LEARNERS GUIDE

Follow workplace hygiene procedures
SITXOHS002A
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CONTENTS

TEXT

Overview .................................................................................................................................. 3
Follow hygiene procedures and identify hygiene hazards ....................................................... 3
Report any personal health issues .......................................................................................... 25
Prevent food and other item contamination ...................................................................... 29
Prevent cross-contamination by washing hands ................................................................. 33

GLOSSARY ....................................................................................................................... 35

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OVERVIEW

When it comes to preparing and serving food you simply can’t afford to be careless.

Have you woken in the middle of the night and experienced stomach cramps, diarrhoea or vomiting?

The unlucky ones among us may have experienced all three complaints at the same time. This pain and discomfort can be traced back to eating food that was contaminated or poisoned.

If you fail to follow basic food hygiene you not only place your workplace and yourself in danger but you jeopardise the health of your customers. Food that is unsafe can lead to death. You simply can’t afford to be slack.

Completion of this unit will enable you to follow set procedures, identify and control simple hazards and take hygiene measures to ensure that food and other items, such as equipment and appliances, are free from contamination.

In this unit you will learn how to:

- Follow hygiene procedures and identify hygiene hazards
- Report any personal health issues
- Prevent food and other item contamination
- Prevent cross-contamination by washing hands

1.0 FOLLOW HYGIENE PROCEDURES AND IDENTIFY HYGIENE HAZARDS

In this section you will learn how to:

- Follow workplace hygiene procedures in accordance with legal requirements.
- Demonstrate correct handling and storage of all items.

What food safety regulations are in place?

Preventing food poisoning relies on having food safety procedures in place. It is vital that staff strictly follow those safe food practices.

These apply to any business involved in the production of food for sale: from fast food outlets, cafes and canteens, hotels, restaurants, events and conference centres through to mining, in-flight catering and tour operators.

Click here to check out the consequences of not following safe food practices.
Poor food practice consequences
The legal consequences of poor hygiene and unsatisfactory food practice are serious. You may remember the case that made news headlines where one person died and hundreds were hospitalised after eating contaminated egg mayonnaise in pork rolls. This is why there are many legal requirements for food service establishments. They include national and state legislation, food safety standards and local government requirements. These laws are enforced by state and territory health departments and local government authorities.

Food safety legislation

Click on your state or territory and see the food safety legislation that applies to you.

Commonwealth
- FSANZ Food Standards Code
- FSZNA Food Safety Standards
- National Food Authority Act 1991 (Cth)
- National Food Authority Amendment Act 1995 (Cth)
- Food Standards Australia NZ Act 1991

Australian Capital Territory
- Food Act 1992 (ACT)
- Food Regulations 1994
- Local government health by-laws

New South Wales
- Food Act 2003 (NSW)
- Food Regulations 2004
- Local government health by-laws

Victorian
- Food (Amendment) Act 1997
- Food (Amendment) Act 2001
- Food Act 1984
- Local government health by-laws

Queensland
- Food Act 2006
- Food Hygiene Regulation 1989
- Food Standards Regulation 1994
- Local government health by-laws

Tasmania
- Public Health Act 1997 (Tas)
- Food Act 1998
- Local government health by-laws
Western Australia
- Food Act 2008
- Health Act 1911
- Health (Food Hygiene) Regulations 1993
- Local government health by-laws

South Australia
- Food Act 1985
- Food Hygiene Regulations 1990
- Food Regulations (Amendment) 1999
- Local government health by-laws

Northern Territory
- Food Act 1986
- Food Standards Regulations
- Local government health by-laws

Who is FSANZ?
- Click on the pictures to learn more about the FSANZ.
  - Food Standards Australia New Zealand (FSANZ) is a statutory authority operating under the Food Standards Australia New Zealand Act 1991. The Act provides a common reference point for governments, industry and the community to establish and maintain uniform food regulation in Australia and New Zealand.
  - The purpose of FSANZ is to consolidate responsibility for developing food standards in one specialist agency and to ensure the uniformity of food standards across all states and territories. The relevant jurisdictions continue to have primary responsibility for enforcing food laws.
  - The FSANZ national Food Standards Code seeks to standardise food hygiene regulations. It enables efficient and cost-effective control systems for safe and hygienic production, storage, transportation, retailing and handling of food. It is designed to cover the whole food supply chain, from paddock to plate, for both the food manufacturing industry and primary producers.

What are the key features of the Food Standards Code?
- The food standards code is divided into four chapters.
  - Click the pages of the book to explore the food standards code.

Food Standards Code

Chapter 1 – General Food Standards
Deals with standards which apply to all foods.

Chapter 2 – Food Product Standards
Deals with standards affecting particular classes of food.
Chapter 3 – Food Safety Standards
Outlines the minimum requirements for a food business in regards to hygiene/food handling matters, and that the responsibility of safe food lies with the food business and the food handler. A way of managing food safety risks is to implement a food safety plan, i.e. a HACCP (glossary).

Chapter 4 – Primary Production Standards
Establishes primary production standards for agricultural commodities.

In a nutshell

The food standards code requires that a food business demonstrates to regulatory authorities that they have safe food systems in place. Council Environmental Health Officers will assess food handlers and a food business against the requirements of the food standards code.

What is a Food Safety Program?

Click on the checklist and see what a Food Safety Program does.

- Systematically identifies the potential hazards that may be reasonably expected to occur in all food handling operations of the business.
- Identifies where, in a food handling operation, each hazard identified can be controlled and the means of control.
- Provides for the systematic monitoring of those controls.
- Provides for appropriate corrective action when that hazard, or each of those hazards, is found not to be under control.
- Provides for the regular review of the program by the food business to ensure its adequacy.
- Provides for appropriate records to be made and kept by the food business demonstrating action taken in relation to, or in compliance with, the food safety program.

Some states in Australia have made Food Safety Programs compulsory for retail food businesses.

What food handling principles need to be observed by proprietors and food handlers?

There are basic principles outlined in the food standards code that must be observed by proprietors and food handlers.

Click on the picture to check out what they are.

- Any food sold from the premises must be safe and suitable for human consumption.
- The premises (including the equipment, appliances and utensils used in the premises) must be kept in a clean and sanitary condition.
Prepared food is stored in a manner that protects it from contamination.

Food handlers must take all reasonable measures to ensure the safety and suitability of the food they help produce.

Food handlers must have the skills and knowledge that they need to handle food safely as they carry out the work that they are responsible for.

Staff skills and knowledge must include food safety and food hygiene matters.

What are food safety issues?

- Food safety issues cover what staff must do to food to keep food safe.
- Food hygiene practices cover what staff must do to keep things clean so they do not contaminate food.

The following example shows the difference between food safety issues and food hygiene practices.

