

Shangri-La Hotel

COMPANY HACCP PLAN

BUSINESS NAME: Shangri-La Hotel
DATE OF PREPARATION : March 2014

HACCP TEAM

DOC NO: HP02

TEAM LEADER:
General Manager

Team Member 1:

Team Member 2:

Team Member 3:

Team Member 4:

Team Member 5:
External Advisor HSQC

Other Inputs by:

2. HACCP PLAN FOR Shangri-La Hotel

Catering Production and Hotel Service

This HACCP plan was prepared by: **Shangri-La** in association with HSQC Food Safety Consultants.

INTRODUCTION

In accordance with EU Regulation 852/2004, 853/2004 & 854/2004 introduced on January 1st 2006 and UK Food Safety Law that precedes this in the form of the Food Safety Act 1990 and subsequent legislation, the Shangri La Hotel has prepared a Food Safety Policy and HACCP plan.

The purpose of the plan is to ensure the following matters can be undertaken in order to ensure safety of all food products prepared and served from the point of purchase from the supplier to the kitchen right through to service to the guest

This HACCP was devised and CCP's identified and controlled via:-

Analysis of the potential food hazards in each stage of the food processing operation.

Identification of the Critical Control Points in each processing stage where food hazards may occur.

Identification of the critical limits to each food hazard assessed.

Corrective actions if a critical limit is breached.

Periodic review at least annually of the system and whenever the food business's operations change.

Date of preparation: 30 / 03 / 2014. (D/M/Y/)

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(1) Scope of Study: Biological Safety:

The main aim of this HACCP study is to avoid the introduction of significant levels of microbiological contamination into any food and to reduce the potential for growth. In particular the study is aimed at minimizing contamination of foods with E.Coli

The FSA has issued guidance to clarify the steps that food businesses need to take to control the risk of contamination from the food bug E.coli O157

Some of the key measures highlighted in the guidance to control E coli are:

- Identification of separate work areas, surfaces and equipment for raw and ready-to-eat food.
- Use of separate complex equipment, such as vacuum-packing machines, slicers, and mincers for raw and ready-to-eat food.
- Handwashing should be carried out using a recognised technique. Anti-bacterial gels must not be used instead of thorough handwashing.
- Disinfectants and sanitisers must meet officially recognised standards and should be used as instructed by the manufacturer.

Although E.coli is the key focus of this guidance, the measures outlined will also help in the control of other bacteria, such as campylobacter and salmonella.

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2.Scope of Study: Physical and Chemical Safety:

To avoid the introduction of physical and chemical contaminants into any food.

This includes non-microbial contaminants such as pesticides, heavy metals, and other toxic substances. As well as physical contaminants such as glass, metal, dirt, and other foreign bodies such as insect and rodent contamination.

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3. Details of Process:

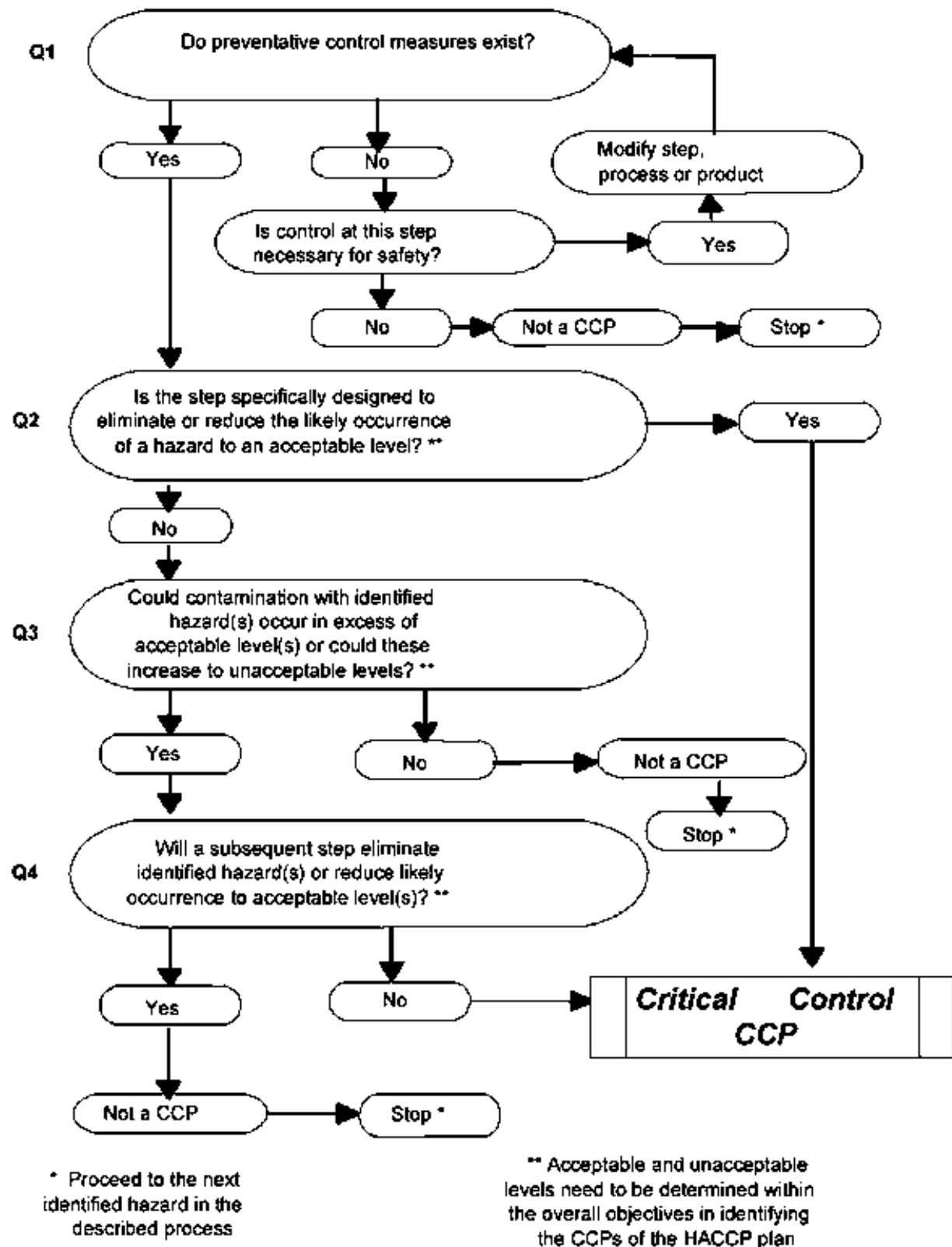
The process involves the purchase of raw, frozen, chilled and ready to eat, ambient food ingredients which are prepared in a production kitchen environment and then served in the hotels outlets which consist of restaurants, bars and room service.

4. Customer and client profile:

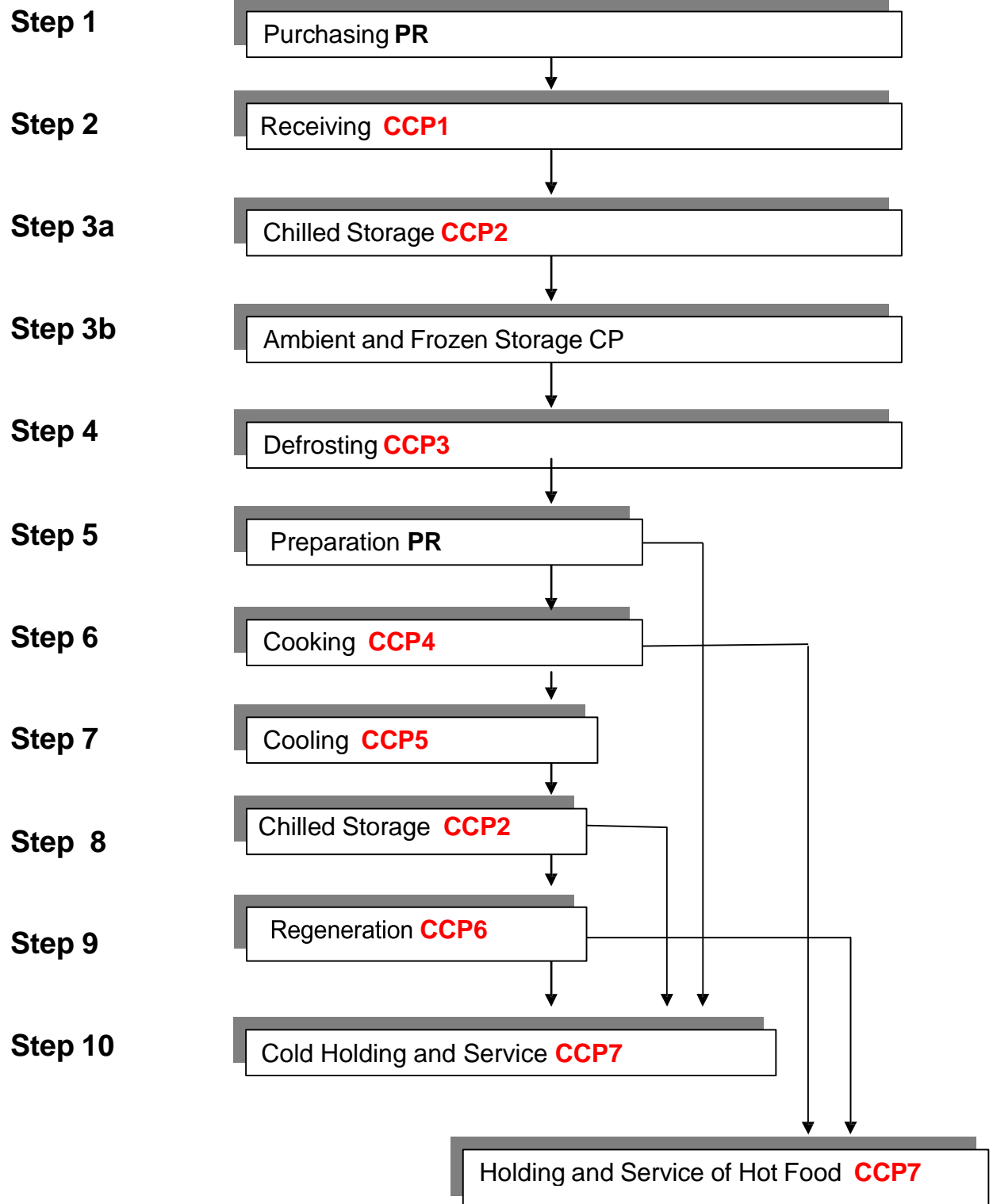
The customer profile is diverse and wide ranging. It can range from young people, old and infirm persons as well as those with disabilities.

The client and guest profile may be high with a wide diversity of guests eating in the restaurants and bar areas as well as some functions catering for dignitaries, embassy staff as well as wedding functions.

3. HACCP DECISION TREE



4. Process Flow Diagram for:



5.0

SUMMARY of CCPs: HACCP PLAN

DOC REF: HP05

Process Step	CCP No.	Hazards	Monitoring				Corrective Actions	
			Controls	Procedure	Frequency	Critical limit		Records
Purchase	PR	Contamination (microbiological, chemical, physical) During production and manufacture	Approved suppliers only used	Supplier Approval Procedure followed. Supplier questionnaire and possible audit	Annually or after any changes to menu specification	No deviation from agreed specification	Review unwanted incident and discuss with supplier or change supplier	Supplier List Supplier DDQ
Receiving	1	Growth of food poisoning bacteria Physical damage or contamination	Good delivery and transportation practices. Good packaging practices	Visual receiving checks Temperature checks on chilled and frozen foods	At each delivery Check one product for each consignment	Chilled foods to be held at below 8°C Frozen food below -15°C	Reject delivery if outside of compliance parameters. Discuss with supplier	Goods In Record
Chilled Storage	2	Growth of food poisoning bacteria and spoilage Cross contamination	Store under chilled conditions Good stock rotation, date labelling Ensure separation of uncooked and cooked foods. Cover foods	Organoleptic checks Record chiller temperatures Visual checks	Two checks per day Daily and ongoing	Product below 8°C No contamination risk	Discard product over 8°C for more than 4 hours Check maintenance of chiller. Adjust chiller temp if required Review any food potentially contaminated Discard if contamination risk	Chiller Temp Logs Visual Checks & Internal Audit

SUMMARY of CCPs: HACCP PLAN

5.1

Process Step	CCP No.	Hazards	Monitoring				Corrective Actions	
			Controls	Procedure	Frequency	Critical limit		Records
Frozen Storage	CP2	Growth of bacteria Physical contamination	Store food at below - 15°C Segregate raw and cooked foods	Record freezer temperatures	twice per day	Freezer air temp at or below - 18°C Ice cream at or below -12°C	Discard food that gone above -8°C for more than 4 hours Adjust freezer thermostat	Freezer Temp Logs
Ambient/ dry goods storage	CP2	Contamination by bacteria Pests Physical contamination	Cover foods Check cleanliness Pest Management Stock controls	Visual Checks	Daily	Absence of contamination	Discard food that is contaminated or damaged by pest infestation	Internal Audit, visual and Stock Check Records
Defrosting	3	Growth of food poisoning bacteria during uncontrolled defrost	Defrost in a controlled temperature environment ie 8°C or below	Monitor temperatures of controlled environment ie fridge	Regularly during defrost process	Defrost at or below 8°C	Discard food defrosted in uncontrolled environment (>8°C for 4 hours)for more than 4 hours	Chiller Temp Check Records
		Microbiological Chemical Physical Contamination	Separation of raw and ready to eat product Wrap or cover food	Visual checks	During the process	Absence of contamination	Assess and discard contaminated food	Internal Audit

SUMMARY of CCPs: HACCP PLAN

5.2

Process Step	CCP No.	Hazards	Monitoring				Corrective Actions	
			Controls	Procedure	Frequency	Critical limit		Records
Preparation	PR	Growth of food poisoning bacteria Microbiological Chemical Physical Contamination Marinating	Limit time of preparation out of controlled environment Separation of raw and ready to eat Personal Hygiene	Visual, Monitor temperatures Ensure separate colour coded chopping boards	Every batch		Discard any food where cross contamination has been suspected. Ensure only clean, disinfected chopping boards in use and replace any worn boards.	
			Ensure marinade is stored chilled	Put sauce over raw meat and refrigerate	During Marination	Below 8C	Discard food outside of critical limit.	Chiller temp records
Cooking	4	Survival of food poisoning bacteria, toxins and spores	Cooking to specified temperatures and time Personal Hygiene	Monitor and probe food with calibrated thermometer	Every batch	Minimum Core temperature of 70°C for 2 mins	Probe check temperature and continue cooking until specified temperature achieved	Cooking Temp Records
Cooling	5	Potential growth of surviving bacteria Spore germination	Rapid cooling under controlled condition ie blast chiller or similar and transfer to chiller	Probe food and record temperatures and time	Every batch	Blast chill to below 8°C in 90 minutes and transfer to controlled temperature environment	Discard food outside of the critical limits Adjust blast chiller Monitor size of batch Monitor holding chiller	Blast Chill Records Holding chiller temperature records

