

SHETLAND FISH MARKETS

MARKET MANUAL

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Amendment: 0

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1. Scope

This 'Market Manual' covers all Fish Market operations at the Scalloway and Lerwick Fish Markets and applies to all Market Users, as well as contractors and visitors.

This document should be read in conjunction with the Hazard Analysis and Critical Control Point (HACCP) plan for each Market.

This manual contains the detailed policies, procedures and standards referred to in the HACCP plan for each Market.

The requirements of the HACCP and the Markets Manual must be adhered to and maintained by all Market Users, contractors and visitors.

2. Document Control

This manual and associated Market HACCP are administered and controlled by the Market Users Management Team (MUMT). Details of MUMT membership are contained in Appendix 1.

Both documents are subject to annual review to confirm accuracy and relevance to current practice. Electronic copies are issued to representatives of all Market Users listed on the document holders list (Appendix 3).

Material changes to the document shall be subject to MUMT approval. Non-material changes may be approved by the Harbour Authorities.

All forms referenced in, or appended to, this manual shall be similarly controlled.

Controlled copies of both documents and the document holders list are held by the Harbour Authorities and shall be updated as required, following instruction from the MUMT.

It is the responsibility of all Market Users to ensure up-to-date contact information is available.

Review Record

Version	Amendment	Change(s) Made	Authorised by	Date
2021	0	Symptoms of COVID-19 added to Section 8. Other non-material changes.	Martin Leyland	18/02/2021
2022	0	Legionella testing details added. Other non-material changes.	Sheila Keith	28/02/2022
2023	0	Added Visitor procedure and additional guidance for induction. Other non-material changes.	Sheila Keith	28/02/2023
2024	0	Added details of the disciplinary process. Amended swabbing plan. Other non-material changes.	Bryan Hepburn	28/02/2024

3. Aims and Responsibility

The aim of this Market Manual is to ensure that the requirements of the HACCP plans of both Markets are met in full and that all Market Users meet their legal, regulatory and other requirements at all times.

Overall responsibility for the Market Manual and for the safe and harmonious operation of both Markets lies with the MUMT.

The MUMT is the body which represents the interests of the principal users of the Shetland Fish Markets. The MUMT is committed to the prevention of injury and ill health to all Market Users, including members of the public and visitors, from hazards they may be exposed to when at the Shetland Markets.

All Market Users are responsible for ensuring that they, and all persons under their control, including visitors and contractors, meet the requirements of this manual as well as all their legal, regulatory and other requirements at all times.

All Market Users are responsible for taking a proactive stance to ensure standards are maintained and to challenge unacceptable behavior and/or practices should it occur.

Market Users are defined as any persons, employed by various parties, who use or operate within the Markets in connection with the landing, sale and dispatch of product on the Markets.

Market Personnel responsibilities are detailed throughout the manual.

Market Personnel are defined as persons appointed by the relevant Harbour Authority to undertake duties within the Markets.

4. HACCP Team

As the Market is a multi-user facility the HACCP team is comprised of representatives from various sectors, who are members of the MUMT. HACCP team members are listed in Appendix 2. The HACCP team have contributed to the development of this manual given its importance to the HACCP.

Where required specialist advice may be sought from the following:

- Shetland Islands Council Environmental Health Department.
- Food Standards Scotland.
- Seafish Ltd.
- Laboratory testing providers.
- Food safe chemical providers.

Legislation

Whilst developing this manual reference was made to the legislation and guidance documents in the table below.