A food handler in a shop prepares, stuffs and cooks whole chickens. The staff member who does this work must have appropriate food safety and food hygiene knowledge and skills to make sure that the chicken is prepared safely for sale.

Click on the pictures to check out the food safety skills and knowledge required.

The food safety skills and knowledge needed for this job include:

- **knowing** that raw chickens are likely to be contaminated with dangerous bacteria and that eating undercooked chicken can cause food poisoning
- **knowing** the cooking time and temperature needed to make sure that the chicken and the stuffing are thoroughly cooked
- **the skill** needed to check the chicken to make sure it is thoroughly cooked
- **knowing** the correct storage temperatures for both raw and cooked chickens
- **the skills** needed to make sure that equipment is set at the right temperature.

The food hygiene skills and knowledge needed for this job include:

- **knowing** that hands, gloves or the equipment used to handle raw chickens can contaminate cooked chickens
- **the skill** to wash hands and equipment in ways that reduce the potential for contamination
- **knowing** about other things that could contaminate the cooked chickens, such as dirty clothes or dirty work benches
- **the skills** needed to keep the work area clean.

How are these standards enforced?

Food standards carry the force of law. It is an offence in New Zealand, and a criminal offence in Australia to supply food which does not comply with relevant food standards. It is also an offence to sell food which is damaged, deteriorated or perished, adulterated, or unfit for human consumption.

Click here and see how to maintain current and up-to-date information.
Maintaining current and up-to-date information

Because food standards are given legal effect by state, territory and New Zealand laws, it is important to read the Food Standards Code in conjunction with the relevant food legislation, Australian Trade Practices Act 1974 and the New Zealand and state and territory Fair Trading Acts.

Changes to food laws do occur on a regular basis. To keep up-to-date your best source of information is the FSANZ website www.foodstandards.gov.au.

You can also contact your local government Environmental Health Officer or the Food Safety Branch of the Department of Health.

What is food hygiene?

To comply with FSANZ food standards, operators of any food establishment must follow high standards of food hygiene. Good food hygiene involves:

- avoiding contamination by protecting food from food poisoning bacteria, spoilage bacteria and foreign objects
- preventing the growth and multiplication of bacteria that could lead to food spoilage or food poisoning illnesses
- properly cooking and processing food to kill harmful bacteria.

Click on the picture to check out the consequences of not following these standards.

If you choose not to abide by the relevant legislation then you risk facing the following:

- food poisoning outbreaks, and in some cases, death
- complaints from customers
- food wastage
- pest invasions
- premises shut down by law
- prosecution, fines and legal action
- civil action.

Keep in mind the list of offences is quite extensive and makes no distinction between what is a deliberate breach or one committed in error or through ignorance.

Who is responsible for safe food hygiene practices?

The ultimate responsibility for an establishment’s food hygiene practices rests with the owners. Depending on the establishment, managers or supervisors will also carry some of the responsibility. These managers should set standards, train staff and ensure rules are observed. However, it is up to you and all other staff to actively maintain a hygienic environment at all times.
Food for thought

There are considerable costs when employees do not keep a high standard of hygiene. Employees who are ill or carry *communicable diseases* (glossary) cause most food contamination. Make sure you thoroughly understand your obligations and follow them in your system of work.

**What are the responsibilities of the employer and employee?**

Click on the pictures to check out the employer and employee responsibilities.

It is the responsibility of the employer to:

1. provide adequate and ongoing training to employees in good hygienic practices and in personal hygiene
2. provide a hand basin supplied with soap, paper towels or hand drying equipment and an adequate supply of hot and cold running water
3. prohibit anyone known to be suffering from gastroenteritis or other diseases from handling food
4. ensure that all staff have a good understanding of the Food Act
5. keep a record of illness among employees
6. be satisfied that an employee has been medically certified as fit to resume work as a food handler.

It is the responsibility of the employee or food handler to:

1. work within the requirements of the Food Act at all times
2. cease work if knowingly suffering from gastroenteritis or other diseases which are likely to be passed through food; This extends to Salmonella, Hepatitis A or E, Taenia solium (pork tapeworm) and tuberculosis (in the infectious state).

**Should I report a potential risk?**

Maintaining hygiene standards is partly your responsibility. If you notice a potential hygiene risk that is beyond your control, report the matter to your supervisor straight away. If no action is taken after you have reported the risk, implement procedures yourself to minimise the risk or report it to the appropriate body.

Click on the pictures to explore some examples of potential risks.

Poor personal hygiene practices – a colleague handles raw meat and then begins to plate cooked food without washing his hands in between tasks

Poor food handling practices that may result in the contamination of food - raw chickens are delivered to your restaurant and are not at the correct temperature. They may have been in the delivery van for over an hour at that temperature.
Poor cleaning practices that may result in cross-contamination of food and other items – a bar attendant uses undiluted bleach and disinfectant to clean the bar surfaces and then proceeds to prepare garnishes and beverages on the same surface.

Practices inconsistent with the organisations’ food safety program – the food safety program stipulates that sliced chicken for making sandwiches must not be left for more than 30 mins in ambient temperature. The chicken has been out for over four hours.

Outdated practices not in keeping with current organisation activities – a chef continues to use skin coloured, non-waterproof bandaids and current organisation standards require the use of blue coloured waterproof bandaids.

In a nutshell

If you observe poor hygiene procedures next time you buy your lunch at the local sandwich bar then report the matter to an Environmental Health Officer. Officers will audit the premises and make recommendations to remove or reduce the risk.

By doing something about it you may just save someone from severe illness or even death.

**How can I ensure that hygiene procedures and policies are correctly and consistently followed?**

It is very easy to contaminate food. Adhering to policies, procedures and standards will prevent or minimise risks.

Food service proprietors and managers must give top priority to educating and training staff in food hygiene.

Click on the tabs to see what can assist you in following food hygiene policies and procedures.

**Food safety programs**

Changes to food safety laws and the introduction of Food Safety Programs should dramatically reduce the risks of food poisoning.

A Food Safety Plan is a simple plan that must be implemented in every food business. It is designed to make your food as safe as possible. The plan reveals how your business is managing the safety of its food and explains how to monitor and control potential food risks.

**Food safety audits**

Audits require you or outside parties to observe every stage in the food process, from the receipt of goods through to selling goods to your customers.

**Food hygiene training**

Attending food and workplace hygiene training courses will help you understand legislative requirements and best practice in the food industry. Best practice means ensuring that the premises in which food is prepared, stored or sold is clean and sanitary and that food for sale is fit for human consumption.
Advice from consultants and government bodies

There are many private consultants and government bodies (such as the Department of Health and FSANZ) who can provide you with help and information. These people provide a wealth of knowledge in all hygiene standards and keep you updated with legislative changes that may affect your workplace.

