



FOOD SAFETY MANUAL
2025-26

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The sections highlighted are applicable to wet only and own food partnership pubs.

Table of Reviews and Updates

Date	Update	Replaces
01/10/22	Full Marston's Food Safety Manual first issued.	Marston's Food Safety Policy Manual 2018
01/10/23	SOP 9 Cooking – amendment to permitted variations and FWE procedure	SOP 9 Cooking 01/10/22
01/10/23	SOP 15 Allergen Control – update to guest journey.	SOP Allergen Control 01/10/22
01/10/23	SOP 20 Food Complaints – Retail partners advised to contact their Regional Safety Advisors for alleged food poisoning complaints	SOP 20 Food Complaints 01/10/22
01/10/23	SOP 22 Maintenance – guidance for when maintenance work takes place in kitchens	SOP 22 Maintenance 01/10/22
01/10/24	Review with SRS Vale of Glamorgan – all sections updated.	Food Safety Manual 2023
01/10/25	Minor updates to terminology and incorporating recommendations from Primary Authority partners – all sections	Food Safety Manual 2024
01/10/25	SOP 15 Allergen Control – update to ensure alignment to latest FSA best practice guidance	SOP 15 Allergen Control 01/10/24

Enforcement Officer Information

This Safety Manual should provide the information you require in relation to your visit or direct you to where to find further information should you need it.

Information about Marston's to help you:

This pub is owned by Marston's PLC. Our pubs are operated as:

- **Managed** pubs – the General Manager and team are employees of Marston's. Marston's is the 'food business operator' in terms of Article 3 of Regulation (EC) No 178/2002.
- **Partnership** pubs – the operators of these businesses are self-employed. We have a range of different partnership agreements to suit the variety of our pubs estate and the personalities of the people who run them:
 - **Franchise** and **Retail** agreements – see below.
 - **Foundation** and **Pillar** agreements – see below.
 - **Tenancies** and **Leaseholds** - Marston's is the landlord. The licensee and employees are totally independent of the company and this safety manual does not apply.

Franchise and Retail agreements are like a halfway house between a traditional lease or tenancy and a managed pub. The pub partner runs the pub on a self-employed basis but has the support of a managed house support structure behind them. The partner receives a percentage of the turnover for their services. In turn, Marston's support the partner and take care of everything else – the building, fixtures and fittings, marketing, stock, menus, pricing etc. including this safety management system that must be implemented and followed. In these pubs, the pub partner is the 'food business operator' but Marston's is responsible for any maintenance work that your inspection report contains and we will also ensure that the partner is complying with all aspects of our safety management system. We would be most grateful if you could send a copy of your inspection report to us. Our pubs are not provided with photocopying or scanning equipment so this will greatly assist us to deal with any issues without delay.

Pillar agreements – unlike traditional tenancies and leaseholds, Pillar agreements share all the risks and rewards between the pub partner and Marston's. We share an agreed percentage of the sales of food, drink and accommodation (where applicable) and some of the cost base. There is no rent to pay and Marston's pays for the utilities and takes responsibility for all maintenance as well as providing expert induction training plus on-going training and support. The pub partner has full control over the food offer and accommodation (where applicable). The partner is the 'food business operator' and in their agreement they commit to operating the business in compliance with all relevant laws and regulations including in respect of licensing, health and safety, food and fire safety and trading standards. As above, Marston's is responsible for any maintenance work identified during an inspection and through it's training and other support, we assist the pub partner to meet their legal compliance obligations.

Foundation agreements – similar to Pillar above. There is no rent and drinks stocks are supplied and paid for by Marston's. The pub partner's earnings are based on a percentage of weekly drinks sales, but they have the flexibility to choose the food offer and keep 100% of the food sales. Marston's covers the costs of utilities and a share of the maintenance. As above, expert induction training plus on-going training and support is provided. The pub partner has full control over the food offer and accommodation (where applicable). The partner is the 'food business operator' and commits in their agreement to operating the business in compliance with all relevant laws and regulations.

For clarity, this Food Safety Manual applies to our managed pubs and our partnership agreements where a Marston's menu is offered. You are most likely to find our partnership pubs that offer their own food including Pillar, Foundation, Tenancy and Leasehold pubs using Safer Food, Better Business or equivalent food safety management system. Nevertheless, some sections of this manual do apply to our partnership 'own food' and 'wet only' pubs. For ease of reference these are highlighted on the contents pages.

Summary:

Operating Format	Food Business Operator	Food Safety Management System
Managed	Marston's	Marston's Food Safety Manual
Franchise	Partner	Marston's Food Safety Manual
Retail – Marston's Menu	Partner	Marston's Food Safety Manual
Retail – Own Food	Partner	Safer Food Better Business*
Retail – Wet Only	Partner	Marston's Food Safety Manual*
Pillar	Partner	Safer Food Better Business
Foundation	Partner	Safer Food Better Business
Tenanted & Leased	Partner	Safer Food Better Business

**Some sections of Marston's Food Safety Manual apply to 'own food' and 'wet only' partnership pubs.*

We are supported by our **Primary Authority Partners – City of Wolverhampton Council and Shared Regulatory Services - Vale of Glamorgan Council, for devolved matters in Wales.**

This manual has been reviewed by our Primary Authority Partners and their feedback and comments have been incorporated. It consists of standard operating procedures. It is regularly reviewed to ensure that it complies with safety legislation and relevant best practice.

Inspection Reports and Requests for further information:

The address of the Pub Support Centre is shown below. We would prefer to receive inspection reports via email rather than hard copy. Our pubs do not have facilities to photocopy or scan reports that you leave on site so we would ask that send a copy to:

safety@marstons.co.uk

We constantly monitor enforcement officer visits to ensure that we pick up on current enforcement themes and make improvements across the business where possible.

The pub team will be happy to assist you during your visit. Please direct any initial questions to them. If you have any further queries, please contact the Safety Team at the Pub Support Centre using safety@marstons.co.uk

Please direct all written communication to the Company Secretary at:
Marston's PLC, St John's House, St John's Square, Wolverhampton, WV2 4BH
Tel 01902 907250

www.marstonpubs.co.uk

Marston's PLC is registered in England No. 31461



Safety Policy Statement

It is the policy of Marston's to comply with relevant safety legislation, appropriate approved codes of practice and recognised good practice guidelines.

We will work with our Primary Authority Partners – Hereford and Worcester Fire and Rescue Service for fire safety and City of Wolverhampton Council and the Vale of Glamorgan Council (Shared Regulatory Services) for health and safety, food safety and trading standards to ensure that our safety management system complies with statutory requirements and recognised good practice.

We will maintain a safety management system across our business in order to protect the safety of our guests, our people and any other persons who could be affected by our activities.

We will ensure that appropriate resources are made available to ensure that our safety standards are maintained.

We are committed to the provision of training for our team members, in line with their duties, to allow them to effectively exercise their responsibilities in ensuring that a safe environment is maintained.

Individual team members will be encouraged and expected to take personal responsibility to ensure that appropriate practices are always correctly implemented.

Marston's will ensure in each workplace that:

- Team members are given information, instructions, and supervision in safe working procedures and that those procedures are fully implemented in practice.
- That the performance of teams in implementing of company safety policies is monitored on a regular basis.
- That records are maintained to demonstrate that the safety management system is being effectively implemented, reviewed and appropriate corrective action is taken when necessary.
- There are clear and effective lines of communication to enable all team members to both be given information that will allow them to work safely and to allow them to raise any issues that they believe may require action.
- There is sufficient availability of suitable resources to achieve positive safety management.

This policy, and the safety management system, will be subject to regular review with the aim of seeking continual improvement in service to our guests and in safety standards.

Justin

Justin Platt
Chief Executive Officer

October 2025

Safety Arrangements and Responsibilities

Marston's Pubs business comprises circa 1,400 pubs in England, Scotland and Wales. Around 150 of these are a mixture of leased and tenanted businesses where Marston's has some safety responsibilities as landlord but otherwise, these pubs are run as independent businesses with their own safety arrangements and around 130 Pillar and Foundation agreements where Marston's is responsible for maintenance and provides the partner with assistance to meet their safety responsibilities.

The other circa 1,100 pubs are operated as managed or partnership agreement businesses. The Safety Policy applies in full in all managed pubs and partnership pubs delivering company menus. 'Own food' and 'wet only' partnership pubs must operate to the relevant parts of company's Safety Policy, but 'own food' pubs will use the Safer Food Better Business food safety management system. Nevertheless, some sections of this manual are relevant to these businesses, and these are highlighted on the contents page for ease of reference.

The company completes a minimum of twice annual, unannounced safety audits in all pubs to ensure adherence to this policy.

Full details of the safety management system and the procedures that must be followed are detailed in this manual.

Chief Executive Officer

- The duty holder with overall accountability for all aspects of safety.
- Accountable for demonstrating Marston's commitment to safety at main board level.

Chief Financial Officer

- Responsible for ensuring appropriate resources are made available to ensure appropriate safety standards are maintained.

General Counsel and Company Secretary

- Responsible for ensuring that safety related matters are fully considered at Executive Committee level.
- Accountable for ensuring that safety performance within all aspects of the business is monitored effectively and reported to the Executive Committee for review.
- Accountable for ensuring that safety performance is reviewed on an annual basis to determine if the current arrangements remain satisfactory or if changes to either policy or procedure are required.

Human Resources Director

- Responsible for ensuring that safety training programmes are delivered of the right quality, in the right way at the right time.

Property Director

- Accountable for ensuring that appropriately qualified nominated contractors are available for carrying out all the statutory testing requirements in accordance with the planned preventative maintenance regime.
- Accountable for ensuring that all remedial facility actions identified in the planned preventative maintenance regime, fire risk assessments and safety audits are completed.
- Accountable for the completion of general reactive maintenance issues relating to the safety integrity of pubs are completed in line with company policy and statutory guidelines.
- Accountable for ensuring the design and construction of new or newly acquired pubs comply with safety legislation and best practice.

Chief Operating Officer

- Accountability for delivery of company safety policies and procedures.
- Responsible for proactive leadership of and championing safety within all operation teams.
- Reinforcing required behaviours by review of safety performance within the appropriate operational review meetings.
- Responsible for ensuring appropriate resources are made available within their operations to ensure safety processes are implemented.
- Responsible for supporting Directors of Operations and Operations Managers in ensuring that their operations remain safe.

Director of Safety

- Responsible for ensuring that the company safety policy and management systems are kept fully up to date, are effectively communicated, are fully implemented and are firmly embedded to ensure all business practices remain safe and secure.
- Responsible for advising the Risk and Compliance Committee of any issues that need consideration including changes required to company policy.
- Responsible for advising on and supporting Directors, Operations Managers, Area Operations Managers and Pub Managers and Partners in the implementation of company safety policies and monitoring systems.
- Responsible for monitoring of the safety performance of the company and providing monthly reports to the Executive Committee and Main Board as required.
- Responsible for ensuring that all accidents and incidents occurring at the company premises or involving Marston's employees or guests are fully investigated to identify root causes and that appropriate corrective actions are implemented.
- Responsible for developing and directing the safety audit programme and monitoring that appropriate corrective actions are taken.
- Responsible for monitoring of all enforcement officer activity and ensuring there is effective liaison with those officers.
- Responsible for working with the company's Primary Authorities for food safety and health and safety and maintaining the relationship.
- Responsible for managing the team of Regional Safety Advisors who will assist the Director of Safety in the above responsibilities.

Senior Technical Manager – Food and Drink

- Responsible for the management of safety in the food and drink supply chains.

- Responsibility for the management of allergy safety from supplier to guest. Ensuring that suppliers maintain the company's food information system so that accurate information is available to guests.
- Responsible for advising the Risk and Compliance Committee of any issues that need consideration including changes required to company policy.
- Responsible for ensuring that all product related incidents are fully investigated to identify root causes and that appropriate corrective actions are implemented.

Directors of Operations, Operation Managers

- Ensuring that their operations remain safe through implementation of company safety policies and procedures with no compromises.
- Responsible for ensuring they fully understand company safety policy and requesting assistance or guidance if they are unclear on any points.
- Accountable for ensuring that Area Operations Managers receive appropriate safety training before they take charge of any area.
- Responsible for communicating company safety policy to Area Operations Managers.
- Monitoring of the Area Operations Managers implementation of safety policy in their areas.
- Ensuring that a robust plan of coverage is agreed with their Operations Director, in the instance of an Area Operations Manager vacancy.
- Ensuring that any unsafe act, condition, or situation is immediately notified to the Director of Safety.
- Ensuring that disciplinary proceedings are instigated where necessary for breaches of safety policy.

Area Operations Managers

- Ensuring that the pubs that they are responsible for remain safe through implementation of company safety policies and procedures with no compromises.
- Responsible for ensuring they fully understand company safety policy and requesting assistance or guidance if they are unclear on any points.
- Accountable for ensuring that Pub General Managers/Partners and team members receive appropriate safety training before they take up their appointment and take sole charge of any pub or area of responsibility.
- Responsible for communicating company safety policy to General Managers/Partners and teams.
- Responsible for escalating safety issues, accidents, incidents, defects or concerns until resolution.
- Responsible for all safety matters within an operation in the absence of a General Manager/Partner and ensuring appropriate cover is provided by an appropriately trained team member.
- Monitoring of the General Managers/Partners implementation of safety policy in their pubs and their team's implementation of safety policy.
- Ensuring that appropriate corrective action is taken in response to any non-compliance with this safety policy.
- Ensuring that any unsafe act, condition or situation is immediately notified to the Director of Safety.
- Ensuring that disciplinary proceedings are instigated where necessary for breaches of safety policy.

General and Assistant Pub Managers and Pub Partners

- Ensuring that their pub remains safe through implementation of company safety policies and procedures with no compromises.
- Responsible for ensuring they fully understand company safety policy and requesting assistance or guidance if they are unclear on any points.
- Ensuring that all team members are fully trained in safety matters appropriate to their job role and are fully aware of their responsibilities and duties and know how to carry these out correctly.
- Ensuring that adequate supervision is always available, particularly for young or inexperienced team members.
- Ensuring that no team members are left in charge of a pub or operation within the business without having completed the necessary safety training.
- Responsible for monitoring compliance of their team to the safety policies and carrying out the tasks within it.
- Ensuring that appropriate corrective action is taken in response to any non-compliance with safety policy.
- Responsible for escalating safety issues, accidents, incidents, complaints, defects or concerns and thorough investigations are carried out until resolution.
- Ensuring that disciplinary proceedings are instigated where necessary for breaches of safety policy.

All Team Members

- Responsible for carrying out their duties with due regard for the training that they have received in relation to safety.
- Conducting themselves in a safe and secure manner at work and not doing anything which might jeopardize their own safety or that of their colleagues or guests.
- Ensuring that good housekeeping is always maintained.
- Responsible for reporting any unsafe practices, faulty equipment or hazards to their line manager.

Hazard Analysis and Critical Control Points (HACCP)

Marston's has adopted the principles of HACCP in the development of its food safety management system.

HACCP involves the following seven stages:

1. Identify what could cause harm to our guests (the hazards)
2. Identify the steps in the operation at which hazards must be controlled to ensure they are eliminated or reduced to a safe level (the critical control points – CCPs)
3. Establishing critical limits at each CCP to separate acceptable from unacceptable.
4. Carry out checks at CCPs to prevent problems occurring (monitoring)
5. What to do when critical limits are not met (corrective action)
6. Prove that your HACCP Plan is working (verification)
7. Keep records of the above (documentation).

Prerequisites

HACCP procedures alone will not guarantee food safety. For the food safety management system to be effective, a foundation of basic good food hygiene practice is required. These are referred to as 'prerequisites' and include precautions covering the following areas:

- Allergen control
- Cleaning and disinfection
- Design and layout.
- Equipment suitability
- Food complaint management
- Foreign body control
- Maintenance
- Personal hygiene and infection control
- Pest control
- Product recall
- Training
- Waste management.

Standard Operating Procedures

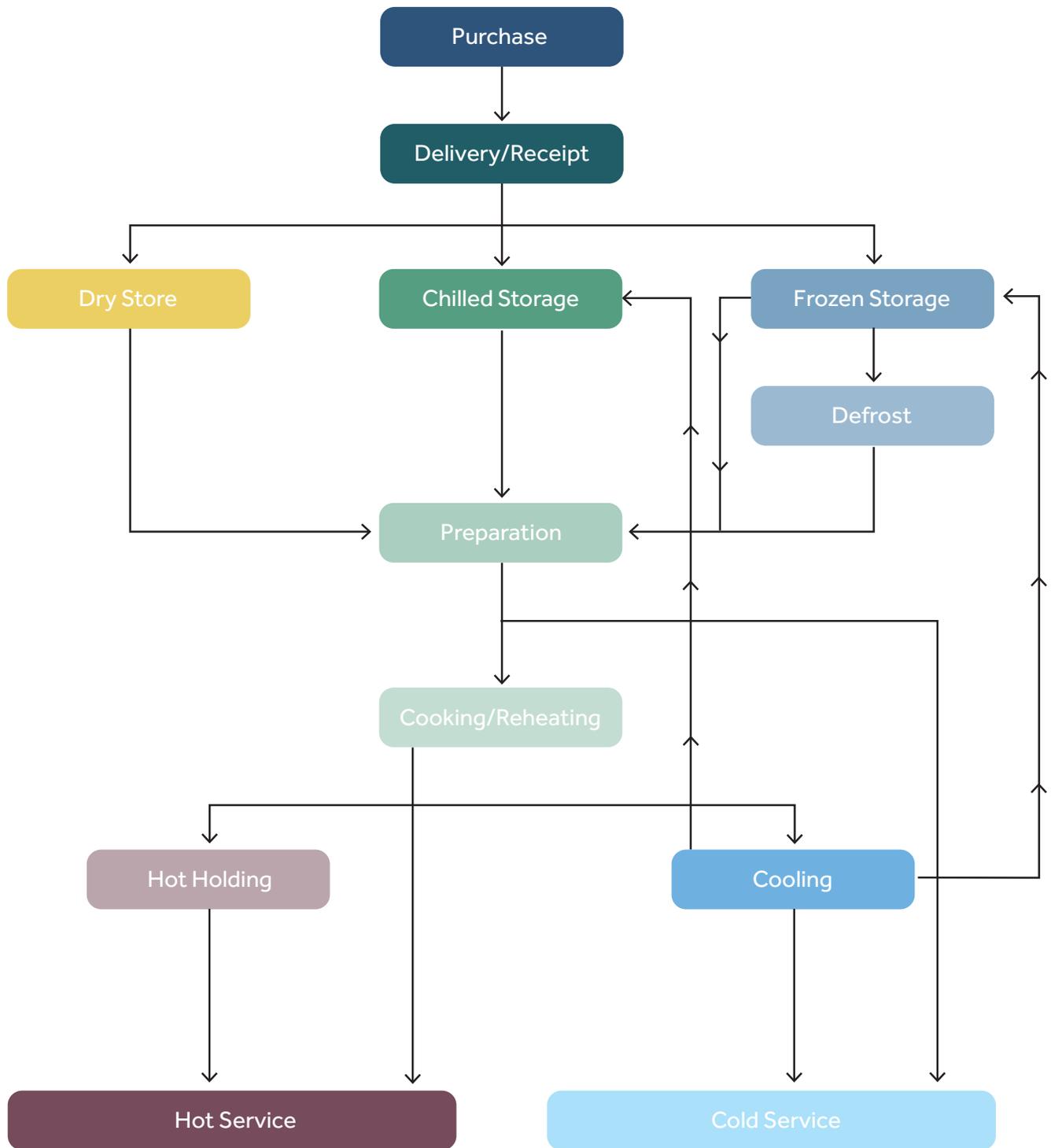
The controls from these prerequisites and all controls identified by the HACCP shall be delivered through a series of Standard Operating Procedures (SOPs).