Domestic Legislation	Date came into force	Domestic Legislation - explanatory summary	EU Legislation and Amendments	EU Legislation and Amendments – explanatory summary
The Food Safety Act 1990	29/06/1990	Provides the framework for all food legislation in Great Britain.	Regulation (EC) No 178/2002	Lays down the general principles and requirements of food law and establishes European Food Safety Auth.
The Food Hygiene (Scotland) Regulations 2006 (SSI 2006/3)	11/01/2006	Provides for the execution and enforcement of certain Community instruments including- Commission Regs 852/2004, 853/2004, 854/2004, 2073/2005 and 2074/2005.	Regulation (EC) No 852/2004 Regulation (EC) No 853/2004	Lays down the hygiene requirements for food business operators (including those operating at primary production level). Lays down additional regulations to certain food businesses handling products of animal origin.
<i>Amended by:</i>				
The Food Hygiene (Scotland) Amendment Regulations 2012 (SSI 2012/75)	01/04/2012	Updates the definitions of certain Community instruments and extends the availability of remedial action notices	Commission Regulation (EC) No 2073/2005	Establishes the microbiological criteria that food businesses have to comply with as provided by Article 4(3) and 4(4) of Regulation (EC) 852/2004.
The General Food Regulations 2004 (SI 2004/3279)	01/01/2005	Provides enforcement powers in respect of Articles 14, 16 (in so far as it relates to food), 18 (in so far as it concerns food business operators) and 19 of the EU General Food Law Regulation 178/2002.	Regulation (EC) No 178/2002	Lays down the general principles and requirements of food law, establishing the European Food Safety Authority and laying down procedures in matters of food safety.
The Fish Labelling (Scotland) Regulations 2013 (SSI 2013/256)	05/10/2013	Provides for execution and enforcement of the traceability and consumer info requirements contained in a number of EU instruments and to reflect new consumer information requirements in line with the CFP.	Council Regulation (EC) No. 1224/2009	Establishes a control system for ensuring compliance with rules of the CFP - including traceability of fishery and aquaculture products from catching/harvesting through all production, processing and distribution.
<i>Amended by:</i>				
The Fish Labelling (Scotland) Amendment Regulations 2015 (SSI 2015/48)	15/03/2015	Update 2013 Regs to reflect changes in EU law, including additional consumer info requirements introduced. These rules extend the existing regulations to show consumers the species and where or whether fish were caught or farmed.	Commission Implementing Regulation (EU) No 404/2011. Regulation (EU) No.1379/2013	Lays down detailed rules for the implementation of Council Regulation 1224/2009. Common organisation of the Markets in fishery and aquaculture products.

5. Product Description

Raw Material	Wild captured demersal fish. Wild captured pelagic fish. Wild captured nephrops. Wild captured molluscs. Wild captured cephalopods. Wild captured shellfish.
Suppliers	Registered fishing vessels, mainly from Shetland or Scotland but occasionally others.
Description and Location of Capture Area	North Atlantic. North Sea.
Process Description	Product is captured at sea, iced and landed to the Markets in Shetland. Product is stored in a temperature controlled environment until it is sold and removed. Once sold, product is removed and transported by the Buyer, or their representative.
Boxes	Mainly LHD supplied yellow boxes, but at times other hard plastic boxes may be used, particularly by non-Shetland registered boats.
Temperature Control Requirements - storage	Market to be temperature controlled between 0-4°C, at all times when product is present. All boxes to be iced prior to storage.
Distribution/Purchasers	Local and remote buyers.
Consumers	General population.

6. Market Rules

All Market Users, including visitors and contractors must comply with legislative requirements, and Market Rules.

- Market Users must have completed induction training before entering the Market area.
- Market Users must adhere to all food hygiene, health and safety and HACCP requirements.
- Market Users must observe all relevant signage.
- Market Users shall, if requested, identify themselves to any official from Shetland Seafood Auctions, Lerwick Port Authority or Shetland Islands Council.
- Appropriate PPE must be worn at all times.
- Hand washing must be undertaken prior to entry to the Market area.
- The boot washer must be used on entry to the Market area.
- Smoking, vaping and spitting are prohibited within the Market.
- Eating and drinking is only permitted within welfare and office areas.
- No obstruction shall be placed within the Market area.
- Walkways must be kept clear at all times.
- Walking or standing on fish boxes is not allowed.
- Fish/product must not be placed on the floor of the Market area. Any fish/product in direct contact with the floor must be disposed of.
- All fish/product must be removed from the Market area prior to cleaning.
- Initial access to the Market area should only be made via designated access points.
- Opening doors within the Market area must be kept to a minimum, and doors must be closed as soon as possible.
- Emergency exits are for emergency use only.
- No glass (eyeglasses in good condition, are permitted) or fragile/small plastic items may be taken onto the Market floor area.

Any deliberate, or repeated failure to observe these rules, or any other inappropriate behavior, may be referred to the MUMT, who shall follow the below disciplinary process:

- MUMT members (minimum representation - LPA, SIC, LHD, SFA/SFPO, SSA, Buyers' Rep) shall meet to consider the nature of the breach.
If required MUMT members may request written statements from the person(s) involved, request CCTV footage, etc.
- Actions available to the MUMT shall be:
 - Written notice short of sanction, to person(s) involved. Where appropriate their employer(s) will be written to, explaining the nature of the breach and the expected future conduct.
 - Written warning giving notice of possible future sanction, to person(s) involved. Where appropriate their employer(s) will be written to, explaining the nature of the breach, the expected future conduct and notice of possible future sanction.
 - Suspension from both Markets for a set period of time for person(s) involved. Details of the suspension shall be given in writing to the person(s) involved. Where appropriate their employer(s) will be written to, explaining the nature of the breach and the details of the suspension.
 - Permanent exclusion from both Markets for person(s) involved. Details of the permanent exclusion shall be given in writing to the person(s) involved. Where appropriate their employer(s) will be written to, explaining the nature of the breach and the permanent exclusion.

