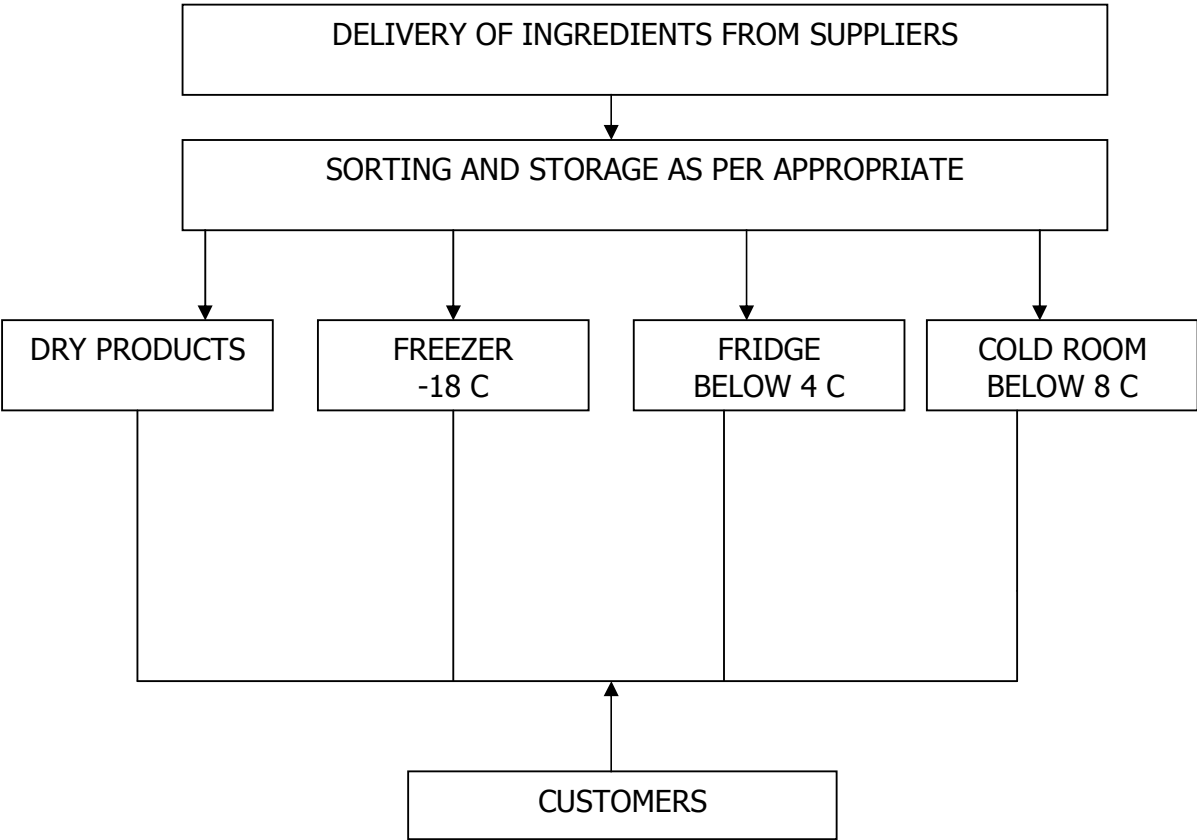


YOUR LOGO HERE

HACCP
Hazard Analysis System

INTRODUCTION

FLOW DIAGRAM FOR HOT THAI FOOD-PROCESSING



HAZARDS MONITORING AND PREVENTATIVE ACTIONS

PROCESS STAGE		HAZARD	PREVENTATIVE ACTION and MONITORING
1	PURCHASE AND DELIVERY	-Cross-contamination -Poor quality -High temperature	-Do not use poor quality and use reputable suppliers -Visual check on delivery -Check temperature of product on delivery
2	STORAGES	-Cross-contamination -Poor quality -High temperature	-Store raw and Ready-to-eat, cooked food separately -Check and record chill temperature daily/LOG BOOK -Visual check daily -Keep (dry & chill) store areas clean/ following Cleaning schedule -Keep chill store doors close -Well covered prior to storage
3	DEFROSTING	-Cross-contamination -High temperature	-Avoid danger zone (5 – 63 C) -Defrost any raw meat in cold-room or fridge, place on clean tray, bottom shelf of the chill unit -Check and record chill temperature daily/LOG BOOK -Visual check daily -Keep chill store areas clean/ following Cleaning schedule -Keep chill store doors close
4	PREPARATION	-Cross-contamination -Poor quality -High temperature	-Avoid danger zone (5 – 63 C) longer than 90 minutes -Defrost frozen food properly -Personal hygiene -Staff food hygiene training -Follow 'clean as u go' system/ Cleaning schedule -Once prepared, keep chilled immediately