The SOPs have been produced to provide a set of written instructions that must be followed to ensure food safety when completing certain tasks. It is essential that these procedures are in place and that all team members have been trained on the content of all SOPs relevant to their work activity.

Blue Box Records

Monitoring of critical controls and prerequisite safety measures are documented in a series of safety record books known as the 'Blue Box.' These records are reviewed and updated on an annual basis.

Process Flow Chart



HACCP Chart

Step	Hazards	Controls and Critical Limits	Monitoring	Corrective Action
Purchase	Intrinsic containment (microorganisms or foreign material)	<p>Nominated suppliers subject to an approval process by the Marston's Technical Services team including independent third party expert audit to BRC/SALSA standards and conformance to the Marston's Food Supplier Charter.</p> <p>Emergency "contingency" purchases must only be made from leading supermarkets or cash and carry stores which carry out the same checks on their suppliers.</p> <p>No unauthorised suppliers</p>	<p>Monitoring of the performance of approved suppliers is managed centrally by the Food and Drink Technical Services team</p> <p>When emergency purchases MUST be made, follow SOP 1 Purchase / Supply Chain Management</p>	<p>Investigate complaints with supplier.</p> <p>Re-audit of supplier.</p> <p>Deselection of supplier.</p> <p>Re-training of the team.</p> <p>Failure to comply could result in disciplinary action.</p>
Delivery	Growth of bacteria. Further contamination (by microorganisms, foreign material or chemicals).	<p>Food delivered at correct temperatures (Chilled below 8°C / Frozen below -15°C).</p> <p>Food delivered in suitable packaging to ensure full separation of raw and RTE food.</p> <p>Food delivered with accurate and complete labelling information.</p> <p>Food delivered with adequate shelf life.</p> <p>Transfer chilled food to refrigerated storage as quickly as possible.</p> <p>Cleaning chemicals delivered separately to food supplies.</p>	<p>Check and document temperatures in Food Safety Record Book.</p> <p>Visual checks for adequate shelf life, signs of packaging damage and raw/RTE separation.</p> <p>SOP 2 Delivery</p>	<p>Reject food which is above critical limits, in damaged packaging, missing labelling information, expired date label or subject to contamination.</p> <p>Quarantine stock and report to Catering Hotline.</p> <p>Re-training of the team.</p>

Step	Hazards	Controls and Critical Limits	Monitoring	Corrective Action
Storage	<p>Bacterial growth. Further contamination (by microorganisms, foreign material or chemicals). Allergen cross contact.</p>	<p>Store at correct temperatures. (Chilled at or below 5°C / Frozen at or below -18°C) Cover/wrap foods. Store raw and ready to eat foods separately in separate designated refrigerators where possible or with ready to eat food always stored above raw food. Open foods stored in sealed containers. Date labelling and stock rotation. Store cleaning chemicals away from food. Open foods containing known allergens must be separated from other foods by storing them in sealed food grade containers or by strict physical separation and clearly labelling them if visibly similar to other food.</p>	<p>Check and document temperatures in the Food Safety Record Book. Visual checks. Rotate stock – first in first out (FIFO). Check date labels. <u>SOP 3 Chilled Storage</u> <u>SOP 4 Frozen Storage</u> <u>SOP 5 Ambient Storage</u> <u>SOP 6 Stock Rotation</u> <u>SOP 15 Allergen Control</u></p>	<p>Dispose of food which is above critical limit, with expired date label or subject to contamination. Re-training of the team.</p>
Defrosting	<p>Bacterial growth. Further contamination (by microorganisms, foreign material or chemicals).</p>	<p>Defrost high risk food overnight under refrigeration. Separation of raw and ready to eat during defrosting. Raw food must always be thawed at the bottom of the refrigerator. Keep food covered, where possible. Allow sufficient time for full defrost.</p>	<p>Check and document temperatures in the Food Safety Record Book. Visual checks. <u>SOP 7 Defrost</u></p>	<p>Dispose of food which is above critical limit or subject to contamination. Food that has not fully defrosted – allow to completely thaw before use.</p>

Step	Hazards	Controls and Critical Limits	Monitoring	Corrective Action
Preparation	Bacterial growth. Further contamination (by microorganisms, foreign material or chemicals). Cross contact with allergens	Limit the time at ambient temperature. Full separation of raw and ready to eat food preparation by the use of separate designated work surfaces and separate colour-coded equipment. Use clean equipment. Good personal hygiene. Control of allergen cross contact risk during preparation.	Visual checks. Cleaning schedules. <u>SOP 8 Preparation</u>	Dispose of food which has been left at ambient temperature or subject to contamination or cross contact. Re-training of the team.
Cooking/reheating	Survival of bacteria Further contamination (by microorganisms, foreign material or chemicals). Cross contact with allergens.	Cook/reheat to a minimum core temperature of 75°C for 30 seconds or equivalent. In Scotland, food which has been cooked, cooled and reheated in-house must be reheated to 82°C. Use of separate colour coded utensils at the start and end of cooking. Control of allergen cross contact risk during cooking.	Check and document temperatures in the Food Safety Record Book. Visual checks. <u>SOP 9 Cooking</u> <u>SOP 11 Reheating</u>	Cook food further and recheck. Dispose of food which has been subject to contamination or cross contact. Re-training of the team.
Cooling	Growth of surviving spores. Further contamination (by microorganisms, foreign material or chemicals).	Cool food rapidly - 1½ hours maximum. Keep food covered, where possible. Separation of raw and ready to eat food.	Check time and temperature and document in the Food Safety Record Book. <u>SOP 10 Cooling</u>	Dispose of food which has not be cooled in accordance with limits or subject to contamination. Re-training of the team.

Step	Hazards	Controls and Critical Limits	Monitoring	Corrective Action
Chilled Storage	Growth of bacteria. Further contamination (by microorganisms, foreign material or chemicals).	Store at correct temperature - at or below 5°C. Cover/wrap food. Date label/stock rotation. Separate raw/ready to eat food.	Check and document temperatures in the Food Safety Record Book. Visual checks. <u>SOP 3 Chilled Storage</u>	Dispose of food which is above critical limit, with expired date label or subject to contamination. Re-training of the team.
Reheating	Survival of bacteria.	Reheat to a minimum core temperature of 75°C for 30 seconds. (In Scotland 82°C is required for food cooked and cooled in-house).	Check and document temperatures in the Food Safety Record Book. <u>SOP 11 Reheating</u>	Reheat food further and recheck. Re-training of the team.
Hot Holding and Service	Growth of bacteria. Further contamination (by microorganisms, foreign material or chemicals).	Keep food above 63°C. If below, use within 2 hours. Use clean equipment. Keep covered, where possible. Serve food immediately.	Check and document temperatures in the Food Safety Record Book. Visual checks. <u>SOP 12 Hot Holding</u>	Dispose of food which is below the critical limit or subject to contamination. Re-training of the team.
Cold Service	Growth of bacteria. Further contamination (by microorganisms, foreign material or chemicals).	Keep food below 8°C or display for a maximum of four hours. Use clean equipment. Keep covered, where possible.	Check temperature and time. Visual checks. <u>SOP 13 Final Service to Guests</u>	Dispose of food which is above the critical limits or subject to contamination. Re-training of the team.

Step	Hazards	Controls and Critical Limits	Monitoring	Corrective Action
Food Allergy	<p>Abnormal immune response to exposure to food by susceptible guests ranging from mild to severe.</p>	<p>Accurate and daily updated allergy information held and communicated via the menus on the pub's website. Training of team members. Control of cross contact risk in storage. Asking all guests if they have any food allergies. Explaining where the information can be checked. Communicating with the kitchen team. Implementing high care preparation procedures. Allergy flag inserted into the meal specially prepared.</p>	<p>Area Manager checks. Allergy Audits. Safety Audits Monitoring and reviewing food complaint trends. <u>SOP 15 Allergen Control</u></p>	<p>If unable to provide safe food or accurate information, do not serve the food. Dispose of food subject to cross contact and start again. Re-training of the team.</p>

SOP 1 Purchase / Supply Chain Management

Marston's strives to build a loyal, trusted supplier base through partnerships with suppliers who share our values and maintain high standards and ethical business practices.

The Marston's Food Supplier Charter forms part of the trading terms and the contract between Marston's and our suppliers. This document details the sourcing policies including pre-requisite standards that are required by all suppliers to gain approval to supply.

The latest version the charter can be found in the Sustainability section of the Marston's Pubs website:

<https://www.marstonspubs.co.uk/>

The charter is relevant to all potential suppliers to Marston's - manufacturers, wholesalers, importers, traders or agents. It applies to finished product and the ingredients used within each product.

Where audits of our suppliers are completed, they are undertaken against an agreed protocol by external consultants. Reports include an action plan of any non-conformances which must be completed by the supplier.

Food must only be purchased from suppliers that are approved by the Marston's Technical Services team. This ensures the food is safe and traceable if there is a quality, allergy, foreign body or food poisoning issue.

Emergency "contingency" purchases must only be made by exception e.g. failed food delivery or missing item. In these instances a main food retailer such as Sainsbury's, Asda, Morrisons, Tesco, Aldi, Lidl and Bookers must be used.

If you are using any other local supplier, please ensure that the Catering Hotline (01902 329133) is made aware so appropriate action can be taken.

SOP 2 Delivery

Ensure chiller, freezer and dry store areas have adequate space to store food safely prior to the delivery being received. Chilled and frozen food is distributed in temperature controlled vehicles and the temperature of food at the point of delivery must be monitored for each delivery. These temperatures must be documented in the Food Safety Record Book. A calibrated temperature probe must be used to check the temperature of delivered food by probing between packs of ready to eat products (see [SOP 25 Temperature Probe Care and Accuracy](#)).

- Chilled foods must be at or below 8°C – see [SOP 3 Chilled Storage](#).
- Frozen foods must be at or below of -15°C – see [SOP 4 Frozen Storage](#).

If a temperature is above these levels, take the actual product temperature of a sample of food items to identify whether this is a localised issue. If all items are above these temperatures the delivery will need to be rejected. When it is just one or two products above temperature simply reject these foods.

Raw and ready to eat food must be kept separate at all times to avoid cross-contamination.

The delivery note must always be checked to ensure the products ordered match the products delivered.

Products must be checked and rejected if any of the following is encountered:

- Frozen foods with signs of thawing.
- Cans with signs of deterioration, swollen sides or ends, flawed seals or seams, dents or rust.
- Punctured/blown/dirty packages.
- Evidence of cross contamination. Raw and cooked meat in the same box must have cooked items double bagged. The outer layer of double bagging must be removed before the food is placed in a fridge.
- Signs of pest damage/infestation.
- Short use-by/best before dates (refer to the minimum shelf life guide).
- Out of date products or products with missing date labels.
- Incorrect items i.e. products substituted/sent in error by supplier without prior notice.
- Substituted products without updated allergen data.

Our pubs have access to the Catering Hotline, a dedicated phone number (01902 329133) and email address (cateringhotline@marstons.co.uk) that operates seven days a week from 9am to 7pm. They must report any issues relating to food and deliveries.

Any quality issues are logged onto Smart Supplier which immediately notifies the supplier of the complaint. Once a response is received (seven day KPI) a member of the Technical Services team will send a resolution response to the pub and where a guest is involved, we will write to them as well - see [SOP 20 Food Complaints](#).

Rejected items must be quarantined and labelled 'do not use – unfit for consumption' and put into appropriate storage separate from other food. Arrangements have been made with the suppliers for the logistics supplier to take back any rejected items on the next delivery.

Chilled food must be placed into refrigerated storage without delay after the delivery has been unloaded from the vehicle. Frozen food must be put away next and dry goods must be stored as

soon as possible after chilled and frozen foods. In all cases, rotate the food and place new stock beneath or behind old so that first in, first out (FIFO) can be practiced.

Checking the delivery is vitally important and food deliveries must not be “door stepped”. If this does happen the delivery must still be checked as detailed and any issues with temperature or contamination reported to the Catering Hotline on 01902 329133.

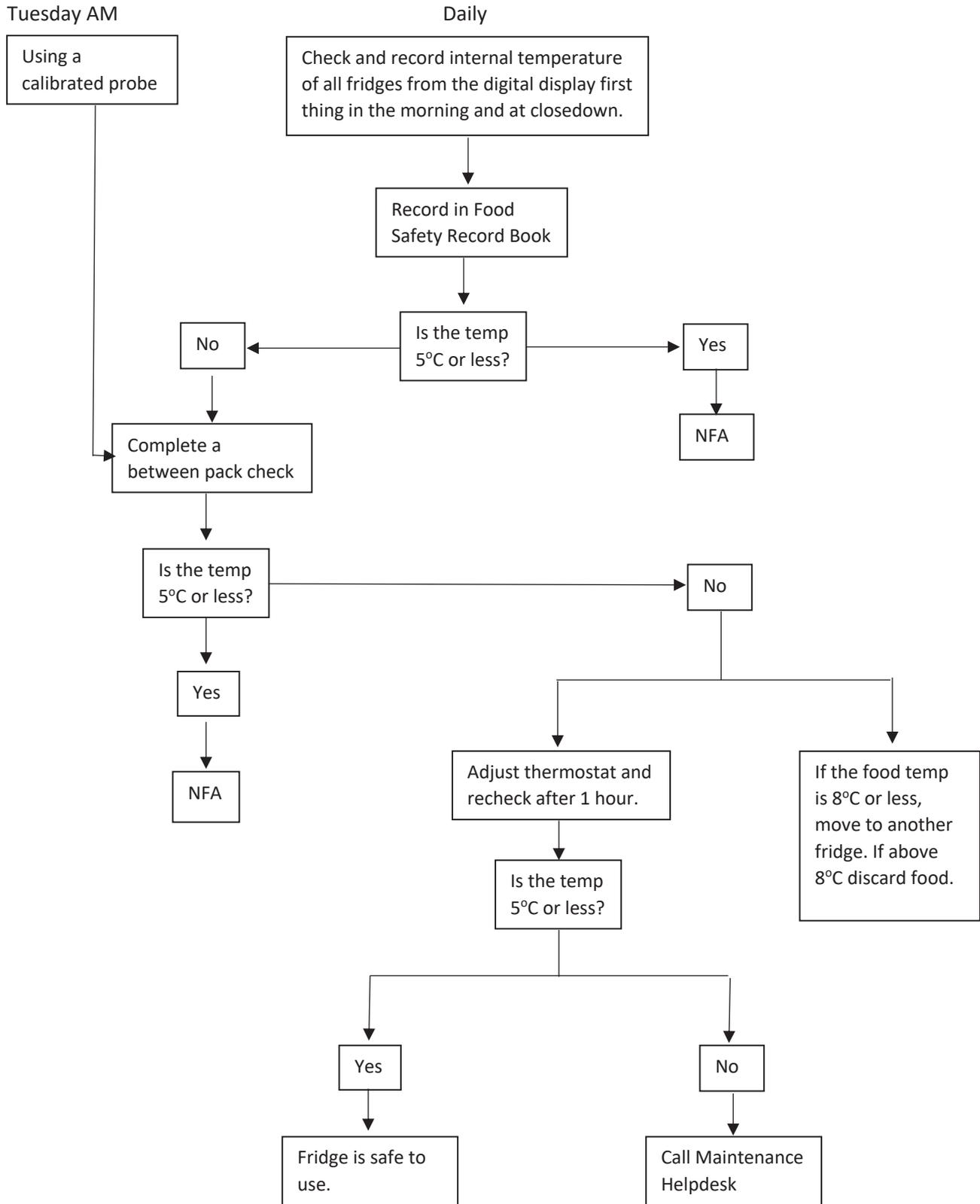
SOP 3 Chilled Storage

All foods must be stored correctly to prevent their contamination and maintain quality. Food which supports the growth of harmful microorganisms or the formation of toxins must be kept in refrigerated storage. Microorganisms that cause illness can grow between 8°C and 63°C. This range of temperature is known as the 'danger zone'.