- Where appropriate, the employer of a person(s) committing a breach may also be subject to the actions outlined above.
- Market Users may appeal the decision of the MUMT by putting notice in writing, explaining the grounds of appeal, to the Chair of the MUMT within 3 days of issue of the MUMT decision.
- The Chair of the MUMT shall convene an Appeals Committee comprising of the Chair plus two other members drawn from the MUMT. The Appeals Committee shall consider the appeal and respond as soon as is reasonably practicable. The decision of the Appeals Committee shall be final.

7. Safe Working Practices

- Hi-Viz clothing (BS EN 471 Class 2 compliant) must be worn in the Loading Yard at all times.
- Hi-Viz clothing (BS EN 471 Class 2 compliant) must be worn by all users on the Market floor during dispatch operations.
- Only plant (pallet trucks, etc.) authorised via the approved supplier/contractor process may be taken into the Market.
- No forklifts or vehicles are permitted in the Market.
- Only trained and approved operators may use plant on the Market. Mobile phones must not be used when operating plant.
- All rubbish/waste must be disposed of in the bins provided. Items must not be discarded onto the floor at any time.
- Any faults or damage must be reported immediately to the relevant Harbour Authority.
- Unauthorised Personnel may not enter Market areas which are undergoing cleaning operations.
- Visitors – the safety and conduct of visitors remains the responsibility of the host Market User at all times whilst they are in the Market.
- Fish/product may only be landed into agreed designated areas.
- Fish/product must never be placed directly onto the Market floor. Any fish/product that does come into direct contact with the Market floor must be disposed of immediately.
- Landings, including discards, must be suitably segregated to meet allergen and discard requirements.
- Only good quality, visibly clean pallets may be taken on to the Market. Any broken pallets, or parts of such, must be removed from the Market and harbour area by the owner/user.
- No storage of pallets is permitted within or around the Market (with the exception of approved plastic landing pallets).
- All accidents, incidents or near misses must be reported to the relevant Harbour Authority.
- Fire exit doors and routes must be kept clear at all times.
- In the event of an 'Emergency Breakage incident' (refrigeration line failure, light cover breaking, etc.) the area must be isolated immediately, and the relevant Harbour Authority notified.

8. Personal Health

To prevent contamination of product and to prevent disease transmission within the Market, all persons entering the Market are subject to the following requirements.

You may **NOT** enter the Market* if you have been affected by the following:

- Typhoid fever or paratyphoid fever.
- Hepatitis or jaundice.
- Suffered from nausea, vomiting or diarrhoea in the previous 48 hours, or taken anti-diarrhoeal drugs.
- Confirmed or suspected case of salmonella, campylobacter, shigella, vibrio, bacillus, staphylococcus aureus, clostridium perfringens or viral gastro-enteritis.
- Productive cough and/or sneezing.
- Exposed acne, boils, septic cuts or sores or other skin condition.
- Symptoms of COVID-19.

* In exceptional circumstances permission may be granted if a person does suffer from any of the notifiable conditions listed above. Details should be provided at Induction for consideration by the Harbour Authorities.

If, in the course of your work, you become ill with any of the above, you must leave the Market and notify your employer immediately. Employers must then notify the relevant Harbour Authority as per P-LK/SC-MM-014 Emergency Incident Procedure.

9. Good Management Practice (GMP)

Good Management Practice (GMP) is the phrase used to encompass the day to day activities which are required to be undertaken by all Market Users, visitors and contractors in order to ensure that the desired food safety, quality, environmental and health and safety standards are being met and maintained. GMP includes, for example, good housekeeping, incident reporting and completion of daily checks.

GMP requires all Market Users, visitors and contractors to:

- Follow the Market Rules as detailed in this manual and at induction.
- Follow Safe Working Practices.
- Keep all areas of the Market clean and free from obstructions.
- Dispose of refuse and use proper waste containers.
- Store plant and equipment in approved areas only.
- Ensure fish boxes are left in an appropriate area prior to removal.
- Clean and store equipment properly.
- Report all building defects and any broken/damaged equipment.
 - For URGENT / TIME CRITICAL faults/defects/hazards contact as appropriate, either:
 - Scalloway Harbour Office 01595 744221
 - OR
 - Lerwick Port Control - 01595 692991
 - For ROUTINE faults/defects/hazards email as appropriate, with subject 'Fish Market Report', either:
 - scalloway.harbour@shetland.gov.uk
 - OR
 - info@lerwick-harbour.co.uk
 - OR
 - Use the iPad at either Market and report via the link.
- Take a proactive stance to ensure standards are maintained and challenge unacceptable behaviour or practice should it occur.