Training aids

There is a comprehensive range of training materials including books, videos, CD-ROMs, pamphlets as well as readily available information on the internet, relevant to each state and territory:


Following policies and procedures

Policy and procedure manuals in your workplace must be strictly followed. They are a great source of information because they are designed and written for your specific workplace.

What food hygiene procedure and policies must be observed?

The majority of food hygiene procedure and policies fall into one of three categories – premises, food and personal hygiene.

Premises

This covers design, fittings, general hygiene, cleaning and sanitising, garbage control and pest control.

Food

This covers food spoilage, food poisoning, high-risk foods, food storage, temperature control and thawing, and cooking and cooling foods.

Personal hygiene

This covers communicable diseases, personal cleanliness and personal behaviour. We will look at this in detail in sections 2, 3 and 4 of this unit.
How do the premises impact on food hygiene?

Proper construction of the premises ensures that it complies with the regulations but more importantly that the design features work from a practical sense. Following the design regulations ensures that there will be less potential points of contamination and vermin access, and will be easier to clean. Proper design assists with the day-to-day operational efficiency.

The legal requirements for food premises design are set out in:

- Chapter 3.2.3 of the Food Standards Code (Food Premises and Equipment)
- Health (Food Hygiene) Regulations 1993
- Local Government guidelines.

How should the food premises be designed?

To help ensure a food premises meets the requirements of the codes, regulations and guidelines you should take into considerations the following:

Click on the tabs to learn more about premises design.

Design aims

A properly designed and constructed food premises has four basic aims.

1. Incorporating in the design process provision of safe food handling practices so that the risk of contamination is minimised.
2. To facilitate easy and adequate cleaning by measures such as providing easy access to all surfaces where grease and dust may accumulate and ensuring that all surfaces are durable, smooth, impervious and washable.
3. Allow for the efficient preparation of foods through the provision of a logical continuous workflow.
4. To exclude locations which could harbour vermin by such measures as eliminating cavities, cracks and crevices.

Australian Standards

The Australian Standard for Design, Construction and Fit-out of Food Premises has been developed to provide the food industry with a best practice guide to the design, fit out and construction of food premises. This standard can assist you to ensure that your food premises is fit out in compliance with the requirements of Standard 3.2.3 of the Food Standards Code (Food Premises and Equipment).

If you are designing or re-designing a kitchen, or want to view a copy of the Australian Standard, consult with your local government Environmental Health Officer or visit saiglobal.com
Non-smoking

Proprietors of restaurants, cafes and other food outlets must provide a smoke-free customer area and may, but are not obliged to provide a designated area for smokers (strict regulations apply here). In Australia, legislation has been introduced in most states and territories preventing smoking in food service areas and many public places (sporting arenas, shopping centres, retail outlets, motels and night clubs to name a few). Future changes to non-smoking rules will undoubtedly continue.

Check out the tobacco reforms in your state or territory. In Victoria you can find this information at http://www.health.vic.gov.au/.

Fittings, appliances and equipment

All food contact surfaces, appliances and equipment that you use for the preparation of food should be:

- of a durable and non-toxic material
- smooth and easily cleanable
- suitable to the work process.

Also ensure that there is enough equipment provided so that food can be prepared safely and efficiently. For example, make sure you have access to enough refrigerators and freezer space so that all food that must be cold stored can be put away. Also, cookers should be large enough to cook sufficient amounts of food so that it does not have to be prepared too far in advance.

General premises hygiene

The only way to prepare clean and safe food is to do it in a clean premises. To keep your premises clean you need a written cleaning schedule. This should outline all the cleaning to be done of surfaces, equipment and utensils.

The schedule should include the following:

- location of cleaning
- person responsible for the cleaning
- details of cleaning tasks – for example, the procedure for dismantling a piece of equipment
- frequency of cleaning
- cleaning agents, their concentration and any other equipment to be used
- precautions for preventing cleaning agents contaminating food.

Cleaning

Good hygiene demands effective, frequent and regular cleaning of premises and equipment. This will remove food residues and dirt. This is important as food residues attract a range of food contamination sources (glossary). These can cause food poisoning.

Click on the checklists to see the steps in a regular clean and to identify the surfaces that require cleaning.
Regular cleaning

- All food contact surfaces, appliances and equipment are cleaned after use.
- Floors are cleaned daily or as required.
- Non–food contact surfaces, including walls, are cleaned periodically.
- Cleaning is carried out in a systematic manner.

Surfaces

- Stoves, ovens, grills, microwaves.
- All crockery and cutlery, plus linen and cleaning cloths.
- All food preparation utensils including knives, pots, pans, blenders, slicers.
- Sinks, drains and grease traps.
- All bench surfaces and areas where food is stored and prepared.
- Ventilators and exhaust fans.
- Doors and seals plus floors, walls, ceiling.
- Refrigerators, freezers, cool rooms, dry storage areas.
- Toilets and hand washing areas.

Cleaning

Click on the tabs to check out what needs to be considered when cleaning.

Chemicals

These days most food and beverage establishments have commercial dishwashers and glasswashers.

They are designed for efficiency and to complete the full cycle of cleaning and sanitising (glossary). Rinse aids are additional options so that after the sanitising process, utensils, glasses and crockery are put through a rinse cycle that introduces a chemical that aids the drying process. This chemical aid leaves no residual watermarks.

There are a range of chemicals and cleaning agents for cleaning other areas of the kitchen, hotel and accommodation. Make sure you learn about the range of chemicals used in your workplace and where each is best used.

Garbage control

Think about how much waste is produced from a hotel every day. All food outlets and guestrooms will have leftover food, bottles, disposable napkins, cans and general rubbish. Kitchens will have trimmings from food preparation, food packaging and wrappings, and wastage resulting from spoiled food.

Garbage provides an ideal breeding ground for bacteria. It can easily contaminate food and attract pests. Not to mention that it is unsightly and smells a lot.

Preventing bacteria spreading

To prevent the spread of bacteria it is important that you do the following.

- Keep garbage in durable fly-proof and rodent-proof containers that do not leak or absorb odours.
- Use containers that are easily cleaned and fitted with tight lids or covers.
- Frequently remove garbage from food handling and work areas.
• Keep garbage and storage areas clean.
• Separate food waste from recyclable items (glass, paper, plastic).
• Wash your hands after handling garbage.

**Going green**

Many food outlets are now going ‘green’. This means that they are reducing their waste to the absolute minimum and recycling as much as possible. Organic food waste is being used for composting, garden mulch or worm farms; and bottles, cans and plastic are recycled.