- Chilled food must be stored under refrigeration prior to preparation and service. Refrigeration is set and maintained at 5°C or less in normal working conditions (with a critical food temperature limit of 8°C).
- There are some foods where the normal maximum temperature of 8°C will not be cold enough. Foods affected are marked with the lower required storage temperature which must be observed. (For example, fresh meat and poultry).
- The temperatures of the refrigerators must be checked and recorded twice a day in the Food Safety Record Book. The temperature readouts must be checked first thing in the morning and at closedown.
- Every Tuesday morning, to verify the accuracy of the temperature readouts, a between pack temperature check must be completed on each refrigerator using a calibrated temperature probe and recorded in the Food Safety Record Book. Record the temperatures using a decimal point to show that a probe was used e.g. 4.5°C
- See the high fridge temperature decision tree below if any temperature is found above the critical limit.
- Do not put hot foods in refrigerators or leave doors open as this can cause the temperature to rise.
- Use separate fridges where possible, clearly designated for raw and ready-to-eat foods. Where this is not possible food must be clearly segregated within the unit and raw foods always stored underneath ready to eat. Use shelf-edge labels or colour codes to assist.
- For other cross contamination controls see [SOP 8 Preparation](#).
- For allergen cross contact controls – see [SOP 15 Allergen control](#).
- Wash and sanitise all storage containers before use and check that they are fit for purpose – any chipped, cracked or otherwise damaged should be discarded and not used. Fully remove all old date labels. Keep all food in refrigerated storage covered with a lid or film.
- Rotate stock and ensure foods are date labelled according to [SOP 6 Stock Rotation](#). Never exceed the manufacturers shelf-life instructions.
- Never probe raw poultry, meat or dirty salad or vegetables using a general purpose food temperature probe. Should there be a need to check the temperature of a raw item, use a dedicated raw food temperature probe.
- Remove all external packaging (cardboard, plastic) if ready-to-eat foods are stored in the same fridge to ensure contamination risks are minimised. Ensure traceability information (i.e. label including product name, batch code and use by/best before date) is transferred if this is not on the inner packaging.
- Sanitise all hand contact points and fridge seals daily and whenever they appear dirty. Ensure that refrigeration equipment is kept clean and in good repair and that there are no damaged door seals.
- Store glass jars, bottles or other glass items on the lower shelves in the refrigerators. Place glass items in firm, solid plastic tubs to prevent the risk of breakage.
- Do not store foods in wooden crates or opened cans.
- Food must not be stored in a saladette overnight, only for service.
- Food must not be stored on the floor of a walk-in fridge or in the cellar.

- Food for team members must be stored separately. If a separate team fridge is not available, a lidded container clearly marked for the purpose must be used. Any team food left in the fridge at the end of the day must be discarded.

High Fridge Temperature Decision Tree



Record details of all action taken in the Problems Found/Action Taken section of your Food Safety Record Book.

SOP 4 Frozen Storage

- All foods placed in freezer units must be covered and placed in food grade containers.
- Food must not be stored on the floor of walk-in freezers.
- Items that have been opened and decanted removing their original packaging but remain frozen must have traceability information maintained. If all the items have been decanted from the outer case, the outer case label with the allergy, shelf life and batch code information must be kept.
- Following the Specification Manual food produced on site can be frozen down providing it has been cooked and cooled in line with [SOP 9 Cooking](#) and [SOP 10 Cooling](#). A HACCP label must be applied to each individual portion, frozen down and must include date of freezing, product name, the use by date/day dot on date of freezing, allergens present and have a use by date of 3 months applied. There must be adequate shelf life to allow for day of defrost plus three days.
- Ambient delivered products e.g. bread that have not previously been frozen may be frozen in house providing they have more than 3 days shelf life remaining. A HACCP label must be applied and must include date of freezing, product name and have a use by date of 3 months applied. If removed from the original packaging, the allergen information must also be included.
- We only freeze down bought in chilled products by exception and only with the approval of the Head of Technical Services. The item MUST be relabelled otherwise there is a risk of the use by date expiring whilst it is frozen. It is an offence if you do not re-label to evidence the food was frozen whilst it was still in date.
 - FREEZING DOWN – label with the date frozen down, the UB on date of freezing and a 3 month shelf life.
 - DEFROSTING - Date defrosted, New UB date calculated by adding on shelf life remaining or day dot to give 24 hrs defrost plus and additional 3 days to use providing the remaining shelf-life permits.
- Ensure all forms of packaging are robust, not soiled, damaged or leaking and are checked on a daily basis. Do not freeze glass bottles or jars.
- All pre-packaged frozen food must have its best-before date clearly displayed to allow for correct stock rotation.
- Raw food, ready to eat food and foods that contain allergens must be physically separated or, if available, stored in separate freezer units.
- To help maintain the correct temperature do not overload units or leave the door open longer than necessary.
- Never put hot food into freezers. Follow the correct procedure for cooling food - [SOP 10 Cooling](#).
- Defrosted food must never be refrozen, unless it has had its state changed from raw to cooked through a cooking process in line with a dish specification.
- Ensure stock rotation is practiced in accordance with [SOP 6 Stock Rotation](#).
- Ensure allergen cross contact controls are in place – see [SOP 15 Allergen control](#).
- The temperature of freezers must be maintained at -18°C or colder. Twice daily temperature checks of the gauges on freezers must be made and recorded in the Food Safety Record Book at opening and closedown.
- Should the temperature of a freezer be above -18°C, check the product temperature by performing a between pack test. If the product is -15°C or colder and remains frozen, adjust the thermostat if possible, ensure the door remains closed and recheck after 30 minutes.
- If the freezer does not respond to the alteration of the thermostat and food is still frozen, move it to another freezer if available.
- If no alternative storage is available or the food is found to have partly defrosted, then controlled defrosting should take place [SOP 7 Defrost](#). (Partially defrosted ice cream may not be used).

- Faulty equipment must be reported to the Maintenance Helpdesk immediately so that it can be repaired.
- All internal and external surfaces of the freezers must be kept clean. Food and hand contact surfaces (including door handles) must be disinfected on a regular basis throughout the day using a 2 stage clean. All completed cleaning activities must be recorded on the Cleaning Schedule ([SOP 17 Cleaning and Disinfection](#)).
- Ensure freezers are regularly defrosted and cleaned to reduce the build-up of ice. The defrost frequency varies depending on the model and usage conditions. As general guide, defrost whenever the ice buildup exceeds 5 mm in depth.

SOP 5 Ambient Storage

- Dry stores must be checked daily for evidence of pest activity and to ensure packaging is intact and that tins are not damaged.
- Food must be stored off the floor and away from walls.
- Cleaning chemicals must not be stored in the dry store.
- Any signs of pest activity must be reported to the company's pest control contractor for remedial action – see [SOP 24 Pest Control](#).
- Ensure that dry stores are cleaned on a weekly basis and that this recorded in the Weekly Cleaning Schedule [SOP 17 Cleaning and Disinfection](#).
- Ensure First in, First out stock rotation is practiced [SOP 6 Stock Rotation](#).
- When food is opened it must be transferred to clean, pest proof, food safe containers and labeled with the product opening date and have the supplier's batch code and best before date written on it. In addition the ingredients information must be retained for allergen information where whole unopened containers are not available.
- If the original packaging meets the above conditions then the product can remain in its original container once opened.
- All items that require refrigeration once opened must be labelled and stored following [SOP 3 Chilled Storage](#) and [SOP 6 Stock Rotation](#).
- Ensure any foods containing known allergens are separated from other food items and stored in sealed containers – see [SOP 15 Allergen Control](#).
- Store ingredients in glass bottles and jars in a tub on a low shelf to reduce the risk of foreign body contamination from breakages – see [SOP 21 Foreign Body Control](#).
- Retrain any team member found not following the procedures in this SOP.

SOP 6 Stock Rotation

We must only store and use foods which are within date. There are two date codes that you will see on food products, use by and best before.

Use By Date

- Use by dates are given to short shelf life, high-risk perishable foods that are capable of supporting bacterial growth. It is the date until which the manufacturer of the food guarantees it is safe to eat. It is illegal and unsafe to sell food beyond its use by date.
- It is an offence to use or have in your possession for use any food which is past its use by date, irrespective of its condition.
- It is also an offence to extend the use by date of a product. Only the manufacturer is able to extend the shelf life of a product and sometimes Marston's may provide shelf life extensions (SLE) for a product if one has been granted by the manufacturer. The SLE must be printed off and kept with the product when in storage at the pub.

Best Before Date

- Best Before dates are normally given to shelf-stable, lower risk foods such as tinned foods, biscuits, dried foods or frozen foods. The manufacturer guarantees the quality of the food up to this date as long as the storage conditions have been complied with.
- If it is still safe and of good quality, this food can by law be used when the date has expired, but it is not Company policy to do this.
- Only the manufacturer is able to extend the shelf life of a product and sometimes Marston's may provide shelf life extensions (SLE) for a product if one has been granted by the manufacturer. The SLE must be printed off and kept with the product when in storage at the pub.

Stock Rotation Procedures

- To ensure the safety and quality of foods we must ensure that they are not kept for too long. Once a food is either defrosted, opened, cooked or prepared it must be labelled with a day dot or HACCP label that indicates the maximum shelf life.
- Day dots and HACCP labels must never exceed the supplier's use by or best before date.
- Packaging sometimes helps preserve the food it contains and so once opened the durability of the product may be reduced or you may have to store it in the fridge. The storage instructions for every food product will be detailed on the packaging.
- All perishable foods are to be given a day dot with two days from the day of opening/cooking/preparing i.e. day of open/cook plus two days as indicated in the table below.

day of production/decanting + 2 more full days
e.g. make/decant on Monday 5th – use-by Wednesday 7th

- The exception to the rule is frozen food which is defrosting. This is given an extra day to cover the defrost period in the refrigerator i.e. 24 hours defrost + 3 more days' shelf life.
- The defrost rule applies for all defrosted frozen food except prawns which must be 24 hours defrost + 2 more days shelf life (apply the left hand side of the Day Dot Guide Chart below)
- Any further changes to shelf life policy will be communicated directly to pubs via the Food Matters bulletins.
- On any day when you check a fridge you should only see day dots for today and the next two days (with the exception of defrosting frozen food) e.g. on a Wednesday, there should only be

Wed, Thu and Fri day dots. (The Wed ones will be wasted at the end of the day as they are on their last day of shelf life).

- For products with a longer shelf life, please refer to the HACCP Labels table for the the maximum shelf life. These products must labelled with a HACCP label. You must record the batch code (where it says 'product'), opened date, refrigerated on and use by date as appropriate to the product.

HACCP Labels

Item	Maximum Shelf Life	Additional Requirements
Giant Desserts and Cakes	Day of defrost plus 5 days	
Aerosol Cream, Vegan Sour Cream	14 days	
Dessert Toppings e.g. chocolate or raspberry sauce	14 days	Refrigerate after opening.
French Dressing	21 days	
Piri Piri Sauce	28 days	
Food made in-house and frozen down e.g. home-made pies	3 months.	Unless authorised by the PSC Technical Services team, items with a use by date must not be frozen.
Ambient products e.g. bread frozen down	3 months	

Otherwise refer to the suppliers guidelines on the product label for shelf life after opening.

*Always ensure that day dots and HACCP labels **are not** placed over the original manufacturer's use by or best before date. It is an offence to obscure these dates.*

Day Dot Guide

Day Opened, Cooked or Prepared	Day Dot Required	Colour	Day Defrosted	Day Dot Required	Colour
Monday	Wednesday	 Pink	Monday	Thursday	 Brown
Tuesday	Thursday	 Brown	Tuesday	Friday	 Green
Wednesday	Friday	 Green	Wednesday	Saturday	 Orange
Thursday	Saturday	 Orange	Thursday	Sunday	 Black
Friday	Sunday	 Black	Friday	Monday	 Blue
Saturday	Monday	 Blue	Saturday	Tuesday	 Yellow
Sunday	Tuesday	 Yellow	Sunday	Wednesday	 Pink

Examples of Products Requiring Day Dots:

- Chilled food prepared in-house awaiting cold service or cooking.
- Thawed frozen food.
- Cheese grated in-house.
- Opened packs of high-risk chilled foods e.g. cooked meats, raw meats.
- Sauces and dips decanted into pots and drizzle bottles and kept refrigerated for later use.
- Opened canned goods.
- Vegetables prepared in house.
- Ice cream machine toppings

Products Where the Original Manufacturer's Date Code Applies (HACCP Label):

- Bulk sauces – mayonnaise, barbecue sauce etc. apply open date and destroy date in line with the manufacturer's instructions.
- Chilled or frozen items delivered in bulk when decanted, apply manufacturer's batch and date codes to individual items where this is not marked.
- Opened hard cheese, butter and margarine.
- Opened dry goods. Ensure these are stored in lidded containers to protect against cross contact and pests.
- Decanted ice cream parlour toppings unless chopped/prepared when day dots must be applied.

Checking Stock Rotation

- Daily checks must be completed at close to ensure that all food is covered, date labelled and rotated in fridges, freezers and dry stores. Food found to have reached its use by, day dot or best before date must be discarded and recorded as wastage.
- The Manager on duty as part of the close down procedure each day must spot check food storage areas to ensure there are no out of date food items and record these checks in the Food Safety Record Book.

Good Practice

- Keep a dry wipe board in the dry store and on the walk in freezer door and list the date of any products expiring in the current month. It will make date checking far quicker as you only need to check products on the board each day and not every product.
- Keep a plastic wallet on the front of fridges and freezers with copies of the day dot and HACCP Label guides.

SOP 7 Defrost

- Some food will be cooked from frozen and therefore does not require defrosting.
- Inadequately defrosting most foods, leaves them frozen in the centre which can lead to inadequate cooking.
- Foods which do not need chilling and are normally stored at ambient/room temperature such as bread can safely be defrosted at room temperature.
- Unless a product is 'cook from frozen' (refer to the menu specification manual for details) all other frozen foods must be defrosted in a refrigerator, given a day dot of defrost plus 3 days – see [SOP 6 Stock Rotation](#).
- This is because defrosting foods at room temperature can take hours for large items to defrost to their core and this means the outside surfaces will be at room temperature where bacteria can multiply for a long time.
- Ensure that sufficient time is given for defrosting by completing the task first thing in the morning as prompted by the Food Safety Record Book – Opening Checks.
- During defrosting, ensure that items are covered to protect them from contamination.
- Thawing liquid can be produced by defrosting foods so they must be placed on a tray or in a container to collect any drip or run off. For raw meat and fish the thawing liquid can pose a cross contamination hazard if it comes into contact with ready to eat foods. It can also impact on the quality of products.
- Raw meat and fish must be defrosted in the raw meat/fish fridge if there is one. If not, they must be defrosted on the designated RAW section of a shared fridge or walk-in chiller below any ready to eat food.
- Fish must be defrosted in the fridge laid flat in single layer on a perforated tray above a gastronorm where possible. Do not defrost under water or at room temperature.
- Dispose of thawed liquid in the potwash sink. When disposing of any thawed liquid be careful not to cross contaminate any other foods or contact surfaces.
- Prior to preparation or cooking, check that foods are fully defrosted.
- Always wash hands after handling frozen, defrosting or raw food - see [SOP 23 Personal Hygiene and Infection Control](#).
- Never refreeze previously defrosted products.
- Retrain any team member found not following the procedures in this SOP.

SOP 8 Preparation

Control of Cross Contamination

Cross contamination is the process by which bacteria or other microorganisms are unintentionally transferred from one substance or object to another, with harmful effect. For this reason raw and ready-to-eat foods must be kept separate when being prepared to prevent cross contamination.

- All fresh produce is classed as raw until it is prepared – this includes peeling, washing, par cook, and cook. After any of these processes the item is then classed as ready-to-eat.
- All unwashed fruit, vegetables, salad, and herbs must be washed in a designated food preparation sink prior to ready-to-eat preparation taking place. This must be completed by agitating it under cold running water, starting with the least soiled items first until the food is visually clean. Use a colander or sieve designated for raw food preparation to prevent contact with the sink even if the sink has been sanitised, to reduce the risk of contamination.
- Once washed, store in a refrigerator in a covered container.
- Salad leaves etc. labeled that they have already been washed by the supplier are ready-to-eat must not be washed again.
- Raw meat and poultry must never be washed since this will spread any harmful bacteria present.
- Where possible, designate separate areas for preparing raw and ready-to-eat foods and provide signage so it is clear which is which. Always use the correct colour coded knives and chopping boards to prevent cross-contamination. Ideally raw meat and poultry should be decanted and prepared in a separate area from all other foods. Where impractical, raw preparation must be separated by time from preparation of ready-to-eat food with full sanitisation following the two stage cleaning method in between – see [SOP 17 Cleaning and Disinfection](#).
- Team members must wear red disposable plastic aprons for the preparation of raw meat and poultry joints and when loading them into FWE ovens to protect their kitchen uniforms from contamination. These must be discarded immediately after the task is completed. Discard the packaging of raw meat and poultry immediately into external bins.
- Food must not be prepared directly on a work surface (even if it has been sanitised). Colour coded chopping boards, knives, tongs and utensils must be used at all times. When not in use, this equipment must be stored separately also. Where chopping boards become heavily scored, with a risk of harboring bacteria and are unable to be effectively cleaned these must be discarded and replaced.
- Separate equipment must be used for the preparation of raw and ready-to-eat food. Labelled and dedicated D2 and D10 trigger spray bottles and clingfilm dispensers must be provided for the raw and ready-to-eat food preparation areas as well as dedicated raw only probes and probe wipes. (Label with a marker pen not tape).
- If separate equipment is not available the equipment must be washed and disinfected between uses.
- Complex equipment with several component parts which cannot be effectively be cleaned and disinfected between tasks must be designated and labelled either for raw or ready-to-eat food only e.g. vacuum packers, slicing machines, Robot Coupes, potato rumpers and temperature probes.
- Use separate fridges where possible, clearly designated for raw and ready-to-eat foods. Where this is not possible food must be clearly segregated within the unit and raw foods always stored underneath ready to eat. Use shelf-edge labels or colour codes to assist.
- Shell eggs must be treated as a raw food and stored on the lower shelves of refrigerators but above raw meat and fish. Black pudding must be treated as ready-to-eat food and stored above raw food.

