LIST OF CONTENTS

| SCOPE AND USE OF THIS GUIDE i | | | | |
|-------------------------------|--|----------|--|--|
| DEFI | DEFINITIONS v ABBREVIATIONS vii | | | |
| ABBF | | | | |
| PART | ONE - PREPARATION | 1 | | |
| 1. | SYSTEMS FOR FOOD SAFETY MANAGEMENT | 3 | | |
| 1.1 | Introduction | 3 | | |
| 1.2 | Effective HACCP system | 3 | | |
| 1.3 | Prerequisite programme requirements | 4 | | |
| 1.4 | Systems for quality management | 7 | | |
| 1.5 | Legislative framework | 9 | | |
| 2. | SYSTEMS FOR INCIDENT MANAGEMENT | 10 | | |
| 2.1 | Introduction | 10 | | |
| 2.2 | 2.2 Incident management manual | | | |
| 2.3 | First contact | 11 | | |
| 2.4 | Recording the first contact | 12 | | |
| 2.5 | 24/7 contact details | 13 | | |
| 2.6 | 14 | | | |
| 2.7 | Incident records or forms | 18 | | |
| 2.8 | Communication systems | 19 | | |
| 2.9 | Resources | 19 | | |
| 2.10 | 10 Testing and maintaining effectiveness of the system | | | |
| PART | TWO - HOW TO DO IT AND REVIEW IT | 23 | | |
| 3. | MANAGING THE INCIDENT | 25 | | |
| 3.1 | Introduction | 25 | | |
| 3.2 | | | | |
| 3.3 | Initial action (Box B) | | | |
| 3.4 | | | | |
| | 3.4.1 Manage stock (Box C1) | 27 27 | | |
| | 3.4.2 Sampling and testing (Box C2) | 28 | | |
| | 3.4.3 Records to help make a decision (Box C3) | 29 | | |
| | 3.4.4 Communications - internal and external (Box C4) | 29 | | |
| | | | | |

| 3.5 | Incident assessment (Box D) | | 30 |
|--------------------------|-----------------------------|---------------------------|----|
| | 3.5.1 | Decision making processes | 31 |
| | 3.5.2 | Decision making tools | 31 |
| 3.6 Final review (Box E) | | 34 | |
| | | | |

| 4. | INCIDENT SCENARIOS | 36 |
|-----|---|----|
| 4.1 | Incident scenario - Taint in finished product | 37 |
| 4.2 | Incident scenario - Sesame seed contamination | 45 |
| 4.3 | Incident scenario - Metal contamination of bread | 52 |
| 4.4 | Incident scenario - Broken glass discovered during an audit | 58 |
| 4.5 | Incident scenario - Possible microbiological pathogen detected in final product | 62 |
| 4.6 | Incident scenario - Heavy metal contamination | 67 |

| - | | 72 | |
|------|--|----|--|
| 5. | SOURCES OF INFORMATION | | |
| 5.1 | Introduction | 72 | |
| 5.2 | UK government departments | | |
| 5.3 | Local authorities | | |
| 5.4 | SME guidance | | |
| 5.5 | Trade associations | | |
| 5.6 | Research associations | | |
| 5.7 | Training providers and consultants 8 | | |
| | 5.7.1 Choosing a food safety consultant | 81 | |
| 5.8 | Universities and colleges | | |
| 5.9 | Professional associations 8: | | |
| 5.10 | Contract laboratories | 86 | |
| | 5.10.1 Specialist assistance | 87 | |
| 5.11 | Food standards, codes of practice and guidelines | 91 | |
| | | | |

| PART THREE - | DOCUMENTING | IT | | 93 |
|--------------|-------------|----|--|----|
| | | | | |

| Incident management manual templates | 95 |
|--------------------------------------|----|
|--------------------------------------|----|