**Pest control**

Pests carry disease, and with little effort they transfer bacteria, contaminating food by touching it or through their urine or faeces. You cannot afford to have pests in the workplace as they present a health risk to your customers and will damage your reputation.

Click on the pictures to learn more about common pests and what to do if you discover them in the workplace.

**Identifying pests**

Most of these rodents or pests are nocturnal (glossary) so the only way you know they are there is because they leave behind several indicators to their presence, for example damage to food packaging and containers, droppings and foot prints and spillage from damaged packaging.

Food affected by rodents is rendered unsuitable for human consumption. It must be immediately disposed of and measures taken to eliminate the infestation.

**Build them out**

Make sure that your workplace is free of little cracks or holes that enable pests to gain entry. For example, seal all unnecessary gaps around fittings or gaps in walls or floors and provide adequate space around equipment for easy cleaning.

**Starve them out**

Store food effectively, immediately remove spills and maintain a regular cleaning program. Don’t let pests ‘feel at home’ by leaving out food scraps and residues.

**Chase them out**

The Food Safety Standards states that a food business must “take all reasonable measures to eradicate and prevent the harbourage of pests” (3.2.2 clause 24). It is strongly recommended that a professional pest control company undertake a regular rodent control program to ensure effective pest management.

**Measures to prevent attracting pests**

No matter what precautions you put in place, flies will always gain access. To reduce the number of flies, install screens over windows and use electronic insect killers to eliminate those that do get inside.
Here are some further measures to prevent attracting pests.

- Design garbage storage areas well away from the kitchen entry or exit points
- Store all food on metal or hardened plastic shelving up off the floor
- Use metal or plastic containers with tight fitting lids for bulk storage of ingredients such as flour
- Keep the amount of scraps and packaging materials in the garbage collection area to a minimum.

**How do you clean and sanitise?**

Keeping food preparation areas clean is one of the best ways to avoid food contamination. Thorough cleaning involves removing dirt and any leftover food, followed by sanitising.

A cleaning schedule can be a very useful tool to help ensure that cleaning is being done and, most importantly, being done properly. A cleaning schedule should outline all cleaning tasks and should be constantly reviewed to ensure that it is relevant and effective. It is a good idea to include a checkbox so that jobs can be ticked off as they are done.

Click on the checklist to see what a cleaning schedule should state.

- how often each cleaning job needs to be done
- how each cleaning job should be done
- what chemicals/equipment must be used (i.e. mop and broom on floors, clean cloths on food preparation bench)
- who is responsible for the cleaning task.

**Six step cleaning process**

There are six steps to proper cleaning.

Click on the step numbers to check them out.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td><strong>Pre-clean</strong> – Scrape, wipe or sweep away food scraps and rinse with water.</td>
</tr>
<tr>
<td>2.</td>
<td><strong>Wash</strong> – Use hot water and detergent to remove any grease and dirt. Soak if needed.</td>
</tr>
<tr>
<td>3.</td>
<td><strong>Rinse</strong> – Rinse off any loose dirt or detergent foam.</td>
</tr>
<tr>
<td>4.</td>
<td><strong>Sanitise</strong> – Use a sanitiser to kill any remaining bacteria.</td>
</tr>
<tr>
<td>5.</td>
<td><strong>Final rinse</strong> – Wash off sanitiser.</td>
</tr>
<tr>
<td>6.</td>
<td><strong>Dry</strong> – Allow to air dry.</td>
</tr>
</tbody>
</table>
Cleaning schedule

<table>
<thead>
<tr>
<th>Item to be cleaned</th>
<th>Chopping boards.</th>
</tr>
</thead>
<tbody>
<tr>
<td>How</td>
<td></td>
</tr>
<tr>
<td>• Scrape food scraps into bin.</td>
<td></td>
</tr>
<tr>
<td>• Rinse in warm water.</td>
<td></td>
</tr>
<tr>
<td>• Wash in warm water with detergent, use brush and scourer as needed. Soak if needed.</td>
<td></td>
</tr>
<tr>
<td>• Rinse in clean water.</td>
<td></td>
</tr>
<tr>
<td>• Apply sanitiser and soak.</td>
<td></td>
</tr>
<tr>
<td>• Rinse in clean water.</td>
<td></td>
</tr>
<tr>
<td>• Allow to air dry.</td>
<td></td>
</tr>
<tr>
<td>When</td>
<td>Every day after use.</td>
</tr>
<tr>
<td>Cleaning equipment/chemicals</td>
<td>Scraper, brush, scourer, detergent, sanitiser.</td>
</tr>
<tr>
<td>Who</td>
<td>Kitchen hand.</td>
</tr>
</tbody>
</table>

Sanitising procedure

Sanitising is a more powerful process than cleaning. Sanitising is a process that destroys microorganisms; it reduces the numbers of microorganisms present on a surface. The Food Safety Standards state that food contact surfaces and equipment must be cleaned and sanitised before use.

Hot water is the most common method of sanitising eating and drinking utensils and food contact surfaces. Hot water sanitising can be done manually or mechanically through the use of a glass washer or dishwasher. To achieve an adequate level of sanitation, an item needs to be in contact with 77 ºC hot water for at least 30 seconds.

Bleach is another common sanitiser. A simple yet effective sanitiser can be made using domestic bleach according to the following formula:

Add 12 ml of domestic bleach (4% chlorine) to a 9 litre bucket of clean water at 50 ºC. Immerse items to be sanitised for 30 seconds. Ensure you rinse afterwards in clean water.

**Hot Tip**

Note: Use solutions containing bleach only (chlorine compounds such as sodium hypochlorite). Do not use solutions with detergents.

**How does food become contaminated?**

There are three ways food can be contaminated.

**Bacterial contamination**

Bacterial contamination results when healthy food comes into contact with pathogenic bacteria. This is also referred to as cross-contamination.
Bacteria are micro-organisms that live and breed on food and various parts of the human body. They are too small to be seen with the naked eye and multiply at a rapid rate in certain conditions.

Cross-contamination will occur when the bacteria are transferred to healthy food through contact with contaminated food or contaminated surfaces. Cross-contamination commonly occurs from raw products to cooked food, from food handlers (poor hygiene), chopping boards (not adequately cleaned between uses) and utensils (knives, whisks, mixers, pans).

Bacterial contamination can be in the form of Salmonella, Staphylococcus and Clostridium, to name a few.

**Chemical contamination**

Chemical contamination occurs as a result of food coming into contact with chemicals. The most problematic area is kitchens where food is handled, cooked or stored. Chemicals used for cleaning can leak, seep or give off toxic residues and potentially contaminate the food. Make sure chemicals are stored separately from food production and service areas.

Chemical contamination can come from solvents, detergents, degreasers and sanitisers.

