Contents

Topic 1 | Follow the food safety program

Australian state and territory governments have introduced food safety laws that are designed to maintain the safety of staff and customers in businesses that sell food and beverages. Customers who visit these venues have high expectations in terms of hygiene standards, which ensure that the products provided do not make them ill.

Food safety programs have been developed based on the Australia New Zealand Food Standards Code and are used in registered food businesses to guide them through storage, preparation, display, service and disposal of food. Following the food safety program maintains the safety of food and customers by eliminating or minimising the hazards at all stages of the process.

A food business is an enterprise or activity that involves handling food that will be provided to the public. It can be a charitable, community or commercial business and includes organisers of one-off events. All food businesses must register with their local council.

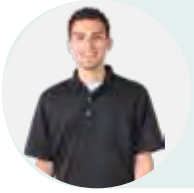
In this topic you will learn about:

1A Food safety programs

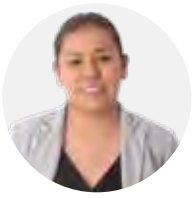
1B Hazard analysis

The ANZFSC has five Standards that apply to food business like restaurants and cafes. These are called 'Food Safety Standards'. Other Standards apply to importers and farmers, etc.

Standards 3.2.2 and 3.2.3 are mandatory for all food businesses. Standard 3.2.2 requires a food business to have a food safety program and use food safety practices. It sets out process controls for each of the critical control points. However, as long as you follow the procedures and record-keeping processes of the food safety program, you don't have to memorise the Standards since the Standards shape the program.



I'm glad I don't have to memorise them!
But what are control points?

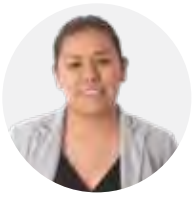


That's right, but you need to know some of the concepts in them.

Critical control points are the stages involved in handling food. Each stage has its own hazards. For example, receiving food is one stage, and the hazards are things like poor quality or out-of-date food being supplied, or no one being there to receive the food.

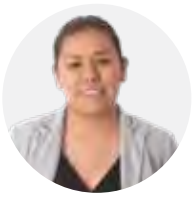
Serving food is another critical control point and it has a different set of potential problems. Do you know what the hazards for this would be?

Hmm, mixing up serving spoons and leaving food in the danger zone for too long?



Yes, that's right. The food safety program sets out the rules for how long food can be kept in the danger zone. This ensures that the food stays safe and that you and I are within the law.

What about state laws?



States and territories have food authorities established by the relevant food Act. Together with local councils, they implement the national policies, but there are some slight differences between them.

When you see me putting up posters about food safety, it is usually because of state laws.

Local councils and industry classifications

Food businesses are classified for safety and regulation purposes when they are registered with local councils, based on the food being served and the level of risk posed to clients.

The following outlines how food businesses are classified in Victoria. You can see that regulations would be less strict in Class 3 and 4 businesses than Class 1 and 2 businesses, as the risks are not as great. Other states and territories classify food businesses in a similar way.

Class 1

Businesses that handle and serve potentially hazardous foods to high-risk groups, e.g. hospitals, aged care homes and childcare centres.

Class 2

General retail and food businesses that serve high-risk food to the public, e.g. restaurants, cafes, delicatessens and caterers.

Class 3

Includes fruiterers selling cut fruit, wholesalers of pre-packaged fresh food and bakeries.

Class 4

Businesses with low-risk packaged goods, such as confectionery.

Other laws, Standards and codes regulating food safety

Other laws, policies and initiatives are also in place to keep food safe.

It is important to understand how national, state, territory and local food laws and policies affect how you are guided and supervised when you work with food.

As well as legislation, most state and territory governments also have regulations that apply to food.

Primary Production and Processing Standards apply in Australia and are contained in the Food Standards Code. These apply to high-risk foods such as seafood and poultry. Imported foods must comply with the *Imported Food Control Act 1992* (Cth).