- Separate cling film dispensers and chemical bottles must be used for raw and ready-to-eat food areas, adequately labelled without obscuring the chemical labelling.
- External packaging must be removed from food which is stored in a ready-to-eat area.
- Clean food packaging and storage containers must not be stored near to any raw food or raw food preparation areas or underneath sink units. Cover or store all food containers upside down.
- All opened chilled and frozen food items must be wrapped after opening or stored in a lidded container to prevent cross contamination, to maintain product quality and reduce the risk of allergen cross contact – see [SOP 15 Allergen Control](#).
- Any opened foods in the dry store must be stored in pest proof containers.

Use the correct colour coded chopping boards to prevent cross contamination



Temperature Control

Minimise the preparation time for high risk food in the 'danger zone':

- Do not leave high risk foods at room temperature during preparation for longer than 30 minutes.
- Do not prepare too far in advance. Plan production and cover and refrigerate foods immediately after preparation.
- Do not store food overnight in a Saladette - these are to be used for service only.
- Do not store food overnight in blast chillers (where provided). These are for cooling down only.

SOP 9 Cooking

All foods must be thoroughly cooked so as to kill any bacteria present to make food safe and maintain quality. During cooking, heat energy causes the proteins in bacteria to break up so they no longer function and the bacteria die. This is why cooking removes the risk from harmful bacteria that are in some food.

The Food Standards Agency recommends the following cooking time and temperature combinations to ensure safe food:

- 60°C for 45 minutes
 - 65°C for 10 minutes
 - 70°C for 2 minutes
 - 75°C for 30 seconds
 - 80°C for 6 seconds
-
- Marston's policy is that at the end of conventional cooking, the core temperature of food must have achieved a minimum temperature of **75°C for 30 seconds**.
 - Steaks and whole cuts of beef/lamb, which are to be served pink or rare, do not need to reach 75°C. All outer surfaces must be fully seared to destroy any bacteria that may be on the outside.
 - Burgers must be thoroughly cooked to 75°C and must never be served rare.
 - Partially cooked egg products must not be served e.g. tiramisu, however you are able to serve fried, boiled or poached eggs with runny yolks.
 - FWE or Alto Shaam ovens allow the cooking of joints of meat for our carvery counters in high volume well before peak demand. Because these ovens cook slowly at a low temperature governed accurately by a product temperature probe and then hold the joints within the sealed cavity - consistent, high quality, tender joints that retain their moisture are achieved. These are ready for service when they are needed.
 - Joints are generally cooked overnight, but when demand is high, a second batch can be cooked during the day and be ready for dinner service.
 - When cooking joints in FWE or Alto Shaam ovens, they are cooked on a pre-set programme with the cavity temperature set to 93°C for overnight cooking. For the day cook, the cavity temperature is set to 110°C. When the probe in the centre of one of the joints reaches 65°C, the cavity temperature drops to the set holding temperature of 65°C (it takes between one to two hours to reduce to this temperature exceeding the FSA guidelines referred to above). The oven then holds the meat at this temperature until it is required for service.
 - Always ensure that the meat has been on hot hold for at least **10 minutes** before removing from the FWE oven and taking to carvery deck.
 - A daily verification check of each oven in use must be completed before the meat is used to ensure a core minimum temperature of **65°C** has been achieved.
 - The FWE temperature probes and all hand-held probes must be checked for accuracy weekly – see [SOP 25 Temperature Probe Care and Accuracy](#).
 - Before using any temperature probe ensure that it is sanitised before and after each use with a probe wipe. Where probe wipes are unavailable use D10 on clean blue roll.
 - Always probe the centre of the thickest part of a food item or dish e.g. probe a piece of meat in a curry not the sauce.
 - Using a calibrated probe, record the core temperature of ten high risk foods e.g. burgers, sausages, ready meals etc. at the end of cooking or reheating and record in the Food Safety Record Book. Check different products during each service, breakfast (if served) lunch and dinner to ensure all cooking methods are covered.

- Sanitise the probe and insert it into the thickest part of the food. Record full temperature including the decimal point. All products must achieve a minimum core temperature of 75°C for 30 seconds. Any reading below the critical limit must be circled and the food heated further and the problems found/action taken box must be completed.
- It is not recommended to probe battered fish since the hole made allows oil to seep under the batter. Battered fish is fully cooked when it floats on top of the fryer and achieves a golden brown colour.
- Note - Some cuts of meat are pinker in colour naturally even when thoroughly cooked e.g. chicken thigh meat.
- Where possible food should be cooked for immediate service. As soon as food has finished cooking it must be served, cooled ([SOP 10 Cooling](#)) or hot held ([SOP 12 Hot Holding](#)) and not allowed to sit at room temperature for excessive periods of time.
- Joints of meat for roasting in a conventional oven must be 5kg or less in weight. Only those pubs with a FWE oven or similar oven are permitted to use larger joints.
- When cooking on the grill, use red tongs to put the food onto the grill and for the first turn of the food being cooked. Then use yellow or un-coloured tongs thereafter.
- Do not reheat guest's baby food and milk in the kitchen microwaves. Refer to the risk assessment for the safe method.
- Take Away Food and Doggy Bags – guests can take home any leftover food from their meals, including buffets, as a doggy bag.
- Pubs are also permitted to sell meals from their menu as take away.
- Barbecues – refer to the risk assessment for the safe method.

Acrylamide

Acrylamide is a chemical substance formed when foods with high starch content such as potatoes, root vegetables and bread, are cooked at high temperatures (over 120°C) e.g. frying, roasting or baking. It is thought that acrylamide in food has the potential to cause cancer so we must do what we can to reduce the risk of exposure.

To reduce the amount of acrylamide in our food:

- “Go for Gold!” – Aim to cook to a light, golden yellow for chips, fries and roast potatoes. Discard any overcooked chips and fries. Refer to colour charts.
- Take particular care when roasting potatoes and other root vegetables such as sweet potatoes and onions.
- Fresh potatoes intended for chipping or roasting should not be stored in the fridge where possible.
- Fry at a maximum temperature of 175°C unless specified otherwise.
- Use ovens at a maximum temperature of 200°C unless specified otherwise.
- Do not overfill frying baskets and never fill above the oil level.
- Skim oil regularly to remove food debris.
- Wash and dry the fryer thoroughly before filling with fresh oil.
- If you receive product from suppliers which you believe is overcooked, please report this immediately to the Catering Hotline with date code, batch details and photos.

SOP 10 Cooling

- Once cooked, food that is not for immediate service or hot holding must be cooled as rapidly as possible to ambient temperature and then placed in a chiller. The product must be date dotted appropriately ([SOP 6 Stock Rotation](#)) and covered for the duration of its cooling period to avoid the risk of contamination.
- Rapid cooling may be achieved by any of the following methods:
 - Breaking down food into smaller portions after cooking.
 - Placing small quantities into cold iced water.
 - Pouring food into large shallow trays and sitting on top of an ice bath.
 - Placing in a cool, well-ventilated area.
 - Running under cold water (e.g. pasta).
 - Use of a blast chiller (if available).
- Immediately after cooking, loosely cover and place in a cool area of the kitchen for approximately of 30 minutes to remove the flash heat. The period between starting the cooling process and refrigeration must not exceed 90 minutes.
- After the initial cooling, place the food into the walk-in fridge if available to complete the cooling. If no walk-in fridge, place the food in the largest fridge available. Service fridges must not be used.
- The Cooling Records section of the Food Safety Record Book must be completed for each product cooled.
- Any food being chilled down that has not been refrigerated within 90 minutes must be disposed of.
- Separate foods containing known allergens from other foods by keeping in food grade containers or by strict physical segregation - see [SOP 15 Allergen Control](#).
- Any corrective action must be recorded in the Problems Found/Action Taken section of the Food Safety Record Book.
- Food which has been hot held (excluding carvery joints) must not be cooled for future use – it must be discarded. Left over buffet food that has been on display must not be cooled for future use – it must be discarded.
- Joints of meat cooked in advance – use joints that are less than 5kg in weight. At the end of cooking, cut the joints in halves, quarters, or slice the entire joint. Transfer into a large shallow container (no more than 5cm deep) and cool as above for a maximum of 90 minutes at ambient temperature before placing in the largest fridge to complete the cooling.
- Retrain any team member found not following the procedures in this SOP.

SOP 11 Reheating

Food must be thoroughly reheated as rapidly as possible to prevent the growth of food poisoning organisms that may have formed since the food was originally cooked.

- Ensure that all cooking equipment and utensils are well maintained and clean prior to use.
- Ovens and grills used for reheating must be pre-heated before use.
- When reheating a product, a core temperature of 75°C for a minimum of 30 seconds or above must be achieved. A clean, disinfected probe thermometer must be used to check this ([SOP 25 Temperature Probe Care and Accuracy](#)).
- In Scotland, food which has been cooked, cooled and reheated in-house must be reheated to 82°C.
- A sample of temperature checks must be recorded in the Food Safety Record Book. Ten end of cooking and reheating temperature checks must be recorded each day covering each service period and each cooking and reheating method used.
- If reheating food in a microwave, follow the Spec Book instructions on cooking times. Ensure the product is stirred as necessary to ensure even heating throughout.
- If reheating liquids, they must be boiled vigorously and stirred regularly.
- Never reheat items more than once.
- Keep food covered to protect from contamination.
- Foods containing known allergens and high risk foods must be reheated separately to prevent cross contact. This can be achieved by using separate, clean utensils and baking sheets.
- Serve reheated food immediately.
- Any corrective action must be recorded in the Problems Found/Action Taken section of the Food Safety Record Book.
- Retrain any team member found not following the procedures in this SOP.

SOP 12 Hot Holding

- Ensure that hot holding equipment is clean and pre heated before use. This can take up to an hour. Refer to the Kitchen Switch-on Guide.
- The quantity of food to be hot held will depend on the expected service levels.
- Hot food must reach a core temperature of at least 75°C before being placed in to hot holding equipment.
- Hot held food must maintain a temperature of at least 63°C. This must be checked every two hours using a clean, sanitised probe thermometer ([SOP 25 Temperature Probe Care and Accuracy](#)) and be recorded in the Hot Holding Temperature Checks section of the Food Safety Record Book.
- Each piece of hot holding equipment in use e.g. Bain-Marie, Hot Holding Drawers, Soup Kettle, Carvery Deck etc. must be recorded in the 'Equipment' column. The core temperature of one item of food in each piece of hot holding equipment must be checked and recorded every two hours using a sanitised temperature probe.
- If the temperature of items being hot held, falls below 63°C it must be discarded and recorded as wastage.
- Seven day Carvery pubs must check product temperatures on the carvery deck every hour and record in the Carvery Temperature Record Book. If food temperature has fallen below 63°C, it may continue to be used for the next hour or cooled (see below). At the next temperature check any meat that has not sold through must be discarded and recorded as wastage.
- Do not cool products that have been hot held. The only exception to this are carvery joints - see [SOP 10 Cooling](#).
- Providing 63°C has been maintained, carvery joints that have been on display can be returned to the FWE oven and hot held above 63°C until the next food service.
- Food must be protected from contamination during hot holding.
- Ensure a good separation of foods containing known allergens, with separate utensils available.
- Always replenish with fresh food rather than topping up existing food on display.
- There is no time limit to how long food can be hot held, so long as 63°C is maintained. However give consideration to food quality as hot holding over long periods of time will have a detrimental effect on the food.
- Any corrective action must be recorded in the Problems Found/Action Taken section of the Food Safety Record Book.
- Retrain any team member found not following the procedures in this SOP.

SOP 13 Final Service to Guests

- Chilled food being served cold must be kept under refrigeration. Refrigeration is set and maintained at 5°C or less in normal working conditions (with a critical limit of 8°C). See [SOP 3 Chilled Storage](#).
- Food being served hot must be kept at 63°C or above prior to service.
- Avoid touching food with hands, use clean tongs or other utensils.
- Ensure all cutlery, crockery and glassware is clean and free from damage.
- Ensure food is served as soon as possible after it has been plated.
- Handle plates, cups and utensils by the edge, bottom or handles provided.
- Any spillages must be cleaned up immediately. Use wet floor warning signs until the floor is dry.
- Ensure that finished plates and cutlery are removed as soon as possible to the pot wash area.
- Ensure tables and any high chairs used are cleaned thoroughly between guests.
- Provide clean tongs, spoons and other serving utensils at self-service counters. Self-service areas must be monitored and attended to. Utensils must be changed regularly and cleaned through the dishwasher.
- See [SOP 15 Allergen control](#) for service to guests with food allergies or intolerances.

Buffets.

- Any left over hot food provided in a buffet must be cleared and discarded after two hours. Any left over cold food must be cleared and discarded after four hours.
- Any corrective action must be recorded in the Problems Found/Action Taken section of the Food Safety Record Book.
- Retrain any team member found not following the procedures in this SOP.

SOP 14 Verification and Review

- Daily, the most senior Manager on Duty – must review and sign-off the Food Safety Record Book. This is to confirm that all the required checks have been completed and any temperature outside the critical limit, or any faults have been logged and reported, and appropriate action has been taken to deal with any safety issues. The review includes checking that the Food Safety Record Book has been correctly completed and any document discrepancies have been highlighted, and appropriate corrective action has been taken. The Manager must at the same time spot check date codes and raw/ready to eat food separation, they must check cleaning standards and accept responsibility for the kitchen close-down.
- As part of the company's due diligence system, Area Operations Managers (AOM) must ensure that standards are always being maintained in their pubs. Every six weeks, a 'Killer Questions' audit is completed. This includes checks on kitchen cleanliness, cross-contamination control, stock rotation and allergy controls.
- Wet only partnership pubs and those with own food catering operations are subject to a twice annual safety audit by their AOM.
- Validation and verification checks of the Food Safety Management System are carried out via twice annual unannounced audits by third party food safety consultants in all other pubs.
- Audit findings are reported against agreed protocols to allow for trend analysis. All pubs must complete corrective action plans for each audit finding and these are reviewed and signed-off by the pub's AOM. All audits include a predicted Food Hygiene Rating.
- Verification checks of the food safety management system are also carried out regularly by the Regional Safety Advisors in all pubs.
- All pubs are subject to regular inspections from the local authority Environmental Health Officer. The findings from each inspection report are logged and constantly monitored to ensure that any trends are identified so that business improvements can be made.
- Food complaints reported via the Catering Hotline are logged and tracked by the Pub Support Centre Technical Services team. Any trends are subject to further investigation and review as appropriate.
- The food safety and health and safety monitoring records ('the Blue Box Records') are reviewed, printed and distributed on an annual basis. The Food Safety Management System is reviewed whenever significant issues are brought to light when new legislation is introduced and every year by the Director of Safety in consultation with the Primary Authorities. Any updates to the Food Safety Manual will be distributed with the Blue Box records.

SOP 15 Allergen Control

Some people are allergic to certain foods, and the consequences of eating these foods can be severe and even cause death. Food intolerance is a reaction, often delayed, to a food, food additive or compound in food that produces symptoms in the body other than food allergy. Food hypersensitivity is used to refer broadly to both food intolerances and food allergies. The law requires us to serve safe food, and so we need to make sure that there are safe systems in place to deal with allergens and guests who have a food allergy or intolerance.

Food allergies are when people have an adverse reaction to a food that involves their immune system. Virtually all known food allergens are proteins; they can be present in the food in large amounts and survive cooking, i.e. you cannot remove them by baking or frying.

- Marston's uses various software platforms that allow digital auditing of the custody of our product data from point of request, through to product development, recipe construction and menu aggregation.
- Marston's policy is that all food and drinks must be sourced from approved suppliers.
- Marston's use Smart Supplier software to manage both supplier and product information for these approved products. Smart Supplier is a real time food specification platform that connects suppliers and Marston's business users to manage the product lifecycle from new product development (NPD) all the way to when a product is fully approved for listing.
- Smart Supplier has been independently reviewed and is Primary Authority assured by Milton Keynes Borough Council providing a high degree of due diligence for allergens.
- Our suppliers complete the product specification and when doing so the system is intelligent and recognises ingredients that are allergens e.g. cod, butter, milk etc. and will pre-populate allergen information on the specification. If a supplier wants to change this then they must give a written reason for doing so. Marston's Technical Services team check the specifications. When satisfied that all the information is correct, the specification is cross-checked by a further member of the Technical team before it is approved.
- Only once a product specification is fully approved by Marston's Technical Services is it set "active" and allowed to integrate into Starchef. Starchef is a separate piece of software that allows Marston's Food Development team to build recipes and menus from the products that have been approved. As the recipes are built, it uses the allergen information for each ingredient to produce a declaration for the overall dish. This is then fed through to pub web pages using Ten Kites.
- It is a legal requirement for food businesses to keep accurate information on whether 14 defined allergens are present as ingredients in foods and to communicate this to guests with food allergies or intolerances so that they can avoid food which will make them ill.
- To broaden the range of allergen information available to guests on websites, a further seven allergens were added to the range declared in December 2023. These are garlic, onion, mushroom, tomato, peppers, strawberries and kiwi. These represent the non-mandatory allergens that we are most often asked to provide information to our guests on. Every effort is made to ensure menu descriptions alert guests to the presence of allergens where possible.
- Allergen Information is held on lists by dish and by menu including drinks menus. Access to the information is via the pub website and is live and in real time from the supplier to guest for all food and drink menu items.