Continue next page >

Continue from previous page

PROCESS STAGE		HAZARD	PREVENTATIVE ACTION and MONITORING
5	PEST CONTROL	-Contamination	-Stock control -Visual check and keep record up to date/PESTS RECORD -Pest control monthly daily -Keep (dry & chill) store areas clean/ following Cleaning schedule -Keep storeroom doors close -Well covered prior to storage
6	CLEANING	-Contamination	-Staff's training (of where, why when and how to cleaning effectively) -Follow cleaning schedule

Operating Critical Limits

BACTERIAL SPECIES	PREPARATION	COOKING	REHEATING	HOT-HOLDING
SALMONELLA (POUTERY PRODUCTS)	√	^75 C	^85 C	^63 C
E.COLI 0157 (RAW (MINCED) MEATS)	√	^75 C	^85 C	^63 C
CAMPHYLOBACTER (WATER, SEA FOOD PRODUCTS)	√	^75 C	^85 C	^63 C
BACILLUS CEREUS (RICE)		^121 C	^85 C	^63 C
STAPHYLOCOCCUS AUREUS (HUMAN SKIN, OPEN CUT)	√	^75 C	^85 C	^63 C

PEST REPORT POLICY

1. Rats and Mice

The following occurrences must be brought to the attention of the Manager without delay:-

- (a) droppings (if recent they will be shiny and soft);
- (b) footprints in dust;
- (c) gnawing marks and damage (in boxes for example);
- (d) smear marks (grease shed from the fur of animals onto contact surfaces such as walls);
- (e) holes and nesting sites;
- (f) runs in uncut undergrowth;
- (g) the animals themselves, either dead or alive.

2. Birds: pigeon's sparrows seagull's

The following occurrences must be brought to the attention of the manager without delay:-

- (a) the presence of birds either dead or alive within the factory;
- (b) droppings;
- (c) nests.

3. Flies

The following occurrences must be brought to the attention of the manager without delay:-

- (a) the discovery of eggs, maggots or pupae;
- (b) malfunction of any fly killing devices.

PEST CONTROL POLICY

We recognize the importance of pest control within the food industry. So we employ a professional pest controller, '**PESTKILL LTD**' to manage any pest problems. Furthermore, we have also identified the following important reasons for pest control:-

- 1. to prevent the spread of disease;
- 2. to prevent wastage of food;
- 3. to prevent damage;
- 4. to comply with the law.

To that **ENVIR PEST CONTROL SERVICES LTD** ensures that:-

- (a) the layout, design and construction of our premises are such that they protect against external sources of pest contamination;
- (b) all foods are adequately protected from the risk of contamination;
- (c) adequate procedures are in place to ensure pests are controlled, professional advice and help being sought in the event of the discovery of any infestation;
- (d) adequate instruction is given to all staff requiring them to report any potential infestations.

Routine inspection for pests is undertaken in-house and is undertaken at regular intervals (normally, at a minimum frequency of every 6 weeks). A record of such inspection is kept/provided.

PEST CONTROL RECORD

Areas to be examined:

1. Food preparation and cooking areas
2. Packing and storage area
3. Refuse stores
4. Toilets
5. Offices
6. Exterior of the premises
7. All other areas (specify)

See RECORD - PEST CONTROL

TEMPERATURE CONTROL POLICY

We have identified the need for temperature control within our business and as a result we monitor the temperature of all high-risk products (predominantly, meat, poultry and sea food) and the process, which held within all of our premises regularly and on the daily basis.

More specifically we will also monitor the temperatures of:

- (a) all raw meats and sea foods on an arrival to our premises;
- (b) chill units: refrigeration, freezer and cold room;
- (c) whilst undergoing any cooking processes.
- (d) during transported delivery using the company's own vehicles.

The following temperatures shall be deemed to be acceptable:-

- (i) Refrigerated transport vehicles (own)
- (ii) Fridge transport 0-4°C
- (iii) Freezer transport no warmer than -18°C

It shall be the duty of the management and all staff as designated to both monitor and record on the appropriate log sheets the temperatures achieved for each identified monitoring site.