SUMMARY of CCPs: HACCP PLAN

5.3

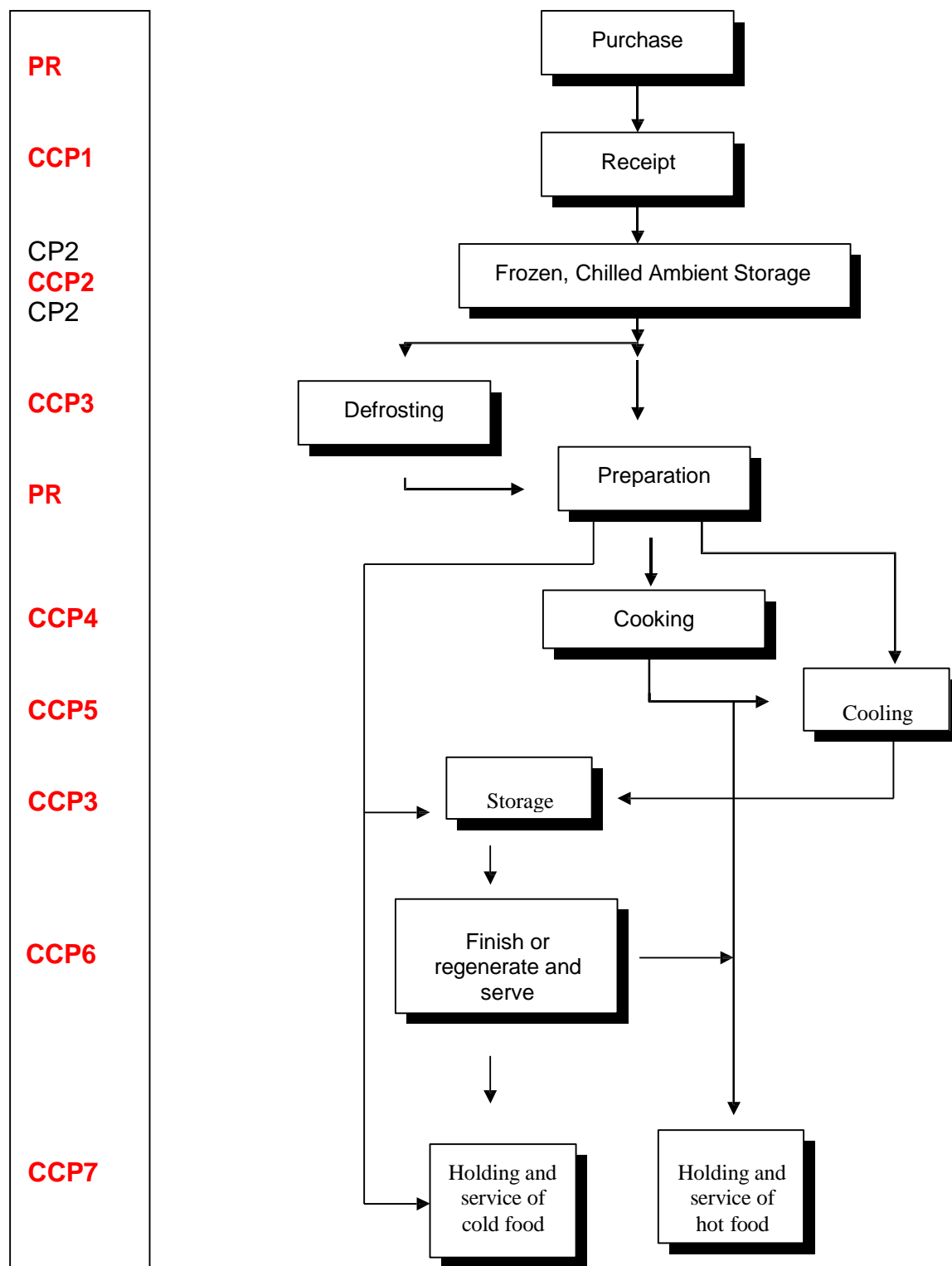
Process Step	CCP No.	Hazards	Monitoring				Corrective Actions	
			Controls	Procedure	Frequency	Critical limit		Records
Preparation and reheating	6	Growth of food poisoning bacteria Contamination of high risk foods with food poisoning bacteria Cross contamination	Minimise or prevent high risk foods left at ambient during preparation. Cook raw foods thoroughly to above 75°C for minimum 2 minutes. Reheat cooked food rapidly to above 70°C for minimum 2 minutes Ensure raw and cooked foods preparation and equipment segregated Personal Hygiene	Monitor time out of refrigeration. Cook thoroughly Stir food Visual checks Monitor temperatures	Regularly during process During the event	Max 2 hours at ambient and reheat to above 70°C for 2 minutes Absence of contamination	Discard food left at ambient for more than 2 hours Continue to reheat until specified temperature achieved Discard contaminated food	Function Control Record
Cold holding and service	7	Growth of food poisoning bacteria, toxin production and spore germination	Food to be held below 8°C in controlled environment	Record food temperatures	During holding and preparation	Chilled food to be held at 8°C or below	Discard food outside of critical limit for more than 1 hour Re evaluate storage procedures and equipment	Function Control Record