**Physical contamination**

Physical contamination occurs when items fall into or are mixed with food during the cooking or handling process.

Physical contamination includes hair, glass, fingernails, adhesive bandages and plastic.

**What are pathogenic bacteria?**

Bacteria are living, single-cell micro-organisms that have the potential to cause food poisoning. Some are harmful, some are not. Those that are harmful are called pathogens. Bacteria exist everywhere and are transferred easily despite any and all precautions we can take.

Place all the pathogenic bacteria onto the body to see how it is affected.

The consequences of pathogenic bacteria contact

When pathogenic bacteria comes into contact with our digestive system it can result in one or a number of the following symptoms:

- stomach cramps
- nausea / vomiting
- headaches
- cramps
- fever
- diarrhoea.
Food for thought

Bacteria are present in the air, skin, hair, nose, mouth, intestinal tract, soil, food, equipment, surfaces, plants, animals and water. So it’s not hard to imagine how easily they can be transferred.

How does food poisoning occur?

Food poisoning bacteria are often present naturally in food but given the right conditions they can multiply very quickly. A single bacterium can multiply into more than two million bacteria in just seven hours. It is therefore very important not to provide bacteria with conditions in which they can multiply rapidly.

Temperature

Bacteria grow best when the temperature is between 5 °C and 60 °C. This is called the Temperature Danger Zone. Make sure that food in the temperature danger zone is there for as little time as possible.

Food

Bacteria will grow on some types of foods more easily than others. Bacteria prefer high-risk foods such as:

- milk and milk products (butter, yoghurt, cream cakes, dips, baked custard tarts)
- egg products (quiche, fresh pasta, duck and game bird eggs)
- meat and poultry (all cuts of meat including poultry and game)
- smallgoods (ham, strassbourg, bacon)
- processed meat products (pate, meat pies, sausages, meat balls, casseroles)
- fish, shellfish and fish products (caviar, patties, sauces, soup, stocks)
- other foods (pizza, prepared meals, sandwiches, salads, rice dishes).

This list does not include all high-risk foods, but is merely a guide. For example, if chicken is contaminated with food poisoning bacteria like salmonella and then left in the temperature danger zone, it can cause food poisoning.

Water

Bacteria need moisture to grow. If there is little or no moisture the growth rate of the bacteria slows down or stops. Therefore drying is an effective way to preserve food.

Time

It only takes 20 minutes for individual cells to separate into two.

In a nutshell

When you have a mild case of food poisoning you may experience symptoms that include stomach cramp, nausea or vomiting. In more severe cases, pathogenic bacteria have been responsible for death.

Pathogenic bacteria cannot be seen or smelt. The food you eat may look and taste fine, but 24 hours later you may not be able to move from your bed.
How can cases of food poisoning affect your business?

You face considerable costs if food poisoning occurs and you are found to be negligent. The following list gives you an idea of the penalties you can incur:

- legal action by council resulting in substantial fines
- private legal action by affected customers
- loss of business through dissatisfied customers
- loss of business through bad publicity
- closure of business
- loss of jobs.

One case of food poisoning can close your business down.

How can you prevent food poisoning?

There are three ways to prevent the chain of events that lead to food poisoning.

Click on the pictures to see how food poisoning can be prevented.

1. Prevent food contamination

- Cover foods at all times – for example, with a lid or plastic wrap.
- Keep pests out and store food in containers that protect against rodents.
- Use paper towels instead of tea-towels for cleaning up spills and drying hands etc.
- Avoid handling foods with hands. Use tongs, forks or serving trays where possible.
- Throw away faulty utensils or equipment.
- Avoid cross-contamination between raw and cooked foods at all stages of food production. For example, make sure that drips from thawed meat and poultry do not come in contact with cooked or high-risk foods, surfaces or equipment.
- Practise good personal hygiene and wear protective clothing.
- Dispose of food wastage and garbage correctly.
- Clean and sanitise according to instructions.

2. Prevent growth and multiplication of bacteria

- Keep food either hot (above 60 °C) or cold (below 5 °C). Food should not be in the danger zone for more than two hours.
- Make sure that dry foods do not absorb moisture.

3. Destroy harmful bacteria in food

- Cook food correctly and thoroughly. Use a thermometer and ensure that the internal temperature of the food reaches 74 °C.
- Use heat-processing methods such as pasteurisation (heating milk or milk products to a specific temperature for a specified period of time) and sterilisation (heating milk to 135 °C to destroy bacteria) to destroy pathogenic bacteria.
What is food spoilage?

Not all bacteria are potentially deadly. Some bacteria just make food unfit to eat. Food spoilage occurs when food is kept longer than it should. While some food spoilage is obvious (you can see mould or mildew growth), other foods may just lose quality over time and be unfit for human consumption.

Click here to find out what you can do to prevent the consumption of spoilt food.

To prevent the consumption of spoilt food all packaged foods with a shelf life of less than two years must have a use-by or ‘best before’ date stamped on the packaging. This date gives you an idea of how long the food will last before it loses quality. A product will remain fresh and of good quality right up to the ‘best before’ date (and sometimes beyond) if it is properly stored.

You can reduce the chance of food spoilage in any of the following ways:

- Limit the time that food is kept at temperatures between 5 °C and 60 °C.
- Don’t buy food that is near the end of its shelf life or close to the use-by or best before date.
- Do not allow dried foods to absorb moisture.

Are there any ‘good’ bacteria?

Within the human stomach, good bacteria stop harmful bacteria from causing illness. These bacteria are also beneficial to the food industry. In a controlled environment moulds and yeasts are used in the production of bread and alcohol (yeasts), cheeses and yoghurts (mould) and antibiotics (mould). For example, live cultures of bacteria are found in cheeses like blue vein; you can see the food spoilage in the form of mould.

Good bacteria are also beneficial in the production of vitamins, the brewing of beer and the production of sweet wines from mould-affected grapes.

What are the procedures for safe food handling?

Now that you understand the different types of bacteria, we can look at your obligations in the safe handling of food. One of the most common causes of pathogenic bacteria development is processing high-risk foods incorrectly. To process high-risk foods properly, it is important to follow some basic rules.

Click on the pictures to check out the safe food handling categories.

1. Food storage and temperature control
2. Thawing
3. Cooking and cooling
4. Displaying food

Let’s look at these categories in more detail.
1. Food storage and temperature control

For an establishment to produce safe food it must store food properly at the correct temperature. There are three main food storage areas in a food premises.

Click on the pictures to learn more about food storage and temperature control.

Dry goods

In this area you need to ensure that:

- incoming goods packaging is not damp, dented, rusty or old; there should be no evidence of rodent gnawing
- the use-by dates are current
- the area is clean and free of pests
- the area is dry, cool, well lit and ventilated
- food is stored on shelves above the floor in cartons, tins or containers with tight-fitting lids
- chemicals or poisonous substances are not stored in the area
- stock is rotated using the First In, First Out rule.