The following restaurant/b ranches are identified as points to be monitored and further each premises has identified for it those persons responsible for undertaking the monitoring at that site.

Below is site's names and person's responsible for all Food Safety Documents:

Premises names and address	Person responsible
Thai House, The Lane, Avon CV37 17LS	<u>Present</u> Manager and Head Chef
Thai Antt, 20 Ient Street, Oxford OX32 5HQ	<u>Present</u> Manager and Head Chef
Thai Hotel, 30 Old Street, Warwick CV0 4DE	<u>Present</u> Manager and Head Chef

Thai Elephant, 7 Lanna Road, Twickford OG10 9ER	<u>Present</u> Manager and Head Chef
Thai Blue, 610 Gorges Place, Birmingham BR50 3PN	<u>Present</u> Manager and Head Chef
Thai Old, 69 Astle Street, Cirencester GL17 16QH	<u>Present</u> Manager and Head Chef
Thai Old, 88 high Street, Vesham ER11 4EU	<u>Present</u> Manager and Head Chef
Thai Odern, 365 Conner Street, BK9 1EH	<u>Present</u> Manager and Head Chef
Thai Lord, 6 Orth Bar, OXFORDSHIRE OX19 10TN	<u>Present</u> Manager and Head Chef
Thai Lord, 7 Rennett's Hill, Birmingham B2 15RT	<u>Present</u> Manager and Head Chef
Thai Lord, 80 Art Street, Henley On Thames RG9 2AU	<u>Present</u> Manager and Head Chef
Thai Lord, 2 Raly Road, Maidenhead SL6 81NJ	<u>Present</u> Manager and Head Chef
Thai Lord, 518a Clement Road, Oxford OX14 1AH	<u>Present</u> Manager and Head Chef
Thai Lord, 21 Sheep Street, Rugby CV21 3BU	<u>Present</u> Manager and Head Chef
Thai Lord, The Town, Wallingford OX19 8ER	<u>Present</u> Manager and Head Chef

In the event of any monitored temperatures exceeding those previously stipulated as acceptable it will be the responsibility of the monitor to report the abnormal temperature to the Management and ----- – Food Consultant from -----.

See sample of our Temperature Check Sheet next page.

Sample of Temperature Check Sheet of Thai Lord GROUP
Month/Year:.....

Date	ตู้เย็น Fridge No.					ห้องเย็น Cold room	ตู้แช่แข็ง Freezer No.			อาหารสุก Hot Cooked Food			ตู้ร้อน Hot-holding	สิ่งที่แก้ไข เมื่อพบว่าตัวต่างๆ มีอุณหภูมิสูงกว่าปกติ Action taken if temp exceed tolerances	ชื่อผู้ตรวจ Action completed by
	1 Sweet ขนม	2 Fish ปลา	3 Meats เนื้อ	4 Veg ผัก	5 Starter		6	1 Starter	2 Fish ปลา	3 Meats เนื้อ	Rice ข้าว	Curry แกง			
1															
2															
3															
4															
5															
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พระราชบัญญัติกำหนดว่า อุณหภูมิของอาหารควรเป็นดังนี้คือ ห้องเย็นควรต่ำกว่า 8°C, ตู้เย็นต่ำกว่า 5°C, ตู้แช่แข็งอยู่ระหว่าง -18 ถึง -22°C, อาหารสุกที่ไม่ต่ำกว่า 70°C, อุณหภูมิของอาหารที่ไม่ต่ำกว่า 75°C, เครื่องเก็บอาหารร้อนหรือบุฟเฟไม่ต่ำกว่า 63°C
 Ideal temperatures: Cold room <8°C, Fridge <5°C; Freezer between -18°C to -22°C; hot cooked food >75°C; Re-heated food >75°C; Hot holding >63°C

Sample of WEEKLY TEMPERATURE LOG – Delivery

Week commencing...../...../.....

DATE	DELIVERY NO. or PRODUCT อาหาร	Temperature °C อุณหภูมิ	Condition/date coded (ลักษณะอาหารที่ตรวจพบ) (put ✓ after checking)		ACTION สิ่งที่แก้ไข เมื่อพบว่าตัวต่างๆ มีอุณหภูมิสูงกว่าปกติ	SIGNED BY ชื่อผู้ตรวจ
			Satisfactory	Unsatisfactory		
วันที่ MON						
TEUS						
WED						
THURS						
FRI						
SAT						
SUNDAY						

CLEANING POLICY

We are fully aware of effective cleaning in all of our restaurant branches. Hence we have our own **Cleaning Policy**, which has been adopted from **Food Hygiene Regulations (2006)** and various **advices** i.e., EHO(s) and its **Local Authority** and ----- (our contracted Food Hygiene Consultant). We concentrate on four important areas, where **cross-contamination** is likely to persist: workshop; cloths; equipments and other utensils (chopping boards; knives and cleaning materials) and Hands.

