

## Section 1: Food Safety Policy

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### What this section aims to do

- To provide Post with a policy statement regarding food safety.
- To specify who is responsible for what areas of food safety.
- To specify what the arrangements are for ensuring food safety.
- To provide a framework for meeting wherever possible the following UK legal requirements:
  - Regulation (EC) 852/2004
  - The Food Hygiene (England)(Scotland)(Wales)(Northern Ireland) Regulations 2006
  - Regulation (EC) 178/2002
  - Regulation (EC) 853/2004

### Contents

- General statement of food safety policy.
- Post Food Safety Management organisation and responsibilities for food safety.
- Arrangements for food safety:
  - Hazard Analysis Critical Control Points (HACCP)
  - pest control
  - personal hygiene
  - food hygiene training
  - Internal inspections and any external visits by the in country equivalent of UK Environmental Health Officers (EHOs)
  - food allergies
  - genetically modified foods
  - handling of alleged food poisoning cases
  - handling of guest/member of staff complaints
  - control of glass
  - use of eggs

### What you need to do

- Read the policy
- Sign and date the policy statement (by the person responsible for food safety standards – usually the Head of Catering/Residence Manager or Head/Executive Chef)
- Place a copy of the policy statement on the noticeboard.

# Food Safety Policy

## British High Commission Nairobi

This policy sets out our aims and objectives for food safety as well as the responsibilities and arrangements that are in place to achieve them.

**British High Commission Nairobi**

**Food Safety Policy**

**Part 1: General statement of policy**

The policy of British High Commission Nairobi is to provide our visitors/guests/staff with high quality, safe food.

To help us to achieve this a Food Safety Management System based on the principles of Hazard Analysis Critical Control Points (HACCP) has been developed and implemented.

We recognise that our staff play an integral part in the production of safe, clean food and undertake to provide such information, training and supervision as they need for this purpose.

The British High Commission Nairobi also accepts its responsibility and will provide adequate resources to ensure adherence to the policy.

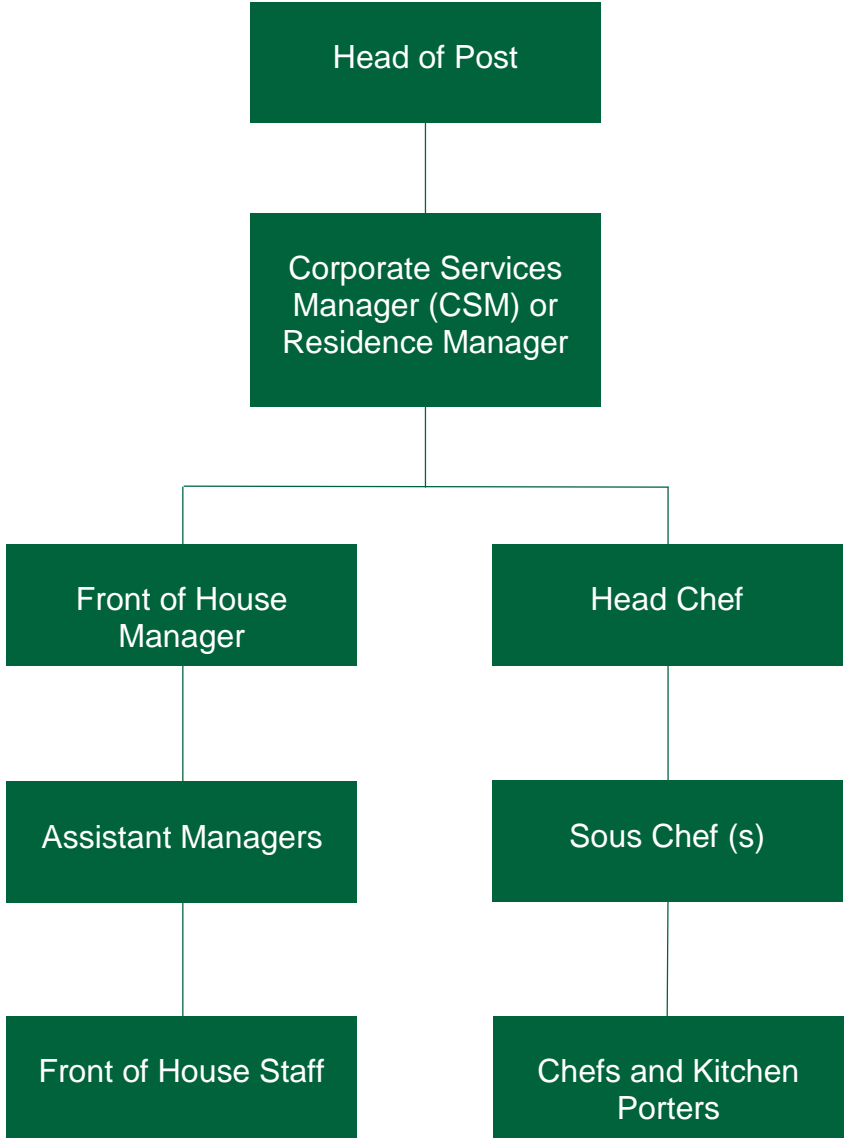
The responsibilities for food safety are important and the particular arrangements that we have in place to implement the Food Safety Management System are set out in this policy and the food safety manual.