Additionally, according to the Australian Consumer Law, businesses that sell food must not mislead the public.

Other Standards and codes of practice apply to food businesses, including businesses selling food at temporary locations.

Activity 1: National codes and Standards

Check your understanding of national codes and Standards that underpin food regulations.

Read each statement and select either true or false.

Question 1	The Food Safety Standards shape food safety programs.

* True * False

Question 2	It is only necessary for a food business to follow state /territory laws.

* True * False

Question 3	The Food Standards Code applies to Class 1 and Class 2 food businesses only.

* True * False

Question 4	Laws in certain states and territories require all food businesses to have at least one food safety supervisor.

* True * False

Question 5	Local governments enforce the Standards under the Food Standards Code.

* True * False

Question 6	Federal, state/territory and local governments all play a role in keeping food safe.

* True * False

Question 7	A school canteen can be considered a food business.

* True * False

Example

A visit from an environmental health officer

Gary is the owner of a new cafe in his local town. The cafe will serve a range of food, but its specialty will be spaghetti bolognaise. Gary has never owned a food business before, but he believes he has enough common sense and experience with food to run it properly. He has already identified and controlled the hazards that are specific to his business, and is now preparing for the opening day. He has applied for registration as a food business, but the paperwork has not come through yet.

On the opening day, Gary is halfway through his first lunchtime rush when an environmental health officer walks in, introduces himself and asks to see the food licence, pre-opening inspection report and Gary's food safety records that will enable him to monitor food safety and the effectiveness of controls.

Gary has not completed the pre-opening inspection with the local council. He has some templates for recording temperatures, but hasn't used them yet. The environmental health officer explains that he can help Gary to set up the cafe in a way that meets legal requirements and keeps food safe, but that he must cease operation until this is done.

Environmental health officers

Environmental health officers (EHOs) check that food businesses are doing the right thing and provide support, such as information on best practice to control food hazards.

Gary is setting up his cafe. He has some questions for Steven, the environmental health officer from his local council.

Read the conversation between Gary and Steven.

Gary

Hi Steven, I've heard about environmental health officers, but what do you actually do?

Steven

We work for local councils and it's our job to monitor all cafes, restaurants and other food businesses in the area. You have to be registered with the local council if you serve any high-risk food, including meat, eggs and seafood. We regularly visit and audit premises.

We are not just enforcers, though. In fact, we provide a gold mine of information about food safety and food standards, so never hesitate to contact an EHO if you need up-to-date information or advice.

That's interesting. Do you need a qualification for that role?

5. Take corrective action	It is important that everyone is aware of how to identify and monitor the critical control points, but it is also important to ensure that when an issue is identified, all staff are able to take the needed action to resolve the issue. As a food handler, you need to able to find the food safety information in the workplace and be aware of the procedures for resolving issues. For example, you may need to know what action to take if a fridge is running at 5°C or above. Health authorities and departments may be able to provide information about corrective action. You can read corrective actions for hazards in lower risk food businesses by searching for 'Food safety guide' at: www2.health.vic.gov.au.
6. Follow procedures	Once procedures for controlling the hazard have been established, ensure all workers follow them correctly.
7. Keep records	When monitoring and controlling food safety in the workplace you need to keep information on the results and limits. These records can be used to identify issues as early as possible so that these can be fixed before any issues have taken place. For example, records may indicate that the fridge temperature has been slowly rising over a number of days. The records also provide evidence that the business and the food handlers are taking the correct action to maintain safety in the workplace.

Control food hazards

If you are a food safety supervisor, you will need to determine the action that can be taken when issues are identified and critical limits are breached.

The corrective action required should be listed in the food safety program, but to keep food safe you or your supervisor may need to judge the best action to take for the hazard.

Contingency plans also need to be put in place for when things do not go according to plan.

Preventative measures and procedures give staff the guidelines they need to manage hazards.