To apply this policy correctly and accordingly, we employ ----- of ----- (Tel: -----) to produce Food Safety Policies and other check sheets (see samples) and inspect all food outlets (at present 15 branches) monthly. The information then passed on to managers, head chefs and *all* staff during food hygiene courses, regular meetings and monthly inspection by -----.

Worktops

It's very important to keep worktops and chopping boards clean because they touch the food we eat. If they aren't properly clean, bacteria could spread to food and can make our customers ill. To prevent this problem, staff must be trained in food safety, at least 'Level 2 Award in Food Safety in Catering', then update every three years thereafter. Staff are informed to:

- Wash worktops before start preparing food.
- Wipe up any spilt food straight away.
- Wash worktops thoroughly after they have been touched by raw meat, including poultry, or raw eggs.
- Never put ready-to-eat food, such as salad, bread or fruit, on a worktop or chopping board that has been touched by raw meat, unless you have washed it thoroughly first.
- Use a dishwasher to clean plastic chopping boards.
- Use dishwashers at high temperature for cleaning utensils, which can kill bacteria. Otherwise, wash chopping boards thoroughly with hot water and washing-up liquid.

Ideally, it's better to have separate chopping boards for raw meat and for ready-to-eat food.

Cloths

Dirty, damp cloths are the perfect place for bacteria to breed. So staffs are asked to wash kitchen cloths and sponges regularly and leave cloths to dry before using them again.

We also provide different cloths for different jobs. For example, use one cloth to wipe worktops and another to wash dishes. This helps to stop bacteria spreading.

The safest option is to use disposable kitchen towel to wipe worktops and chopping boards. This is because the kitchen towel is throw away after using it once, so it is less likely to spread bacteria than cloths you use again.

Staffs are also informed that tea towels can also spread bacteria, so it's important to wash them regularly and be careful when and how to use them. Staffs are informed of the danger of bacterial cross-contamination if they were to wipe their hands on a tea towel after they have touched raw meat, as it will spread bacteria to the towel. The staffs are asked to use the tea towel to dry a plate so that the bacteria will spread to the plate.

Equipments, Knives, spoons and other utensils

To help stop bacteria spreading to food, staffs are informed to keep knives, wooden spoons, spatulas, tongs, etc. clean. These items must be thoroughly cleaned after using with raw meat, so that they will not spread bacteria to other food.

For effective cleaning, all utensils, knives, spoons, plates, etc must be cleaned by a dishwasher provided – at a high temperature ^55 C. Otherwise, wash them thoroughly with hot water and washing-up liquid.

Hands

It's very easy for hands to spread bacteria all round the kitchen, because we touch so many things, from food to fridge handles, towels to can openers. So to keep our premises and kitchen clean, staffs are advised to keep their hands clean at all times during working hours.

So staffs are informed to wash your hands thoroughly with soap and warm water at each of these times:

- before starting to prepare food
- after touching raw meat, including poultry
- after going to the toilet
- after touching the bin
- after touching pets

And dry their hands thoroughly, because if they are wet they will spread bacteria more easily. The safest option is to use disposable kitchen towels, otherwise use a towel that staffs only use for drying hands - not the apron or a tea towel.

See samples of cleaning schedules and Equipment Repair sheet next page.

