

# SELF-MONITORING CAFE/RESTAURANTS

## Workplace guidelines

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





## **WORKPLACE GUIDELINES**

The workplace guidelines provided below outline the essential measures to be taken in order to prevent a hazard from occurring in your establishment. Following these guidelines helps protect the health of consumers.

<b>Name of the guideline</b>	<b>Code</b>
Personal hygiene and health	DIR.HYP.01
Hygiene within the establishment	DIR.HYE.02
Reception of goods	DIR.REC.03
Production and preparation	DIR.PRO.04
Storage	DIR.STO.05
Refrigerator and freezer	DIR.REF.06
Pests	DIR.NUI.07
Fraud	DIR.TRO.08
Allergens	DIR.ALL.09
Delivery and transport	DIR.TRA.10
Alcohol distribution	DIR.ALC.11

*NB: this is not an exhaustive list of guidelines.  
It is the responsibility of the food safety manager of the establishment  
to adapt them to its activities.*

 <b>Department of consumer and veterinary affairs</b>	<b>Workplace guidelines</b>	
<b>Self-monitoring</b>	<b>Personal hygiene and health</b>	<b>DIR.HYP.01</b>

All persons who handle food in the establishment must be aware of the main health and hygiene risks. They must therefore have some basic knowledge of hygiene.

**All personnel must follow the following guidelines:**

- Wash hands thoroughly:
  - a. before starting work and during each break,
  - b. after carrying out cleaning operations or touching soiled objects,
  - c. before any change in activity.
  - d. after preparing fish, meat, poultry, raw eggs or raw foods of vegetable origin,
  - e. before and after wearing disposable gloves,
  - f. after using the toilet,
  - g. after blowing your nose,
  - h. after touching your hair.
- Wear clean, appropriate clothing.
- Keep nails short and clean. Do not wear false nails.
- Avoid wearing watches, bracelets, visible jewellery or visible piercings (except for a wedding ring, friendship ring, or very small earrings).
- Protect any injury (dressings, protective glove, finger stall, etc.).
- Anyone suffering from diarrhoea, vomiting, or other diseases that can be transmitted through food, must not access premises where food is handled.
- Anyone with a food borne disease should inform the person in charge of food safety in the establishment immediately.

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**Associated inspection sheet:**

- List of kitchen staff and those on initial/continuing training, (FCO.HYP.02).

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**References :**

- Ordonnance du DFI sur l'hygiène, OHyg, RS 817.024.1.
- Guide to good practice in the hotel and restaurant industry (BPHR), 2.1 Personal hygiene, health, and access regulations.

 <b>Department of consumer and veterinary affairs</b>	<b>Workplace guidelines</b>	
<b>Self-monitoring</b>	<b>Hygiene within the establishment</b>	<b>DIR.HYE.02</b>

All persons working in an establishment in which food is prepared should be aware of cleaning and maintenance plans for the premises and equipment.

The person in charge should create the plans for cleaning and maintaining the premises and equipment. They must decide on the frequency of cleaning, disinfection and maintenance according to the various activities.

The objective is to ensure that surfaces, premises and materials are clean and in good condition. The person in charge must also ensure that employees adhere to the instructions for use of cleaning and disinfection products, particularly the contact times and rinsing procedures (TRACTS: Water Temperature, Rinsing, Mechanical Action, Product Concentration, Contact Time, Drying) and Safety Data Sheets.

Cleaning and/or disinfection must be carried out on:

- all premises (kitchen, storage areas, toilets, changing rooms, etc.).
- all surfaces (walls, floors, ceilings, windows, etc.),
- all appliances (ranges, fridges, fryers, extractor hoods, etc.),
- all utensils (stoves, dishes, pots, etc.).

The equipment used for transporting food must be suitable (e.g. cool bag) and regularly washed.

The maintenance of premises and equipment involves ensuring that:

- premises are in good condition (no damaged tiles, damaged seals, holes in walls, etc.),
- all appliances are in good working condition (ranges, fridges, fryers, extractor hoods, etc.),
- Utensils are in good condition (coating of stoves, chopping boards, etc.).

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#### **Associated inspection sheets:**

- Cleaning plan (FCO.HYE.03).
- Cleaning inspection (FCO.HYE.04).
- Inspection of infrastructure and equipment (FCO.HYE.05).

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#### **References:**

- Ordonnance du DFI sur l'hygiène, OHyg, RS 817.024.1.
- *Guide to good practice in the hotel and restaurant industry* (BPHR), 2.3.4 Cleaning and disinfection.

 <b>Department of consumer and veterinary affairs</b>	<b>Workplace guidelines</b>	
<b>Self-monitoring</b>	<b>Reception of goods</b>	<b>DIR.REC.03</b>

Incoming foodstuffs must be checked, and any damaged or contaminated items (e.g. due to poor hygiene conditions during transport, bacterial proliferation due to excessive temperatures during transport, date limit of consumption (DLC) exceeded, etc.) must be rejected.

The main items to be checked upon reception are:

- the quality of the foodstuffs (appearance, smell, colour),
- packaging (should not be opened, torn, damaged or wet)
- temperatures:
  - Fresh fish 2°C max. (melting ice)
  - Raw mincemeat 2°C max.
  - Fresh meat 7°C max.
  - Fresh poultry 4°C max.
  - Meat preparation (raw cordon bleu, raw joint, etc.) and Meat-based products (cold meats, sausages, etc.) 4°C max.
  - Readily perishable foods 5°C max.
  - Egg-based products not stored at room temperature 4°C max.
  - Frozen foods (upon reception only) -15°C min.
- shelf life expiration dates (SLED)
- dates of minimum durability (DMD)
- labelling (country of production, species of meat or fish),
- fraud: foods correspond to those ordered in relation to labels (PDO, GRTA, Bio).

Received refrigerated foods must be transferred to a refrigeration device as quickly as possible.

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**Associated inspection sheet:**

- Inspection of incoming goods (FCO.REC.06).

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**References:**

- Ordonnance du DFI sur l'hygiène, OHyg, RS 817.024.1.
- *Guide to good practice in the hotel and restaurant industry (BPHR), 2.4.2 Delivery and reception of goods*

 <b>Department of consumer and veterinary affairs</b>	<b>Workplace guidelines</b>	
<b>Self-monitoring</b>	<b>Production and preparation</b>	<b>DIR.PRO.04</b>

To avoid bacterial growth, it is essential to follow certain rules during the production and preparation of food.

### **Temperature management**

#### **Keeping food cold:**

Foods that are not consumed immediately after preparation must be cooled as quickly as possible. Under no circumstances should these foods be cooled at room temperature (use a rapid chilling unit, fridge, etc.)

#### **Keeping food warm:**

Food served hot must be stored after preparation at a temperature of +65°C or above.

#### **Freezing:**

Frozen foods should be wrapped, the date of freezing shown and they should be stored at -18°C or below.

#### **Defrosting:**

Food should be thawed in a refrigerator or cold room at or below +5°C. Food can be defrosted under cold water, as long as it is tightly wrapped. Foods should never be thawed out at room temperature.

#### **Handling food**

Raw foods should not be prepared near to food that is ready to eat. Depending on the type of food (poultry, fish, vegetables, etc.) different cutting boards should be used, or washed and disinfected after each use.

Utensils used for the preparation of poultry must be cleaned after each use.

Fish, such as tuna, salmon and seabream, eaten raw (carpaccio, tartare, etc.) must be frozen for 24 hours at -20°C, or for 15 hours at -35°C, so that any potential parasites are killed.

### **Shelf life**



The shelf life of food prepared in the establishment must be decided by the person in charge, according to the type of food.

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#### **Associated inspection sheet:**

- List of kitchen staff and training, (FCO.HYP.02).

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- Ordonnance du DFI sur l'hygiène, OHyg, RS 817.024.1.
  - *Guide to good practice in the hotel and restaurant industry (BPHR), 2.2.4 Production of foodstuffs*

 <b>Department of consumer and veterinary affairs</b>	<b>Workplace guidelines</b>	
<b>Self-monitoring</b>	<b>Storage</b>	<b>DIR.STO.05</b>

### **Storage and handling of food:**


To avoid any risk to the consumer, food should be stored according to the rules.

The following must always be kept apart:

- food products and non-food products (e.g. cleaning products etc.),
- raw materials and products being manufactured/finished products,
- raw products and cooked products.

In storage areas (refrigeration/freezing and storage facilities):

- do not place any containers on the floor,
- store so-called "*dirty*" foods (vegetables, fruits, eggs, etc.) at the bottom and the so-called "*clean*" foods (dishes ready for consumption, meat, etc.) at the top,
- protect and wrap all food,
- label all food frozen on the premises, showing the date it was frozen and the expiry date,
- use containers that are specifically designed for food.

These are marked with the following specific logo: 

- label all foods with their date of production or defrosting,
- adopt the "First In - First Out" (FIFO) principle.

The shelf life of food prepared in the establishment must correspond to the shelf life decided by the person in charge.

Expiry dates of food with a shelf life should be checked daily, and expired products disposed of on a daily basis. This must be carried out at least once a month for food bearing a date of minimum durability (MDD).

### **Storage and handling of waste:**



Waste must be stored in a closed bin and disposed of at the end of each shift. The flow and removal of waste must be such that all risk of contamination is avoided.

**Recommendation:** it is better to use non-manual bins in kitchens and food production areas.

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### References:

- Ordonnance du DFI sur l'hygiène, OHyg, RS 817.024.1.
- *Guide to good practice in the hotel and restaurant industry (BPHR)*, 2.2.3 *Specific requirements, storage rooms*

 <b>Department of consumer and veterinary affairs</b>	<b>Workplace guidelines</b>	
<b>Self-monitoring</b>	<b>Refrigerator and freezer</b>	<b>DIR.REF.06</b>

All refrigeration / freezing facilities such as fridges, freezers or cold rooms should be inspected at least twice a week. Unsuitable temperatures do not ensure successful preservation of foodstuffs.

Temperatures should be measured using a thermometer placed outside the appliance rather than those found inside (thermometer placed directly in the device or infrared thermometer) and recorded on a document.

**NB: Digital thermometers fitted within the appliance should not be used to monitor temperatures, since they are inaccurate, unreliable and do not reflect the actual temperature because they are installed near the cold output.**

If temperatures are non-compliant, the observed temperature must be recorded and suitable corrective action taken to control the food safety.

The following temperatures should be adhered to:

- |  |                        |
|--|------------------------|
| ➤ Fresh fish   | 2°C max. (melting ice) |
| ➤ Raw mincemeat  | 5 °C max.              |
| ➤ Fresh meat   | 5 °C max.              |
| ➤ Fresh poultry  | 5 °C max.              |
| ➤ Meat preparation (raw cordon bleu, raw joint, etc.) and meat-based products (cold meats, sausages, etc.) | 5°C max.               |
| ➤ Readily perishable foods   | 5°C max.               |
| ➤ Egg-based products not stored at room temperature  | 4°C max.               |
| ➤ Frozen foods   | -18°C min.             |

Appliances should be regularly monitored to avoid the build-up of frost.

In the event of frost accumulation, the appliance must be defrosted and cleaned.

Overloading refrigeration/freezing facilities causes temperature variations by preventing a successful distribution of cold. It is therefore important to fill appliances according to their capacity and avoid overloading them.

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#### Associated inspection sheet:


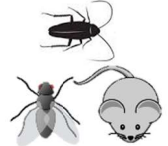
- Temperature measurement (FCO.REF.07).

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#### References:

- Ordonnance du DFI sur l'hygiène, OHyg, RS 817.024.1.
- *Guide to good practice in the hotel and restaurant industry (BPHR), 6.2 Maximum temperatures for foodstuffs*



 <b>Department of consumer and veterinary affairs</b>	<b>Workplace guidelines</b>	
<b>Self-monitoring</b>	<b>Pests</b>	<b>DIR.NUI.07</b>

Pests (cockroaches, insects, rodents, etc.) can contaminate food by carrying microorganisms (bacteria, viruses and parasites) that can be hazardous for the consumer.

To avoid pests entering premises where food is stored and/or prepared, all openings (windows, doors, etc.) leading to the outside must be closed or equipped with easily washable mosquito nets.

In the event of proven presence of pests, a control plan must be put in place (fumigation, traps, rat control and/or a specialist company brought in, etc.).

All measures taken as part of the control plan must be recorded on the "Pest Control" sheet (FCO.NUI.09).

This document must be filed in the "Internal inspections" folder for one year.

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**Associated inspection sheet:**

- Pest control (FCO.NUI.08).

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**References:**

- Ordonnance du DFI sur l'hygiène, OHyg, RS 817.024.1.
- *Guide to good practice in the hotel and restaurant industry* (BPHR), 2.3.5 Nuisibles [Pests].

 <b>Department of consumer and veterinary affairs</b>	<b>Workplace guidelines</b>	
<b>Self-monitoring</b>	<b>Fraud</b>	<b>DIR.TRO.08</b>

All information found on the menu must correspond to reality. Failure to ensure this constitutes fraud. The most common cases of fraud are shown in the table below (not an exhaustive list).

<b>Product purchased</b>	<b>Fraud: Product shown on the menu/dish of the day</b>	<b>Product purchased</b>	<b>Fraud: Product shown on the menu/dish of the day</b>
Shoulder ham/turkey ham	Ham	Perch fillets from a lake other than Lake Geneva	Fillet of perch from the lake
Processed Cold Meat	Cooked ham	Infusion	Tisane
Raw ham	Parma ham	Sea bass	Bar
Mozzarella	Mozzarella di Bufala Campana	Filante / gratin cheese / pizza cheese	Mozzarella made from cow's milk
Nectar	Fruit juice	Perch of the Nile	Perch
Gran Padano/grated cheese	Parmigiano Reggiano	Prawns	Nephrops
Spirits	Liqueur	Truffle-flavoured oil	Truffle oil
Sparkling wine	Champagne	Farmed fish	Wild fish

Information concerning the origin of meat and fish (whole, fillet or pieces) must correspond to reality. The rules concerning the indication of origin are shown in the table below.



<b>Indication of the origin of animal-based foodstuffs*</b>		
	<b>Dish of the day</b>	<b>Menu</b>
Country of production according to meat category: country to be specified, prohibited geographical area (e.g.: USA).	1 country only (e.g. CH)	2 countries maximum (e.g. CH, FR)
Fishing area	1 fishing area only (e.g. Arctic Sea)	2 fishing areas maximum (e.g. West Indian Ocean and East Indian Ocean)

\* **Recommendation:** affix this information on a display board and change it daily if necessary.

#### References:

- Ordonnance sur les denrées alimentaires et les objets usuels, ODAIOUs, RS 817.02.








- *Guide to good practice in the hotel and restaurant industry (BPHR)*, 2.6.1 Fraud prevention and 2.6.2 Labelling.








 <b>Department of consumer and veterinary affairs</b>	<b>Workplace guidelines</b>	
<b>Self-monitoring</b>	<b>Allergens</b>	<b>SCAV.DIR.09</b>

Allergen management must be controlled at all stages of manufacturing, processing and distribution. The person handing over food must be able to tell which raw material has been processed into which food.

The following 14 allergen families and the products from which they are derived may cause allergies or other adverse reactions. They must therefore always be indicated (labelling, menus, etc.). In the case of bulk sales and/or catering, this information may be provided verbally, but only if it is stated in writing and clearly visible that such information may be requested from the staff, for example:

*"We are happy to provide you with detailed information on the possible presence of allergens in items on the menu. Please speak to our staff if you have an allergy or intolerance. They will be happy to inform you. "*

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 **	



\* Lupine is found, for example, in cooked dishes and pastries (lupine flour).

\*\* Sulphites are found, for example, in wine, lemon juice, cold meats, etc.

Staff speaking to consumers must be trained in answering questions relating to allergens.

#### Reference:

- Ordonnance du DFI concernant l'information sur les denrées alimentaires (OIDAI, RS 817.022.16).

 <b>Department of consumer and veterinary affairs</b>	<b>Workplace guidelines</b>	
<b>Self-monitoring</b>	<b>Delivery and Transport</b>	<b>DIR.TRA.10</b>

Vehicles and containers used for the transport of foodstuffs must be clean and maintained. They must be so designed as to be easily washable and/or disinfected.

When containers are used to transport both foodstuffs and other goods, they must be cleaned between different loads. It's preferable to use containers exclusively reserved for the transport of foodstuffs.

Foodstuffs shall be protected during transport and any risk of cross-contamination shall be avoided.

Foodstuffs which must be kept at a controlled temperature must be transported in vehicles and/or containers which enable the temperature requirements to be met.

Refrigerated foodstuffs must be transported as quickly as possible in order to respect the cold chain.



The temperatures to be used are as follows:

- |   |                         |
|---|-------------------------|
| ➤ Fresh fish  | 2 °C max. (melting ice) |
| ➤ Raw mincemeat   | 2 °C max.               |
| ➤ Fresh meat  | 7 °C max.               |
| ➤ Fresh poultry meat                                      | 4 °C max.               |
| ➤ Meat preparation (raw cordon bleu, raw joint, etc.) and |                         |
| ➤ Meat-based products (cold meats, sausages, etc.)        | 4 °C max.               |
| ➤ Readily perishable foods                                | 5 °C max.               |
| ➤ Egg-based products not stored at room temperature       | 4 °C max.               |
| ➤ Frozen foods (upon reception only)                      | -15 °C min.             |
| ➤ Cold products   | + 5 °C max.             |
| ➤ Hot products  | + 63 °C min.            |

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#### Références:

- Ordonnance du DFI sur l'hygiène, OHyg, RS 817.024.1.
- Guide des bonnes pratiques dans l'hôtellerie et la restauration (BPHR), 2.6 Transport

 <b>Department of consumer and veterinary affairs</b>	<b>Workplace guidelines</b>	
<b>Self-monitoring</b>	<b>Alcohol distribution</b>	<b>DIR.ALC.11</b>

**Depending on the age of the customers, it is forbidden to hand out alcohol either to consume on the premises or to take away.**

There are two age limits to be observed:

**1. For people under the age of 16**

- complete ban on selling fermented alcohol (e.g. beer, wine) or distilled alcohol (e.g. cocktails, strong spirits, alcopops).

**2. For people under the age of 18**

- ban on selling distilled alcohol such as cocktails or strong spirits.

All staff selling or handing out alcohol must undergo training to :

- be familiar with these requirements,
- know how to carry out the necessary checks and to calculate age according to the date of birth indicated on an identity document,
- learn how to refuse to sell or hand out alcohol to anyone under the mandatory legal age.

**Worth knowing:**

Everything is needing to know about handing out alcohol to minors can be learned with online training from [age-check.ch](https://www.age-check.ch).

Training courses must be documented to prove that the necessary actions have been taken. This can be done, for example, using the form in the Veledes guide or using the FCO.HYP.02 control form.

Note that it is also necessary to save the training certificates or attestations provided by an external entities.

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**References :**

- Loi sur les denrées alimentaires et les objets usuels, LDAI, RS 817.0
- Guide de la branche alimentation pour de bonnes pratiques de fabrication dans le commerce de détail (Veledes)

