor for further cases.
5	Outbreak confirmed	See point 2 above for definition. It is important to take action quickly especially if the organism involves person to person spread. Ensure authorities are notified as required and medical backup is available. Labs may need to be put on standby.
6	Outbreak assessed	It is important to assess early the numbers involved, likely to be involved or any trends. Symptoms should be reviewed to start to assess type of outbreak and review initial indicators. Also what medical capability is required to treat patients. Transportation means should be assessed.
7	Outbreak over	The outbreak might be of very short duration due to organisms such as S.aureus or B. cereus.
8	Outbreak continuing	It might be probable that the outbreak is not single source outbreak and may involve large numbers of individuals. This might involve escalation or activation of support teams.
9	Empirical Control Measures as appropriate	In addition to treatment of patients, disinfection measures, exclusion and closure of food preparation areas might be required. Food chains might have to be interrogated and investigations up the food chain might lead to food preparation areas of factories or plants being closed. The Food Safety advisor may have to work in conjunction with local authorities to determine what control measures or investigations are required. Further food samples and swabs might also be required
10	Outbreak Control Group Required	Depending on size and if the outbreak shows no sign of abatement, a group of individuals with the right expertise and knowledge should either be assembled or communicate to assess the situation and start to take decisions. Members of the team might include Crisis Manager, Health Manager, Health Advisors, Regional Health Directors and Food Safety Advisors, or left to the IMT/BST. Consider inviting management representative of the food company.
11	Potential to advance Knowledge	It is essential to record all information properly as there will be a debrief session at some point. Also, the organism might be new or science has not advance to abate the organism in a satisfactory way.
12	Document	Someone should be made responsible for documentation of all information in real time where possible.
13	No outbreak control group is needed but investigation required	The organism involved may be known in the environment and self-contained or of short duration. In this case there is no requirement to convene an outbreak control team but all information should be investigated in accordance with company procedures. This might be in addition to an outbreak control team. Also root causer investigation might be required.
14	Convene Outbreak Control Group	This can be done by tele/video conference. The Outbreak control team should be responsible for deciding what measures need to be taken to control the current situation and bring the outbreak back under control.
15	Are the resources	It is important that resources are made available in terms of bringing together the

	available?	Incident Management Team or appropriate personnel and the support of the Business support team if required.
16	Investigate and Document	Any investigations carried out should be properly investigated and documented in accordance with business requirements. Also root cause investigation might be required
17	Control Measures as appropriate	The investigation may conclude that certain control measures are required until further notice or until control is restored.
18	Control Measures as appropriate	The outbreak control team might decide that certain control measures should be put in place until further notice or until control; is restored.
19	Root Cause investigation & Debrief	It is essential that an investigation debrief is conducted prior to any official or root cause investigation and that and Health & Safety or illness recording is correctly completed.

The Objectives of the investigation of an outbreak

- To contain the spread of the outbreak
- Identify the outbreak location(place where the food was served or prepared)
- Identify the food vehicle(s) involved (the food eaten which gave rise to illness)
- Identify the causative agent (the organism, toxin, or poison associated with the illness that is recovered from suffers and .or food and/or the environment under investigation, for example salmonella, scrombotoxin or mercury
- Trace causes and carriers (especially food handlers)
- Trace the source of the causative agent(the vehicle which brought the causative agent into the outbreak location, for example raw food or a food handler, and/or the origin of the causative agent, for example a cow in the case of raw milk);
- Determine the causal factors (how the vehicle was contaminated and what stage of food preparation allowed bacterial multiplication);
- Recommend how food should be prepared in the future to avoid recurrence;
- Provide data for use in surveillance;
- Provide evidence for any action further required or authorities.

Appendix 4: Food Poisoning Questionnaire**FOOD POISONING QUESTIONNAIRE – PAGE 1**

You are requested to complete and return this form quickly to assist in investigating possible food poisoning.

PLEASE COMPLETE IN BLOCK CAPITALS

1	NAME:	
2	DATE OF BIRTH:	
3	ADDRESS: POSTCODE:	
4	TEL No HOME:	WORK:
5	WHEN AND WHERE YOU CAN BE USUALLY CONTACTED:	
6	OCCUPATION: PLACE OF WORK: (PLEASE MAKE IT CLEAR WHETHER YOU ARE A FOOD HANDLER)	
7	FAMILY DOCTOR: TELEPHONE NO:	
8	HAS YOUR DOCTOR BEEN CONSULTED IN THIS INCIDENT?	
9	HAVE YOU HAD A SPECIMEN TAKEN?	
10	ONSET OF SYMPTOMS: DATE: TIME:	