Refrigerators

In this area you need to ensure that:

- the temperature is maintained between 0 °C and 5 °C. Temperature measurement devices should be fixed onto the exterior of the refrigerator
- the area is not overcrowded and food is covered
- cooked food is stored above raw food
- the area is not filled with hot food. Make sure that you cool first and refrigerate within one hour
- cans are not stored once opened
- the use-by dates are current and food is stored at the temperature stated on the label
- the door is not opened and closed unnecessarily
- the area is regularly cleaned and defrosted and sealing strips around the door are in good repair and kept clean.

Freezers

In this area you need to ensure that:

- the area is not overloaded
- the temperature is maintained at –18 °C or colder
- food contents are correctly wrapped
- rotate stock, first in first out
- products are clearly labelled and dated
- frozen food is put into the freezer immediately after delivery.

Freezing prevents bacteria growing, but does not kill bacteria. Therefore when food is thawed the bacteria that are present in the food resume multiplying.
2. **Thawing**

Make sure that food is completely thawed before you start cooking. If it isn’t completely thawed, the heat of cooking will defrost the food but will not heat the inside of the food to a sufficient temperature to kill food poisoning bacteria.

Food thawed in a microwave oven should be cooked immediately, as the temperature of the food may exceed 5 °C and allow bacteria to grow rapidly.

Always thaw food in the refrigerator, not on the bench in the open air or in hot water. Make sure that you never re-freeze food once it has thawed and start cooking within 24 hours of thawing. When thawing poultry, allow around 17 hours per kilogram.

3. **Cooking and cooling**

Turn the dial to learn more about cooking and cooling.

**Cooking food**

<table>
<thead>
<tr>
<th>What should I check?</th>
<th>Why should I check?</th>
<th>What if something goes wrong?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check that the food is thoroughly cooked or the centre of the cooked food has reached 75 °C, using a thermometer. When cooking solid pieces of red meat (such as cutlets, steaks and roasts) and oily fish, the internal temperature does not need to reach 75 °C, but can be cooked to preference.</td>
<td>75 °C kills dangerous bacteria.</td>
<td>If the temperature has not reached 75 °C continue cooking until it has. Look at recipes and change cooking times if the centre of the food does not reach 75 °C.</td>
</tr>
<tr>
<td>Check that soups, sauces, gravies and casseroles boil.</td>
<td>This indicates they are adequately cooked.</td>
<td>If the temperature has not reached 75 °C continue cooking until it has.</td>
</tr>
<tr>
<td>Check that only clear juices run from thoroughly cooked minced meats, poultry, chicken or boiled roasts.</td>
<td>This indicates they are adequately cooked.</td>
<td>Throw away High Risk Food that has been between 5 °C and 60 °C for more than four hours.</td>
</tr>
</tbody>
</table>

**Cooling hot food**

<table>
<thead>
<tr>
<th>What should I check?</th>
<th>Why should I check?</th>
<th>What if something goes wrong?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Using a thermometer, check that the temperature at the centre of food reduces from 60 °C to 21 °C after two hours and 5 °C after another 4 hours.</td>
<td>Food that is not cooled quickly enough allows dangerous bacteria to multiply.</td>
<td>Throw away food where cooling times and temperatures have not been reached. If unsure, throw it out.</td>
</tr>
</tbody>
</table>
### What should I check?

<table>
<thead>
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</tr>
</thead>
<tbody>
<tr>
<td>Ensure hot food is not put directly into the fridge, freezer or cool room.</td>
<td>Hot food going directly into the fridge can cause the temperature inside to rise to above 5 °C, putting all the other food into the temperature danger zone.</td>
<td>Throw away food that has been above 5 °C for more than 4 hours. If unsure, throw it out.</td>
</tr>
<tr>
<td>Check that the food is cooling in a shallow (less than 10 cm deep), clean, uncontaminated storage container with cover.</td>
<td>Shallow containers allow faster cooling which prevents contamination of the food.</td>
<td>Throw away food where cooling times and temperatures have not been reached. Throw away any food that may have been contaminated through inadequate covering. If unsure, throw it out.</td>
</tr>
<tr>
<td>Mark with the type of food and the time and date before placing it into the cool room, refrigerator or freezer.</td>
<td>Ensures foods are used within appropriate time frames preventing food deteriorating or allowing bacteria to multiply to dangerous numbers.</td>
<td>Throw away food where there is no record of date and time of storage.</td>
</tr>
</tbody>
</table>

### 4. Displaying food

Food on display needs particular display conditions otherwise it can lose its taste and quality and can cause illness.

#### Counters

Unwrapped food on display must be covered at all times or be protected in some way. This will ensure that customers cannot touch, sneeze or cough on the food.

#### Refrigerated display cabinets

Raw food and ready-to-eat food must be kept separate at all times to prevent bacteria from raw food contaminating food which will be eaten without further cooking. Make sure there is adequate space for air to circulate around the foods.

#### Bain maries

Bain maries are designed for keeping food hot, not heating food. If they are used for heating it means that the food will heat slowly and the food will be in the temperature danger zone for too long. As a result bacteria may grow in the food and cause food poisoning.

Food in a bain marie should only be kept for one hour because it will become unattractive and unsaleable. Don’t stack the food higher than the level of the trays because the food on top will not remain at the correct temperature of 60 °C or above.
2.0 REPORT ANY PERSONAL HEALTH ISSUES

In this section you will learn how to:

- Report any personal health issues that are likely to cause a hygiene risk
- Report incidents of food contamination that have resulted from the personal health issue
- Prevent participation in food handling activities where there is a risk of food contamination as a result of the health issue.

Are you a food handler?

A food handler is anyone who works in a food business and who either handles food or surfaces that are likely to be in contact with food such as cutlery, plates and bowls. A food handler may do many different things for a food business. Examples include making, cooking, preparing, serving, packing, displaying and storing food. They can also be involved in manufacturing, producing, collecting, extracting, processing, transporting, delivering, thawing or preserving food.

Click on the picture to learn about food handler responsibilities.

I’m a food handler, what are my responsibilities?

Under Food Safety Standard 3.2.2 ‘Food Safety Practices and General Requirements’ food handlers have an overall responsibility for doing whatever is reasonable to make sure that they do not make food unsafe or unsuitable for people to eat. Food handlers also have specific responsibilities related to their health and hygiene.

What are the key provisions in this standard, for food handlers?

If you are employed in a job that involves handling food, you have a responsibility to the public to prevent food from becoming contaminated by you. Not only will it protect the health of Peter who buys your sandwiches or Paul who buys a pie every day, it will also protect your workplace, your reputation as a food handler, your job and you.