This policy will be kept up to date, particularly as the catering function changes in nature and size. To ensure this, the policy and the way in which it is operated will be reviewed and re-signed every year.

<b>Signature</b>	
<b>Name</b>	
<b>Position</b>	
<b>Date</b>	

Part 2: Company organisation and responsibilities

Post Food Safety organisation



Responsibilities

The Head of Post is responsible for

- ensuring adequate resources (human, financial and equipment) are made available to secure high standards of food safety.

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### **The Corporate Services Manager (CSM) or/and Residence Manager is responsible for:**

- having an understanding of the HACCP system (including allergens) and ensuring its implementation;
- ensuring all members of staff detailed in the policy are aware of their responsibilities;
- displaying a copy of the general statement of food safety policy on the staff notice board;
- ensuring managers and staff attend food safety training as required;
- allowing managers and staff to have sufficient time to complete their duties in respect of food safety;
- ensuring a suitable pest control contract is put into place and action is taken and recorded following recommendations;
- making suitable arrangements for clean protective clothing for kitchen and front-of-house staff;
- liaising with the enforcement agencies (e.g. local equivalent of Environmental Health Department) when appropriate; and
- taking charge of alleged food poisoning cases and food complaints.

### **The Head Chef is responsible for:**

- implementing the HACCP system;
- ensuring the Critical Control Points (CCPs) as identified in the hazard analysis are being monitored;
- ensuring food handlers have had specific training in any CCPs that they are responsible for;
- ensuring food suppliers are approved in respect of food safety;
- carrying out inspections of the premises at least quarterly and recording the remedial actions taken;
- ensuring all food handlers have attended food hygiene training as required; and
- ensuring cleaning schedules are drawn up and implemented.

### **The Front-of-House Manager is responsible for:**

- ensuring the food safety standards of front-of-house staff; and
- providing training to front-of-house staff on the handling of enquiries about allergens.

### **The food handlers, waiters and kitchen porters are responsible for:**

- meeting the standards laid down in the *Essentials of Food Hygiene* induction notes and attending food hygiene training as requested by their line manager;
- following the food safety procedures given and, in particular, carrying out any monitoring or recording of CCPs as instructed;
- reporting to their immediate Line Manager/Supervisor if they are suffering from diarrhoea and/or vomiting;
- reporting any concerns regarding food safety; and
- co-operating with their Line Manager regarding the implementation of HACCP.

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### Part 3: Arrangements for food safety

#### Hazard Analysis Critical Control Points (HACCP)

- Post where deemed necessary has a documented food safety management system based on the principles of HACCP. Critical Control Points (CCPs) are monitored and recorded.
- Details are provided in Sections 2 and 3 of this Food Safety Management System manual.

#### Pest control

To ensure the premises are free from pests as far as reasonably possible, the following steps are taken:

- the premises are pest-proofed;
- a pest control contract is in place with regular visits along with arrangements for emergency call out;
- the pest control contract covers rodents, crawling insects and flying insects as well as the servicing of the electric fly killers;
- details of action taken following recommendations are recorded within the log-book;
- all sightings and evidence of pests are reported to the manager immediately, recorded and the contractor informed;
- electric fly-killers are operational at all times and serviced (including changing UV light tubes) in accordance with the supplier's recommendations; catch trays are emptied at least monthly; and
- refuse is covered during storage and disposed of frequently.