- Guests can apply a filter to all menus to highlight any of the 14 legally defined allergens plus the seven non-mandatory allergens allowing them to see dishes and drinks that do not contain the allergen they have selected.
- In addition, all pubs have access to this information through the office computer, additional tablets and smartphones to provide the information to the guest should they not have access to the internet.
- For drinks that do not appear on a menu e.g. draught products, a monthly updated allergy matrix is prepared and sent to pubs and also made available on the Pub Hub.
- All team members are trained to proactively ask all guests if they have any allergy requirements. Where this is the case, they are trained to direct the guest to the allergy information on the pub's website and assist guests who may have difficulty accessing the information. For any queries that they cannot answer, they are trained to refer them on to the senior person on duty.
- Never guess what ingredients a dish may or may not contain – always refer to the online allergy information.
- To reduce the risk of cross contact from allergens during storage and preparation, every care is taken. Clean utensils and equipment must be used and then cleaned before re-use. Open foods containing known allergens must be separated from other foods by storing them in sealed food grade containers or by strict physical separation and clearly labelling them if visibly similar to other food. Where any spillage occurs, it must be cleaned up immediately and we must consider whether there has been a risk of cross contact to other foods and dispose of any so affected.
- To avoid the risk of cross contact when preparing an order for a guest with special dietary requirements, strictly controlled handling procedures are followed.

The 14 Allergens

There are 14 major allergens which need to be declared when used as ingredients. The following list tells you what these allergens are and provides some examples of food and drinks where they may be found:

Celery	This includes celery stalks, leaves and seeds and celeriac. It is often found in celery salt, salads, some meat products, soups and stock cubes.
Cereals containing gluten	This includes wheat, rye, barley and oats. It is often found in foods containing flour, such as some baking powders, batter, breadcrumbs, bread, cakes, couscous, meat products, pasta, pastry, sauces, soups and foods dusted with flour. Found in beer and whisky mostly from barley.
Crustaceans	This includes crabs, lobster, prawns and scampi. It is often found in shrimp paste used in Thai curries or salads
Eggs	This is often found in cakes, some meat products, mayonnaise, mousses, pasta, quiche, sauces and foods brushed or glazed with egg.
Fish	This is often found in some fish sauces, pizzas, relishes, salad dressings, stock cubes and in Worcestershire sauce.
Lupin	This includes lupin seeds and flour, and can be found in some types of bread, pastries and pasta.
Milk	This is found in butter, cheese, cream, ice cream, custard, milk powders and yoghurt. It is often used in foods glazed with milk, powdered soups and sauces and in some wine.
Molluscs	This includes mussels, land snails, squid and whelks. It is often found in oyster sauce or as an ingredient in fish stews.

Mustard	This includes liquid mustard, mustard powder and mustard seeds. It is often found in breads, curries, marinades, meat products, salad dressing, sauces and soups.
Nuts	This includes almonds, hazelnuts, walnuts, cashews, pecan nuts, Brazil nuts, pistachio nuts, macadamia or Queensland nuts. These can be found in breads, biscuits, crackers, desserts, ice cream, marzipan (almond paste), nut oils and sauces. Ground, crushed or flaked almonds are often used in Asian dishes such as curries or stir fries.
Peanuts	This can be found in biscuits, cakes, curries, desserts and sauces such as for satay. It is also found in groundnut oil and peanut flour.
Sesame seeds	This can be found in bread, breadsticks, houmous, sesame oil and tahini (sesame paste).
Soya	This can be found in bean curd, edamame beans, miso paste, textured soya protein, soya flour or tofu. It is often used in some desserts, ice cream, meat products, sauces and vegetarian products.
Sulphur Dioxide	This is often used as a preservative in dried fruit, meat products, soft drinks and vegetables as well as in wine and cider.

Marston's Additional Seven Allergens

A further seven allergens have been added to the range declared by Marston's. These are listed below with examples of food and drinks where these may be found:

Garlic	Garlic is an ingredient used in a wide variety of dishes such as soups, stews, sauces lasagne, garlic mayo, garlic bread, tzatziki, hummus.
Kiwi	Often used in desserts, fruit salads, ciders and cocktails.
Mushroom	Widely used in pies, soups and stews, as a pizza topping and as a serving included with burgers, steak, gammon, hot dogs and breakfasts.
Onion	Widely used in soups, stews, sauces, curries, pies, in salads, served with burgers, hot dogs and grills
Peppers	Includes capsicums/bell peppers, chillies, cayenne, paprika and pimento. Widely used in spicy foods such as curries, chilli etc.
Strawberry	Desserts, jam, fruit salad, ice cream, ciders and cocktails.
Tomato	Widely used in pies, soups, stews and sauces, as a pizza topping and as a serving included with burgers, steak, gammon, and breakfasts.

Food Standards Agency Guidance

- Marston's policies, procedures and terms and conditions have been reviewed to ensure alignment with the latest Food Standards Agency (FSA) guidelines (Allergen Information for Non-Prepacked Foods Best Practice - March 2025).
- The revisions to terms and conditions on printed menus (see below) will be updated as menus are refreshed through 2025-26.

Front of House Allergy Controls

- In 2025, a new system was implemented allowing guests to order and pay for food and drinks from their table. To ensure that guests with food allergies or intolerance speak to a member of the team so that their allergy needs can be captured and communicated to the kitchen team, the system has been designed to prevent orders through the order and pay app.
- When you open the app, the first screen asks:
Do you or anyone at your table have an allergy?

If the 'YES' answer is selected, the next screen says please order at the bar when you are ready to place your order.

Guest can continue to view the menu on the app, but they cannot place an order through it.

- On the first page of our physical menus, above the starters section is the following introductory statement:

Please talk to us if you have any allergies or intolerances before you order your food and drinks. We want to cater safely for everyone. Full allergen and dietary information is available on our website.

- In addition, in support of this the terms and conditions section states:
- ***Allergen advice: Our food and drinks are prepared and cooked in areas where cross-contact may occur. We do not make any "free from" claims or declare that any of our dishes are gluten free. Our allergen information only states allergens if they are an ingredient of a product. Where suppliers indicate possible cross-contact, "may contain" risks are declared. Menu descriptions do not list all ingredients — full allergen details are available on our website. Please note, we do not operate dedicated vegetarian/vegan preparation areas in our kitchens. Please speak to our team if you have concerns, questions or need help accessing our allergen/nutritional information.***
- All guests must be asked whether they have any food allergies before any orders are taken. This is to ensure that we capture all instances where there is an allergy or intolerance.
- In table service pubs where there is a host, they must ensure that any special dietary requirements are passed on to the server who will take the order. Where possible, the same server should complete the whole guest journey (taking the order, serving the food to the table and check back).
- When guests make us aware of an allergy need, they must be directed to the digital allergy information on the pub's website so that they can choose what will be suitable for them from the menu.
- All core company menus are accompanied by a Non Gluten Containing Ingredient (NGCI) menu which highlights all those dishes that are free of gluten containing ingredients for those guests intolerant to gluten. Please note, these dishes are non-gluten containing, they must not be referred to as 'gluten free.'
- The NGCI menus have the following introductory statement:

The meals on this menu are made with ingredients which do not contain gluten. If you have an allergy or intolerance, please speak to a member of our team before you order your food & drinks. Full allergen & dietary information is available on our web page. ‡ Please ask if we have a dedicated NGCI fryer.

- The following statement is included in the terms and conditions of the NGCI menus:

As we use other foods containing gluten in our kitchens, we cannot declare that any of our dishes are gluten free.

‡ Please ask if we have a dedicated NGCI fryer.

- If the guest requires further information and you are not sure, refer them to the duty manager. Never guess the allergen content of dishes.
- When the guest has chosen their food, the order must be put through the till highlighting the allergens which must be avoided:
 - Highlight the 'No Intolerance' line against the required product within the Electronic Journal.

- Press 'Change Choice.' 'No Intolerance' will now display in red on the Electronic Journal. The till will now display the 21 allergens.
- Press the allergens to be avoided.
- Press 'Confirm.' The selected intolerances will now display on the Electronic Journal. The server must inform a member of the kitchen team of the table number and confirm the guest requirements.
- When the meal is ready, the server must wash their hands, ensure that the allergy flag is in the dish and confirm with the kitchen team the details of the allergen meal.
- The server must then serve the food to the table to the correct guest, confirming the meal with the guest and repeating back the allergy requirements.
- Check back with the guest to ensure their meals are to their satisfaction. If there is any problem e.g. if the meal contains ingredients to which the guest is allergic, discard the meal and offer to re-make it for the guest.

Back of House Allergy Controls

- Open foods containing known allergens must be separated from other foods by storing them in sealed containers or by strict physical separation.
- Check all food orders for allergens which must be avoided. If you do not understand the ticket, ask. Never guess.
- Wash your hands before the cleaning down of the preparation area.
- Before preparing food for a guest with special dietary requirement, clean the designated work surface using the clean-as-you-go two-stage cleaning method (30 seconds D10 contact time). Note – disinfectants do not remove allergens, so it is the cleaning stage which is critical.
- Wash all the equipment (chopping boards, knives, tongs etc.) thoroughly using the dishwasher to remove traces of allergens and sanitise a temperature probe.
- After cleaning down, wash your hands again.
- Double check ingredients listed on pre-packed food for allergen information. Allergens are emphasised in ingredient lists, usually written in **bold** but they may be underlined, in italics, capitals or written in a different colour. This is especially important if you have received any substitute products. NB: Only the 14 regulated allergens will be highlighted in this way. The additional seven allergens we declare will not be emphasised by suppliers.
- Fresh packets of food must be opened e.g. salad mix, meat, cheese etc. to avoid any potential cross contact of the allergen to be avoided. Do not use food from saladettes or bain maries. Prepared and lidded/covered products may be used.
- A pizza paddle for vegetarian/vegan products must be identified by coloured tape on the very end of the handle. Check the inside of the oven for any food debris. Vegetarian and vegan pizzas must be cooked on parchment paper rather than directly on the base of the oven.
- The chip fryer must only be used for chips to ensure they are NGCI. If the fryer has been used for breaded products, we cannot serve chips from the same fryer to someone with gluten intolerance (Coeliac).
- Clean chopping boards, knives, crockery, utensils and pans must be used to produce the allergen meal.
- Please note that we **do not** use purple chopping boards and equipment to prepare food for guests with food allergies.
- When preparing allergen meals use different equipment where possible. Place non-allergenic food on clean trays before placing in the Rational, oven or Merrychef to avoid cross contact. When a product is grilled, place it on a clean baking sheet rather than direct onto the grill plate.

- If a mistake is made, and an ingredient is accidentally included to which the guest is allergic, it is not sufficient to simply remove the offending ingredient because cross contact will have occurred. Discard the meal and remake it from scratch.
- Place the finished dish in a separate area on the pass away from other food waiting to be collected and place the allergy flag in the meal.
- Confirm the meal allergen details with the server. Ensure the server washes their hands before taking the plate to the guest.

Food Prepared on Site and Pre-packed for Direct Sale

- Since 1st October 2021, food prepared and pre-packed for direct sale to guests must be labelled with the name of the food, a full list of all the ingredients they contain with the 14 allergens highlighted in **bold text** and where appropriate the meat content. This would apply to pubs that sell sandwiches and cobs, cakes, pork pies, scotch eggs and other snacks for their guests that are wrapped in cling film or other packaging.
- It is understood that this applies to very few Marston's pubs.
- Where pubs serve such products, they are encouraged to review whether these lines provide a genuine commercial return.
- Where this is the case, the recommendation is to present these products unwrapped under a cloche on the bar to avoid the need for full ingredient labelling. Ensure that full accurate allergy information has been obtained from suppliers and is made available to guests in a matrix (see Safer Food Better Business) which is signposted (either on the menu or through signs).

Allergy Emergency Procedures

- Symptoms of an allergic reaction to food can occur within minutes or may take over an hour.
- The most common symptoms are dry, itchy throat and tongue; coughing; itchy skin or rash; nausea and feeling bloated; diarrhoea and/or vomiting; wheezing and shortness of breath; swelling of the lips and throat; runny or blocked nose; sore, red and itchy eyes.
- People with severe allergies can have a life-threatening reaction called anaphylaxis. (anna-fill-axis).
- Symptoms of Coeliac Disease can range from mild to severe and can include bloating, diarrhoea, nausea, wind, tiredness, constipation, anaemia, mouth ulcers, headaches, weight loss, hair loss, skin problems, short stature, depression, infertility, recurrent miscarriages and joint/bone pain.
- If you think someone is having an allergic reaction:
 - Call 999 immediately and describe what is happening. Explain the person could have anaphylaxis (ANNA-FILL-AXIS).
 - Do not move the guest.
 - Send someone outside to wait for the ambulance.
 - Wait for the ambulance and stay with your guest until help arrives.
- Some guests may carry a device called an Epi-pen, which delivers a dose of adrenaline which can reverse the effects of anaphylaxis. If the guest has an Epi-pen, they may be able to administer it to themselves. If they need help, the procedure to follow is:
 - Remove the Epi-pen from its carrier. Flip open the yellow cap of the tube and slide the device out.
 - Hold the device in your fist with the orange tip pointing down. You can remember this by using the saying "Blue to the sky, orange to the thigh."
 - Remove the blue safety release. Using your opposite hand, pull straight up, avoiding bending or twisting the device.

- Place the orange tip on the middle of the outer thigh, holding it at a right angle to the thigh.
- Swing the pen back about 15 cm and firmly push it against the thigh. The orange tip contains the needle, and it should click when the injection has started.
- Hold firmly in place for 3 seconds. Hold the needle still in the muscle while counting 1 Mississippi, 2 Mississippi, 3 Mississippi.
- Remove the Epi-pen from the thigh.
- Massage the injection site. Rub the area for 10 seconds.

Allergy Complaints

- See [SOP 20 Food Complaints](#).

SOP 16 Calories

Since 6th April 2022, it has been a legal requirement for pubs and restaurants in England with more than 250 employees to display calories against all food items, soft, low and non-alcoholic drinks and hot beverages. All managed, retail and franchised pubs must comply.

Pubs where the retail/franchise agreement does not include food are exempt. It is anticipated that Wales and Scotland will introduce mandatory calorie labelling, so where a menu is shared with pubs in England, Marston's Welsh and Scottish pubs will display calorie values.

Requirements:

- All food offered for immediate consumption that is not prepacked must have the calories declared as well as soft drinks, hot beverages and low/non-alcoholic drinks (<1.2% ABV).
- Calories must be displayed at the point of choice either on the menu or labels next to food that is on display. This includes printed and on-line menus as well as order apps.
- When chosen from a menu, the kcal must be next to the description or the price.
- When chosen from a display – carvery, ice cream parlour or buffet (breakfast or function), the kcal value and item description must be next to, or in proximity, to each food item
- The statement “adults need around 2000 kcal a day” must be displayed on each page of a printed menu and online as well. The sentence cannot be amended in any way.
- For draught soft drinks, a printed menu will be provided on the bar to show calorie values for standard serve sizes.
- Businesses are permitted to have a menu without calorie information available at the request of their guests i.e. the legislation is permissive rather than obligatory. Marston's have decided not to provide this, but this will be kept under review.

Exemptions:

- Food items on a menu temporarily (less than 30 consecutive days and a total of 30 days in any year) are exempt. Marston's printed specials menus will display calories.
- Food which is not included on a menu which is expressly requested by the guest to be made available or prepared differently to the way it is usually prepared is exempt. This means that till only items do not have to have calorie information displayed.
- Condiments provided to be added to the food by the guest are exempt i.e. sauce sachets, bottled sauces on tables and carvery sauces (mint, mustard etc).
- Prepacked drinks served in a bottle to the guest are exempt.

Marston's Implementation

- All menus will have the energy content of the food in kilocalories (kcal) against each dish. Where required, e.g. sharing dishes and buffets we will reference the portion where it is greater than a single serve e.g. Serves 2 to 3 people.
- The statement “adults need around 2000 kcal a day” will be displayed on each page of printed menus and online.
- For our Carvery formats, Marston's have provided calorie information on the printed menu for all the set items that are offered year-round. However, our vegetable offering will change seasonally and not in line with menu reprints. For this reason, the calorie values for our vegetables will be displayed on the carvery deck with pre-printed cards.

- Where offered, our hotel breakfasts and buffet menus will have pre-printed cards to place on the buffet table.
- Buffets and carvery decks must also have the 2000 calorie statement displayed in a prominent position.
- Special boards/menus must display calorie values against the dish description and the board or printed menu must display the “Adults needs around 2000 kcal per day” message.
- Britvic have provided a printed card for display on the bar to communicate the calorie values for a standard serve size of post-mix soft drinks.

Method of Calculating Calories

- Marston’s policy is that all food and drinks must be sourced from approved suppliers.
- Marston’s use Smart Supplier software to manage supplier and product information for these approved products. Smart Supplier has been independently reviewed and is Primary Authority assured by Milton Keynes Council.
- Every product has a full specification which includes full allergen and dietary information. The nutritional data entered must be analytical not theoretical unless approved by Marston’s. McCance and Widdowson’s (The Composition of Foods Integrated Dataset) values are acceptable for unprocessed single ingredient products such as cereals, dairy products, eggs, meat, fish, fruit and vegetables.
- Only once a product specification is fully approved by Marston’s Technical Services is it set “active” and allowed to integrate into Starchef, a separate piece of software that allows Marston’s Food Development team to build recipes and menus from the products we have approved.
- As the recipes are built it uses the nutritional, and allergen, information for each ingredient to produce a value for the overall dish. During this process cooking loss, wastage from preparation and the cooking method e.g. oil from deep-frying are factored into the dish calorie value.
- The values are extracted using reporting built into Starchef which are then dropped into menu proofs. These are proof-read by Technical Services, Marketing and Food teams to ensure accuracy.
- Should a change in product ever be needed e.g. lack of supply or contract review, then Technical Services review the substitute product’s nutritional data and assess whether any change in calorie value falls within the 20% tolerance. If it does not, the product change will not be permitted until the next menu reprint.
- All Marston’s menu items have an accompanying specification manual. This indicates the correct portion to be used for each component of a dish. Pubs must adhere to these portion sizes to ensure accuracy of calorie values.
- For buffets and self-service counters standard specified serving spoons must be used.
- Training has been provided for all team members in managed, retail and franchise pubs.

Hot Beverages

- Marston’s operate a mainly unbranded estate of pubs with several food menus across different formats. The hot beverage range is limited. However, within each format there are several distinct types of coffee machine, and each can use a different type of coffee and/or milk (powdered or fresh).
- This affects the number of calories per drink and in many instances the variation does not fall within the 20% tolerance allowed.