Click on the hands to check out food handlers do’s and don’ts.

Food handlers must:

- tell their supervisor if they may have contaminated food.
- tell their supervisor if they have, or are carrying a disease that might be transmitted through food. Hepatitis A and illnesses caused by giardia, salmonella and campylobacter are examples of diseases that can be passed on through food.
- tell their supervisor if they are suffering from diarrhoea, vomiting, a sore throat with fever, fever or jaundice unless they know their symptom or symptoms do not relate to a food-borne illness.
- tell their supervisor if they have any infected skin lesions or discharges from their ears, nose or eyes as these could contaminate food.
- do everything they can to make sure they do not contaminate food.
• wash their hands with soap and warm running water in the hand washing facilities provided and dry them thoroughly whenever there is any risk that they might contaminate food.
• not behave in ways that could cause food contamination. For example, they must not eat over unprotected food or smoke in food handling areas.
• not return to work until they have been symptom free for at least 48 hours.

**Do I have a communicable diseases?**

It is a common belief in food establishments that uncooked foods, such as chicken, contain potentially harmful bacteria that cause illness. While this may be true in some instances it is often what we carry in or on our bodies that causes the spread and growth of bacteria to dangerous levels. Employees who are ill or the carrier (glossary) of a **communicable disease** (glossary) are often responsible for food contamination.

Click on the picture to identify when you should not work in the production area.

You should not work in a food production area if you have any of the following:

• Influenza or cold (in infectious state)
• Hepatitis A or Hepatitis E
• Salmonella illness
• Acute gastroenteritis
• Cholera, Amoebic dysentery or Bacillary Dysentery
• Tuberculosis (in infectious state).

Those suffering from Hepatitis B or **HIV** (glossary) are legally able to work as food handlers.

**Hot tip**

If you have visitors to the food preparation area make sure they are wearing protective clothing and observe the rules of personal hygiene. Protective clothing may include a white coat, hairnet and shoe covers.

**What must I do if I’m sick?**

Click on the pictures to find out what you should if you are sick.

**If you have a food-borne illness**

Food handlers must tell their work supervisor if they have any of the following symptoms while they are at work:

• Vomiting
• Diarrhoea
• Fever
• Sore throat with a fever.

The only exception is if the food handler knows that they have these symptoms for a different reason. For example, they may be vomiting at work due to pregnancy.
Food handlers must also tell their supervisor if they have been diagnosed as having or carrying a food-borne illness. If so they must not handle any food where there is a chance they might make the food unsafe or unsuitable due to their illness. If a food handler stays on to do other work, they must do everything reasonable to ensure they do not contaminate any food.

If you have skin injuries or sores or are otherwise unwell

Food handlers must tell their supervisor if there is any chance that they might make food unsafe or unsuitable for people to eat due to infections or conditions like a cold that may result in discharges from their:

- ears
- nose
- or eyes.

Also, if they continue to handle food with such a condition, food handlers must do whatever is reasonable to make sure that they don’t contaminate any food. For example, an infected sore could be completely covered by a bandage and clothing or by a waterproof covering if on an area of bare skin, and medication can be used to dry up discharges.

If you suspect that you have contaminated some food

Food handlers must tell their supervisor if they know or think they may have made any food unsafe or unsuitable to eat. For example, jewellery worn by a food handler may have fallen into food.
3.0 PREVENT FOOD AND OTHER ITEM CONTAMINATION

In this section you will learn how to:

- Maintain clean clothes, wear required personal protective clothing and only use organisation approved bandages and dressings to prevent contamination to food
- Ensure that no clothing or other items worn contaminate food
- Prevent unnecessary direct contact with ready to eat food
- Do not allow food to become contaminated with any body fluids or tobacco product from sneezing, coughing, blowing nose, spitting, smoking or eating over food or food preparation surfaces
- Maintain the use of clean material and clothes and safe hygienic practices to ensure that no cross-contamination of other items in the workplace occurs.

Why do I have to wear protective clothing?

Dust, pet hair and woollen fibres are just a few of the contaminants carried on ordinary clothing. That is why it is important to wear clean and suitable protective clothing when handling unwrapped food or when cooking.

Click the photos to learn more about items to be worn by food handlers, chefs and cooks.

- Chef’s jacket and pants - jackets and pants are generally made of long-lasting natural fibres. This allows them to breathe and prevents them from sticking to the skin.
- Necktie - is worn to absorb perspiration
- Apron – an extra protective layer to guard against heat. They are also useful for wiping your hands.
- Clogs or protective shoes - prevent injuries from items like pots and pans dropping onto the feet. They are open at the back so you can easily remove the shoe if hot liquids spill down your leg.
- Chef’s hat, cap or hairnet - prevents hair from dropping into food
- Remember, food handlers should not wear their uniforms to or from work. Contaminants from home or from your journey to work can contaminate food, food surfaces, equipment and utensils. Always change into a clean uniform at your place of work and change back into casual clothes for your journey home.

Are there other things that can potentially contaminate food?

Besides unclean clothing there are a number of things such as nails, jewellery, hair that can contaminate food. Preventing bacteria from contamination food means you must maintain a high standard of personal hygiene.
Click on the pictures and take a look at them.

Nails
The sight of a waiter serving your food with dirty nails will make you question the hygiene of the whole establishment. Dirt build-up under nails is unhygienic and looks terrible. Nail polish may or may not be permitted. Unfortunately it chips easily and can fall unnoticed into food.

Jewellery
Individual establishments will generally set their own standards for compliance. Many establishments may limit the type of jewellery that you wear to plain, banded rings, sleepers for pierced ears, plain and simple watches and minimal or no visual body piercings. Avoid wearing jewellery (such as watches, rings) with stones as they may fall into food.

Hair
Did you know that we lose about 100 hairs each day? To prevent hair from contaminating food or falling on utensils or people, long hair should be tied back when serving food. This will prevent you from wanting to touch it and it is safer. In a food preparation area, regardless of its length, hair should be covered with a chef’s hat, cap or hairnet. Shampoo hair regularly as clean hair is also a sign of good personal health.

Skin
Skin particles carry bacteria and because we shed skin all the time you can see how easily the bacteria can be transferred. Make sure you bathe daily and look after your skin.

Oral hygiene
The smell of bad breath while eating your lunch will put you off your food. Most of us have had bad breath, whether we were aware of it or not. Clean your teeth and tongue twice a day and use a breath freshener especially after smoking, eating and drinking beverages such as coffee.

Bandages
If you need to cover or protect a wound then you must use organisation approved bandages and dressings. This means, for example, using blue coloured waterproof band aids so that should it fall off it can be seen easily. If you are using fabric bandages, for a sprain or more significant wound, then you should be using plastic disposable gloves to cover the injured finger or hand.

