

SELF-MONITORING CAFE/RESTAURANTS

Theory and analysis of hazards

*Guidance document for the development of a self-monitoring system
Non-exhaustive, non-contractual
To be adapted to the company concerned*



REPUBLIQUE
ET CANTON
DE GENEVE

POST TENEBRAS LUX

THEORY

All establishments working in the food sector are under an obligation to guarantee safety. To protect the health of consumers, it is particularly important to maintain high standards of hygiene and adhere to good manufacturing practices, avoid fraud, provide correct information (written/verbal information), and ensure sufficient upstream and downstream traceability (except in the case of direct delivery to consumers)¹.

To meet these requirements, each establishment must devise and implement a self-monitoring system, documented and adapted to the risks associated with its activities.

To help you with the drafting of your self-monitoring system, you will find the following in this document:

- a list of the main hazards associated with cafés and restaurants;
- an aid to the analysis and management of hazards, enabling you to:
 - a. identify the various hazards that might arise within your establishment,
 - b. determine the essential measures (preventive or corrective) that need to be put in place so that the hazards identified do not occur, thus safeguarding the health of consumers and customers;
- workplace guidelines, containing essential measures to prevent identified hazards from occurring;
- examples of inspection sheets on which to record the readings prescribed in the guidelines, and thus ensure that corrective action is taken.

Good records of self-monitoring and its effective application provide important evidence of the action taken to ensure the food safety of consumers. In the event of problems (e.g. mass food poisoning) self-monitoring is taken into account in an assessment of the business owner's degree of responsibility, and thereby of the criminal charges incurred.

¹Legal references:

- Loi sur les denrées alimentaires (LDAI, RS 817.0).
- Loi sur la restauration, le débit de boissons, l'hébergement et le divertissement (LRDBHD, I 2 22).
- Loi d'application de la législation fédérale sur les denrées alimentaires et les objets usuels (LaLDAI, K 5 02).
- Ordonnance sur les denrées alimentaires et les objets usuels ODAIOUs, RS 817.02.
- Ordonnance du DFI concernant l'information sur les denrées alimentaires (OIDAI, RS 817.022.16).
- Ordonnance du DFI sur l'hygiène, (OHyg, RS 817.024.1.)
- *Guide to good practice in the hotel and restaurant industry* (BPHR).

List of main hazards

Several hazards can arise in an establishment involved in the handling and² production of foodstuffs. These are shown below.

Biological and microbiological hazards (M)

Examples: bacteria, fungi (yeasts, mildew), parasites and viruses.

In the area of food safety, indicator bacteria are distinguished from pathogenic bacteria.

Indicator bacteria (e.g. mesophilic aerobic germs and enterobacteria) are an indication of non-compliance with the rules of hygiene (e.g. lack of or inadequate hand washing) or good manufacturing practices (cold chain breakage, inadequate cooling, etc.).

Pathogenic bacteria (e.g. *Salmonella*, *Listeria*, *Campylobacter*, etc.) can be found in large numbers in food and cause food poisoning (related to bacteria) or food toxin-infections (toxin-related).

Physical hazards (P)

Examples: foreign bodies (fragments of plastic, pieces of wood, broken jewellery, metal parts, tile fragments, broken glass from bottles, window panes, neon lamps, etc.).

Consuming foodstuffs containing foreign bodies can cause internal injuries (tears, cuts) and bleeding.

Chemical hazards (C)

Examples: cleaning and disinfection products, additives, frying oil with a polar compound level above 27% (degraded oil), benzopyrene, etc.








Consuming food contaminated with chemical products can cause intoxication or food poisoning.








Allergens (A)

14 families of food allergens are defined in the legislation³. These are listed in the table below.

References:

- ² Ordonnance sur les denrées alimentaires et les objets usuels (ODAIU), RS 817.02), art. 79.
- ³ Ordonnance du DFI concernant l'information sur les denrées alimentaires (OIDAI, RS 817.022.16).

Cereals containing gluten (rye, oats, wheat, barley, kamut, spelt)	
Eggs	
Peanuts	
Milk	
Nuts (almonds, hazelnuts, walnuts, etc.)	
Crustaceans	
Fish	

Soya	
Celery	
Mustard	
Lupine	
Molluscs	
Sesame	
Sulphur dioxide and sulphites	

Consumption of allergens by an allergic person can have serious consequences (anaphylactic shock). Mismanagement of traceability can lead to the loss of essential information. This means that reliable information for the consumer can no longer be guaranteed.