FOOD POISONING QUESTIONNAIRE – PAGE 2

11	PLEASE DESCRIBE ALL MEALS EATEN ON THE DAY SYMPTOMS BEGAN AND ON EACH DAY FOR THE THREE DAYS PRIOR TO THE ONSET OF SYMPTOMS:	
DAY SYMPTOMS STARTED:		
BREAKFAST		LUNCH
DINNER		OTHER
DAY BEFORE SYMPTOMS STARTED:		
BREAKFAST		LUNCH
DINNER		OTHER
TWO DAYS PRIOR TO SYMPTOMS STARTED:		
BREAKFAST		LUNCH
DINNER		OTHER

FOOD POISONING QUESTIONNAIRE – PAGE 3

THREE DAYS PRIOR TO SYMPTOMS STARTING:																					
BREAKFAST	LUNCH																				
DINNER	OTHER																				
12	<p>DESCRIPTION OF SYMPTOMS:</p> <table border="0"> <tr> <td>HEADACHES</td> <td><input type="checkbox"/></td> <td>DIARRHOEA</td> <td><input type="checkbox"/></td> </tr> <tr> <td>RASH</td> <td><input type="checkbox"/></td> <td>BLOOD STAINED DIARRHOEA</td> <td><input type="checkbox"/></td> </tr> <tr> <td>NAUSEA</td> <td><input type="checkbox"/></td> <td>DIZZINESS</td> <td><input type="checkbox"/></td> </tr> <tr> <td>VOMITING</td> <td><input type="checkbox"/></td> <td>TEMPERATURE</td> <td><input type="checkbox"/></td> </tr> <tr> <td>STOMACH CRAMPS</td> <td><input type="checkbox"/></td> <td></td> <td></td> </tr> </table>	HEADACHES	<input type="checkbox"/>	DIARRHOEA	<input type="checkbox"/>	RASH	<input type="checkbox"/>	BLOOD STAINED DIARRHOEA	<input type="checkbox"/>	NAUSEA	<input type="checkbox"/>	DIZZINESS	<input type="checkbox"/>	VOMITING	<input type="checkbox"/>	TEMPERATURE	<input type="checkbox"/>	STOMACH CRAMPS	<input type="checkbox"/>		
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STOMACH CRAMPS	<input type="checkbox"/>																				
13	<p>HOW LONG DID SYMPTOMS LAST? (Please state separately for Diarrhoea, Vomiting, and any other symptom).</p>																				
14	<p>NAME AND ADDRESS OF CLOSE FAMILY AND OTHER CONTACTS WHO YOU KNOW HAVE HAD SIMILAR SYMPTOMS:</p>																				
15	<p>PLEASE STATE IF ANY OF YOUR CLOSE CONTACTS ARE EMPLOYED IN FOOD HANDLING – IF SO PLEASE GIVE NAME, ADDRESS & TEL NOS.</p>																				
16	<p>ANY OTHER INFORMATION WHICH YOU FEEL COULD BE RELEVANT</p>																				

Appendix 5: Scope and Frequency of Food-Handlers Medical Assessment

Please refer to **BP AzSPU Fitness for Task Management Programme, “Food Handlers” section.**

N°	Type of Examination	Pre-employment	Periodic (6 monthly)
1.	Clinical form filled in / reviewed / signed	√	√
2.	Full General Examination (+ BP, Urine test, BMI) and Mental State Examination	√	√
3.	General Dental Assessment	√	√
4.	Vision check basic	√	√
5.	Chest X-ray	√	If indicated
6.	ECG (if over 40 y.o., if a smoker or if indicated)	√	√
7.	Audiometry	√	If indicated
8.	Drug test - 5 panel drug THC, COC, OPI, AMP, PCP urine testing (Buprenorphine for Georgia based staff)	√	As needed
9.	Blood Group and Type	√	If not known
10.	Urine analysis	√	√
11.	Stool microscopy and culture	√	√
12.	Medical swabs	As needed to comply with local legal requirements	
13.	Rabies	If at risk	
14.	Vaccinations: D/T, Hepatitis A; Polio; Typhoid	√	

Revision/Review Log

Revision Date	Authority	Custodian	Revision Details
08.07.2005	AzSPU Health Manager	Eldar Yarmamedov	Initial issue
25.04.2008	AzSPU Health Manager Almaz Agazade	AzSPU Food Safety / Hygiene Advisor Eldar Yarmamedov	Periodic review
25.04.2009	AzSPU Health Manager Almaz Agazade	AzSPU Food Safety / Hygiene Team leader Eldar Yarmamedov	Updated Appendix 3 - Protocol of Food Poisoning Outbreak Reviewed and brought in compliance with BP standards Appendix 5
25.05.2010	AzSPU Health Manager Almaz Agazade	Environmental Health Specialist Eldar Yarmamedov	<u>Front Page:</u> Custodian title, Revision date and Next revision date are changed. <u>1.0 Purpose:</u> Added reference to OMS Group Essentials

			<p>3.4 - Health and Industrial Hygiene</p> <p><u>Through all document:</u> PU changed to Operations and CAM to Contract TS</p>
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