#### Personal hygiene

The following controls are in place:

#### Health assessment checks

- Prior to starting work (on their first day) all new employees are asked to complete **Form 1.1**.
- If a person is suffering from food poisoning symptoms they are referred to their General Practitioner until confirmation is received that it is safe for them to start food handling duties.
- Dates when new staff complete the assessment check are completed on the summary, **Form 6.9.1**

#### Return-to-work checks

- On returning back to food handling duties following illness, employees are asked to complete **Form 1.2**.
- This is checked and then signed off by their line manager as appropriate.
- Should advice be required in terms of information provided by employees, return-to-work health assessment guidance is provided in this section of the manual.
- Alternatively, the FCO Services Sustainable Operations Support Team (SOST) can provide advice.

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### Personal hygiene rules for food handlers

- All staff are required to undertake food hygiene training 'commensurate with their work activity', i.e. appropriate for the type of work they undertake.
- All staff read and sign off the 'Essentials of Food Hygiene' (provided in Section 6 of the manual).
- All food handlers must be required to comply with the personal hygiene policy. A copy is displayed on the notice-board.

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### Personal hygiene rules for food handlers

#### All food handlers must ensure they:

1. wash themselves before coming to/starting work;
2. wear the protective clothing that is provided (including headwear) at all times whilst handling food;
3. do not have hair that is longer than shoulder-length, without being contained within a hat or hairnet;;
4. do not wear protective clothing outside;
4. store outdoor clothing neatly in the facilities provided and not in a food room;
5. do not wear jewellery, except for permitted sleeper earrings and/or a plain wedding ring;
6. do not wear watches (if wristbands must be worn, they should be covered to reduce the risk of contamination);
7. cover/remove any stud piercings;
6. keep fingernails short and clean with no nail varnish (clear or coloured);
7. do not wear perfume or aftershave;
8. do not cough or sneeze over the food;
9. cover all wounds with blue, detectable waterproof dressings;
10. do not smoke (smoking is only permitted in the specified area) in any food room;
11. do not eat or drink in any food room;
12. report all symptoms of diarrhoea and vomiting and contact with persons suffering from food-borne diseases to their line manager;
13. wash their hands before starting work, after using the toilet, after handling raw foods (and before handling ready-to-eat foods), after handling rubbish, regularly throughout the day and whenever the hands are contaminated; and
14. report to their line manager if they are suffering from, or known to be a carrier of, a disease likely to be transmitted through food or while affected with infected wounds, skin infections, sores, diarrhoea or vomiting. Management will then take the necessary action to ensure food safety is not compromised.

**A copy should be displayed for the attention of all staff**



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### Food hygiene training

Where facilities and training providers are available either locally or by using the services of FCO Services Sustainable Operations Support Team (SOST) Posts are encouraged to enable catering staff to attend and complete the following courses:

Position	Training	Duration	Within
All staff	Essentials of Food Hygiene	Notes	Before commencing work
Waiters, porters, bar staff	Level1/Awareness (or equivalent)	2 hours	Within one month
High-risk food handlers	Level 2 Award in Food Safety in Catering (or equivalent)	6 hours	Within three months
Sous Chefs	Level 3 Award in Food Safety in Catering (or equivalent)	3 days	-
Head Chef	Level 4 Award in Food Safety in Catering (or equivalent)	5 days	-
High-risk food handlers	Refresher food hygiene training	1 hour	Annually
Those responsible for the development and maintenance of the food safety management system	HACCP training L3 or L4 training	1 day	

### Visits from the local equivalent of Environmental Health Officers (EHOs)

Food hygiene standards are normally enforced by the equivalent of the local government Environmental Health Department using EHO's or Health Officers.

When an enforcement officer visits:

- we ask them to present their identification card;
- the CSM/Resident Manager (if available) meets the Environmental Health Officer and then introduce the Front-of-House Manager and the Head Chef (if available);
- the management and staff co-operate fully.

After the inspection, the officer is asked to give a brief summary of the action required so that notes of the action points can be taken.

The name of the officer is recorded and a request made that the correspondence be sent to the person in charge of the company with a copy to the premises.

Copies of correspondence are filed in **Section 4** of the manual or within the **Records Folder**.

Details of any action taken as a result of the visit are recorded by marking off on the correspondence itself, in a letter to the EHO or action plan.