All policies and procedures need to be documented and contained within the food safety program so that at any given moment a worker is able to reference the program and find the needed information to complete a task. For example, a new employee who is completing cleaning tasks should be able to refer to the cleaning schedule so that all tasks are completed and the hygiene of the premises is maintained.

A food safety program needs to be reviewed frequently. This can be done through internal and external audits, which may be conducted by an environmental health officer. Audits help to identify areas for improvement and to resolve any issues before a customer or worker gets hurt or becomes sick.

The second HACCP principle is to identify the critical control points, which are points during food handling that can cause risk.

At each critical control point, there may be documents you need to complete. The following provides examples of relevant documents at various critical control points.

Physical contamination

This is the most easily identifiable cause of food spoilage. Food that is contaminated should not be consumed as it has the potential to cause harm.

The most common items causing physical contamination are:

- bandaids
- labels
- hair
- pieces of steel wool from cleaning
- pieces of plastic or glass.

To avoid this contamination, follow policies and procedures, such as using the personal protective equipment (PPE) provided (for example, gloves, aprons and hair nets). Always be diligent to ensure the food you handle is kept safe.

Chemical contamination

Chemical contamination can be caused by cleaning products, fly spray and unwashed fruit and vegetables. Chemical contamination can also happen as a result of oxidisation. Oxidisation occurs when the chemicals in food react with oxygen. For example, fats and wines will oxidise if they are exposed to the air for too long. When fats are stored at room temperature and higher, or are exposed to light, this process is accelerated.

Chemical contamination is not always easy to identify, but can still cause harm if the food is consumed. To avoid this, always follow organisational procedures that are designed to eliminate the risk of contamination.

For example, your organisation will specify where cleaning chemicals need to be stored, procedures to stop food waste from building up and attracting pests, and precautions you should take when using cleaning agents.

Potentially hazardous foods

Food poisoning occurs when food that has developed a lot of harmful bacteria or toxins is consumed.

Some food types are more susceptible to contamination than others and must be temperature-controlled to be safe for consumption. Bacteria that often lead to food poisoning need food to survive, and thrive on high-protein foods. Foods that have been identified as high-risk (supporting a rapid growth of bacteria) include:

- meat
- poultry
- seafood
- eggs
- dairy
- farinaceous foods (including grains and legumes).

The food-poisoning bacteria in these foods are known as pathogens.

Food businesses that serve these foods must follow a food safety program.

Information about safe handling of these high-protein foods is covered in Topic 2 of this learner guide.

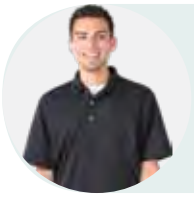
You can watch a video on cross-contamination as well as other videos on food safety at:

- http://foodsafety.asn.au/video-resources/

A temperature probe lets you know the core temperature of food. You may need to use one to be able to tell that food has been cooked to 75°C, or to monitor the temperature of stored food, including food that is refrigerated. It is important to monitor how long food stays in the danger zone for.

Check where the thermometer can be used to measure the temperature. Some measure it at the tip, while others may need to be inserted 2–3 cm into the food. Insert the probe and wait until the temperature gauge settles, then record the temperature.

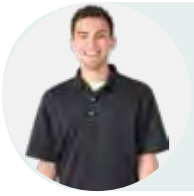
Probe thermometers need to be sterilised before and after each use. You can do this by using boiling water or alcohol wipes.



Do you have any tips for measuring and monitoring storage units?

Yes. Have a plastic bottle of water in the refrigerator so a probe thermometer can check its temperature quickly and easily. This means you won't have to check items in the fridge individually. But the water will need to be changed regularly.

Now, here's a question for you! How do you know that thermometers are accurate, and how accurate do they have to be?



Thermometers must be accurate to plus or minus one degree Celsius. You can calibrate them using the ice water check or the boiling water check.

What else do I need to do to monitor food when it's in storage?

Excellent – that's right!

Keep in mind that it's important to monitor the storage areas, as well as the food.