Guidance in the analysis and management of hazards

In order to protect foodstuffs from the various types of hazards mentioned above, provisions known as preventive or corrective measures must be made.

Examples: washing hands regularly, checking temperatures, establishing and following a cleaning plan, training staff, checking dates, etc.

These measures are not only concerned with good manufacturing practice (temperature control, cooking, refrigeration, equipment, etc.), but also good hygiene conditions, and make it possible to eliminate and/or control the identified hazards.

The table below lists the most common potential hazards associated with the processing and production of foodstuffs. Managers can use this table to help analyse and control potential hazards in their establishment, assessing whether each potential hazard is present and, if the answer is yes:

- implement measures to contain the hazard,
- fill in the inspection sheets to ensure that the measurements are applied and followed,
- Fill in the “Set up” box by replying “yes”.

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Stage	Potential Hazard (what not to do)	Type of hazard	Measure to contain the hazard (what to do)	Inspection sheet (document to read and fill in)	Implementation
E.g.	I use foods whose shelf life expiration dates (SLED) have expired. This practice can be hazardous for the consumer.	M	<ul style="list-style-type: none"> I regularly check the expiration dates of foods and adhere to them. I adopt the "First In - First Out" principle (FIFO) I do not hesitate to discard stale foods. 	<p>I have taken note of the workplace guideline "Storage" (DIR.STO.05)</p> <p>I have filled in the following inspection sheet:</p> <ul style="list-style-type: none"> List of kitchen staff and those on initial/continuing training, (FCO.HYP.02). 	yes
Personal hygiene	I handle food even when I am injured or suffering from diarrhoea/vomiting. I am therefore transmitting bacteria to the food.	M	<ul style="list-style-type: none"> I learn to treat and protect wounds properly (disinfection, plasters, gloves, finger stalls, etc.). I do not enter the premises in the event of diseases that are transmitted by food (gastroenteritis). I take appropriate action during non-communicable diseases (wearing masks, gloves, etc.). I train my employees, or send them on external training courses on personal hygiene. 	<p>I have taken note of the workplace guideline "Personal hygiene and health" (DIR.HYP.01)</p> <p>I have filled in the following inspection sheet:</p> <ul style="list-style-type: none"> List of kitchen staff and training, (FCO.HYP.02) 	
	I handle food while wearing unsuitable or soiled clothing, and do not wash or disinfect my hands sufficiently (after touching drawers, doors, waste bins, etc.). I am therefore transmitting dirt, foreign bodies and bacteria to the food I handle.	M, P	<ul style="list-style-type: none"> I provide facilities for washing and wiping hands (hot water, soap, disposable paper towels). I provide my employees with workplace guidelines on hand hygiene and the wearing of suitable attire (clothing, gloves, etc.). I organise (internal/external) training targeted towards the various activities of my employees. 		
Hygiene within the establishment	I do not clean my premises (floors, ceilings, grills, grouting, etc.) and appliances/utensils (hoods, microwaves, slicers, stoves, etc.) sufficiently. Soiled premises and appliances/utensils contaminate food with bacteria and mould.	M	<ul style="list-style-type: none"> I provide guidelines specifying the areas and equipment to be cleaned, the time and frequency of cleaning and the cleaning devices to be used. I train my employees, or send them on external training courses on hygiene within the establishment. 	<p>I have taken note of the workplace guideline "Hygiene within the establishment" (DIR.HYE.02)</p> <p>I have filled in the following inspection sheets:</p> <ul style="list-style-type: none"> List of kitchen staff and those on initial/continuing training, (FCO.HYP.02). Cleaning plan (FCO.HYE.03) Cleaning inspection (FCO.HYE.04) 	