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### Food allergies

Severe allergic reactions to foods ('an inappropriate response to a usually harmless substance') are becoming more common. Occasionally, allergic reactions can be life-threatening.

The ingredients most commonly associated with severe allergic reactions are peanuts, tree nuts (such as almonds, hazelnuts, cashews, brazils and walnuts), shellfish, cows' milk products, eggs and seeds (such as sesame, poppy). Extremely small amounts can trigger extreme allergic reactions in sensitive people ('anaphylactic shock').

The FCO may also be subject to civil action by a guest/member of staff seeking financial compensation.

### Symptoms

Any or all of the following symptoms may be present:

- swelling of the throat and mouth;
- difficulty in swallowing or speaking;
- difficulty in breathing due to severe asthma or swelling of the throat;
- large hives (rash) anywhere on the body;
- abdominal cramps, nausea and vomiting;
- sudden feeling of weakness (drop in blood pressure);
- collapse and unconsciousness.

### Food intolerance

It is believed that approximately 20 – 30% of the population suffer from some degree of food intolerance at any one time. This does not cause a reaction from the immune system and is not immediately life threatening. However, severe illness can be caused. Examples of medical conditions that can cause people to react to certain foods include coeliac disease, migraine, eczema and asthma (among others).

### Guidance for Head Chef

1. Analyse the menu to establish which food allergens or those foods related to intolerances are present – document the results.
2. Ensure separation of allergens within the kitchen.
3. Train the kitchen staff in relation to the risks associated with food allergens and how to handle enquiries.

### Guidance for front-of-house managers and staff

1. Always ensure there is a nominated person on duty who knows, or can find out, the ingredients of all dishes (dish contents to be available on file). Information concerning allergens in a particular dish may be recorded on **Form 1.3**. Note that bought-in products should be labelled to indicate what allergens they contain.
2. Encourage serving staff to make enquiries to that staff member.
3. A declaration can be included on the menu stating that the food may contain nuts or nut traces.
4. Make sure all staff members (including part-time and casual staff) are aware of serious allergies and how to handle a guest/member of staff enquiry.

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### Guidance for serving staff

1. If a guest/member of staff states they have a food allergy, this must be taken seriously. Note the foods mentioned by the guest/member of staff whatever they are.
2. Find out which member of staff has accurate information about the ingredients. Approach that person if you need information. Ensure the guest/member of staff receives attention and all questions are answered honestly.
3. If there is serious doubt about whether a food is free of a certain ingredient, admit to the guest/member of staff that you are unsure.
4. Ensure that you wash your hands after serving any nuts. Any trace of nut oil on your skin could be transferred to another food.

### What to do in an emergency

If an allergic guest/member of staff becomes ill, it is likely that the person (or someone with them) will state that they are suffering from an allergic reaction. They may use the word anaphylaxis (pronounced ana-fill-axis).

The following procedure is to be followed:

1. Immediately send someone to dial the emergency services number as appropriate and give the following information-
  - *“This is an emergency. A guest/member of staff has collapsed and we believe they are suffering from anaphylaxis”*
  - give the name and address of the premises – clear enough so that the ambulance crew will know exactly where to go
2. Someone should be sent to stand at the company entrance to direct the ambulance to the patient.
3. Ask other guest/member of staff s if there is a doctor/nurse on the premises.
4. Staff trained in first aid should make a point of learning how to recognise allergic symptoms and what to do if someone suffers anaphylaxis.

### Genetically modified food

It is good practice that any dishes that contain genetically modified ingredients are identified. In the UK this must be indicated on menus or optionally on a notice.

Suppliers should be contacted and asked to provide evidence to demonstrate that the food that they supply to the catering facilities does not contain GM ingredients.

Guest/member of staff may ask for specific information about dishes that contain a GM product. Staff must know where the information is kept and should receive appropriate training in how to deal with guest/member of staff enquiries.

### Alleged food poisonings (AFPs)

Occasionally, a guest/member of staff may notify Post because they have suffered illness that they believe is as a result of consuming food at the premises.

All notifications are taken very seriously and instant action taken.

The manager responsible for the catering at Post (CSM/Residence Manager) is in charge of handling any incidents, with support from the FCO H& Manager and the SOST if required.