Frozen food must remain frozen during storage. External temperatures may give false readings and increase the risk of food poisoning.

All temperatures will need to be recorded with the date, time, temperature and who has taken the reading.

You need to follow procedures, and avoid storing and using food beyond safe storage limits.

Good record keeping provides a further safety check. These records are used to identify the critical limits and when they have been breached.

Complete records

A food safety program has templates to use to help you monitor hazards and critical control points.

Food handlers need to monitor high-risk food when it is in the danger zone. If food is out for one hour in the morning then returned to below 5°C, then is back above 5°C in the afternoon for another hour, the food item will have been in the danger zone for two hours. Each time an item is in the danger zone, a food temperature log should be used to record:

- the start time and temperature in the danger zone
- the end time and temperature in the danger zone.

This log is maintained during preparation, cooking, cooling, reheating and serving. For example, the time and temperature for a chicken breast used in a curry should be monitored from when it is cut up to go into the curry to when it is served to the customer.

A temperature log should be kept and completed monthly to demonstrate how safety was maintained throughout preparation and service. The log can also be used to demonstrate that the business is taking corrective action when needed.

Templates will need to be accessible at all times, and all staff should be trained in using the forms, including what information is required.

Here is an example of a food temperature log.

Food temperature log

Date	Food item	Time	Temperature	Corrective action	Name
5/6/17	Dairy	9:00 am	3.4°C	Nil	John Smith
5/6/17	Meat	2:30 pm	6°C	Removed items from fridge and placed into cool room. Reported this to the head chef. Monitored the temperature, which dropped to 3°C within an hour.	John Smith

Write and review food safety records

The information in all food safety records must be accurate and detailed to show that the critical control points have been reviewed.

Food safety templates should be completed clearly, legibly and without abbreviations or jargon. This will eliminate confusion when the forms are being reviewed or audited. It also eliminates unintended consequences, such as throwing out food because other food handlers cannot be sure if the food is safe.

A review of the food safety program templates and logs should be completed regularly to allow for updates and changes. This could include adding new equipment to the equipment log, or updating staff training logs. An internal review should be completed annually. The inspection regime of local government involves an annual audit by the environmental health officer.

2B Handle and prepare food safely

Consider why you need to be so careful with food safety. When you prepare food for customers you need to be able to provide them with a safe product that is not going to make them ill or cause harm.

The food you prepare will be consumed by people with different immune systems, backgrounds and eating habits. You must always follow your organisation's food safety program and prepare food in a manner that is not going to cause illness or injury.

Planning the preparation of food throughout the day will help you to minimise the time that food is in the danger zone. The food's temperature is monitored while it is being prepared to make sure that any time in the danger zone is limited. If changes are needed this can be identified and acted on.

Watch this video [02m:08s] on how to handle food safely.

Safe food-handling practices

Food must be handled safely during preparation and processing.

You need to complete food preparation before cooking or serving it. This may include measuring ingredients, mixing them together, coating food with batter, or grinding and chopping food. 'Processing' in a restaurant, café or hospital kitchen means cooking food in a way that destroys microorganisms (bacteria) and transforms the food from raw to edible.

Critical control points are implemented to maintain food safety for customers and staff. For each critical control point there are policies and procedures to be followed when completing tasks. These set parameters for various control methods, including time, temperature, chemicals used and monitoring food.

Seafood

Blue chopping board

Poultry

Yellow chopping board

Fruit and vegetables

Green chopping board

Raw meat

Red chopping board

Cooked meat

Brown chopping board

Farinaceous food (e.g. grains and legumes)

White chopping board

Safe food handling for different types of food

Foods that are high-risk for bacterial growth need to be handled according to industry and workplace guidelines.

High-risk food must be cooked to 75°C or hotter. Raw and under-cooked foods are the leading source of bacteria in the kitchen.

You can read more about the hazards associated with high-risk foods by searching for 'Potentially hazardous foods' at: www.fda.gov.

Here is information about how you can handle different types of food safely.