- It is not feasible to print food menus based around the type of coffee machine, so all pubs have been provided with a reference document that includes the calorie information for hot beverages for each coffee machine we use.
- Pubs must print off the calorie information for the coffee machine relevant to them and keep this accessible for guest enquiries.
- Department of Health and Social Care and Primary Authority advice was sought in coming to this solution.

SOP 17 Cleaning and Disinfection

- Cleaning and disinfection of food premises is important to:
 - Prevent food poisoning – proper cleaning and disinfection will reduce food poisoning bacteria to a safe level and will help to reduce the risk of cross-contamination.
 - To remove undesirable physical materials which may contaminate food.
 - To remove food residues which may cause allergen cross contact – see [SOP 15 Allergen control](#).
- All equipment and areas are required to be kept clean.
- However, equipment and surfaces which are likely to come into contact with food either directly or indirectly must be cleaned and disinfected (**Two Stage Cleaning**). This is to remove dirt and food residues and to reduce harmful microorganisms to a safe level e.g. work surfaces, chopping boards, shelving, crockery, utensils, food storage containers, pots, cutlery, sinks, wash hand basins, taps etc.
- All hand contact surfaces must be cleaned and disinfected daily e.g. taps, soap dispensers, equipment and door handles, switches, phones, tills, etc.
- It is important to clean fridges at a time when they do not contain much food. Schedule cleaning before deliveries arrive. Transfer food to another fridge and keep it covered while you clean.
- Pay particular attention to cleaning pieces of equipment that have moving parts. These can be more difficult to clean, but it is important to clean equipment properly to stop bacteria and dirt building up. Refer to the cleaning instructions in the Equipment Manual. These will explain how to clean each piece of equipment thoroughly.
- Food waste containers, waste bins and all waste storage areas must be cleaned as specified in the daily and weekly cleaning schedules to avoid attracting pests.
- Attention must be paid to hard to reach and forgotten areas. Pull out mobile equipment when deep cleaning. Do not forget:
 - Feet and wheels of equipment.
 - Fridge and freezer door seals.
 - Bottom edges and returns to sinks and tables.
 - Wall floor junctions.
 - Under/behind the dishwasher.
 - Behind doors and doors which are kicked open when hands are full.
- Most cleaning chemicals we use are supplied as concentrates. We add water to dilute them before they can be used. It is important to follow the supplier's instructions on how much water to use with the chemical to get the correct **dilution rate**. If we add too much water, then the cleaning chemical might not work effectively. Too little water may result in chemical contamination.
- Attention must be given to stock rotation of chemicals in storage. Concentrates have a two year shelf life after which they are no longer effective. Pubs must adopt the first in, first out (FIFO) stock rotation system, pay attention to shelf life date on the label and dispose of any that have expired.
- When cleaning, remember to move food out of the way, or cover it to prevent dirt, bacteria, or cleaning chemicals from getting into food.

Two Stage Cleaning

- The first stage is a general clean of the surface or equipment using D2 detergent and a clean cloth to remove visible dirt, food particles, grease, and debris. Should there be any visible food residue then this step must be repeated as the residue could contain allergens.
- Stage two is the disinfection stage. Use D10 sanitiser to ensure that any bacteria present are reduced to a safe level. It is important to remember that disinfection is only effective when conducted on clean surfaces and when the correct **5 minute contact time** is observed. (The contact time is how long a cleaning chemical needs to be left on the item you are cleaning for it to work effectively). D10 is safe to allow to air dry and does not require a final rinse stage.
- Suma Bac D10 is certified as meeting the requirements of BS EN 1276 and BS EN 14476.

Clean As You Go

- Wash or wipe away spills as soon as they happen. Use D10 and a clean cloth. For clean as you go – a **30 second contact time** is adequate. This stops dirt building up and helps prevent bacteria and allergens from spreading.
- Keep the kitchen free from clutter and rubbish. Work surfaces are easier to keep clean when they are not cluttered, and this reduces the risk of foreign body contamination.
- Some items need disinfecting after EVERY use and must be cleaned as soon as they are finished with e.g. work surfaces, chopping boards and racks, knives, utensils, and equipment such as slicers, mixers, Robot Coupes, can openers, soup blending sticks and probe thermometers etc.

Routine Documented Cleaning and Disinfection

- Generic Daily and Weekly Kitchen Cleaning Schedules are provided in the Food Safety Record Book. Please add any additional items not included and strike through any equipment that you do not have.
- The schedules state the correct cleaning chemical to use in each case. Please refer to the Equipment Manual for the correct cleaning methods. Please refer to the COSHH register for what personal protective equipment (PPE), if any, is required.
- The schedule must be initialled by the person completing the cleaning next to each piece equipment cleaned.
- At close down each day, the manager on duty must check the cleaning standards and sign off the Food Safety Records for that day if it is satisfactory. If not, the 'Problems Found / Action Taken' section of the book must be completed to address the issues identified.
- The weekly deep cleaning schedule must be completed in the same way. To suit the operation of the business, the deep cleaning can be completed through the week with a small number of jobs each day or alternatively, a deep clean of all items listed on a single day or a smaller number of days.

Cleaning Chemicals and Equipment

- All cleaning chemicals must be kept separate from food and stored away from both heat and sunlight. The chemicals are to be kept in their original containers and under no circumstances mixed.
- All spray bottles must be clearly marked with an indication of their contents.
- It is recommended that pubs follow a colour code for cleaning cloths and equipment to minimise the risk of cross-contamination:
 - Yellow – Front of House
 - Red – Toilets
 - Blue – Kitchen

Dishwashers and Glasswashers

- The rinse cycle must be set at the hottest setting.
- If a dishwasher or glasswasher breaks down or a pub does not have a dishwasher – the two-sink washing up method must be followed.

The Two-Sink Washing Up Method

- Scrape the plates or equipment to remove any excess food or dirt.
- Wash the items in the first sink filled with hot water and detergent (D1 or D2).
- Immerse the items in a second sink with a solution of hand hot water and D10 (4 doses per 5 litres) and allow 5 minutes contact time.
- Items must then be removed and allowed to air dry or are dried with blue roll.

Toilets – Guest and Team member

- All toilets in the premises must be cleaned and disinfected at least once a day using colour coded dedicated equipment and cloths.
- Team member rooms will be inspected by EHO's and internal auditors so they must be kept in clean and tidy condition.
- Pay attention to
 - Toilet seats.
 - Toilet flush handles.
 - Toilet door locks.
 - All taps on sinks.
 - Soap, paper towel dispensers and hand dryer controls.

Front of House Tables

- Clear away any dirty crockery and rubbish that may have been left on the table.
- Spray a clean, disposable cloth or paper towel with D10 and ensure the tabletop is thoroughly wiped over. Note: spray the chemical on the cloth not directly on the table. This is to avoid the risk of accidents such as accidentally spraying guests or food.
- If tables become sticky because of a build-up of chemical; wipe the table with a clean cloth dampened with just water to lift off the residue.

Flooded Cellars and Other Areas

- Flood water can be contaminated with sewage and other waste. This means that it may contain harmful bacteria, viruses or chemicals.
- Whilst any contaminants will be very diluted and the risk of getting ill is low, it is important that once flood water recedes, decontamination and sanitising is effectively completed.
- Cordon off any flooded areas and keep everyone out to avoid transporting contamination to other areas. If you need to enter, wear wellington boots and remove these after leaving the flooded area.
- If kitchens or food stores are affected, close the kitchen until decontamination has been completed. If public areas are affected, close the pub until cleaning has taken place.
- A specialist contractor is retained for cleaning and decontaminating flooded areas.
- Call the Maintenance Helpdesk (01902 329 199) and request a priority call out (3 hours) of the sewage decontamination company and Innserve cellar technical services.
- Inform your Area Operations Manager and Regional Safety Advisor.
- Casks and kegs and any food and drink products affected by flood water must be disposed of or be clearly marked prior to uplift and return to the brewery. If in doubt, throw it out. Do not use anything that has potentially been contaminated.

- Documentary evidence that the cleaning and sanitisation has been completed out satisfactorily should be retained in case of queries.

Hot Water Failure Procedure

- In the event of a failure of a pub's hot water supply, there is a risk that food may be contaminated with harmful bacteria due to a lack of effective handwashing or washing of glassware, crockery, cutlery, utensils and equipment.
- There is a secondary risk of the build-up of dirt on the structure (walls, floors etc.)
- Finally, there is a scalding risk to team members from heating pans of hot water or using boiling water from the hot water still as a temporary measure.
- The Hot Water Failure Procedure applies to all Marston's pubs and sets out the mitigating actions that must be taken to keep our guests and team members safe.

Mitigation

- Our glass washing and dishwashing machines are self-heating so glassware, crockery, cutlery, utensils and equipment can continue to be effectively cleaned.
- Diversey cleaning chemicals are designed to be used with cold water (for both dilution and rinsing).
- Work surfaces can continue to be two-stage cleaned as normal with D2 and D10. Walls and floors can be cleaned and mopped with D2 / Bryta Degreaser diluted in and rinsed with cold water.
- Soft Care Bac H41 bactericidal hand soap is as effective when hands are washed in cold water as it is with hot water, provided it is used for least 30 seconds.
- Diversey confirmation of the efficacy of their cleaning products when used with cold water is available on the Pub Hub in case of queries.

Procedure

Immediate Action in the Event of a Hot Water Failure

- Call the Maintenance Helpdesk (01902 329 199) and request a priority call out (3 hours).
- Inform your Area Operations Manager and Regional Safety Advisor.
- The kitchen must close immediately in the event of a hot water failure and a broken dishwasher. The bar operation must close immediately in the event of a hot water failure and a broken glass washer.
- All team members (Front of House and Kitchen) must continue to wash their hands with H41 bactericidal soap and clean cold running water for a minimum of 30 seconds. Complete a training session with all team members to instruct them on this procedure and to remind them that hands must be washed frequently and especially:
 - On entering the kitchen/starting a new shift,
 - After using the toilet,
 - Between handling raw and ready-to-eat food,
 - After eating or smoking,
 - After handling cleaning chemicals,
 - After handling waste,
 - After sneezing or touching their face or hair,
 - Before preparing a meal for a person with a food allergy or intolerance.
- Dishwashers and glasswashers heat their own hot water and can continue to be used to clean glassware, crockery, cutlery, utensils and equipment.

- Continue to clean front of house tables with trigger spray bottles of D10 and a clean single -use disposable cloth as normal and continue to two-stage clean kitchen work surfaces with trigger sprays of D2 and D10 and a clean cloth as normal.
- Spillages must be cleaned up as they occur using blue roll or by dry mopping. Identify any wet floors with a warning sign as normal.

If the engineer cannot fix the problem on the first call

- You may continue to operate the bar and the kitchen with the above contingency measures in place for 24 hours.

If the engineer cannot fix the problem on the second call

- The bar can continue to operate providing the glasswasher is working.
- However, the kitchen must cease operating unless a further contingency measure is provided i.e. a suitable hand washing facility can be provided in the kitchen by the engineer e.g. a free standing self-contained hand wash unit or an electric water heater installed over one of the wash hand basins (ideally the one nearest the front of house so both kitchen and front of house teams can use it).
- Where a suitable contingency hand washing facility is provided, the kitchen may continue to operate while we wait for a boiler replacement, specialist parts etc.
- The kitchen cannot continue to operate indefinitely on contingency measures. If the repair will take longer than a week to fix, CLOSE THE KITCHEN.

Hotels

- If the engineer cannot fix the problem on the first call, guests should be given the option to stay or leave. Follow the out-booking policy if they wish to find alternative accommodation.
- If the hot water is out first thing in the morning this is likely to be more of an inconvenience to the guest and they should be offered some compensation. The parameters of compensation to be offered should be agreed with your AOM.

Cold Water Supply Failure

- If cold running water is not available, you must close the business until it is restored. If there is no hot or cold water available, you cannot continue to operate the pub, and you must close.

Breaches

- Any breaches to this procedure will be dealt with in line with the Company Disciplinary process.

SOP 18 Design and layout

- The design, construction, location of equipment and workflow of kitchens is of paramount importance to allow the production of safe food.
- When planning any new building or refurbishment work, consideration will be given to hygiene, layout, and workflow to ensure that:
 - Appropriate space and facilities are available for the safe production of food, given the nature and expected volume of business.
 - The risk of cross contamination is controlled at all stages from food delivery to service.
 - Access for effective cleaning can be obtained to all internal parts of the structure that require cleaning.
 - Equipment and fittings are installed allow access for effective cleaning and disinfection. Where possible, equipment will be moveable to assist cleaning.
 - The build-up of dirt in difficult to reach areas is prevented.
 - Use of spaces above and below work surfaces (and the equipment stored in these areas) will not become a potential source of contamination.
 - Essential maintenance can be easily conducted. For example, filters and other parts of the ventilation system must be accessible either directly or through access panels.
 - The build-up of condensation is avoided.
 - Food storage rooms are capable of keeping food at suitable temperatures.
 - Premises are proofed to prevent pest access and shelter.
 - Separate storage of non-food items, including cleaning chemicals, is provided.
- Construction materials will:
 - Be suitable to allow the type of cleaning and or disinfection appropriate to that area.
 - Not include any substance that may add toxic material to food either by direct contact or vapour.
- Ventilation will be provided to ensure that heat and/or humidity do not build up to levels that could compromise the safety of food.
- Adequate lighting will be provided to allow safe food handling, effective cleaning and the monitoring of cleaning standards and pest activity. Glass lighting will be protected by shatterproof diffusers or shrouds.
- Separate areas will be provided for raw and ready-to-eat foods where possible to minimise the risk of cross contamination. Where practicable separate fridges, freezers, display units and work areas will be provided as well as separate colour coded equipment and utensils.
- Where not practical, 'time separation' may be used with appropriate cleaning and disinfection procedures between tasks – see [SOP 17 Cleaning and Disinfection](#).
- Adequate mechanical ventilation will be provided to remove heat, steam, harmful gases and cooking odours and provide fresh air input. Natural ventilation may be adequate in rooms where food is cooked in equipment that produces low heat input to the room.
- Kitchen and bar floors will be designed to prevent the pooling of water. The surface will provide a balance of slip resistance to prevent accidents whilst being easy to clean. In new premises and refurbishments resin or 'Altro' vinyl flooring will be provided.
- All wall surfaces will be cleanable. Those immediately behind food preparation surfaces or equipment must be smooth, non-absorbent, washable, non-toxic and capable of being cleaned and disinfected e.g. ceramic tiles or stainless steel or other proprietary sheeting.
- Ceilings and overhead surfaces will be designed to prevent the accumulation of dirt and to reduce condensation, the growth of mould and the shedding of particles.

- Windows will be constructed to prevent the accumulation of dirt. Those which can be opened, where necessary will be fitted with insect-proof screens which can be removed for cleaning.
- Doors will be capable of being cleaned and disinfected with kick plates and vision panels provided where necessary.

SOP 19 Equipment Suitability

- Equipment provided in kitchens will be smooth, washable and durable so that it is capable of effective cleaning and disinfection. Materials must be non-toxic and resistant to corrosion.
- Suitable materials for surfaces, equipment and fittings include aluminium, ceramics, food grade plastics and laminates and stainless steel.
- Where possible, equipment will be moveable to allow effective cleaning and disinfection of the structure.
- In the selection of equipment, the follow design features will be considered:
 - Avoiding sharp angles and ledges
 - Joints are smooth or curved.
 - Flexible or easy-release hoses are provided.
 - Heavy equipment is provided with wheels or slides.
 - Ease of dismantling and cleaning
 - Risk of foreign body contamination (e.g. from screws) is avoided.
 - Suitability for intended purpose (e.g. freezing or microwaving).
- Only sufficiently robust equipment will be used; domestic equipment will often be unable to withstand the handling, cleaning, etc. in commercial use.
- Where necessary separate and colour coded equipment for raw and ready-to-eat foods will be provided – see [SOP 8 Preparation](#).

SOP 20 Food Complaints

Pub Support Centre Management of Food Complaints

- Our pubs have access to the Catering Hotline - a dedicated phone number and email address that operates seven days a week from 9am to 7pm.
- Any quality issues reported are logged onto Smart Supplier which immediately notifies the supplier of the complaint. All correspondence relating to the complaint is held on Smart Supplier. Once a response is received (seven day KPI), a member of the Technical Services team sends a response to the pub and where a guest is involved, we will write to them as well.
- General quality complaints from guests are communicated through the Pub Support Centre Guest Feedback team. General quality issues are dealt with by the pub and AOM e.g. food not hot enough, burnt food, steaks not cooked as requested etc. Foreign body complaints are logged on Smart Supplier and managed in the same way as documented above.
- Any food poisoning allegations or allergen complaints are held on a separate database.
- We constantly monitor our guest feedback and complaint data to ensure that we pick up on trends so that we can make improvements across the business where possible.

Pub Team Management of Food Complaints

- For all food complaints – Alleged allergic reaction, food poisoning, foreign body, food quality, address the guest in an attentive and sympathetic manner but do not admit liability and do not speculate what might be the cause of the complaint.
- Explain to the guest that the matter will be fully investigated. The Pub Support Centre (PSC) will write to them at the end of that investigation.
- Obtain as much detail information from the guest and about the product as possible. Use the standard forms from the Pub Hub to help you to collect the relevant information.
- Record the guest's name and postal/email address (email address preferred).
- Record the product name and date and batch code information.
- On the advice of the Catering Hotline or Technical Services team, isolate any other affected stock in a safe place in the fridge, freezer or dry store and mark "Not for Use – Awaiting Collection."
- Contact the Catering Hotline on 01902 329133 with the details of the allegation within 24 hours of you first being notified of the complaint by the guest. If there is no answer, leave a voicemail stating your name, phone number and pub name.
- The Catering Hotline details must not be given out to guests.
- Record all events, telephone conversations, discussions with guests, etc. in writing at the time they occur.
- Where food suppliers are involved, they will be asked to contact the pub that reported the incident. If you have not heard anything within 48 hours, please let the Catering Hotline know.
- The supplier will arrange to collect foreign bodies or samples of food subject to a complaint. In some instances, you will be asked to send the item to them in the post. When this is the case always send it as registered post.
- Suppliers are targeted to provide a full written report in seven working days. Once their response is received by the PSC, it will be emailed out to the pub.

