

J Bennetts (Billingsgate Limited)

Shops 23/25

Offices: 8/12. 17

HACCP: Questionnaire Supplier response.

Question	Response
Is your company approved by the local food safety enforcement authority?	Our company is approved by The London Borough of Tower Hamlets. Our Approval number is: TH 017.016
Have you been visited recently by the local food safety enforcement authority?	The local food safety enforcement regularly visits Billingsgate market and inspect product across the whole site. The Worshipful Company of Fishmongers' Fishery Inspectorate officers are based at the market and undertake regular quality control inspections of all our product range. .
Have you had any recent food safety enforcement action taken against your company?	We have had no enforcements notices served on our company There are no actions pending. In accordance with the current national Food Hygiene Rating Scheme we are rated as a 5 star status operation.
Does your company operate a documented HACCP?	Our company operates a food safety management system based on the principles of HACCP
Do you have a Quality & food safety policy statement?	We have a quality and policy statement: (Attached)
Microbiological analysis of product range.	All periodic product testing is undertaken on our behalf by the ACAS accredited "Eurofins" laboratories. Additional sampling analysis is undertaken at source by specific product suppliers. Records of all sampling results are held on site for full traceability and product enquiries.
Is your company certified by any of the recognised accreditation schemes BRC. ISO 9000 etc.	We operate our own in-house quality control system. We do not subscribe to independent organisations. We are currently in negotiations with The Worshipful Company of Fishmongers (Fisheries Inspectorate) who operate a Food safety Management approval certification scheme.
Do you have a product emergency recall procedure?	We have a documented emergency product recall procedure. Our product recall procedure is managed by our food safety management officer

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Do you undertake product supplier audits?	All our product suppliers are audited and approved by our food safety management team. We operate the use of supplier questionnaires, premises auditing and product sampling procedures. We operate our own approved suppliers list.
Does your company operate an incoming goods inspection procedure?	We operate a comprehensive incoming goods inspection and quality control procedure.
Incoming goods: Do you check and record the product temperatures of all incoming food products?	Our food safety management team undertake daily Incoming goods quality control inspection procedures. Quality of product, temperature of the product, Packaging and full traceability documentation.
Packaging and labelling controls	All our products are supplied in “approved for use” polystyrene boxes. Processed products are supplied In containers, tubs, vac packs. All our product conform to the current food labelling requirements for packaged goods. (Food labelling Regulations 1996). Fresh Fish and Fishery products labelling conforms to The Fish labelling Regulations 2003 / 2010.
Live Shellfish products	All our Shellfish products are sourced from approved harvesting areas and accompanied with full product health certification and traceability. We have a comprehensive daily healthmark record file.
Temperature recording and calibration	Daily temperature records are taken for all our product range held on display and storage. Our product chills storage units and freezer product unit temperatures are recorded daily. Calibration of hand held thermometers is undertaken daily prior to use. Temperature controlled product storage units: Periodic calibration Is undertaken by specialist cold storage engineers.
Temperature controls schedule	Our Fresh fish products are held at the following temperatures Fresh fish and fishery products +0-2°C Processed products +3-5°C Max 8°C Frozen product -18°C

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Do you operate a daily cleaning schedule	We operate a comprehensive, documented cleaning schedule on a daily basis. All displays areas, display stands, product holding chills, display cabinets, administration desk walls and flooring within the product retail areas are all subject to thorough cleaning by our dedicated in-house clean team. The cleaning schedule is overseen by the unit manager
Do you operate a no glass policy	As part of our quality control procedures we operate a no glass policy in all product handling, display and storage areas.
Traceability of product.	All our products have full traceability.
Staff training (Hygiene)	All our product handling staff are trained to the basic food hygiene certificate standard.
Staff training (Cleaning)	All our in-house cleaning team are trained to the COSHH approval standard. All our cleaning materials and chemical cleaning products are stored in a dedicated locked cupboard
Staff hygiene policy (Protective clothing)	All our food handling staff and other employees who may access the food handling areas are provided daily with clean protective over-clothing and have additional clothing available when needed.
Staff welfare (Sickness)	We operate a return to work interview for all staff that have been off work with sickness and stomach related illness. Full medical certification from the GP is required
Pest control	All pest control procedures and inspection is undertaken by “Rentokil” On behalf of the market authorities. The City of London Authority.
Customer complaints and product investigation procedures	Any customer complaints are dealt with by food safety management Team. Any product range that is cause for concern is isolated from the main stock until any further investigations are undertaken. And the outcome determined. Product reviews are carried out periodically.