Fruit and vegetables (including nuts, herbs and spices)

Although fruit and vegetables do not contain food-poisoning bacteria, they can still be hazardous to health. The use of sprays and chemicals, and risk of contamination from other people and animals can lead to food poisoning.

Fruit and vegetables need to be stored and handled correctly to avoid them being damaged or spoiled by cuts and bruises, which can encourage the growth of moulds and fungi.

It is important to understand the requirements when storing these items. Most fresh fruit and vegetables are temperature-sensitive, and should be stored in a cool room or refrigerator. Some foods, such as potatoes, are light-sensitive and should be stored in dark areas or away from natural light. Stone fruit, such as peaches and plums, and tropical fruit are sensitive to cold temperatures. They should not be stored below 5°C unless they have been cut up.

Farinaceous foods and dried goods

Farinaceous foods include cereals, starchy vegetables, pasta, noodles, rice, polenta and gnocchi. These are often stored in dry form. Dried foods have had the moisture removed from them, making them shelf-stable. If they are stored in a dry, well-ventilated, cool location, they will maintain their stability throughout storage.

As the dry goods are shelf-stable, they are able to last for an extended period of time, but it is important to apply the first-in, first-out storage rules.

Care must be taken if these foods are stored in a refrigerator or cool room after cooking, as bacteria spores may have germinated. They must be covered and disposed of within three days.

Dairy

Dairy products are highly vulnerable to contamination by pathogens and most have a relatively short shelf-life, especially milk (10-16 days under optimum storage conditions). Storing dairy products according to the manufacturer's instructions is vital for reducing the potential for contamination.

Contamination can occur through cross-contamination with other foods, soil, dust, rodents and insects, and improper storage measures that induce the growth of pathogenic microorganisms.

Dairy products should be stored in refrigeration as a perishable product and kept separate from other food products to avoid cross-contamination. Once opened, they should be covered and sealed against possible cross-contamination. Use-by dates also need to be observed.

Frozen

Frozen products should be well-wrapped or sealed in airtight plastic containers to prevent freezer burn. All containers must be labelled with the date, quantity and product, as frozen goods cannot be frozen indefinitely. On receipt, frozen foods must be stored immediately to prevent thawing and should be checked to be frozen solid. If there are signs of defrosting, the items must be sent back.

2C Transport and serve food safely

Packaging, transporting, displaying and serving food are all critical hazard control points.

Receiving and transporting food can cause dangerous consequences for food safety. You need to consider how long the journey is and how hot the food is.

Even if food is prepared safely in one venue, contamination can occur if it is served in a different location. When serving food in a separate venue, always check the utensils that will be used to serve the food. If applicable, there should also be at least one person who takes responsibility for food displays.

Transport food safely

The Food Safety Standards state that food must be protected from contamination during transport. It should be covered and kept at a safe temperature.

Here are the steps to follow to transport food safely.

1	Plan the journey. Keep it as short as possible.
2	Ensure the vehicle is clean.
3	Pack foods that need to be kept cold first.
4	Pack food in containers with lids and use insulated containers if food must be kept above 60°C or below 5°C.
5	On arrival, unload cold or hot food straight away.
6	Place food into temperature-controlled storage.

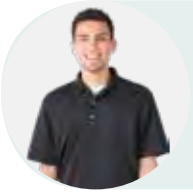
Serve and sell safe food

Customers have certain expectations when they eat at a restaurant or cafe. They expect to be served safe food from a hygienic venue with trained staff.

Theo has some questions for his supervisor, Anabel, about serving food safely.

Read the discussion between Theo and Anabel.

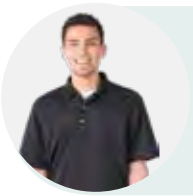
Theo



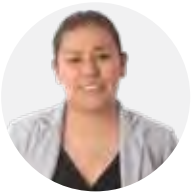
Do I need to wear gloves when I'm serving food, Anabel?