Product Withdrawal

- Marston's requires all its suppliers to be British Retail Consortium (BRC) or equivalent accredited grade A or higher unless mitigations have been agreed. As part of BRC accreditation, recall procedures are assessed to ensure they meet the standard.

- The Technical Services team at the PSC monitor all food complaints and complete trend analysis on these. Should any significant trends emerge, or issues be identified which pose a risk to health, a product withdrawal will be instigated with the supplier.
- The affected pubs will be notified by email using agreed templates. In some instances, the pub's area managers are given a telephone call script to cascade to their pubs to ensure all pubs are aware of the issue and what they need to do.
- The company's logistics supplier is notified to isolate any affected stock in the distribution centre.
- The pub teams will then quarantine the affected stock for uplift by the company's logistics supplier. Stock must be labelled clearly to show it should not be used. The pubs are given a time limit notify the company's logistic supplier to arrange return of the affected stock to the distribution centre.
- The supplier will then collect the affected stock from the distribution centres.

Allergy Complaints

- The Catering Hotline team will request an investigation form be completed.
- The Technical Services team may then contact you for further information.
- For serious allergy complaints where the guest has suffered a reaction requiring medical attention, escalate the details as soon as possible.

Food Poisoning Allegations

- Obtain as much information as possible:
 - What food did they eat and when (date and time)?
 - What were their symptoms?
 - When did their symptoms develop?
 - Have any colleagues, relatives/partners also been ill?
- Ask if the guest has visited their GP and if not, advise them to visit their GP so that samples can be taken to confirm the cause of their symptoms.
- Contact your local Environmental Health Officer and inform them of the allegation.
- Using your EPOS/Beanstore system, identify how many portions of the same meal were sold on the same day as the guest's visit. Also consider other dishes that use the same ingredient e.g. chicken breast.
- Review your Food Safety Record Book and highlight any cook temperatures which have been recorded for the same dish. If it was a cold meal e.g. pâté, then review relevant fridge temperatures.
- Have any team members been ill with vomiting or diarrhoea in the previous two weeks?
- If so, was the 48-hour rule followed before they returned to work?
- Observe food handling procedures and satisfy yourself that good food hygiene practices are being maintained.
- If all the above details are in line with policy requirements, then it is unlikely that the guest's illness was caused by the meal, they ate at your pub.
- For managed pubs - the Pub Support Centre will send a letter to the guest involved and the pub will be copied in on this letter. The PSC will manage all further communication with the guest.
- For Retail and Franchise Pubs – contact your Regional Safety Advisor for assistance if required. It is recommended that you confirm the outcome of your investigation in writing to the guest. A template letter is provided below.

Template Response to a Food Poisoning Allegation (Partnership pubs only).

Dear XXX,

I am sorry to learn that you have been ill and that you believe this to be linked to the meal that you ate at PUB NAME on DAY/MONTH/YEAR.

Since receiving your call, we have begun an internal investigation and have notified the local Environmental Health Department. For both us and the Environmental Health Officer (EHO) to complete our investigations we would request that you visit your GP for tests to be completed that will identify the cause of your symptoms. If food poisoning is confirmed the GP is duty bound to inform the local health authorities.

Food poisoning bacteria can remain in your body for 5-7 days after the last symptoms so there is still an opportunity for the necessary tests to be completed. We will obviously co-operate fully with any investigation the EHO feels is necessary.

Yours sincerely

Foreign Body Allegations

- Obtain the foreign body from the guest and keep it safely until the investigation is completed.
- Obtain as much information as possible (a form is available on the Pub Hub for you to record this information) including:
 - Where did they find the foreign body? – be as specific as possible, this is especially important for something like a sandwich. Where could it have originated from? The bread, fill, mayonnaise or salad or a carvery meal when there are many different components. Being able to narrow down where the foreign body was found exactly will aid the investigation.
 - Obtain date and batch code information on the product involved.
- The Pub Support Centre will write to the guests where required and suitable recompense may be provided if not already dealt with by the pub.

Food Quality Complaints

- We strive to supply excellent quality food to our guests but occasionally there may be an issue with the quality of a product.
- Obtain the date and batch code information and details of the quality issue and contact the Catering Hotline on 01902 329133 with the details of the incident.
- The PSC will then liaise with the supplier of the product regarding the investigation.
- Where a guest is involved, the Pub Support Centre will write to the guest and suitable recompense may be provided if not already dealt with by the pub.

Allergic Reaction Allegation Complaint Form

This document is created in contemplation of litigation and is legally privileged.

Collate the following information on the day you are contacted by the guest and then call the Catering Hotline on 01902 329133. Email the completed form back to foodcomplaintresponses@marstons.co.uk

Pub Name & PHC	
Name of person at pub dealing with the complaint	
Guest's Name	
Address – Email preferred or postal	
Date they dined at pub	
Time	
What dish did the guest order?	
What are the names of the team members who served the guest and took their order	
Was the guest asked if any of the dining party have any special dietary requirements	
What allergy/intolerance did the guest say they had?	
Was the guest directed to the allergen information on the pub web page or given the NGCI menu?	
Did the guest re-iterate their allergen when placing the actual food order?	
Was the specific allergen requirement communicated to the kitchen? If so, how was this done? E.g. via till prompt or verbally.	
What is the name of the chef/s who prepared the meal?	
Does the kitchen have a copy of the relevant NGCI specification manual pages?	
What cross contact controls were put in place when the kitchen prepared the meal?	
How was the dish adapted for the guest to be free of the allergen?	
Explain what may have happened to cause the guest to have a reaction.	
Was the allergy flag placed on the meal and dietary requirement re-confirmed to guest on serving the meal?	
When did they start being ill? Give a brief overview of their symptoms	
Have they visited their GP? If not, then advise them to do so. Confirm in the box if this has been done.	
Did you have to call an ambulance for the guest? If so, are you aware of the guest's condition since they left the premises?	
Enter the MARS incident reference number from the MARS incident confirmation email	
Have you received any other complaints linked to the provision of allergen meals in the past month?	

Have all the team completed their e-learning on allergen training – if not please provide reasons why	
Has the annual refresher training been provided to the team?	
Do you have a copy of the company Food Safety Manual?	
PUB SUPPORT CENTRE USE ONLY:	
Was correct allergen menu used if appropriate?	
Is the allergy list correct? - check the ingredients for the dish on Starchef/Smart Supplier to ensure they are current	
If an error is found on the allergy list provide details on how we believe this arose	
Has further training been advised to the pub?	
Has an Allergy Audit been arranged?	

If the guest suggests at any stage, they may be seeking compensation or taking the complaint to litigation then the following information will also be required:

- Training records cards for all team relevant to the meal/date of dining (Pub Support Centre will collate)
- Copy of the Food Safety Record Book (all pages)
- Copy of previous EHO inspection report (Pub Support Centre will provide this)
- Copy of any previous AOM audits/Killer Questions
- Copy of previous two safety audits (Pub Support Centre will provide these)

Food Poisoning Allegation Complaint Form

This document is created in contemplation of litigation and is legally privileged.

Collate the following information on the day you are contacted by the guest and then call the Catering Hotline on 01902 329133. Email the completed form to foodcomplaintresponses@marstons.co.uk

Pub Name & PHC	
Name of person handling the complaint at pub	
Guest Name	
Address – Email preferred or postal	
Date they dined at pub	
Time	
What was eaten?	
When did they start being ill?	
Have they visited their GP? If not, then advise them to do so	
Did you tell the guest that we will inform the Environmental Health Dept?	
Have you notified your local Environmental Health Dept? If not – please contact them today. Please provide us with name, telephone & email contact details for the person it was reported to. If emailed forward copy of email to Catering Hotline.	
How many of the same dish did you sell on the same date?	
How many of the same dish did you sell in the 7 days prior to the guest dining at the pub?	
How many other dishes using the same ingredient were sold on the same date?	
How many other dishes using the same ingredient were sold in the 7 days prior to the guest dining?	
Have you received any other complaints linked to the same dish in the past 7 days?	
Were any temperatures recorded for the dish in question on the date? If so, what were they?	
Have any team been off work in the last two weeks?	
What is the name of the chef/Head Chef/Kitchen manager on duty at the time the meal was served?	
Does site have a copy of the company Food Safety policy manual?	

If the guest suggests at any stage, they may be seeking compensation or taking the complaint to litigation then the following information will also be required:

- *Training records cards for all team relevant to the meal/date of dining (Pub Support Centre will collate)*
- *Copy of the Food Safety Record Book (all pages)*
- *Copy of previous EHO inspection report (Pub Support Centre will provide this)*
- *Copy of any previous AOM audits*
- *Copy of previous two safety audits (Pub Support Centre will provide these)*

SOP 21 Foreign Body Control

It is important to prevent foreign bodies getting into food to prevent injury to our guests. There are many types of potential physical contaminants within our business such as hair, jewellery, pest droppings, glass, nuts, bolts etc.

Controls to prevent foreign body contamination:

- Store cleaning chemicals away from food ([SOP 17 Cleaning and Disinfection](#)).
- Keep food covered.
- Never re-use foil, cling film or freezer bags and do not store food in opened tins.
- Containers for ice cream, puddings, gravy, fryer oil, mayonnaise etc. can be re-used for storing decanted food. They must not be used for reheating food in microwaves.
- Make sure that plastic tubs are washed, disinfected and dried between uses. Check for damage and throw away any with broken lids, corners etc. or are heavily stained.
- Make sure that pests do not have access to any food and are controlled effectively. ([SOP 24 Pest Control](#))
- Check that packaging is intact – do not use any food that has been delivered in damaged packaging e.g. smashed or cracked pots.
- Check that knives are intact with no broken blades or handles.
- Repair or replace broken equipment. ([SOP 22 Maintenance](#))
- Limit the use of glass in the kitchen to reduce the risk of broken glass getting into food. Suitable covers on light fittings. Where ingredients are supplied in glass bottles and jars, store these in a deep tub on lower shelves. Store sundae and liqueur glasses etc. away from open food preparation areas.
- Do not use tinfoil to line hobs, grills, hot cupboards and oven shelves.
- Keep the kitchen clear of clutter and personal belongings.
- Any guest complaints of foreign bodies must be taken seriously. ([SOP 20 Food Complaints](#))

Glass Breakage Procedure

In the event of any glass breakage in food preparation or storage areas, the following procedure must be followed:

- Glass breakages must be dealt with immediately.
- Food production in the area must cease immediately and the area cordoned off to prevent team members walking through glass.
- All open food in the immediate vicinity must be disposed of immediately.
- Inform the GM/Partner of the incident.
- All shoes must be inspected to ensure they are not contaminated with glass.
- Broken glass must be placed in clearly labelled, lidded, designated containers. Do not place broken glass in the under-bar bottle bins or in plastic bin bags.
- Dispose of glass gently to avoid flying glass that might reach the face.
- Damp cloths must be used to wipe down all food contact surfaces and floors and discarded after use.
- A designated dust pan and brush must be used to collect the broken glass from the floor which must be stored outside of the kitchen.
- Where handling of broken glass cannot be avoided use appropriate gloves.

- Cordon must be removed only after the GM/Operator agrees that all broken glass has been removed.
- Particular care must be taken to inspect and check that all food contact surfaces are glass free.

SOP 22 Maintenance

- Walls, floors and ceilings must be kept in a good state of repair that allows them to be kept clean and protect food from contamination.
- This will require the use of impervious, non-absorbent, washable and non-toxic materials ([SOP 18 Design and Layout](#)).
- All parts of the kitchen, food storage areas and the equipment must be periodically inspected, and any damage or deterioration be reported to the Maintenance Helpdesk on 01902 329199. The Helpdesk will arrange for the relevant contractor to attend to resolve the issue.
- Contractors instructed via the signing in procedure not to enter the premises or leave the premises immediately if they have respiratory infections, skin infections, diarrhoea, vomiting or stomach upsets.
- Team members must also be encouraged to report or record any issues in the Food Safety Record Book.
- Where possible, maintenance will be completed in kitchens when they are not in use.
- Damage and deterioration of the building fabric will inhibit or prevent cleaning and disinfection, allowing the build-up of dirt and provide a breeding ground for pests and bacteria.
- Any loose, chipped, flaking or powdery material could become a contamination risk and must be removed, and the area repaired as soon as possible.
- Ceilings must be periodically cleaned to remove dirt and any mould build-up or any other particles or debris that could fall into food.
- Food contact surfaces such as chopping boards, tabletops, trays and utensils must be maintained in good condition so that they are easily cleaned.
- Equipment must not be used when its condition has deteriorated to the point that it cannot be effectively cleaned, or it poses a foreign body hazard or any other risk of contamination.
- Repair or replace any equipment or utensils that are damaged or have loose parts e.g. whisks, fryer baskets.
- Crockery – discard any cracked or chipped dishes.

When Maintenance Work is Taking Place in the Kitchen

- Discuss with the contractor what the work will involve so that appropriate precautions are taken to prevent the risk of foreign body contamination.
- Ensure all open food is covered and moved away from the area where maintenance work is taking place.
- After maintenance has been completed:
 - Check the area to ensure that tools, nails, wire etc. has not been left,
 - Two-stage clean (see [SOP 17 Cleaning and Disinfection](#)) any equipment or surfaces that may have become contaminated,
 - Keep the area out of use until it has been thoroughly cleaned.

Planned Maintenance

Marston's maintenance team will ensure that specialist contractors complete planned maintenance where this is necessary:

- Portable electrical equipment will be subjected to the PAT testing.
- Fixed electrical installations will be subjected to statutory inspection and testing.
- Kitchen extraction systems will be subject to deep cleaning.
- Gas equipment will be subject to safety inspection.

- Lifts and dumb waiters are subject to safety inspections.

Records of the above are maintained on the compliance portal and are available for inspection.

Audit

To ensure structure and equipment maintenance standards are upheld pubs will be audited on a frequent basis. For details of these arrangements see [SOP 14 Verification and Review](#).

SOP 23 Personal Hygiene and Infection Control

It is essential that all team members maintain a high standard of personal hygiene to minimise any risk to food safety. Visibly poor hygiene practices will undermine guest confidence. Many food complaints are a direct result of poor personal hygiene.

- Anyone who works in a food preparation area must practice good personal hygiene. They must:
 - Have clean hands.
 - Not smoke, spit, chew gum or eat food in the food handling area.
 - Ensure that their hair does not pose a risk of contamination. Hats must be worn on the cookline. Long hair must be tied back.
 - Cover cuts, wounds, healing skin or other skin conditions likely to cause contamination of food (on hands or other exposed parts of the body) with brightly coloured waterproof dressings.
 - Not wear jewellery or beauty products (e.g. false nails, nail varnish or eyelashes) that may present a risk of contamination. One-piece sleepers and a plain wedding band are acceptable. Watches must not be worn.
 - The use of strong perfumes and aftershaves must be avoided as meats and dairy products can absorb smells and become tainted.
- Uniforms must be clean and must be changed when necessary to maintain hygienic standards to protect the food from risk of contamination. Team members must change into clean uniforms before entering the kitchen. Disposable aprons must be used in carvery pubs when preparing raw joints of meat and loading FWE ovens.
- Hand washing is required:
 - Before handling ready-to-eat food and after touching raw food and its packaging, including unwashed fruit and vegetables.
 - After a break
 - After going to the toilet
 - After cleaning
 - After removing waste
 - After blowing the nose or touching the mouth or ears.
- Correct hand washing technique:
 - Wet the hands and then apply bactericidal soap.
 - Thoroughly rub all parts of the hands for at least 20 seconds. Scrub the backs, wrists, between the fingers and under nails to remove contamination.
 - Rinse
 - Dry the hands thoroughly using blue roll.
 - Turn off the taps with the blue roll to avoid recontamination of the hands.

Infection Control - Fitness for Work

- If any team member or visitor has, or is carrying, an illness that could be transmitted through food, they must report it to the Manager immediately and either stay at home or go home immediately. For example:
 - Infected wounds
 - A skin infection or sores
 - Diarrhoea
 - Stomach upsets.
 - Vomiting.

- All team members are instructed on appointment that they must notify their manager if they ever suffer from these illnesses and they are required to acknowledge a health declaration on their training record card to this effect.
- Contractors and visitors are instructed in the signing in rules not to enter the premises or to leave the premises immediately if they have the symptoms of these infections.
- When informed that a team member is suffering from a disease likely to be transmitted through food, we must exclude them from work. The length of the exclusion depends on the illness.
- Team members with diarrhoea or vomiting must not return to work until they have had no symptoms for 48 hours or 48 hours from the end of any treatment of the symptoms with medicine such as anti-diarrhoeal drugs.
- Anyone who has household contact with someone suffering from sickness and diarrhoea must inform their manager. If symptoms do not develop, return to work is possible 24 hours after contact with the infected person, as this covers most incubation periods.
- For other specific infections e.g. Salmonella, Campylobacter etc. please refer to the Safety Team for guidance on the length of exclusion from work that is required.