SUMMARY of CCPs: HACCP PLAN

5.4

Process Step	CCP No.	Hazards	Monitoring				Corrective Actions	
			Controls	Procedure	Frequency	Critical limit		Records
Hot Holding & Service	7	Growth of food poisoning bacteria	Hold food hot at greater than 63°C Personal Hygiene	Check food with probe thermometer	Hourly during hold	Maintain hot food above 63°C	Discard food if < 63°C for more than 2hours	Function control Record
		Contamination of food with food poisoning bacteria, chemical and physical material	Screen food where possible, Cover food Use clean equipment and utensils	Visual checks	Duration of event	No contamination	If food is contaminated discard	Function Control Record

6. Food Production Flow Chart



7. HACCP VALIDATION CHECK

DOC REF: HP07

HACCP Plan Validation:

	YES	NO
Is the scope an accurate description of the process?	<input type="checkbox"/>	<input type="checkbox"/>
Are flow charts identifying each step in the process?	<input type="checkbox"/>	<input type="checkbox"/>
Are all significant hazards addressed?	<input type="checkbox"/>	<input type="checkbox"/>
Are control measures in place?	<input type="checkbox"/>	<input type="checkbox"/>
Are CCPs justified?	<input type="checkbox"/>	<input type="checkbox"/>
Are critical limits acceptable?	<input type="checkbox"/>	<input type="checkbox"/>
Are there procedures for monitoring?	<input type="checkbox"/>	<input type="checkbox"/>
Are corrective actions in place and understood by relevant staff?	<input type="checkbox"/>	<input type="checkbox"/>
Are there adequate records?	<input type="checkbox"/>	<input type="checkbox"/>

SUMMARY

Are all relevant hazards addressed?

Does the plan control all hazards if followed correctly?

VALIDATION RECORD

Validation Carried Out By:

Position:

Signed:

Date Of Validation:

VALIDATION CHECKS: to confirm that all relevant hazards are being addressed and that the Plan would control the hazards if it were followed.

A validation check should be carried out before the plan is first implemented to make sure it is thorough and accurate. If the Plan is in any way incomplete or inaccurate it must be amended. *The HACCP Team or an external expert may carry out validations.

IT IS THE RESPONSIBILITY OF CATERING MANAGEMENT TO VERIFY THAT THE HACCP ACCURATELY REFLECTS AND CONTINUES TO REFLECT THE ACTIVITIES OF THE CATERING OPERATION AT ALL STEPS IN THE PROCESS

8. HACCP VERIFICATION CHECK

DOC REF HP08

BUSINESS NAME:

VERIFICATION: to confirm that the Plan is being followed and the staff are working to their instructions.

A complete check should consist of:

- 1) An evaluation of each part of the plan and how it was prepared using the documentation.
- 2) An on-site review of flow diagrams and operating practices as compared to the Plan.
- 3) An examination of monitoring and corrective action records.
Microbiological test results will also be relevant.

Checks on different sections of the Plan may be carried out so that the whole Plan is covered over a period of time. Where a verification report shows it to be necessary, either the Plan, working practices or instruction must be changed.

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HACCP VERIFICATION RECORD

DOC REF: HP09

SHEET NO: 1

DATE	TYPE OF DOCUMENTATION OR WORKING PROCEDURE CHECKED	CORRECTIVE ACTION REQUIRED	CORRECTIVE ACTION CARRIED OUT BY	SIGNED

9. HACCP REVIEW PROCEDURE

DOC NO:
HP10

BUSINESS NAME:

BUSINESS ADDRESS:

PERSONS RESPONSIBLE FOR REVIEW:

REVIEW PROCEDURE:

The HACCP plan must be reviewed at least once a year to check its accuracy. Each time the review procedure is carried out validation checks should also be carried out.

The HACCP plan must be kept up to date and may need to be amended when:

- 1) There are changes to the facilities, to working patterns, to the pre-requisite procedures, to legislation or;
- 2) Information is received about new hazards or best practices;
- 3) There is an unexplained system failure; or
- 4) Microbiological test results or customer complaints indicate that there is a need to improve procedures or training

REVIEW PROCEDURE

If any of the review questions identify a change in procedure, then the HACCP plan must be amended and any changes validated.