Hot tip
Where you can it is always advisable to prevent unnecessary direct contact with ready to eat food. Use gloves and tongs when handling food, carry food on trays and don’t leave food unattended.
What work practices and habits should be observed when handling food?

Your work practices and habits can easily cause contamination of food you are handling. Remember, the food you touch is going to be consumed by a customer. Would you be happy consuming food the way you have handled it? Your personal behaviour is very important in maintaining a high standard of personal hygiene.

If you witness unsafe hygiene practices, report the matter to your supervisor immediately.

- Click on the checklist to see the practices that should be followed at all times.
- Do not eat or chew gum in a food preparation area.
- Do not smoke or pick your nose.
- Clean your work area as you go.
- Avoid coughing and sneezing over food.
- Do not bite your nails or lick your fingers.
- Do not use fingers to taste food. Taste only with a clean utensil and then discard or wash the utensil.
- Do not touch any part of your (or another’s) body.
- Wash your hands before starting new tasks. There should be hand-washing posters around your workplace to remind you of this important practice.

How can cross-contamination of bacteria occur?

Good hygiene practice is essential so that you don’t transfer bacteria to the food you are handling and that no cross-contamination of other items – such as linen, dirty equipment – occurs in the workplace.

- Click on the camera icons to check out the cross-contamination that could occur in the workplace.
- Items such as linen, tea towels and towels that may be contaminated with human waste such as blood and body secretions. For example, a bar attendant cuts his finger and uses a table napkin or tea towel to stop the blood flow.
- Dirty utensils and equipment. For example, the cocktail blender is not cleaned in between making cocktails and blending pea and ham soup.
- Spreading bacteria from bathroom to bedroom area to kitchen areas in an accommodation facility. For example, using cleaning cloths in the bathrooms and then using it to wipe kitchen benches.
- Infected linen. For example, a chef suffering from a cold sneezes into a tea towel that is then used to wipe utensils and equipment.

These things apply to all hospitality employees, not just to kitchen employees. Many hospitality outlets will have established their own enterprise standards and procedures designed specifically for their work environment, which employees must comply with. Check with your supervisor and see what enterprise standards you must comply with.
Food for thought

The hospitality industry has recently seen great variation in the choice of kitchen dress. Some chefs choose to interpret the uniform to suit their own situation. Chefs in less formal establishments may wear a T-shirt and trousers. This isn’t a good idea. Without a proper uniform you have far less protection from burns, scalds and cuts. You also greatly increase the amount of bacteria that can be directly transferred to food from your skin.
4.0 PREVENT CROSS-CONTAMINATION BY WASHING HANDS

In this section you will learn how to:

- Wash hands at appropriate times and follow hand washing procedures correctly and consistently according to organisation and legal requirements.
- Wash hands using appropriate facilities.

Didn’t your mother always tell you to wash your hands?

Washing your hands; especially before eating, has been drummed into us from an early age. Little fingers are an ideal means to transfer bacteria. But they don’t have to be little fingers!

Your hands make contact with many surfaces during the course of a day. This is a sobering thought when you consider the amount of bacteria on these surfaces. Take for example the bacteria that builds up on the door handle of a toilet cubicle, the handle of a tap or the counter in a sandwich bar during lunch service.

Preventing bacteria transfer

To prevent bacteria transferring to the food you are handling, it is vital to regularly wash your hands using warm water and soap. Management must ensure that every food preparation area has a designated hand washbasin with a constant supply of warm water, soap and single use paper towels. Make sure you use it!

Click on the images to check out when you must wash your hands.

- Before commencing or recommencing work with food for at least 30 seconds
- Immediately after using the toilet
- Immediately after handling raw food
- Immediately after using a handkerchief or nasal tissue, smoking, touching ears, nose, hair, mouth, wound or other parts of the body
- Immediately after handling garbage, scraps or dirty linen
- Immediately after handling cleaning chemicals and materials.

What is technically the correct way to wash your hands?

Click on the pictures to check out the correct way to wash your hands.

1. Use the designated hand washing sink, not the preparation sink in the kitchen or bar
2. Apply soap up to your elbows and develop a lather by working your opposite hand up and down
3. Rinse the soap with warm running water
4. Dry your hands with single use paper towels or air dryer.

Remember to repeat this process throughout the day.
A word on disposable gloves!

Be conscious that wearing disposable gloves can give you a false sense of correct hygiene adherence. Food handlers wear gloves to make a sandwich, they take your money, then wipe the bench with a cloth and then make another sandwich. This is a prime example of how cross contamination can occur. Gloves should be removed in between tasks, especially when handling money.

Summary

Customers have an expectation of how food will taste, smell and look. If you don't meet these expectations; if the food tastes off, smells unacceptable or looks deteriorated, you have failed to meet the customer’s expectations.

It is not difficult to follow safe food preparation, storage and handling procedures. Most of what you learn is basic common sense. Ignorance of basic health standards won’t help if your business is closed down or someone dies from a food poisoning outbreak that you could have easily avoided.

To make sure that the food you prepare, cook and serve is safe, check that all hygiene procedures are strictly followed. Safe hygiene practices are a team effort. Everyone in your establishment must be committed to ensuring that your customers are not exposed to bacterial contamination.

Remember that workplace hygiene is your responsibility.

Congratulations, you have finished this unit! Please refer to your worksheet or complete the validation.
<table>
<thead>
<tr>
<th><strong>Word</strong></th>
<th><strong>Meaning</strong></th>
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<tbody>
<tr>
<td><strong>Carrier</strong></td>
<td>An individual harbouring specific organisms, who though often immune to the agent harboured, may transmit the disease to others.</td>
</tr>
<tr>
<td><strong>Communicable disease</strong></td>
<td>Any disease that is readily passed on from one person to another.</td>
</tr>
<tr>
<td><strong>Contamination sources</strong></td>
<td>Foreign bodies like glass, hair, chemicals, bacteria, rodents and insects.</td>
</tr>
<tr>
<td><strong>HACCP</strong></td>
<td>Hazard Analysis Critical Control Points is the internationally accepted prevention and risk-based food safety plan.</td>
</tr>
<tr>
<td><strong>HIV</strong></td>
<td>Human immunodeficiency virus.</td>
</tr>
<tr>
<td><strong>Nocturnal</strong></td>
<td>Sleep during the day and eat at night.</td>
</tr>
<tr>
<td><strong>Sanitising</strong></td>
<td>Sanitising is a more powerful process than cleaning. Sanitising is a process that destroys microorganisms; it reduces the numbers of microorganisms present on a surface.</td>
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</tbody>
</table>