Norovirus

- Norovirus is very contagious and the most common cause of infectious gastrointestinal disease in the UK. Norovirus is transmitted primarily through the faecal-oral route, either by direct person-to-person transmission, by touching contaminated surfaces or faecal contaminated food or water.
- Norovirus has also frequently been associated with outbreaks of illness linked to raw or lightly cooked shellfish, principally from oysters.
- The time between exposure and falling ill is usually 12 to 48 hours. Symptoms include projectile vomiting (hence tiny airborne particles), diarrhoea, abdominal pain and fever. Duration of illness is usually between one and three days.
- The most effective way of preventing Norovirus outbreaks is to follow the rules of good personal hygiene:
 - Ensuring that team members with diarrhoea or vomiting do not return to work until they have had no symptoms for 48 hours,
 - Practising effective hand washing and drying before handling food,
 - Washing fruit and vegetables in clean running water as part of food preparation ([SOP 8 Preparation](#)),
 - Effective cleaning and disinfecting food preparation equipment and surfaces ([SOP 17 Cleaning and Disinfection](#)),
 - Wearing clean uniforms,
- If we suspect a Norovirus outbreak, contact the Catering Hotline and seek advice from your Regional Safety Advisor.
- When outbreaks occur, it is important to note that colleagues who fall ill during an outbreak can easily be victims of the outbreak, not the cause.
- Ensure that anyone with symptoms of vomiting or diarrhoea is excluded from the business immediately.
- If someone has vomited (or shed any other bodily fluids) anywhere on the premises, then effective cleaning is vital. Any potentially contaminated food or ice must be discarded. Acting quickly and methodically could prevent the spread to other guests and colleagues.
- Ventilate affected areas as much as possible.

- Those asked to clean these areas must take suitable precautions to prevent becoming infected, by using gloves, disposable aprons, and masks (where available), and ensure that when cleaning is complete, they wash their hands thoroughly.
- Normal D10 sanitiser is not effective against Norovirus. However, as a first response when someone has been ill, it should be used.
- Sodium hypochlorite (bleach) disinfectant is the best to use on cleanable surfaces. A minimum one minute contact time is recommended. If we suspect a Norovirus outbreak, locally purchase normal household bleach, and make up solutions of 500ppm concentration as follows:
 - 750ml trigger spray = half a teaspoon of bleach, topped up with water.
 - 5 litre bucket = two teaspoons of bleach, topped up with water
 - Standard 10 litre mop bucket = four teaspoons of bleach, topped up with water
 - Large 15 litre mop bucket = six teaspoons of bleach, topped up with water
- All potentially contaminated surfaces must be thoroughly cleaned and then disinfected with the hypochlorite solution. This includes work surfaces, taps to hand wash basins (in guest and team member toilets as well as in kitchens and bars), taps to sinks, flushing handles and door locks in team member and guest toilets, liquid soap dispensers in kitchens, team member and guest toilets. Ensure work surfaces and food contact surfaces are thoroughly rinsed after using bleach solution to safeguard against any taint or chemical contamination of food.
- Norovirus can be difficult to kill in soft furnishings and sodium hypochlorite (bleach) cannot be used because it will cause damage. Steam cleaning should be considered. A contract deep clean may be arranged by the Area Manager/Pub Support Centre. In some cases, destroying the furniture may be the best way to ensure the complete elimination of the virus from the business. Contact the Regional Safety Advisor for advice.
- Cleaning materials can also spread norovirus, so must be disposed of immediately after cleaning contaminated areas.

Communicable Disease Outbreaks

- During international or national significant outbreaks of communicable diseases (such as COVID-19), we will follow the current government advice and take all recommended measures to minimise the spread of the disease within our business. Look out for advice from the Safety Team.

SOP 24 Pest Control

Effective pest control practices are vital to prevent contamination of food, thereby protecting our guests and business. Failure to control pests (insects, rats, mice, and birds) is a common cause of prosecution for food business operators since all pest species can contaminate food with harmful bacteria or foreign bodies.

- Every effort will be made to pest proof the premises. See [SOP 18 Design and Layout](#) and [SOP 22 Maintenance](#).
- Storing food in closed containers off the floor and away from walls – see [SOP 5 Ambient Storage](#) and ensuring [SOP 6 Stock Rotation](#) will remove the source of food which will attract pests.
- Maintaining an effective cleaning regime See [SOP 17 Cleaning and Disinfection](#) and [SOP 27 Waste Management](#) will remove the grease and food and drink remains that are likely to encourage pest activity.
- Inspecting stock on delivery to make sure there are no signs of infestation or damage by pests See [SOP 2 Delivery](#).
- An infestation may occur from time to time. These must be dealt with immediately to prevent risk to food.
- Team members will be trained to check for signs of pest activity.
- Daily opening checks will be completed and documented in the Food Safety Record Book.
- Any signs of activity must be reported to management and a call out to the pest control contractor must be made.
- Any food that has been damaged by pests must be disposed of immediately. Any equipment or food contact surfaces that may have been contaminated must be deep cleaned and sanitised. All droppings, dead bodies etc. must be cleared and disposed of in the waste bin and the area deep cleaned.
- Where pets are kept in private accommodation, they must be excluded from food preparation and storage areas.

Pest Control Contract

Marston's maintain a contract with Pestokill, a reputable pest control specialist, to provide routine inspections and treatments including advice on best practice for hygiene, housekeeping and pest proofing.

- Pubs will receive a minimum of eight scheduled visits per annum which should occur at five to eight week intervals. Based on a risk assessment some pubs will receive more routine visits each year and this will be kept under review.
- At each visit, Pestokill will check for the presence of pests, monitor the pest proofing of the premises and eradicate any infestations they find.
- The technician will service all the bait points and complete a report containing details of any activity detected and any recommendations for hygiene, housekeeping or proofing improvements.
- These reports will be discussed with the most senior person on duty who will be asked to sign acceptance, and they will be filed in the pub's pest control records folder.
- The General Manager or Partner will be responsible for ensuring that any recommendations for improvements to hygiene or housekeeping are actioned and signed off. Proofing recommendations will be dealt with as set out below.
- The reports will also be uploaded to the contractor's website, where all previous reports will be accessible to the Pub Support Centre.

- If pest activity is found, the contractor will revisit every one to seven days depending on severity and location. If the risk is high, daily visits will be completed until the activity is under control.
- If any pest problems arise in between the planned visits, the General Manager or Partner must call out Pestokill directly (rather than via the Maintenance Helpdesk) by contacting:
 - 08700 660 999 or
 - helpdesk@pestokill.co.uk
- To expedite proofing works, a schedule of rates for the most common proofing works has been agreed with Pestokill. Up to a value which is kept under review, Pestokill have been given authority to complete these works without further approval. This work will be completed where possible at the time of the visit by the technician. Where this is not possible, the work will be subsequently completed by Pestokill's proofing team.
- Where the work required is outside the scope of what Pestokill are authorised or able to complete (e.g. a specialist contractor is needed), full details of the action required will be reported to the Marston's Maintenance team.
- Pubs with repeated pest problems as well as some randomly selected pubs will also receive a more detailed pest audit from one of the Pestokill Field Biologists. The purpose of these visits is to monitor the effectiveness of the technician's treatments and provide further recommendations on what can be done to prevent or eliminate pests.
- Daily and weekly summary reports are provided by Pestokill to the Pub Support Centre so that pest activity can be monitored and followed up.

SOP 25 Temperature Probe Care and Accuracy

- All pubs must have a minimum of two calibrated and working food temperature probes available to use. These must be clearly numbered to allow them to be identified for calibration.
- An additional separate colour coded or labelled probe for raw food is also required.
- The temperature probes must be easily accessible to all team members and stored in an area that is clean and not subject to contamination.
- It is particularly important to keep the probe part of your thermometer clean, otherwise it could spread dirt and food poisoning bacteria to the food you are testing. Clean the probe thoroughly and disinfect it before and after you use it using a fresh probe wipe each time. Use D10 squirted on to a piece of clean blue roll if probe wipes are not available.
- When taking temperatures of hot food such as at the end of cooking or reheating, insert the probe into the centre of thickest part of the food. Wait for the temperature read out to stabilise and record the temperature including the decimal point in the Food Safety Record Book as required.
- When taking temperatures of cold food such as deliveries, the 'between pack' method must be used in the first instance. This ensures no damage to the product. Place the probe between two packs of food that will ensure a good contact. Wait for the temperature reading to stabilise and record as necessary including the decimal point in the Food Safety Record Book.
- So called 'destructive testing' is when a probe is inserted into ready to eat food to test the temperature. This method is used as the last resort since the product must be wasted after testing.
- When using the integral probes in FWE ovens, always insert the probe into the centre of the largest joint of meat. Ensure that the cable does not get trapped in the oven door and treat the probe with care. Never use the probe to lift out a joint of meat.

Many of our due diligence checks are based on temperature checking so we must be sure the temperature probes we are using are working properly. To maintain accuracy, temperature probes need to be regularly calibrated.

Calibration Method

- Ensure that all probes can be identified by numbering them "1, 2, 3, 4, 5" or "A, B, C, D, E". Each probe must be marked with this identification.
- Weekly checks of thermometer accuracy must be made using the ice and boiling water method and recorded in the Food Safety Record Book.
 - Each probe must be calibrated in a jug of ice topped up with just enough water to make the ice float and in a pan of water on a rolling boil.
 - Agitate the probe in the water until a steady reading is achieved.
 - Record the full temperature including the decimal point.
 - Ice point must be -1 to +1°C. Boiling point must be 99 to 101°C.
 - Any reading outside the critical limit must be circled and the problems found/action taken box must be completed.

If the temperature is outside of the acceptable range:

- Repeat the test as the ice/water may no longer be at freezing/boiling point.
- Replace the battery and repeat the test.
- If the readings continue to be outside of the acceptable range given, replace the temperature probe.

FWE Oven Probes

- Once the handheld probes have been calibrated, the FWE oven probes can be checked for accuracy:
 - Place a calibrated handheld probe into the centre of a cooked joint alongside the FWE integral probe (as close to the FWE probe as possible)
 - The reading from FWE probe on the oven dial and the handheld probe must be within a tolerance of +1 or -1°C.
- If the readings are outside of the acceptable range given, report it immediately to the Maintenance Helpdesk and do not use the oven until the probe has been replaced.

SOP 26 Training

- It is essential to train and supervise our team members effectively to make sure they handle food safely.
- All new team members prior to, or by the end of, their first working shift must undergo induction training which includes online food safety awareness.
- Our eLearning courses must be completed within the first two weeks of employment and are refreshed every 3 years.
- Courses are allocated on a job role basis, so not all courses are completed by all job roles but all front of house and kitchen team members complete Level 2 Food Safety and Food Allergy training.
- Every new team member, both Front of House and Kitchen, will receive relevant, on-the-job training from a competent person in their area of work. This training will continue until the Team Member is suitably competent.
- On an annual basis, all team members will undergo retesting on Food Safety and Allergen Awareness as well as other topics. Any team member who does not achieve the pass mark on the refresher test, must retake the test until they pass. This gives employees the opportunity to reflect on their answers, check what they got wrong and learn from any mistakes.
- All new General Managers and Pub Partners attend training programmes which includes training on our Food Safety Management System.
- Every team member, General Manager and Pub Partner has an online Training Record Card relevant to their area of work, which is used to record all the above training and any additional competencies that are undertaken.

SOP 27 Waste Management

Waste presents a risk of physical contamination to food and may attract pests. Additionally, food that is damaged, out of date or rotting may present a risk of cross contamination to other foods from food poisoning bacteria.

- Every effort must be made to prevent food waste, fat, oil and grease from entering the sewage system and causing blockages. Crockery, pans, utensils and equipment must be scraped into the food waste bin before washing. Internal grease traps where provided must be emptied and cleaned daily.
- Food waste and other waste must be removed frequently from the food handling areas and always at the end of the day at closedown. Refuse must not be left overnight in the kitchen.
- Sufficient containers should be provided and placed conveniently where the waste occurs.
- Containers used for the storage of waste externally awaiting collection will be fitted with a lid that must always be closed to prevent attracting pests.
- Waste bins and storage areas must be kept clean and protected against pests. Rubber bungs must be fitted to the drainage holes in bins. Where missing, replacements should be sought from the waste management contractor. The external bin area must be kept clean and disinfected, as well as clear of unwanted/broken equipment.
- General waste generated from the kitchen or food service areas is stored in black polythene bags which in turn are placed in lidded general waste bins.
- Food waste generated from the kitchen or food service areas is stored in clear refuse sacks, which in turn are placed in lidded food waste bins outside. The external food waste bins have no drainage holes and must always be lined following a collection.
- Other waste such as cardboard need not be placed in a sealed container but must be kept separate from food and must be stored in such a way that it does not pose a risk of contamination.
- Waste sacks must be tied when full and deposited in the bins or skips provided.
- Team members must always wash their hands after removing waste sacks.
- Bar areas must have separate sturdy lidded container for broken glass or bottles which are then deposited in the external skips provided.
- Empty wine and beer bottles must be placed in a bottle skip which is then emptied into a bottle bank/wheelie bin daily.
- Waste management contracts exist for all pubs and are managed by the Pub Support Centre.
- Liquid waste, e.g. from mop buckets or wet vacs should be emptied in the cleaner's sink where possible. They must not be emptied directly on to the ground or down surface water drains in the yard. Where no cleaner's sink is provided, dispose down the decarboniser sink or last resort pot wash sink and rinse the sink thoroughly.
- Both internal and external bins must be kept clean to deter pests.
- Waste oil must be returned to the original oil drum. Place a layer of cling film across the drum to help prevent spillages and replace the lid and ensure that it is securely sealed. The sealed drums must be neatly stored until collected by the licenced waste contractor.

SOP 28 When an Inspector Calls – Pubs to be Proud Of

- Ask to see their **identification** and get them to **sign in** and read the visitor's safety rules in the Visitor's Signing-In Book – they will not be offended. In fact, you have scored your first plus mark.
- **Try not to be nervous.** Inspectors can be intimidating, but they are only there to do their job.
- Offer them a drink and then contact **your line manager**.
- Whilst your General Manager or Partner and Head Chef may be off duty, they may want to accompany the visit. If unavailable, the most senior person on duty must **accompany them** during the walk round. Make notes of any points raised. If any photos are taken, take a photo of the same thing in case there is a dispute about standards.
- They will not know anything about Marston's systems and procedures. So, **be proud** of our safety system and tell them all about it. For instance, the officer may not know that we have a **Primary Authority Partnership** with the City of Wolverhampton Council and the Vale of Glamorgan Council in Wales – so tell them, scoring a second plus mark!
- They are likely to want to see the following, so tell them all about it and show them if requested:
 - Food Safety Policy Manual – available online on the Pub Hub
 - Blue Box– Food Safety Record Books and if applicable Carvery records
 - Campus training records – including Food Safety Level 2 training for all.
 - Allergy information on pub webpages.
 - Pestokill Folder
- Make sure we have a copy of the **last inspection report** and are confident we have addressed all the issues and if applicable, maintained the improved standards.
- Do not be tempted to fill in any blanks in records or day dot food unlabelled. It is better to have minor issues rather than **falsification**.
- **Listen** to what the officer says and respond accordingly. They use jargon/we use jargon. **Do not try to guess** what they are asking and **give the incorrect information**. If you do not understand what they are saying – ask them to explain it to you differently.
- Remember, our **allergy information** shows the allergens in the complete dish as described on the menu e.g. apple pie and custard shows allergens in the pie and the custard.
- **Do not agree to make changes to procedures.** Our policies and procedures are agreed with our Primary Authority. Ask them to put their recommendations in writing to the Pub Support Centre for consideration.
- After the visit, please contact and **inform your AOM** and **RSA** by phone immediately.

Reports and Letters

- The enforcement officer may leave a handwritten report at the time of the inspection or send you a follow-up letter. Whilst they are supposed to send copies of their reports and letters to the Pub Support Centre, many do not. Please send a copy to safety@marstons.co.uk as soon as you can.
- Top Tip! Download the free Adobe Scan app on your smartphone. It does a much better job of copying a report than a photograph will.

Food Hygiene Rating Stickers

- The Food Hygiene Rating Scheme is operated by all local authorities in England and Wales. In Scotland, local authorities use the Food Hygiene Information Scheme.
- Following the inspection, the enforcement officer will give the business a score based on their findings and issue you with a window sticker.

- It is not compulsory to display this sticker in England and Scotland but is a **legal requirement** that the sticker be displayed prominently in **Wales**.

Sampling

- Enforcement Officers have authority to take samples of food or swab samples of surfaces to have them analysed in a laboratory.
- If the Officer is taking a sample, ask them why. Is it part of a routine survey or do they have concerns? Ask them when you can expect to find out the outcome of the test.
- In some instances, the officer will divide the sample into three equal parts and offer you one of these to retain on site. If so, make sure that the sample is clearly labelled so that it is kept safely and not used or disposed of and ensure that it stored appropriately e.g. for food items, these will usually need to be stored in a freezer to ensure they do not deteriorate.
- Please contact and inform your **AOM** and **RSA** of the above by phone immediately.

Formal Action

- Enforcement Officers have power to take formal action if they think something is seriously wrong. They may serve a formal notice requiring action (**Hygiene Improvement Notice**). NB: In Wales a Remedial Action Notice (RAN) may be served. If the Officer indicates that this is being considered, contact your RSA immediately for advice.
- If the officer thinks that the business is an imminent health risk (e.g. a pest infestation, flooding or drainage defects etc.), they can serve a **Hygiene Emergency Prohibition Notice** which requires the **immediate closure** of business. **Get advice from your RSA immediately.**
- An Enforcement Officer may suggest that as an alternative to the formal procedure, that we undertake to **voluntarily close** the business until the issue has been dealt with.
- This is usually a good option to agree to. However, whilst we would cooperate in closing the business (where justified) until the issue can be resolved, we must **avoid signing any agreement** that there is an imminent risk to health or that we may only operate on the say so of the Officer.
- You should explain that you are **not authorised to sign** any such agreement on behalf of Marston's.

Cautions You or a Team Member

- A caution is when an enforcement officer says to you:

'You do not have to say anything, but it may be held against you, if you fail to mention when questioned something you later rely on in Court. Anything you do say may be given in evidence'.

- This is serious, the Officer believes that a legal offence has been committed. They are contemplating a prosecution case potentially against the person cautioned or Marston's.
- **Do not try to be helpful by answering the Officer's questions there and then.** You must get legal advice before answering.
- Answer that you will be happy to answer any questions at a later date but would like to seek legal advice first. You can also tell the Officer that you are not authorised to speak on behalf of Marston's.