Anabel

Yes, Theo. There must be no contact between a server's bare hands and food, as bacteria can spread easily. Serving tongs ensure this, but gloves also provide a barrier between food and contaminants.

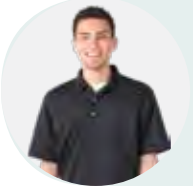


What if I am handling money and using a cash register as well?



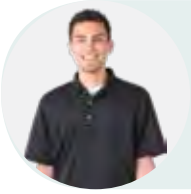
You shouldn't wear the same gloves to handle money and food. Using tongs is a better option, or you could have a different staff member work the till while you handle the food. Follow your organisation's guidelines.

Can you think of other barriers you could use to separate food from bacteria?



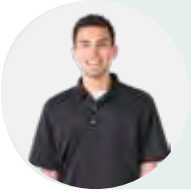
That glass screen we have on the counter, even our uniforms and head coverings.

That's right! Each of those items helps to minimise contamination. Remember, disposable gloves and hairnets are designed to be used once only.



How about food that is displayed at room temperature, like sandwiches?

It is vital to monitor how long food is displayed for, also remembering that you have to take into account the preparation time. The same 2–4 hour rule applies.



Do all serving staff have a responsibility to monitor the food display?

Not always. It depends on the general procedures of your workplace and the food safety program. Your supervisor should advise you about this. However, someone must be supervising the food display and everyone is obliged to do whatever it takes to keep food safe. If you see something that indicates that the food is contaminated, such as a fly settling on food, you need to take action.

You need to keep an eye on pre-packaged food too. Monitoring the food displays for temperatures, stock rotation and maintenance eliminates the risk of serving food that is past its use-by date, stale or spoiled.

Is there anything else that I need to be concerned about when serving or selling food?

Yes! Utensils also require special attention.

Utensils must be used for one food item only to make sure cross-contamination of food does not occur. Utensils can be single-use or reusable. If they are reusable, they need to be cleaned and sanitised correctly with heat or chemicals after each use.

A mix of food products can cause illnesses to customers through the spread of bacteria and contamination.

Sometimes food scoops, cutting boards and knives are different colours to help you control this.

Utensils may have been selected to control serving portion size as well.

Using good quality utensils that are correct for the task will make working with food easier and safer. Take note as some staff may need training in this. Ensure that staff are aware of how and when to use certain utensils.

Topic 3 | Maintain a clean and safe environment

The kitchen gets dirty quickly and staff need to keep it clean for several reasons. Standard 3.2.2 of the Food Safety Standards sets out the requirements for food premises and equipment, which must be complied with to keep food safe and allow the food business to remain in operation.

Many penalty notices are served on food businesses because the business has not controlled pests or has failed to maintain the business to the required standard of cleanliness. Germs can spread quickly and the food you prepare needs to be safe to eat. Cleaning and maintaining the food areas is everyone's responsibility, but you may have responsibility for your work area.

In this topic you will learn how to:

3A Clean, sanitise and maintain

3B Control pests and dispose of waste

Chemicals used for cleaning

Always select the correct cleaning agent for its purpose.

Detergent will not remove all of the germs and bacteria, but it will remove grease and dirt. A sanitiser is then used to reduce the bacteria to a safe level. Cleaning needs to be done in a logical order so that the surfaces can be as hygienic as possible for the next task. This also reduces the risk of pests.

Make sure you use the correct chemicals for each job. Like equipment, some chemicals can damage certain surfaces. For example, caustic products should not be used on aluminium or chrome surfaces, or on plastic. If you are uncertain of what products to use or how to use them, ask your supervisor or manager. For example, solvent cleaners (also known as degreasers) are used where grease has been burned onto equipment or a surface, and abrasive cleaners may be needed to remove build-up on pans.

Information should be available in the organisation's food safety manual and procedures about using cleaning agents to clean surfaces that come into contact with food. Manufacturer's instructions and safety data sheets provide information about chemicals found in cleaning agents.

