

Health and Safety Policy

Hospitality and Events

1. Policy Statement

I as Head of Hospitality and Events am committed to providing and maintaining a healthy and safe working environment for staff, students, visitors, contractors and anyone else who may be affected by the activities of this department.

Hospitality and Events has made detailed arrangements for implementing this health and safety policy.

In order to achieve this aim, Hospitality and Events has the following key objectives:

1. To comply with Health and Safety legislation, The University of Manchester Health and Safety Policy and relevant Codes of Practice and Guidance Notes
2. To identify hazards to which staff, students, contractors and visitors might be exposed, to assess risks and implement control measures
3. To ensure that staff, students and visitors are adequately informed of the risks to which they may be exposed and where appropriate receive information, instruction, training and supervision
4. To record the findings of risk assessments and to review them at least annually
5. To use the departmental health and safety committee to regularly monitor and review the effectiveness of health and safety arrangements and controls by means of annual departmental inspections and audits
6. To ensure that all new members of staff receive a health and safety induction
7. To ensure that annual audits of health and safety management and performance will be carried out in each operational area
8. To ensure that those individuals given responsibility regarding Health and Safety within Hospitality and Events have adequate resources and facilities to carry out their duties
9. To work beyond legal minimum compliance and to continually strive for health and safety improvement.

The responsibility for health and safety management and performance in Hospitality and Events lies with the Head of Hospitality and Events.

All staff has a legal duty to work in a safe manner and to consider others who may be affected by their actions.

Those members of the Hospitality and Events team with management or supervisory duties for staff, students or visitors have a particular duty to ensure the health and safety of people under their supervision.

Within Hospitality and Events – these people are:

- **Liam Bergin – Head of University Catering**
- **Emma Stansfield – Head of Residences Catering and Bars Operations** who is responsible for URBars and FoodInResidence
- **Simon Mason – General Manager Chancellors Hotel**
- **Jonathan Minshull – General Manager Hospitality** who is responsible for Taste Manchester and The Collection
- **Jane Pinder – Conference and Events Manager** who is responsible for Conference and Venues
- **Mark Cecil – CPU Kitchen Manager** who is responsible for the Production and Delivery Unit supplying Hospitality and FoodonCampus

I have access to competent health and safety advice from the Directorate of Estates and Facilities, Health and Safety Officer and through the University's Health and Safety Services team.

All Hospitality and Events staff are encouraged to contribute fully in developing and maintaining a safe and healthy working environment I acknowledges the importance and contribution of trade's union representation.

All staff are required to comply with this policy and the arrangements made under it. If staff feel that their health and safety concerns are not being met by their line manager, they should feel free to contact me directly.



Alison Shedlock

Head of Hospitality and Events
December 2017

1. Introduction

Hospitality and Events has a duty to assess the health and safety of its employees and to anyone who may be affected by their activities and reducing risks to tolerable levels. This includes the safe and hygienic provision of food and beverages by any individual, department, halls of residence, company or other body e.g. student societies, whether or not the provision is for profit.

This policy sets down the framework for all food handling within Hospitality and Events. It applies to all workplaces and food supplied by the hotel, in-house retail and catering outlets, catered halls and external companies delivering on campus. It also applies to private functions associated with the University.

This policy does not apply to food brought onto University premises by individuals for their own consumption; this includes food which is bought and prepared for consumption by residents of self catered residential accommodation.

2. Policy Statement

Hospitality and Events recognise and acknowledge their responsibility for food safety, and will ensure that all food provision covered by this policy is safe and fit for human consumption.

3. Policy Objectives

The objectives of this policy are as follows:

- To ensure that all food supplied to, delivered internally or externally by Hospitality and Events is produced, stored, handled and transported in accordance with the Food Safety Management System and any other relevant legislation.
- To ensure that all external catering providers are on the University nominated suppliers list
- To ensure all catering premises are registered with the local authority.
- To ensure that all food providers have adequate food safety management systems and controls in place, relevant to the type of food provision within the operation
- To ensure that all risks associated with food provision are reduced to a tolerable level.
- To ensure that all food handlers have the necessary competence to undertake their duties in accordance with the requirements of this policy.

4. Application

This policy applies to all food handling activities undertaken by or on behalf of Hospitality and Events including students and contractors.

5. Organisational Responsibilities

The Head of Hospitality and Events

Will ensure that:

Will be ultimately responsible for ensuring the implementation of the policy at all levels within the organisation and the provision of adequate resources to meet the requirements of this policy. The Head of Hospitality and Events will update the content of the FSMS when appropriate and review it on an annual basis. The Head of Hospitality and Events will also ensure there is adequate allocation of funding to each site to ensure they can operate within the scope of the food safety management system.

- All food outlets and catered halls are externally audited annually. Monthly internal audits are carried out and any additional audits where necessary due to risk assessment deemed.
- The significant findings of all external audits are reported to the Health and Safety Committee at least annually and significant findings from internal inspections reported at the quarterly Health and Safety Committee meetings.
- Food providers are provided with suitable advice on all aspects of food safety and food hygiene
- The food safety policy, statutory requirements and audits are monitored and reviewed regularly.