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HACCP REVIEW

DOC NO:HP11

YES**NO**

Does the scope accurately describe the process?
If No – amend Plan.

☐☐

Does the process stage correspond to the flow diagram?
If No – amend Plan.

☐☐

Are controls valid for each hazard – Microbiological, Chemical and Physical?
If No – amend Plan.

☐☐

Do the CCPs remain the same?
If No – amend Plan.

☐☐

Are critical limits adequate?
If No – amend Plan.

☐☐

Are monitoring procedures still effective for each CCP?
If No – amend Plan.

☐☐

Are appropriate corrective actions identified?
If No – amend Plan

☐☐**REVIEW RECORD**

REVIEW CARRIED OUT BY:

POSITION:

SIGNED:

DATE OF REVIEW:

AMENDMENT REQUIRED:**VALIDATION
COMPLETED:****DATE OF NEXT
REVIEW:**

11. HACCP – A glossary of terms

Term	Explanation of term
Action plan	Actions to be carried out by the person using this guidance manual in order to devise a HACCP system for their business.
Ambient temperature	The temperature of the surrounding environment. Commonly used to mean room temperature.
Bacteria	Groups of single cell living organisms. Some types may cause illness if ingested with food. Some types may cause spoilage of food. The majority are harmless to humans.
Bactericidal detergent	A detergent containing a chemical which is designed to kill bacteria during the cleaning process.
"Best before" date	The date marked upon the label of a food which indicates the time during which the food will remain in optimum condition if properly stored. This type of date mark applies to most foods and provides an indication of minimum durability. Food must, subject to certain exemptions, be date marked to indicate its shelf life. [See 'Use-by' Dates, below].
Chemical hazard	Any potential harmful substance that may contaminate food. Examples include cleaning chemicals, insecticides and pesticides.
Core temperature	The temperature at the centre or thickest part of a piece of food.
Contamination	The introduction to or occurrence in food of any harmful bacteria, chemicals, foreign materials, spoilage agents, taints or other unwanted matter. Contamination compromises the safety or wholesomeness of food intended for human consumption.
Control measure	An action or activity that can be used to prevent or eliminate a food safety hazard or reduce it to an acceptable level.
Corrective action	Remedial action which must be taken when monitoring shows that a critical limit has not been met.
Critical control point (CCP)	A process or step at which a control measure is essential so that a food safety hazard is prevented, eliminated or reduced to an acceptable level
Critical limit	A measurable criterion (for example, a cooking

	temperature or time or a refrigerator temperature) that must be met in order to ensure food safety
Term	Explanation of term
Cross contamination	The transfer of bacteria (or other contaminants) from one food to another, for example the transfer of bacteria from raw meat to ready-to-eat food. Cross contamination may take place in either of two ways: Direct cross contamination - by direct contact between two foods or by drip or splash from one food onto another; Indirect cross contamination - where the bacteria (or another contaminant) is passed from one food to another by a particular agent, for example a food handler, a knife, a work surface or a container.
Documentation	The written procedures relating to your HACCP system. In terms of this guidance manual, the contents of the HACCP Charts and Guidance/House Rules Sections.
Flow diagrams	A diagram which identifies steps in the catering process.
HACCP	Hazard Analysis and Critical Control Point - a system used to identify hazards associated with food production and to ensure that control measures are established at critical points in the process.
Hazard	A bacterial, chemical or physical agent with the potential to cause harm if present at an unacceptable level.
Hazard analysis	The process of identifying hazards, the steps at which they could occur and the introduction of measures to control them.
High risk food	Usually considered as food which supports the multiplication of harmful bacteria and is intended for consumption without treatment such as cooking, which would destroy such organisms. High risk food is usually protein and requires refrigerated storage e.g. all cooked meat and poultry, egg products (for example, mayonnaise), custards and dairy produce, shellfish and other seafood's, cooked rice, gravy and stock. It must always be kept apart from raw food. (All food could be considered to be high risk in relation to physical hazards).
Monitor	To conduct a planned sequence of observations or measurements to assess whether Critical Limits of Control Measures are being met.