Cleaning supplies need to be stored away from food to avoid contamination.

Consider the use of PPE while cleaning and sanitising. Some chemicals can cause harm if you are not using the correct safety equipment. Aprons, breathing apparatus, gloves and goggles should be used to prevent chemicals coming into contact with your skin or eyes. PPE will also protect you from unnecessary harm and stop any contamination from you to the work areas.

Cleaning and sanitising

It's important to understand the difference between cleaning and sanitising.

Cleaning removes dirt and grime, scraps and grease from surfaces that come into contact with food. It does not reduce microorganisms (bacteria) to a safe level.

Sanitising kills bacteria and is used to reduce the number of microorganisms to a safe level. Sanitising involves using hot water and/or chemicals. Some sanitisers must be rinsed off afterwards. Check the instructions and workplace procedures.

A dishwasher final rinse of 82°C is hot enough to sanitise dishes, and eating and drinking utensils. If the machine is a stationary rack single-temperature machine, the temperature must be at least 74°C.

Always use clean hands to store sanitised items and put them away quickly once they have been sanitised.

Pest infestation

A critical reason for disposing of waste is to prevent pest infestations.

Read the discussion between Theo and Anabel about pest infestations and how to control them.

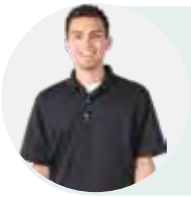
Theo

Anabel, what are examples of common pests and why should I worry about them?

Anabel

Common pests include cockroaches, mice and flies. They can enter a building at any time. You may not always see them, but many carry disease and can contaminate surface areas and foods.

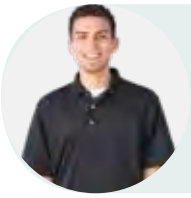
Other pests, like weevils, moths and beetles can come into the building through contaminated foods, even if the supplied goods have been inspected.



I know flies are a common pest, but just how much of a food hazard are they?

Flies are a very real hazard to food! Keep in mind that flies feed off garbage, animal manure and carcasses, so they carry a lot of pathogenic bacteria.

You can see why we don't want them settling on food or food surfaces!



Oh, that is horrible. I will definitely not tolerate flies in the kitchen!

What are some other signs of infestation and what should I do if I spot them?

Other signs of infestation include droppings, damage to packaging, and larvae inside packets.

If you notice a sign of infestation, report it to your supervisor as soon as possible to maintain hygiene in the workplace. The supervisor will then be able to replace the item or refund the purchase (if applicable). They will also identify any large-scale issues with a product. You should also immediately alert other staff to the issue so they can take caution where needed, and not use the contaminated product.

Workplace example for Topic 3

Read the following workplace example to see how the concepts you have learned are applied in a real-life situation.

Jack has just finished preparing food for the next service period. He notices that a lot of food has been spilt, including on the ground and around the table, so he grabs some hot soapy water and starts cleaning the bench and the front of the bench fridge.

As he is cleaning the front of the fridge, he sees a cockroach go underneath. He looks under the fridge and notices there are food scraps. Jack grabs a broom and sweeps up the food scraps on the floor as well as under the fridge. He also cleans under the rest of the benches in the kitchen.

After sanitising the benches, Jack finds his supervisor and reports that he has seen a cockroach. The supervisor contacts a pest control company to remove the pests.

Summary of Topic 3

1. Your work area is your responsibility.
2. Maintain cleaning equipment correctly.
3. Use correct chemicals for cleaning.
4. Follow cleaning schedules.
5. Sanitise work areas frequently.
6. Remove waste and food scraps from the kitchen promptly.
7. Recalled food items should be disposed of according to the supplier's instructions.
8. Undertaking regular equipment maintenance will help to keep running costs down and prolong the life of machinery.
9. Regular cleaning will keep bacteria and food build-up to a minimum, and ensure the kitchen remains safe and hygienic.
10. Immediately report any signs of pest infestation.