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The key objectives in handling an outbreak of food poisoning are:

- stopping the spread (e.g. quarantine any suspect food);
- establishing the cause; and
- taking remedial action to prevent a recurrence.

Top tips for dealing with AFPs – do's and don'ts
Do ensure all staff are trained in how to handle a notification.
Do take each case seriously - be concerned - you are sorry to hear they have been unwell and hope they get well soon.
Do only allow managers to speak to the guest/member of staff and take the details.
Do ensure all staff understand that the initial contact between the guest/member of staff and Post is critical.
Do allow the guest/member of staff to explain their concerns fully; do not interject.
Do explain that a procedure is in place for such situations and that you are required to follow it.
Do explain what the procedure is and what the guest/member of staff can expect.
Do explain that an independent company will carry out the investigation
Do take the details accurately – ensure you only complete the first part of the form. The FCO H&S Manager will complete the rest when they contact the guest/member of staff .
Do have blank copies of the alleged food poisoning form ( <b>Form 1.4</b> ) to hand.
Do add any relevant information to the form before you send it to the FCO H&S Manager.
Do send details to the FCO H&S Manager.
Do follow the company guest/member of staff complaint procedure.
Don't state specific time frames, only estimated ones if requested.
Don't tell the guest/member of staff that no other cases have been received.
Don't comment if you have received any other allegations.
Don't tell the guest/member of staff that you use/serve a lot of the food in question with no problems.
Don't make any statements that question their case e.g. that their symptoms occurred too quickly for it to be food poisoning.

### Food complaints (foreign bodies)

- When a food complaint is received, the complaint **Form 1.5** is completed and an investigation undertaken by Post.
- Food affected is retained.
- Any foreign bodies are retained in order to help in the investigation.
- The complainant are told that their complaint will be investigated fully and appropriate action taken.

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### Glass policy

In order to reduce the likelihood of glass contaminating the food, the FCO operates a policy of ensuring glass in food preparation areas is excluded as far as possible.

1. Foods are purchased out of glass wherever possible.
2. Where glass bottles/jars are present in the kitchen, these will be stored in plastic trays in order to reduce the risk of them falling and breaking.
3. Glass food containers can be kept in the dry goods store, preferably protected from the risk of falling.
4. Glasses should be stored (full or empty) in segmented plastic trays.
5. Glass jugs used for fruit juice and milk must not be stored in fridges. Any excess juice and milk must only be stored in plastic containers.
6. All glass bowls are banned from food preparation areas and food storage areas, unless they are shatterproof.
7. All fluorescent tubes will be protected by plastic shields in areas where food is handled and raw materials or food packaging is stored.
8. Fluorescent tubes, light bulbs and plastic shields, which protect fluorescent tubes etc., will only be cleaned or changed during non-production hours.
9. Any windows that are found to be cracked or broken will be made safe immediately until the necessary repairs can be carried out.
10. Glass thermometers will not be used in any part of the premises.
11. Visiting contractors will be made aware of the glass policy.
12. If there is a glass breakage in a food area, any open food in the vicinity must be discarded, the area fully cleaned and then checked prior to work recommencing.
13. If there is a glass breakage incident the details should be recorded including what was broken, location and details of the food that was discarded as a result. The breakage should be recorded on **Form 1.6**.

### Egg policy

Products that are made from raw egg may contain *Salmonella* bacteria, which can also be present on the shell of the egg itself.

The following guidelines apply to raw eggs. Any risk is greatly reduced when eggs are cooked thoroughly.

All food handlers are made aware of the following policy and monitored to ensure they are adhered to at all times:

- store eggs in a cool dry place, preferably under refrigeration, and always away from ready to eat foods;
- ensure eggs are clearly marked with a 'best before' date (or transfer from the outer carton); ensure strict stock rotation;
- store raw eggs away from high-risk foods e.g. dairy products, cooked meat;
- hands must always be washed, both before, and after handling eggs;
- cracked or damaged eggs are not to be used under any circumstances;
- preparation surfaces, utensils and containers should be cleaned and disinfected (sanitised) as a matter of course and always between the preparation of different dishes;
- egg dishes are best prepared for immediate consumption, or otherwise, refrigerated;
- raw eggs must, in general, be fully cooked or alternatively, pasteurised eggs utilised; and

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Products such as mayonnaise and hollandaise sauce rely on their natural acidity to prevent bacterial growth. Since this level of acidity, or pH, can never be guaranteed, consistency cannot be relied on or successfully measured in a commercial kitchen. In the interests of safety, the policy must therefore be that in all cases such as these, pasteurised egg must be used and that in all recipes requiring raw egg, the end product should be thoroughly heated to avoid any possible food poisoning incident. Such items, if held at temperatures below 63°C, must be discarded after 2 hours during service.