Samples of cleaning schedules

Week Commencing:																				
Area/Equipment บริเวณ/สิ่งที่ทำความสะอาด	Frequency of cleaning ความถี่				Method of Cleaning วิธีทำความสะอาด						Protective clothing ใช้ถุงมือ ขณะทำความสะอาด	Signed by cleaner เซ็นต์ชื่อหลังทำความสะอาด							Comments (ติ/ชม)	
	After use หลังใช้	After shift ก่อนปิดครัว	Weekly ทุกสัปดาห์	Monthly ทุกเดือน	Yearly หนึ่งปี	1. Remove any obvious food (ถ้ามีอาหาร)	2. Wash with hot soapy water (ล้างด้วยน้ำร้อนกับผงซักฟอก)	3. Rinse with clean water (ล้างด้วยน้ำสะอาด)	4. Apply disinfectant (ล้างด้วยน้ำยาฆ่าเชื้อ)	5. Rinse with clean water (ล้างน้ำเปล่าสุดท้าย)		6. Dry with clean cloth (เช็ดให้แห้ง)	S	M	T	W	T	F		S
Work surfaces (พื้นผิวที่เตรียมอาหาร)																				
Floor (พื้นห้อง)																				
Walls (ฝาผนัง)																				
Cold room (ห้องเย็น)																				
Fridges (ตู้เย็น)																				
Freezers (ตู้แช่แข็ง)																				
Cookers (เตาแก๊ส)																				
Others (อื่นๆ กรุณาระบุ)																				
Manager and/or Head Chef's comments and initial (ลายเซ็นต์ของหัวหน้างาน)																				

Samples of toilet cleaning schedules

Phuket Pavillion Thai Restaurant						W/C (สัปดาห์ที่เริ่มทำความสะอาด)			
TOILET HYGIENE – INSPECTION REPORT						----/----/-----			
Time Date	9am	11am	1pm	3pm	5pm	7pm	9pm	10pm	12pm
Mon									
Tues									
Wed									
Thurs									
Fri									
Sat									
Sun									

IMPORTANT – THE MEMBER OF STAFF GIVEN RESPONSIBILITY TO INSPECT THESE TOILET MUST TAKE WHATEVER ACTION IS NECESSARY TO MAINTAIN THE HIGH STANDARDS DEMANDED BY MANAGEMENT. HE/SHE IS REQUIRED TO INITIAL THE APPROPRIATE SECTION ABOVE TO SIGNIFY THAT AN INSPECTION HAS BEEN CARRIED OUT AND THAT THE TOILETS ARE IN A SATISFACTORY STATE OF CLEALINESS.

หมายเหตุ - พนักงานที่มีหน้าที่รับผิดชอบทำความสะอาดห้องน้ำ กรุณาทำหน้าที่ของท่านให้ดีที่สุด เมื่อห้องน้ำสะอาด มีระเบียบเรียบร้อยและมีกระดาษทิชชูเพียงพอ กรุณาลงลายมือหรือชื่อย่อของท่าน เพื่อแสดงให้ผู้จัดการเห็นว่าได้ทำหน้าที่สมบูรณ์

Sample of EQUIPMENT MAINTENANCE AND REPAIR LOG

LOCATION.....

Date Electrical Tested and/or Repaired D/M/Y	Equipment	Frequency	Contractor Work Completed			Comments
			YES	NO	To come back D/M/Y	
Manager's comments						

Staff Training Policy

The law required that food handlers are supervised, instructed and/or trained depending upon the nature of their duties (Food Safety Regulation, 2006). Such training and supervision can also ensure that our staffs understand the importance of keeping these policies and other food hygiene documents up-to-date. Hence we ensure that all kitchen staffs and management teams are trained at least 'Level 2 Award in Food Safety in Catering'.

See sample of Staff Training Records next page.

Sample of Group Training Records

Location:

Staff name	Date of training and Detail of training centre provided training		Name of Qualification
	D/M/Y	Details of Training Centre	

Sample of Individual Training Records

Location:

Staff name	Date of training and Detail of a person provided training			Topic of Training (Tick as appropriate)					
	D/M/Y	Name of supervisor		Personal Hygiene	Cross-contamination	Cleaning	Cooking/reheating Keeping hot food hot	Chilling	Pests
		Manager	Head chef						

STAFF HYGIENE AND WORK RULES

TO BE OBSERVED BOTH IN THE FACTORY AND AT ANY AUCTION MARKETS

1. All staff must wear clean protective clothing, including hats and hairnets (hats and hairnets not necessary at auction markets).
2. Hats and hairnets must completely enclose the hair.
3. Outdoor clothes must not be worn in work or storage areas.
4. Staff must not wear watches or loose jewellery.
5. Staff must not eat or drink, additionally spitting is totally forbidden.
6. Staff must not wear strong perfumes or aftershaves.
7. Staff must wash and dry their hands each time they enter work areas, and after visits to the toilet.
8. Staff must not lick fingers, blow noses etc while handling fish.
9. Staff must inform management if they are suffering from vomiting, diarrhoea, other stomach upsets, infectious diseases, skin complaints or cuts.

I have read the Company's rules and agree to abide by them

Signed: Date:

Print Name: Reviewed: