

Food Safety Procedure	
Enabling Policy Statement; Executive Owner; Approval Route:	Our Safety - Chief Operating Officer - Compliance Committee
Is the Procedure for internal use only (Non-disclosable)?	Disclosable
Associated Policy Statements:	N/A
Authorised Owner:	Director of Campus Services
Authorised Co-ordinator:	Health and Safety Manager (Professional Services)
Effective date:	01 October 2026
Due date for full review:	01 October 2029
Sub documentation:	N/A

Approval History

Version	Reason for review	Approval Route	Date
1.0	Reviewed and updated (including in accordance with new Policy Framework 2022). Replace Food Safety Policy version 3.0, dated October 2018.	Compliance (Health, Safety and Wellbeing) Committee	04 September 2023
2.0	Reviewed with no material changes. 3 year cyclical review	Compliance (Health, Safety and Wellbeing) Committee	01 October 2026

1. Purpose

The University has a duty to assess the risks posed to the health and safety of its employees and to anyone else who may be affected by its activities. This duty includes the safe and hygienic provision of food and beverages by any individual, department, society, company, or others on campus, irrespective of whether the provision is for profit or not.

The University of Surrey recognises and acknowledges its responsibility for food safety and will ensure that the provision of food and beverage under the auspices of this Procedure meet these requirements.

2. Scope and Exceptions to the Procedure

This Procedure applies to all food handling activities undertaken by, or on behalf of the University of Surrey, including student groups and contractors working on behalf of and in support of the University. This Procedure also applies to University of Surrey subsidiaries.

Food used solely for research, laboratory analysis, scientific experimentation or academic activities where it is not being prepared or supplied as food for consumption may be managed through appropriate risk assessment and safe systems of work. Where an academic or research activity involves the preparation, handling or supply of food intended for human consumption, the relevant requirements of this Food Safety Procedure will apply.

The University of Surrey Students' Union (USSU) will implement its own food safety management system (including the provision of training) for any food operations and/or provision in connection with its activities.

3. Definitions and Terminology

Food – any substance or product, whether processed, partially processed, or unprocessed, intended to be, or reasonably expected to be ingested by humans.

Food Business – any undertaking, whether for profit or not, or whether public or private, carrying out any activities related to any stage of production, processing, and distribution of food.

Food Business Operator – the natural or legal person responsible for ensuring that the requirements of food safety law are met within the food business under their control.

Food Handler – any person, including staff, contractors, students, and outside vendors, providing or selling food on the University premises.

Food Operations – any undertaking involving food and one or more of the following operations: preparation, processing, manufacture, packaging, storage, transportation and distribution, handling, offering for sale or supplying a customer.

Food Safety Management System – a set of standard operating procedures which will ensure that all food producers:

- Comply with the requirements of relevant food safety legislation.
- Identify all significant hazards and appropriate controls relating to their food business (e.g., temperature control, microbiological, chemical, or physical contamination, managing allergen ingredients, etc.).
- Identify points in the food process that are critical to food safety and put in place control and monitoring procedures at these points.

Training – is equipping staff, students (and others where the University has a duty of care) with the

relevant skills to deal appropriately with food safety related matters.

Briefing – is informing such persons of relevant knowledge in relation to food safety.

Training and briefing will be made available in a range of formats according to the needs of the trainee and different groups of staff, students, and others.

4. Procedural Principles

4.1. Commitment

The University will adopt the following principles of control and management to effectively implement its obligations in respect of food safety:

- Campus Services Catering provide a lead role in delivering catering services for the University, whilst effectively liaising with the other University based providers to deliver a broad range of catering provision across campus.
- The Faculty of Arts, Business and Social Sciences (FABSS) retain responsibility for the operation of its catering facilities in Lakeside, including those facilities used to support academic and teaching programmes.
- The Campus Services Catering team should be contacted at an early stage of planning an event or function as they can advise on the choice of catering provision and any requirement for licensing of the event.
- Where third party contractors are to be used to provide a catering service in support of an event, due diligence checks should be taken to ensure that the vendor is suitably approved; e.g., EHO rating, public liability insurance, Hazard Analysis and Critical Control Point (HACCP) plan, allergen handling, and risk assessments for their undertaking. Reference should be made to the list of registered and pre-approved catering contractors managed by Campus Services Catering on behalf of the University.
- Where Societies / Faculties / Directorates choose self-catering for the provision of food or beverages in support of an event or function they must do so in accordance with the following requirements:
 - Only pre-prepared food that does not require cooking may be provided. All food must be transported, stored, displayed and served in accordance with the manufacturer's instructions and applicable temperature-control and food hygiene requirements.
 - The provision of food items that require cooking is not permitted.
 - The provision of alcohol for sale is prohibited unless under the control and knowledge of the licensee.
 - The event takes place in a designated area of the campus with appropriate facilities for hosting events where food or beverages are provided (e.g., the Piazza, amphitheatre, Students' Union, Faculty building, etc.).
 - Those involved in the provision of food follow established good practice for the preparation, handling, and storage of the food products.

4.2. Arrangements

To meet the above principles, the University will:

- Clearly define the organisational arrangements for achieving compliance (see roles and responsibilities section of this Procedure).
- Ensure all food supplied by or delivered to the University is produced, stored, handled, and transported in accordance with relevant legislative requirements.
- Ensure all catering providers using the University premises are registered and approved by the University for their undertaking.
- Register all University premises used by catering providers for the preparation of food with the appropriate Local Authority.
- Confirm all food providers have appropriate and adequate management systems and risk controls in place, commensurate with the type of provision, to ensure food safety standards are met and

maintained.

- Identify, assess, and adequately control all sources of risk associated with the provision of food and beverages. With reference made to the control of food allergens and the provision of allergen information in adherence to the requirements of Natasha's law.
- Confirm all food handlers have the necessary competence, through the provision of information, instruction, and training, to undertake their duties in accordance with the requirements of this Procedure.
- Ensure all food products that have been classified as waste are appropriately segregated and disposed of using the University's approved contractor.

4.3. Roles and Responsibilities:

4.3.1. Head of Catering (Campus Services) and Lakeside Manager have responsibility (within their respective areas) for implementing the requirements of this Procedure, including:

- Implementing a food safety management system to control food safety hazards in order to ensure that food is safe to eat, and which is based on the principles of Hazard Analysis Critical Control Point (HACCP) and reflects the key requirement to control food allergens.
- Formally identifying the roles and responsibilities of their staff in respect of the day-to-day management of food safety.
- Applying for such resources as are appropriate to discharge the University's statutory obligations and requirements of this Procedure.
- Ensuring all food business establishments are appropriately registered with the relevant local authority and that any licences required for activities such as the sale or supply of alcohol are in place.
- Ensuring all food outlets are audited for food safety at least annually; more regular inspections of food premises will be carried out commensurate with risk.
- Confirming all external food providers operating on the University of Surrey campus are registered with the local authority and have conducted a Hazard Analysis and Critical Control Point (HACCP) assessment (or equivalent) for their undertaking.
- Monitoring the implementation of food safety strategies and the completion of enforcement agency actions.
- Reviewing the effectiveness of the above food safety management system with support from external parties to ensure continued compliance.

4.3.2. Business Support Manager of the catering service will:

- Implement this procedure at an operational level.
- Implement a food safety management system in support of the requirements of this procedure.
- Ensure that all controls relating to food allergens are adhered to at all times.
- Ensure food providers/suppliers are given suitable information relating to their duties under this Procedure.
- Ensure adequate information, instruction and training is provided to staff with responsibilities for food preparation and food handling.
- Maintain food premises in accordance with the requirements of food safety legislation.

4.3.3. Service Manager/Head Chef are responsible for:

- The effective implementation and monitoring of food safety and hygiene standards within their area of responsibility on a day-to-day basis.
- Ensuring all catering staff have received appropriate food allergen, food safety and hygiene training, commensurate with their job role and responsibilities.
- Providing guidance and support to staff on food safety and hygiene matters.
- Ensuring compliance with food safety legislation and supporting the operational manager in acting upon any recommendations made by visiting Environmental Health

Officers (EHO) or other enforcement agents.

- Maintaining auditable records of food safety and hygiene inspections and equipment calibrations and monitoring checks for their catering service area.
- Ensuring staff follow good personal hygiene practices, particularly in relation to hand washing, wearing of clean protective clothing, wearing of jewellery and reporting of infections.
- Undertaking regular visual inspections to ensure cleanliness is maintained in all areas of the catering service and immediately reporting any pest infestations.
- Ensuring that the correct allergenic ingredient information and advice is provided to customers at the point of sale or enquiry.

4.3.4. Catering Service Staff/Food Handlers must:

- Co-operate with the catering service manager to ensure that all aspects of the food safety management system are adhered to.
- Report to their manager any issues which they believe could result in food borne illness or disease.
- Undertake training in basic food safety and have knowledge of food safety, food allergens and food hygiene procedures.
- Follow good personal hygiene practices to minimise the risk of food contamination or infection.

4.3.5. Director of Health and Safety will ensure that the:

- Significant findings of all food safety audits are reported to the University Compliance (Health, Safety and Wellbeing) Committee.
- Food Safety Procedure, statutory requirements and audits are monitored and reviewed regularly. With a summary report from the head of catering services included within the health and safety annual report.

5. Governance Requirements

5.1. Implementation: Communication Plan

This Procedure will be made available via the University procedures webpages.

Relevant Health and Safety Committees will be notified, and information disseminated through line management. Faculty Health and Safety Committees will also be informed, as appropriate.

This Procedure and relevant supporting documentation are also published on the University Health and Safety intranet site and Health and Safety Handbook as appropriate.

5.2. Implementation: Training plan

This Procedure and associated supporting documentation will be communicated as part of the specific food safety and hygiene training given to staff and students involved in the preparation or handling of food for consumption on university premises.

All persons involved with the preparation or handling of food or beverages are required to undertake suitable training and have the appropriate knowledge and skill to undertake their role without risk to others.

Food safety training, to an appropriate certificated level will be provided to all staff involved with food preparation or food handling.

5.3. Procedure review

This Procedure will be monitored for changes and updates by the Head of Catering. Minor changes will be reviewed at the EF/CS Health and Safety Management Group and approved by the

Compliance (Health, Safety and Wellbeing) Committee. Significant changes to this Procedure would follow the same review and approval process, but may be noted at Executive Board, where appropriate.

This Procedure will be reviewed every three years or in line with relevant changes in legislation, if sooner. With represented groups being consulted during the review process, as required.

5.4. Legislative Context and Higher Education Sector Guidance or Requirements

5.4.1. Applicable Legislation

This procedure complies with the requirements of the Health and Safety at Work Act 1974, and further duties placed upon both employers and employees under the Management of Health and Safety at Work Regulations 1999. In addition, the University has specific duties under the Food Safety and Hygiene Regulations 2013 and a requirement to work within food safety guidelines provided by the Food Standards Agency (FSA). Prepacked for Direct Sale (PPDS) foods must comply with the Food Information Regulations 2014, as amended, including the PPDS allergen labelling requirements commonly referred to as 'Natasha's Law'.

5.4.2. Legislative Context

This procedure complies with the required 'duty of care' placed upon the University.

Under health and safety law a 'duty of care' is generated between organisations and individuals when carrying out activities that could foreseeably cause harm.

The primary duty of care is owed through the employer-employee relationship in which the employer owes a duty of care to ensure that work activities that could result in harm to the employee are assessed and controlled. The duty of care is put into practice by the line management responsibilities as set out in the hierarchy of the organization.

This duty of care cannot be delegated away; instead, the act of delegation must be accompanied by a realistic and workable system of monitoring or supervision to ensure that the delegated task has been adequately implemented (i.e., the responsibility is not met by giving directions; it is met when those directions have been confirmed as carried out). The result is a cascade of delegated accountability that runs through the organization via the line management network, accompanied by a system of monitoring, supervision, and feedback.

The duty of care extends to assurance that services provided by others (be they another department of the University or contractors) are undertaken safely. The level of assurance required should be commensurate with the risk of the activity. In addition, anyone carrying out an activity owes a duty of care to anyone who may be put at risk by the activity, such as students, staff, and visitors.

5.5. Sustainability

Whilst the implementation of this procedure will have no direct impact upon sustainability, in terms of carbon emissions or energy consumption. Operational decisions taken in support of delivering food services across the University would arguably have a broader environmental impact. Issues such as sourcing food locally to reduce food miles, use of recyclable or compostable food packaging and the reduction of single use plastics, reduction of food waste or use of food waste contractors for composting or energy recovery; all represent potential environmental impacts arising from food services at the University. As such this procedure is supported by a sustainability action plan developed specifically to deliver improvements across all university catering operations.

6. Stakeholder Engagement and Equality Impact Assessment

6.1. An Equality Impact Assessment was reviewed on **21/09/2026** and is held by the Authorised Co-

ordinator.

6.2. Procedure communicated to all subsidiaries on **06/10/2026**.

6.3. Stakeholder Consultation was completed, as follows:

Stakeholder	Nature of Engagement	Request EB Approval (Y/N)	Date	Name of Contact
Governance	3 year cyclical review	N	07/09/2026	Kelley Padley, Governance Officer.
Recognised Trade Unions	3 year cyclical review	N	07/09/2026	Trade Union representatives
Catering	3 year cyclical review	N	07/09/2026	Debbie Nottridge, Head of Catering. Campus Services
Sustainability	3 year cyclical review	N	07/09/2026	Martin Wiles, Head of Sustainability.
Equality, Diversity & Inclusion	3 year cyclical review	N	07/09/2026	Jo McCarthy-Holland, Equality & Diversity Advisor.
Members of the Compliance Management Group	3 year cyclical review	N	07/09/2026	Members of this Group.
Campus Services	3 year cyclical review	N	07/09/2026	Alan Sutherland, Director of Campus Services
Lakeside Catering Facilities	3 year cyclical review	N	07/09/2026	Tony Webber, Training Facility Manager, School of Hospitality and Tourism Management (FABSS)