Food Providers

Will be responsible for the implementation of the Food Safety Management System (FSMS) and for all matters relating to food safety in all business areas. This includes ensuring the maintenance of structures to a safe standard, staff training and awareness and ensuring high standards of cleanliness in all of the business areas under their responsibility.

Will ensure that:

- The FSMS is implemented and operated within the business areas;
- Monitor and maintain all records within areas of responsibilities;
- The FSMS and workplace standards are monitored through regular audits to assess the standards of the operation;
- All staff receive suitable food hygiene training commensurate to their work activity;
- All recommendations from visiting Enforcement Officers and company appointed consultants are acted upon
- Any pest infestation found is reported immediately to the appropriate person;
- Systems and records in relation to food safety, included within this FSMS, are fully implemented, maintained and up to date;
- Food handling duties are conducted with due regard for the training I have received; In consultation with management, that I initiate any corrective actions in accordance with this FSMS where it is found a breach has arisen;
- In consultation with Management, I keep up-to-date with food safety legislation and technological developments and ensure that they are implemented where applicable;
- The Hazard Analysis and Critical Control Point (HACCP) system inclusive of all the Safe Methods is implemented and followed by staff;
- All compliance paperwork including the diary is thoroughly completed and readily available for inspection by enforcement officers, third party auditors and Management staff;
- All waste is monitored and recorded in accordance with current procedures.

Food Handlers

Food handlers are responsible for carrying out their food handling duties with due regard for the training that they have received.

Will ensure that:

- Attend appropriate training sessions within work time that are organised by the company; Ensure that the FSMS procedures are strictly followed at all times; Report, if they or any close members of their family, are suffering from any food poisoning symptoms e.g. Diarrhoea, vomiting, stomach pains, any septic cuts or any other infectious conditions; Bring to the attention of management any situation which may compromise food safety as soon as they become aware of it e.g:
 - Discovery of unfit or out of date food
 - Any contamination risk
 - Any pest sighting
 - Any maintenance issue
- Complete and sign off of all relevant food safety documentation as delegated, e.g:
 - Cleaning rotas
 - Kitchen diary records
- Ensure all areas of work are clean and safe to work in;
- All waste is monitored and recorded in accordance with current procedures.
- Cooperate with food providers to ensure that all aspects of the food safety management system are adhered to.
- Report to line managers any issues which they believe could result in a food borne illness or disease
- Cooperate with the University and Hospitality and Events in all food safety and food safety related matters.
- Comply with all University and Hospitality and Events policies and procedures.

6. Glossary of Terms

Food

Any substance or product, whether processed or unprocessed, intended to be or reasonably expected to be consumed by humans. This to include drinks and water or any substance incorporated into the food during its preparation or treatment.

Food Business

Any undertaking, whether or not for profit, whether public or private, carrying out any activities related to any stage of production, processing and or distribution of food.

Food Provider

The person responsible for ensuring that the requirements of food law are met within the food business under their control.

Food Handler

Any person, including staff, contractors, students and outside vendors, supplying and handling food for consumption on University premises.

Food Operations

Any area involved in one or more of the following operations

Preparation	Storage
Processing	Transportation and distribution
Manufacture	Handling, offering for sale or supplying a consumer
Packaging	

Food Safety Management System

To achieve the following in relation to food safety and hygiene with regard to the four C's of food safety:

- That food handlers are fully aware of the importance of controlling the risks of **cross contamination** with regards to their own personal hygiene, good hygiene practices, the safe storage and preparation of food and managing chemical, physical and microbiological contaminants. They are also aware of the correct reporting procedures of pest activity, maintenance issues, complaints and customers with food allergies.
- That all members of staff know of the importance of **cleaning and disinfection** routines and the methods, precautions, frequencies and use of Personal Protective Equipment is carried out with reference to the documented cleaning schedules.
- That each member of staff is aware of the correct **chilling** procedures for chilled and frozen food storage, displaying chilled food, and the safe methods for defrosting and cooling. Staff will also be trained in the correct use of blast chillers if these are used on the premises.
- That all food handlers follow the documented safe **cooking** procedures and are aware of the safe time and temperature combinations for cooking, reheating and hot holding. Staff are also trained in the correct use of cooking equipment, hot holding equipment and microwaves. The handling, storage and preparation of high risk foods are given priority to ensure the safety of such foods.

Hospitality and Events also aim to achieve the following in relation to the management and review of the Food Safety Management System:

- That the 7 principles and the correct procedures of Hazard Analysis and Critical Control Point (HACCP) are carried out. That the procedures are monitored and reviewed and that comprehensive records are kept to demonstrate at all premises that due diligence is being observed in relation to food hygiene.
- That any changes to the systems, menus, equipment or staff are reflected in the documentation and records of the Food Safety Management System.

Food Safety Management Systems currently in use are

The Food Standards Agency – Safer Food Better Business
Hospitality and Events – Food Safety Management System