



Policies and Procedures



1. Introduction

This document outlines the **policies and procedures for operating a Mobile Churros Business based in Dorset**, ensuring compliance with local laws, promoting safety, maintaining product quality, and fostering excellent customer service. Policies provide guiding principles, while procedures explain the exact steps to follow. This framework helps staff and contractors operate consistently, safely, and legally.

2. Scope and Application

- Applies to all employees, contractors, and volunteers involved in the operation of the mobile churros business.
 - Covers all operational aspects including food preparation, safety, hygiene, customer interaction, equipment handling, and business administration.
 - Complies with Dorset Council regulations, UK food safety laws, and mobile trading permits.
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3. Key Policies

3.1 Food Safety and Hygiene Policy

Purpose: Ensure all products are prepared and served safely to protect customers and comply with UK Food Safety Standards.

Key Points:

- Business owner must have Level 3 Catering Certification (renewed every 3 years).
- Staff must complete food hygiene training (Level 2 minimum).
- Follow Hazard Analysis and Critical Control Points (HACCP) procedures tailored for mobile catering.
- Maintain clean mobile unit and equipment, regular sanitation schedules in place.
- Store ingredients at required temperatures; monitor using calibrated thermometers.
- Use separate utensils for raw and cooked products to avoid cross-contamination.

- Mandatory hand washing before handling food, after breaks, or after any potential contamination.
- Dispose of waste appropriately and regularly.

3.2 Health and Safety Policy

Purpose: Minimise risk of injury to staff, customers, and third parties.

Key Points:

- Mobile unit must comply with safety regulations, proper maintenance schedule in place.
- Safe handling of equipment (e.g., fryers, gas cylinders).
- Use of Personal Protective Equipment (PPE) where required.
- Clear procedures for emergencies, including fire and injury.
- Regular risk assessments conducted and documented by owner.
- Staff must report hazards or incidents immediately.

3.3 Customer Service Policy

Purpose: Deliver high-quality, courteous service to enhance customer satisfaction and business reputation.

Key Points:

- Staff to greet customers politely and professionally.
- Handle complaints promptly and escalate to management if unresolved.
- Provide accurate information about products and allergens.
- Ensure accessible service points and clear signage.
- Respect customer privacy and data protection laws.

3.4 Environmental Policy

Purpose: Minimise the environmental impact of operations.

Key Points:

- Use environmentally friendly packaging (biodegradable or recyclable). No single use plastics.
- Manage waste responsibly; promote recycling.
- Reduce energy consumption where feasible.
- Source ingredients from sustainable and local suppliers when possible.

3.5 Trading and Compliance Policy

Purpose: Ensure operations comply with Dorset Council and UK legislative requirements.

Key Points:

- Obtain and maintain all necessary permits and licenses for mobile food vending.
- Adhere to permitted trading hours and locations as per local Council rules.
- Display all required certifications visibly on the mobile unit.
- Comply with employment laws, including working hours and fair wages.
- Maintain valid insurance (public liability, product liability, employer's liability).

3.6 Staff Conduct Policy

Purpose: Promote professional and ethical behaviour.

Key Points:

- No use or influence of alcohol/drugs during working hours.
 - Dress code: clean, suitable attire and branded uniforms, t-shirts and baseball caps.
 - Zero tolerance towards harassment, discrimination, or bullying.
 - Commitment to equal opportunity and diversity.
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4. Procedures

4.1 Food Preparation Procedure

- Verify all ingredients' quality and expiry dates before use.
- Wash hands and wear gloves before handling food.
- Follow recipe and cooking time guidelines precisely.
- Check oil temperature before frying churros and purros.
- Plate finished products on clean, designated containers.
- Clean and sanitize work surfaces regularly.
- Record temperature logs and cleaning activities daily.

4.2 Equipment Maintenance Procedure

- Daily: Inspect fryers, refrigerators, and gas systems for faults.
- Weekly: Deep clean fryers and remove grease build-up.
- Annually: Conduct full gas safety inspection by certified engineer.
- Record all maintenance and repairs in logbook.
- Immediately report equipment malfunctions and cease use until fixed.

4.3 Waste Management Procedure

- Segregate waste into general, food waste, and recyclables.
- Empty waste containers daily or more frequently as needed.
- Use sealed bins to prevent pests.
- Transport waste to authorised disposal sites.

4.4 Customer Complaint Procedure

- Listen actively to customer concerns.
- Apologise sincerely and offer remedy (refund, replacement) if appropriate.
- Log complaints with date, issue, and resolution steps.
- Review complaints monthly to identify patterns.

4.5 Incident Reporting Procedure

- Report accidents, injuries, or near misses immediately to the manager.
- Complete an incident report form with detailed description.
- Investigate cause and implement corrective actions.
- Maintain incident log for inspection and review.

5. Roles and Responsibilities

- **Owner/Manager:** Overall responsibility for compliance, staff training, policy updates.
- **Staff/Operators:** Follow policies and procedures, report issues, maintain hygiene and safety standards.
- **Health & Safety Officer (if appointed):** Conduct risk assessments, maintain safety records.
- **Food Safety Supervisor:** Oversee food hygiene practices and ensure training compliance.

6. Training and Review

- Provide induction and regular refresher training on food safety, health and safety, and customer service.
 - Review policies annually or upon regulatory change.
 - Update documents to reflect new risks or operational changes.
 - Communicate changes to all staff and ensure understanding.
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7. Document Control – to be reviewed annually and if legal framework changes

Document Version	Date	Description	Author/Reviewer
1.0	2 Sep 2025	Initial issue	Mel Lunness

8. References and Compliance

- Food Safety Act 1990 & Food Hygiene (England) Regulations 2013
- Health and Safety at Work Act 1974
- Dorset Council Mobile Food Vending Regulations
- UK GDPR Data Protection Laws
- Environmental Protection Act 1990

Method Statement

Business Name: Champion Churros

Location of Operations: Southwest UK

Prepared by: Mel Lunness, Owner/Operator

Date: 1 September 2025

Purpose: To outline the safe and efficient operation of the Champion Churros mobile catering unit, ensuring compliance with UK food safety, fire safety, and health & safety regulations.

1. Scope of Work

Champion Churros operates a mobile catering unit serving freshly made churros and purros (filled churros) with various toppings and dips at public events, markets, and

private functions. This method statement covers setup, food preparation, service, and pack-down procedures.

2. Equipment Used

- LPG-powered churros fryer (CE marked, annually serviced)
- Food-grade preparation surfaces
- Handwashing station with hot water supply
- Fire extinguishers (CO₂ and wet chemical)
- First aid kit
- Generator (PAT tested)
- Branded signage and menu boards

3. Staff Responsibilities

- **Operator (Mel):** Oversees setup, compliance checks, food prep, and customer service.
- **Assistant(s):** Support with food handling, cleaning, and customer interaction.

All staff receive induction training covering food hygiene, fire safety, allergen awareness, and manual handling.

4. Hygiene & Food Safety Procedures

- Daily cleaning schedule followed using approved sanitisers.
- All food stored in sealed, labelled containers.
- Temperature checks recorded for chilled and hot food.
- Handwashing before and after handling food, using antibacterial soap and disposable towels.
- Allergen information clearly displayed; cross-contamination controls in place.

5. Fire Safety Measures

- PAS 79 Fire Risk Assessment completed and reviewed annually.
- Fire extinguishers inspected and logged monthly.
- Staff trained in emergency evacuation and fire suppression.
- No smoking policy enforced within and around the unit.
- LPG cylinders stored securely and checked for leaks before use.

6. Risk Management

- Risk assessments conducted for all activities (setup, cooking, serving, pack-down).
- Slip, trip, and burn hazards mitigated with clear signage and PPE.
- Public liability insurance in place (£5M minimum cover).
- Incident log maintained and reviewed monthly.

7. Operational Procedure

Setup:

- Arrive 1 hour before service.
- Position vehicle safely, check stability and access.
- Connect power and gas, perform safety checks.
- Display signage and allergen info.

Service:

- Prepare churros fresh to order.
- Maintain food hygiene and customer service standards.
- Monitor fryer temperature and oil condition.

Pack-down:

- Turn off and cool equipment.
- Dispose of waste responsibly.
- Clean all surfaces and equipment.
- Secure vehicle and complete end-of-day checklist.

8. Documentation & Compliance

- Food hygiene rating certificate displayed.
- Staff training records maintained.
- Fire safety checklist signed daily.
- Gas safety and PAT certificates stored onboard.
- Waste disposal records available for inspection.

Risk Assessment

Champion Churros – Food Risk Assessment

Business Type: Mobile Catering Unit (Churros Truck)

Location: Operating across Southwest UK

Assessment Date:

Assessor: Mel Lunness [Owner/Operator]

Review Date: April 2026

1. Food Handling Risks

Hazard	Risk	Controls in Place	Further Action
Cross-contamination (raw vs cooked)	Medium	Separate utensils, colour-coded containers, handwashing protocol	Staff refresher training monthly
Poor temperature control	High	Digital thermometers, regular checks, insulated storage	Add temp log sheet to daily checklist
Inadequate hand hygiene	High	Handwashing station onboard, signage, sanitizer	Monitor compliance via spot checks
Allergen mismanagement	High	Clear allergen signage, staff trained, no cross-contact	Update allergen matrix quarterly
Unsafe oil reuse	Medium	Oil change schedule, visual checks, filtering	Record oil change dates on log sheet