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Stage	Potential Hazard (what not to do)	Type of hazard	Measure to contain the hazard (what to do)	Inspection sheet (document to read and fill in)	Implementation
	I do not carry out sufficient maintenance on my premises (holes in the wall, grouting, painting etc.), and my appliances/utensils (chopping boards, containers, non-stick coating on frying pans, etc.). Soiled premises and appliances/utensils in poor condition contaminate food with impurities or foreign bodies.	M, P	<ul style="list-style-type: none"> I regularly maintain the premises and equipment/appliances in my establishment. I change or replace appliances/utensils in poor condition. 	<p>I have taken note of the workplace guideline "Hygiene within the establishment" (DIR.HYE.02)</p> <p>I have filled in the following inspection sheets:</p> <ul style="list-style-type: none"> <i>Inspection of infrastructure and equipment (FCO.HYE.05).</i> 	
Reception of goods	I receive goods whose packaging is damaged, torn, open, etc. Punctured or open packages and containers facilitate the contamination of food and introduction of dirt/pests into the building (sources of contamination of premises and work surfaces).	M, P	<ul style="list-style-type: none"> I check the condition of packages and containers. I only accept goods in clean, intact packaging. I do not place any food or containers on the floor. 	<p>I have taken note of the following workplace guidelines:</p> <p>"Reception of incoming goods" (DIR.REC.03)</p> <p>"Pest control" (DIR.NUI.07).</p> <p>"Fraud" (DIR.TRO.08)</p> <p>"Allergens" (DIR.ALL.09)</p> <p>I have filled in the following inspection sheets:</p> <ul style="list-style-type: none"> <i>Inspection of incoming goods (FCO.REC.06).</i> <i>Pest control (FCO.NUI.08).</i> 	
	I receive poor quality goods (spoiled, rotten, etc.). Poor quality merchandise cannot be stored for as long as expected. It will deteriorate faster and may contaminate other foods.	M	<ul style="list-style-type: none"> I check the quality (condition, appearance, smell, etc.) of the goods purchased or received. I refuse to accept goods that do not comply with my requests (suppliers' specifications) 		
	I receive goods that are not at the correct temperature. Inadequate refrigeration and/or non-compliance with the cold chain facilitates the growth of bacteria.	M	<ul style="list-style-type: none"> I check the temperature of the goods received. I refuse to accept goods that have not been transported properly. 		
	I receive refrigerated goods that I leave at room temperature before placing them in a cold storage facility. Non-compliance with the cold chain facilitates the growth of bacteria.		<ul style="list-style-type: none"> Refrigerated foods must be transferred to a refrigeration device as quickly as possible. 		

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Stage	Potential Hazard (what not to do)	Type of hazard	Measure to contain the hazard (what to do)	Inspection sheet (document to read and fill in)	Implementation
	I receive goods with an expiry date that is too short or lapsed. Food cannot be kept long if the shelf life is short. Food can be hazardous to the health once the shelf life expiration dates (SLED) are passed.	M	<ul style="list-style-type: none"> I check the dates and do not hesitate to refuse expired goods. I train my employees, or send them on external training courses on good practice in handling merchandise. 		
	I receive goods with incomplete information. I may not be able to correctly inform and advise consumers, especially those with allergies.	A	<ul style="list-style-type: none"> I make sure that product descriptions are correct and keep delivery slips and/or invoices to be sure of their source and nature. 		
	I receive goods that are different from those I ordered: <ul style="list-style-type: none"> parmesan ordered ≠ Grana Padano received ham ordered ≠ shoulder ham received fillets of perch from the lake ordered ≠ perch fillets from a lake other than Lake Geneva received 		<ul style="list-style-type: none"> I check that the goods received comply with my order and that they are not misleading. 		
Production and preparation	I leave food to defrost at room temperature for several hours. Thawing at room temperature facilitates the growth of bacteria.	M	<ul style="list-style-type: none"> I defrost food in a refrigerator, cold room at +5°C maximum, or under cold water (provided the goods are hermetically packed). I train my employees, or send them on external training courses on good manufacturing practices. 	I have taken note of the workplace guideline "Production and preparation" (DIR.PRO.04) I have filled in the following inspection sheets: <ul style="list-style-type: none"> List of kitchen staff and those on initial/continuing training, (FCO.HYP.02). Cleaning plan (FCO.HYE.03) Cleaning inspection (FCO.HYE.04) 	
	I do not monitor the temperature when keeping dishes on hold warm Inappropriate cooking or re-heating does not destroy bacteria and can lead to the formation of toxins responsible for food poisoning.	M	<ul style="list-style-type: none"> I check and adhere to the cooking times and the temperatures at which food is kept warm (temperature ≥ +65°C). I train my employees, or send them on external training courses on good manufacturing practices. 		
	I cool warm food at room temperature over several hours. Too slow a refrigeration facilitates the growth of bacteria.	M	<ul style="list-style-type: none"> I cool food to be preserved as quickly as possible (use a cooling unit, fridge, etc.). I ban cooling at room temperature. I train my employees, or send them on external training courses on good manufacturing practices. 		

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Stage	Potential Hazard (what not to do)	Type of hazard	Measure to contain the hazard (what to do)	Inspection sheet (document to read and fill in)	Implementation
	I use at-risk products (raw eggs, raw meat, raw poultry, raw fish, milk, raw vegetables, etc.). Inappropriate handling of these foods facilitates bacterial contamination.	M	<ul style="list-style-type: none"> I handle at-risk products correctly (different coloured chopping boards for different foods, separation of raw/cooked foods, etc.). I train my employees, or send them on external training courses on good manufacturing practices. 		
	I have prepared a large quantity of pasta or rice in advance. Food stored for too long, or stored at temperatures that are too high, facilitates the growth of bacteria.	M	<ul style="list-style-type: none"> I do not prepare too much food in advance. I store this at temperatures that prevent the development of bacteria (fridge, cold room, freezer). I train my employees, or send them on external training courses on good manufacturing practices. 		
	I serve raw fish dishes (carpaccio, tartar, etc.). Raw fish that has not been frozen previously may contain parasites. Consumption may therefore pose a health risk for the consumer.	M	<ul style="list-style-type: none"> I freeze fish products to be eaten raw (carpaccio, tartar, etc.), such as tuna, salmon and seabream, in order to kill parasites. They undergo a freezing process at a minimum temperature of -20°C for 24 hours or -35°C for 15 hours. Products already frozen by the supplier or those that carry an absence of parasites certificate do not need treatment. 		
	Food may be contaminated with foreign objects (shards of glass, wood, etc.) and toxic substances (cleaning products) when prepared in my establishment.	P, C	<ul style="list-style-type: none"> I protect food with lids or cling film. I implement protective measures against sources of physical and chemical hazards. I store cleaning products in a separate room to the foodstuffs, etc. 		
Production and preparation (contd.)	I do not check and renew my cooking oil regularly enough. Stale cooking oil is hazardous to the health.	C	<ul style="list-style-type: none"> I check the quality of my frying oil (using specific measuring blades, electronic testers, etc.) The level of polar compounds must not exceed 27%. I do not exceed the maximum temperature of 175°C when frying food. I use suitable cooking oil. 	<p>I have taken note of the workplace guideline "Production and preparation" (DIR.PRO.04) I have filled in the following inspection sheets:</p> <ul style="list-style-type: none"> <i>List of kitchen staff and those on initial/continuing training, (FCO.HYP.02).</i> <i>Cleaning plan (FCO.HYE.03)</i> <i>Cleaning inspection (FCO.HYE.04)</i> 	

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Stage	Potential Hazard (what not to do)	Type of hazard	Measure to contain the hazard (what to do)	Inspection sheet (document to read and fill in)	Implementation
Storage	I do not store my food correctly. Poor food separation (raw/cooked, packaged/loose, food/non-food products such as cleaning products) in the storage area leads to cross-contamination.	M, P, C	<ul style="list-style-type: none"> I apply the following rules of good practice to avoid any risk of cross-contamination: do not place crates/packaging on the ground, separate raw/cooked food, packaged/loose items, food/cleaning products, store so-called "clean" products on higher shelving (ready to eat, meat, etc.) and so-called "dirty" on lower shelving (eggs, vegetables, fruits), protect or wrap food, etc. 	<p>I have taken note of the workplace guideline "Storage" (DIR.STO.05)</p> <p>I have filled in the following inspection sheet:</p> <ul style="list-style-type: none"> List of kitchen staff and those on initial/continuing training, (FCO.HYP.02). 	
	I use foods whose shelf life expiration dates (SLED) has expired. This practice can be hazardous for the consumer.	M	<ul style="list-style-type: none"> I regularly check the expiration dates of foods and adhere to them. I adopt the "First In - First Out" principle (FIFO). I do not hesitate to discard stale foods. 		
Refrigerator and freezer	The temperature of my refrigeration systems (fridges, cold rooms and freezers) is too high, which favours the growth of bacteria.	M	<ul style="list-style-type: none"> I regularly monitor the correct functioning of my refrigeration devices (fridges, cold rooms, freezers). I check the temperatures at least twice a week. I check temperatures using a thermometer placed outside the appliance rather than one found inside (thermometer placed directly in the device or infrared thermometer). I call the refrigeration engineer in the event of a problem or malfunction. 	<p>I have taken note of the workplace guideline "Refrigerator and freezer" (DIR.REF.06)</p> <p>I have filled in the following inspection sheet:</p> <ul style="list-style-type: none"> Temperature measurement (FCO.REF.07). 	

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Stage	Potential Hazard (what not to do)	Type of hazard	Measure to contain the hazard (what to do)	Inspection sheet (document to read and fill in)	Implementation
Other specific hazard associated with your establishment					