



Food & Beverage Handling and Self-Cleaning Handbook

Objectives

The main objective of the Food & Beverage Handling and Self-Cleaning Handbook (*hereinafter referred to as the 'Handbook'*) is to outline the guideline of cafeteria/café/restaurant premises' cleanliness and the food & beverage (F&B) handling and self-cleaning procedure the F&B operators/vendors/employees/staff (*hereinafter collectively referred to as 'F&B operators'*) are required to comply to. It also serves as the guideline for periodic inspection conducted to assess the premises' cleanliness and self-cleaning of F&B operators by Campus Services and Students' Association. This Handbook aims to provide guidance and educate the F&B operators regarding the importance of hygiene in handling F&B in order to prevent food poisoning among staff members and student body dining at the cafeteria and to enhance the quality and cleanliness of food and cafeteria premises.

Scope

This Handbook is applicable to all F&B operators operating within the University of Nottingham Malaysia (*hereinafter referred to as the 'University'*) premise. All F&B operators are required to adhere to the guideline outlined in this Handbook.

Responsibility

The guideline of this Handbook will be upheld by Campus Services. Monthly inspection will be carried out during each academic year (September – May) by Campus Services in collaboration with Students' Association representatives and Health & Safety Officers. Campus Services will impose fine of up to RM500.00 to any F&B operator guilty of non-compliance to the Handbook (unless stated otherwise).

Corrective action within **7 working days** is required for F&B operators, including the employees/workers, found not complying to the guideline during periodic inspection. It is at the University's discretion to reject the renewal tenancy of the F&B operators for a period of another one (1) year or to terminate the tenancy with two (2) months' notice if found to have violated the guideline in this Handbook repeatedly with no signs of adhering to the guideline and enhancing the F&B handling and self-cleaning procedure.

Date of Implementation

This Handbook will take immediate effect upon receiving approval from the University's management.



Acknowledgement

This Handbook has been adopted from the BeSS (“Bersih, Selamat dan Sihat”) Guideline for Food Premises (2016 Ed.) by the Ministry of Health Malaysia.

1. F&B Operators

F&B operators are individuals who are involved directly in the preparation of food, has contact with food or surface that is with contact with food and in charge of handling the packed or unpacked food or the utensils for the food.

1.1. F&B Operator’s Health

- All F&B operators are required to be in good health with certification from government medical officer or registered medical practitioner. All F&B operators are **required** to possess food handling certificate and health identification card by Ministry of Health Malaysia or Town Council.
- It is **compulsory** for all F&B operators to attend the training of food handling programme recognised by the Ministry of Health Malaysia or Town Council.
- All F&B operators are responsible to keep their workers’ latest health status registration for University’s reference at any time.
- F&B operators that are sick can cause a food-borne illness to spread. Hence, before handling the food, all F&B operators are **required** to ensure themselves that they are healthy and are not affected by any symptoms such as stomach ache, diarrhoea, fever, coughing or skin diseases/infection. F&B operators displaying any of the above-mentioned symptoms are **not allowed** to be involved in F&B handling, including preparation, serving and selling.

1.2. F&B Operator’s Hygiene & Attire

- All of the F&B operators are required to wear suitable clothing (with sleeves, long trousers), outerwear/apron that is clean, light-coloured (such as white, light blue or light green), no pockets, head cover such as a hair net, and enclosed shoes to avoid contamination of food. Shorts, jeans, sleeveless shirts, sandals and slippers are **not allowed**.
- Jewellery, watches, pins and accessories are **not allowed** and shall be removed before arranging, preparing, packing, carrying, storing, displaying and serving the food.
- F&B operators must wash their hands before starting work, after using the washroom and after handling raw materials or anything that is contaminated.



- Nails must be kept short and clean without nail polish and minor injuries, such as small cuts, must be wrapped with water-resistant plasters before beginning to handle F&B.

1.3. Practices of F&B Operators

- It is **compulsory** for all F&B operators to adhere to the following practices of good habits in handling F&B:
 - Wash hands correctly (before handling the food / after using the washroom / after handling raw materials, dirt or contaminated items) using water and soap.
 - Dry hands using disposable tissues or hand dryer.
 - Wear appropriate hand gloves when handling and serving F&B.
 - Do not smoke within the premise, spit / sneeze / cough towards F&B, or touch their body parts.
 - No ear, nose and tooth picking when handling and serving F&B.
 - No finger licking and chewing gum when handling and serving F&B.

2. Food utilities and Area of Food Preparation

- 2.1. Overall, utilities that are used must be located in a suitable and clean location to ease the work of cleaning, sanitising and maintaining.
- 2.2. Utilities, including tools and containers, that have direct contact with food must be functioning well, not rusty and kept clean all the time.
- 2.3. Utilities that are used to handle leftovers must be sufficient and separated from other utilities.
- 2.4. Food/grease trap must be fitted onto the sink and any leftover food or remaining food particle must immediately be removed from the sink to prevent from clogging up the sink and drainage system.
- 2.5. All utilities used for raw materials must be cleaned and sanitised before the utilities are used for cooked food.
- 2.6. Separate cutting boards for raw materials and cooked food.
- 2.7. Cutting boards that are used for food must not be contaminated and can be transferred instantly and directly for cleaning.
- 2.8. Disinfectants, washing materials, detergent or any sort of chemical substances that are used for cleaning must be rinsed absolutely from the surface that has contact with F&B and must be stored far and away from F&B to prevent any possibility of contamination. The cleaning products must also be clearly labelled.