2. Equipment & Fire Risks

Hazard	Risk	Controls in Place	Further Action
Fryer fire	High	PAS 79 Fire Risk Assessment, fire blanket, extinguisher	Staff fire drills every 3 months
Gas leak	High	Annual Gas Safe inspection, leak detection spray	Keep inspection certificate onboard
Electrical fault	Medium	PAT tested equipment, dry environment	Visual inspection before each shift
Burns from hot oil	High	PPE (gloves/aprons), splash guards, staff training	Add burn first aid steps to checklist

3. Cleaning & Waste Management

Hazard	Risk	Controls in Place	Further Action
Dirty surfaces	Medium	Daily cleaning schedule, food-safe sanitiser	Checklist with staff initials
Pest attraction	Medium	Sealed bins, daily waste removal	Log bin emptying times
Wastewater disposal	Medium	Licensed disposal method, onboard tank	Confirm disposal point with each site

4. Staff & Public Safety

Hazard	Risk	Controls in Place	Further Action
Slips/trips in truck	Medium	Non-slip mats, tidy cables	Weekly floor inspection
Public crowding near fryer	High	Barrier setup, signage	Staff assigned to crowd control
Staff fatigue	Medium	Shift rotation, hydration reminders	Encourage breaks every 3 hours

Sign-Off & Monitoring

- **Daily Safety Checklist:** Completed by staff, signed and stored onboard
- **Incident Log:** Maintained for any accidents or near misses
- **Training Records:** Updated quarterly, stored digitally and in print
- **Council Compliance:** Documents available for inspection upon request



HACCP (Hazard Analysis / Critical Control Points Plan)

This **HACCP** plan is designed specifically for Champion Churros business, addressing critical food safety aspects for preparation, cooking, storage, and service within a mobile setup.

1. Product Description

- **Product:** Freshly prepared churros fried on-site in a mobile food unit
- **Ingredients:** Flour, water, sugar, salt, oil, cinnamon sugar coating
- **Packaging:** Paper bags or disposable containers for customer service

2. Flow Diagram of Processes

1. Receiving raw ingredients
2. Storage of dry ingredients and oil
3. Preparation of churro dough
4. Heating frying oil to required temperature
5. Frying churros
6. Draining and coating churros
7. Packaging
8. Serving to customers

3. Hazard Analysis and Critical Control Points (CCPs)

Process Step	Potential Hazards	CCP?	Critical Limits	Monitoring	Corrective Actions
Receiving Ingredients	Biological: contaminated ingredients	No	Ingredients sourced from approved suppliers	Visual inspection and supplier validation	Reject contaminated ingredients
Storage	Biological: bacterial growth, chemical contamination	No	Dry ingredients dry and uncontaminated; oil stored properly	Check storage temperature and conditions	Discard spoiled ingredients or oil
Dough Preparation	Biological: cross-contamination	Yes	Hands washed properly; preparation surfaces clean	Observe worker hygiene and surface cleaning	Stop operation; clean area; retrain staff
Oil Heating	Biological: undercooked product	Yes	Oil temperature \geq 180°C during frying	Continuous temperature checks with thermometer	Adjust heat immediately; discard undercooked churros

Process Step	Potential Hazards	CCP?	Critical Limits	Monitoring	Corrective Actions
Frying	Physical: foreign bodies; Chemical: oil quality deterioration	Yes	Oil free from contaminants; oil changed regularly	Inspect oil quality; schedule oil changes	Replace oil; remove foreign objects

4. Monitoring Procedures

- Use calibrated thermometers to check frying oil temperature every 15 minutes.
- Record temperatures and times in logs during each shift.
- Visual checks of ingredient and storage conditions daily.
- Observe staff hygiene practices at start and randomly during shifts.

5. Corrective Actions

- If frying oil temperature falls below 180°C, immediately stop frying until corrected; discard churros fried below critical temperature.
- If cross-contamination or hygiene breach occurs, halt production, sanitize all equipment and surfaces, retrain staff before resuming.
- Discard ingredients or churros exposed to unsafe temperatures or suspected contamination.
- Replace oil immediately if any contamination or poor oil quality is observed.

6. Verification and Record Keeping

- Supervisors to review logs weekly and verify temperature records.
- Regular audits of hygiene practices and equipment sanitation.
- Keep all monitoring logs, supplier certificates, and corrective action records for at least 12 months.

7. Additional Notes for Mobile Operations

- Ensure refrigeration or dry storage in the vehicle meets required standards during transit.
- Mobile unit surfaces must be easily cleanable and designed to prevent contamination.
- Staff should be trained on risks of mobile food handling, including temperature control during transportation.