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### Forms

Form number	Form title
1.1	Food handlers health assessment questionnaire
1.2	Food handlers return-to-work questionnaire
1.3	Allergy information summary
1.4	Alleged food poisoning notification
1.5	Food complaint notification (foreign bodies)
1.6	Glass breakage

## Section 1: Food Safety Policy

### Form 1.1: Food handlers health assessment questionnaire

Name of employee:		
Address:		
At present, or in the last 7 days were/are you suffering from:		
i) diarrhoea		Yes/No
ii) stomach pain, nausea or fever		Yes/No
At present, are you suffering from:		
i) skin infections of the hands, arms or face, e.g. boils, styes, septic fingers, discharge from eye/ear/gums/mouth		Yes/No
ii) jaundice		Yes/No
Do you suffer from:		
i) a recurring bowel disorder?		Yes/No
ii) recurring infections of the skin, ear or throat?		Yes/No
Have you ever had typhoid or paratyphoid fever <u>or</u> are you now known to be a carrier of <i>Salmonella</i> Typhi or Paratyphi?		Yes/No
Are you a carrier of <i>Salmonella</i> ?		Yes/No
In the last 21 days have you been in contact with anyone, at home or abroad, who may have been suffering from typhoid or paratyphoid?		Yes/No
Countries visited in the last 6 weeks		
Name of doctor		
Address		
Tel. No		

The answers to the above questions are to the best of my knowledge accurate and I acknowledge that failure to disclose information may lead to termination of my employment.

Signed	
Date	



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### Form 1.2: Food handlers return-to-work questionnaire

**PART 1** To be completed by all food handlers when returning to work after an illness

<b>Name:</b>	<b>Date of return:</b>
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Please answer the following questions:

**During your absence from work, did you suffer from any of the following:**

Please tick and date when the symptoms ceased	yes	no	date
(a) Diarrhoea?			
(b) Vomiting?			
(c) Discharge from gums/mouth, ears or eyes?			
(d) A sore throat with fever?			
(e) A recurring bowel disorder?			
(f) A recurring skin ailment?			
(g) Any other ailment that may present a risk to food safety?			
Have you recently taken any medication to combat diarrhoea or vomiting?			

<b>Signature (food handler):</b>	<b>Date:</b>
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**PART 2** To be completed by the Manager/Supervisor

If the answer to all of the above questions was 'No', the person may be permitted to return to food handling duties. **(Complete and sign below)**

However, if the answer to any of the questions was 'Yes', the person should not be allowed to handle food until they have been free of symptoms for 48 hours or, if formally excluded, medical advice states that they can return to their duties.

**(See Part 3)**

I confirm that		may resume food handling duties.
Signature (Manager/Supervisor)		Date:

/contd.

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**PART 3** To be completed by the Manager/Supervisor after medical advice has been taken

What medical advice was received by the employee?	Please tick
(a) Exclusion from work until medical clearance is given	
(b) Move to safe alternative work until clearance is given	
(c) Return to full food handling duties	

If (a) or (b) is ticked, appropriate action must be taken. If (c) is ticked, the food handler may resume duties immediately.

I confirm that		may resume food handling duties.
Signature (Manager/Supervisor)		Date:

*NB Where medical clearance has been given by the G.P, you must receive a copy of this in writing.*

### Return-to-work health assessment guidance

Condition	Action to be taken
Carrier of typhoid or paratyphoid?	Exclude from employment until clearance is given in writing from G.P.
Contact with a typhoid or paratyphoid sufferer	Exclusion from employment until clearance is given in writing by G.P.
Skin rash/dermatitis	OK if not weeping or bleeding. If weeping or bleeding then exclusion until clear.
Septic cuts on the hands	OK if not weeping or bleeding. If weeping or bleeding then exclusion until clear.
Boils	OK if not weeping or bleeding. If weeping or bleeding then exclusion until clear.
Diarrhoea and/or vomiting	Exclude until symptoms have stopped for at least 48 hrs or clearance has been issued in writing from G.P. Ensure strict personal hygiene practiced on return.
Bowel disorders (Crohn's disease, Irritable Bowel Syndrome, Ulcerative Colitis)	OK as long as food handler carries out good hygiene practices and notifies manager of any issues such as diarrhoea.
Discharges from the eye, ear, nose, mouth	OK if not weeping or bleeding. If weeping or bleeding then exclusion until clear.
Septic cuts on the hands	OK if not weeping or bleeding. If weeping or bleeding then exclusion until clear.