- 2.9. Scheduled cleaning and maintaining of the premise must be done regularly and equipment must be checked frequent. Equipment that are not used must be disposed of.

3. Process Control

3.1. Purchasing of Raw Materials and Feed Stocks

- Majority of the raw materials are advised to be sourced from within the neighbouring area to reduce carbon footprint and support locals.
- Purchasing of raw materials and processed food must be recorded and kept in good condition to ensure the safety of the F&B.
- Perishable ingredients purchased from suppliers must be fresh.
- Ingredients that are classified as perishable include:
 - Poultry (e.g. chicken).
 - Dairy products (e.g. milk, milk starch [cream], and custard).
 - Seafood.
 - Fruits and vegetables.
 - Sundries (e.g. coconut milk [*santan*]).

Guide on Choosing Raw Materials	
<p>Processed Food: Avoid buying canned foods that are:</p> <ul style="list-style-type: none"> - Dented - Leaked - Rusty - Inflatable <p>Use expiration date as a guide to determine the safety of the processed food.</p>	<p>Fresh Fish:</p> <ul style="list-style-type: none"> - Scales are bright and shiny. - Slimy skin is thin. The mucus is not moss or muddy. - The eyes are clear, luminous and uncovered. - Gills are bright red. - Not smelly. - Meat is content and solid.
<p>Fresh Eggs: Avoid picking eggs that have been cracked, broken or smothered in faeces and filth.</p>	<p>Fresh Fruits and Vegetables:</p> <ul style="list-style-type: none"> - Not wilted and dry. - Has not changed colour - Not smelly.
<p>Fresh Beef:</p> <ul style="list-style-type: none"> - Meat is bright red in colour. - Not smelly. - Not slimy. - Does not consist lots of fat. 	<p>Fresh Chicken:</p> <ul style="list-style-type: none"> - Skin is light coloured and is not bruised. - Meat is solid and elastic, not slimy and smelly.

	- Does not consist lots of fat.
Fresh Prawns: <ul style="list-style-type: none"> - Skin is light coloured and shiny. - Head is still attached. - Not smelly. - Meat is content and elastic. 	Grains: <ul style="list-style-type: none"> - Not moist or wet. - Does not have fungus. - Does not contain insects or foreign material.

3.2. Handling of Raw Materials and Food

- Frozen raw materials should be received and stored below controlled temperature of -18°C .
- Free from pest.
- Stocks that have been received shall be arranged on the 'First-In First-Out' (FIFO) and 'First-Expired First-Out' (FEFO) principles.
- Raw materials received must be packaged or sealed to prevent damage, cross contamination and food contamination.
- Raw materials such as fruits, vegetables and eggs must be washed thoroughly before processing or cooking.
- Raw materials that are not processed through cooking must be washed with clean running water.
- Avoid mixing raw materials such as beef and chicken with materials that are ready to eat such as fruits and vegetables.
- The process of unfreezing must be done perfectly as below:
 - Transfer frozen raw material to a chiller under 24 hours.
 - Use a microwave.
- The process of thawing shall not be carried out under running water, but thawed overnight in the chiller overnight.

3.3. Food Preparation

The cooking process is a process which is critical in food preparation to ensure the food produced is safe, clean and of good quality. The guide to ensure the overall quality of food must be abided by the procedures below during food preparation:

- Food must be cooked to perfection especially meat, chicken, seafood and its equivalence.
- Food that must be cooked with perfection must reach the temperate 70°C .

3.4. Presentation, Storage and Sale of F&B

F&B that is cooked or ready to be served to consumers must be clean and safe for selling. The elaboration below has stated the cautious steps that should be taken, such as:



- Hot food with high risk must be served at a temperature above 60°C and the food has not been left for more than 4 hours.
- Cold served food must be served at a temperature below 10°C and has not been left for more than 2 hours.
- Provide a chiller if it is a must. Safe chiller temperature is 0 – 4°C.
- Use utensils that are clean for servings such as tongs and spoons.
- Utensils that are used must not be mixed for every different preparation or servings for the food.
- F&B operators must not use direct contact with their hands when they handle the food that is being served.
- Food must be wrapped or kept in a closed compartment and cannot be stacked.
- Food must be kept safe away from flies, even if necessary tools / equipment are needed.
- All food and paper supplies must be stored 6 – 8 inches off the floor, excluding food that is sealed properly.
- Single-use plastics, such as straws and plastic bags, must only be given out upon request and must not be readily available on the counter.
- The cost of RM0.50/piece must be charged towards the customers that request for plastic bags.
- Plastic cutleries must **not** be provided under any circumstances.
- Single-use plastics must not be used for serving dine-in customers; instead, the cafeteria utensils or recyclables must be used.
- Menus are **required** to be displayed at all times with prices clearly displayed.