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**Form 1.3: allergy information summary**

Name of dish	Peanuts	Nuts*	Molluscs	Sesame seeds	Crustacea	Fish	Eggs	Soya	Milk	Celery	Mustard	Sulphur dioxide	Gluten

\* brazil nuts, hazelnuts, almonds and walnuts

Review date:

\*\* cereals containing gluten (including wheat, rye, barley and oats)

*Note: This form is available in Excel format*

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### Form 1.4: Alleged food poisoning notification

#### THIS SECTION TO BE COMPLETED BY POST

#### To: FCO H&S Manager

Tel: 020 7808

Email: Stephen.glass@fco.gov.uk

From [Post]

Contact

Tel no.

Fax no.

E-mail address

#### Guest/member of staff details

Surname

Forename

Address

Work telephone no.

Home telephone no.

Mobile telephone no.

E-mail address

Date of notification

Notification by

Letter (please attach)/Telephone/E-mail/In person \*Please circle

#### Details of notification

Date food consumed

Time food consumed

Starter

Main course

Dessert

How many of the meals were sold on the day in question?

Starter

Main course

Dessert

Food in question (circle)

'In house'

'Bought-in'

Any other complaints from the same day?

Yes

No

Staff members off ill during last week?

Yes

No

If 'yes', provide details

'Use by' or 'best before' dates of foods suspected

If shellfish: health-marks, supplier details, source and type of oysters

Temperature records - comments

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THIS SECTION TO BE COMPLETED BY FCO H&S TEAM					
Investigation					
Symptoms	Vomiting	Diarrhoea	Fever	Stomach cramps	Other ( )
Date/time of onset					
Date/time finished					
Severity (mild/moderate/severe)					
Foods consumed in previous 48 hrs					
Doctor visited?	Yes			No	
Stool samples?	Yes			No	
If 'yes', results?					
Any other people in the same party ill?	Name 1				
	Food consumed				
	Symptoms				
	Contact details				
	Name 2				
	Food consumed				
	Symptoms				
	Contact details				
	Name 3				
	Food consumed				
	Symptoms				
	Contact details				
THIS SECTION TO BE COMPLETED BY POST					
Activity tracker (dates and times)					
Notification received					
Notification sent to FCO H&S Team					
Details of follow up action taken					
Follow up action taken by					

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### Form 1.5: Food complaint notification (foreign bodies)

<b>To: FCO H&amp;S Manager</b>	
Tel: 020 7244 1925	Email: Stephen.glass@fco.gov.uk
From Post	
Contact	
Tel no.	
Fax no.	
E-mail address	
<b>Guest/member of staff details</b>	
Surname	
Forename	
Address	
Work telephone no.	
Home telephone no.	
Mobile telephone no.	
E-mail address	
Notification by	Letter (please attach)/Telephone/E-mail/In person *Please circle
<b>Details of notification</b>	
Date food consumed	
Time food consumed	
Starter	
Main course	
Dessert	
Details of complaint	
Foreign object retained?	
How was it left with the guest/member of staff ?	
<b>Investigation</b>	
If yes, what was the outcome?	
Laboratory analysis required?	
Analysis results	

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Conclusion of investigation	
<b>Activity tracker (dates and times)</b>	
Notification received	
Notification sent to FCO H&S Team	
Details of follow up action taken	
Follow up action taken by	

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Form 1.6: Glass breakage	
Investigator	
Date	
Time	
Breakage discovered by	
Location of breakage	
Details of breakage	
Foods within breakage area	
Action taken	
Declaration: <i>"The area detailed above has been cleaned and disinfected and all products that were at risk of contamination have been destroyed. The area is now fit for re-use."</i>	
Name	
Position	
Date	
Signed	