4. Premise

4.1. Design and Convenience of Premise

- Food vendors must ensure that the premise is in good condition and maintained.
- The utilities in the premise must be designed to ease works of sanitisation and to contribute to the supervision of F&B cleanliness.

4.2. Arrangement

- Food vendors must ensure the arrangements of utilities can prevent cross contamination and to ease the process of cleaning.
- The arrangement of utilities inside the premise must allow good flow of process, good hygiene practices and safety, including prevention and protection



from pest and cross contamination in between time of operation and during operation.

- The process from receiving raw materials until the final product must ensure that the risk of cross contamination is low.

4.3. Structure of Premise

- Floor, walls and ceilings must be in good condition, maintained and cleaned if necessary, especially after a day of operation.
- Lighting must be sufficient in the operation area, such as the cooking area, kitchen, etc. Broken lights must be reported at the earliest opportunity to be repaired. The lighting also cannot cause contamination towards food.
- Sufficient ventilation must be present to avoid condensation, dirt, smoke, excessive heat and concentrated water vapour in the premise. Ventilation must be maintained and cleaned regularly.
- Electrical appliances and other equipment shall be properly switched off when not in use.
- Regular inspections must be done for leaks and reported for repair at the earliest opportunity.

5. Supply of Water, Ice and Piping

5.1. Supply of Water and Piping

- Supply of water that is safe for usage is the main obligation as it is critical for cleaning purposes, ingredients in food and source of drinking.
- Water supply cannot be taken directly from the rubber hose/pipe. Use of rubber hose/pipe are forbidden for its use of serving F&B and cleaning of utensils that have direct contact with F&B.
- Water that is used must be:
 - Clean and uncontaminated, does not have foreign taste or smell.
 - Must be protected adequately from any contamination.
 - Boiled prior for drinking.
 - Kept in a container that is clean, non-toxic and uncontaminated.



6. Convenience of Sanitisation

6.1. Washing Hands Convenience

- Food operators must wash their hands:
 - Before preparing the food.
 - After using the toilet.
 - After sneezing, coughing, eating, drinking and getting in any contact with its body parts.
 - After disposing waste or trash.
 - Other activities that can cause food contamination.

7. Disposal of Waste / Food

- 7.1. Disposing waste of food must be done so it could prevent contamination and it does not allow nuisance towards its surroundings.
- 7.2. University's Food Waste Composting system shall be utilised for the disposal of organic waste.
- 7.3. All recyclables, such as plastics, glass, paper, cardboard, aluminium, etc., shall be disposed of through the University's waste recycling system.
- 7.4. Waste materials are not accumulated at the food preparation area.
- 7.5. The dustbins must be cleared and cleaned regularly.
- 7.6. The dustbins must be covered and kept away from any possible contact with food at all times.
- 7.7. Trap for food waste, oil and fat must be functioning and maintained well.
- 7.8. Regular waste assessments shall be carried out and waste reduction changes need to be implemented in a timely manner.

8. Pest Control

- 8.1. Pest control is important to ensure premise is not threatened by presence of any types of pests.
- 8.2. No signs or presence of pests.
- 8.3. Immediate actions must be taken by food vendors if there are any signs of pests.



9. Cleaning and Maintaining the Premise

- 9.1. Scheduled cleaning and maintaining of the premise must be done regularly and equipment must be checked frequently.
- 9.2. Equipment that are not used must be disposed or issued away from the premise.
- 9.3. Cleaning products or chemical substances must be stored separately from food items and must be labelled.
- 9.4. Petroleum-based chemicals and chlorine bleach are advised **not** to be used for any cleaning purposes; instead, environmentally friendly chemicals, such as vegetable oil and water-based or hydrogen peroxide- / iodine-based cleaning agents, are strongly encouraged to be used.
- 9.5. Reusable and recyclable cleaning towels shall be used for any cleaning purposes.

10. Transportation and Distribution

Food must be protected effectively from contamination and damages during transporting and distributing. Types of transport or container that is being used depends on the nature of the food below:

- 10.1. All equipment inside the transporting vehicle must be clean, in good condition, can be cleaned and if necessary, must be covered and sealed to prevent pests from entering in and any types of contamination.
- 10.2. Has an isolated area that is effective for food that is different or in between food and inedible items.
- 10.3. Has a controlling method that is effective upon temperature, moisture and other conditions that contribute to the protection of the food from any growth of dangerous microorganisms and any damages that can cause the food to be dangerous to consume.

11. Others

- 11.1. Has a display of registered food premise.
- 11.2. Provide safety control in food premise such as:
 - Fire extinguisher
 - First-aid kit



12. Penalty for Offences

- 12.1. Food must not contain foreign substances that are inedible, including hair strands, rocks, insects, etc., F&B operator shall be fined RM100.00 for every incident recorded.
- 12.2. Campus Services reserves the right to impose a fine of up to RM500.00 to any F&B operator found guilty of non-compliance to the handbook.