Market Personnel shall:

- Carry out a daily check whenever product may be on the Market.
- Record daily checks on F-LK/SC-001 Daily Check Form.
- Report all non-conformities to the Harbour Authority.

Market Supervisors shall:

- Carry out a check of the daily check form to ensure it has been completed as required.
- Carry out a monthly audit of GMP and record the findings on F-LK/SC-004 GMP Audit Check form.

10. Personal Hygiene Procedure

P-LK/SC-MM-001 Personal Hygiene procedure.

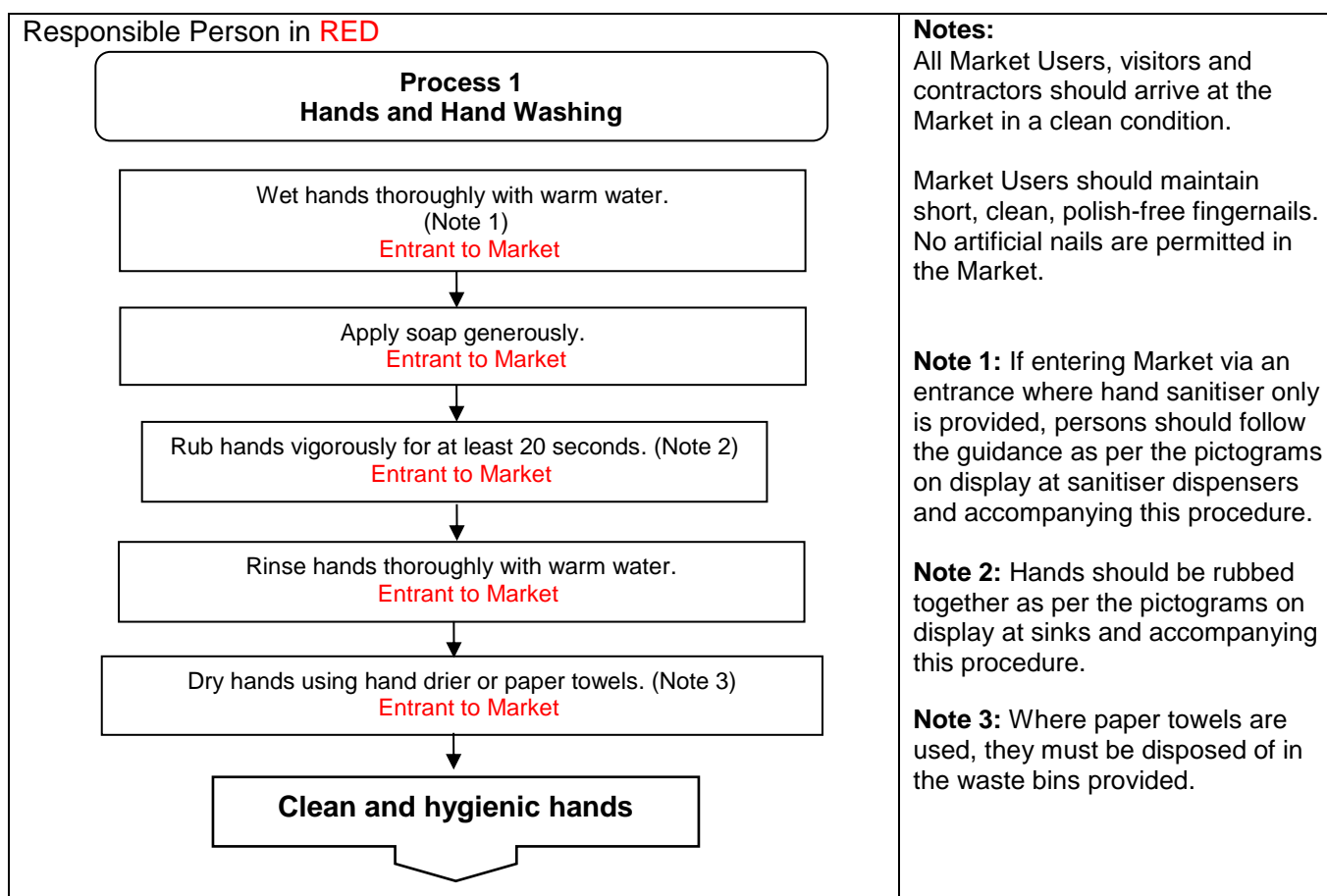
Purpose

To prevent contamination of product within the Market and to prevent disease transmission within the Market.

General

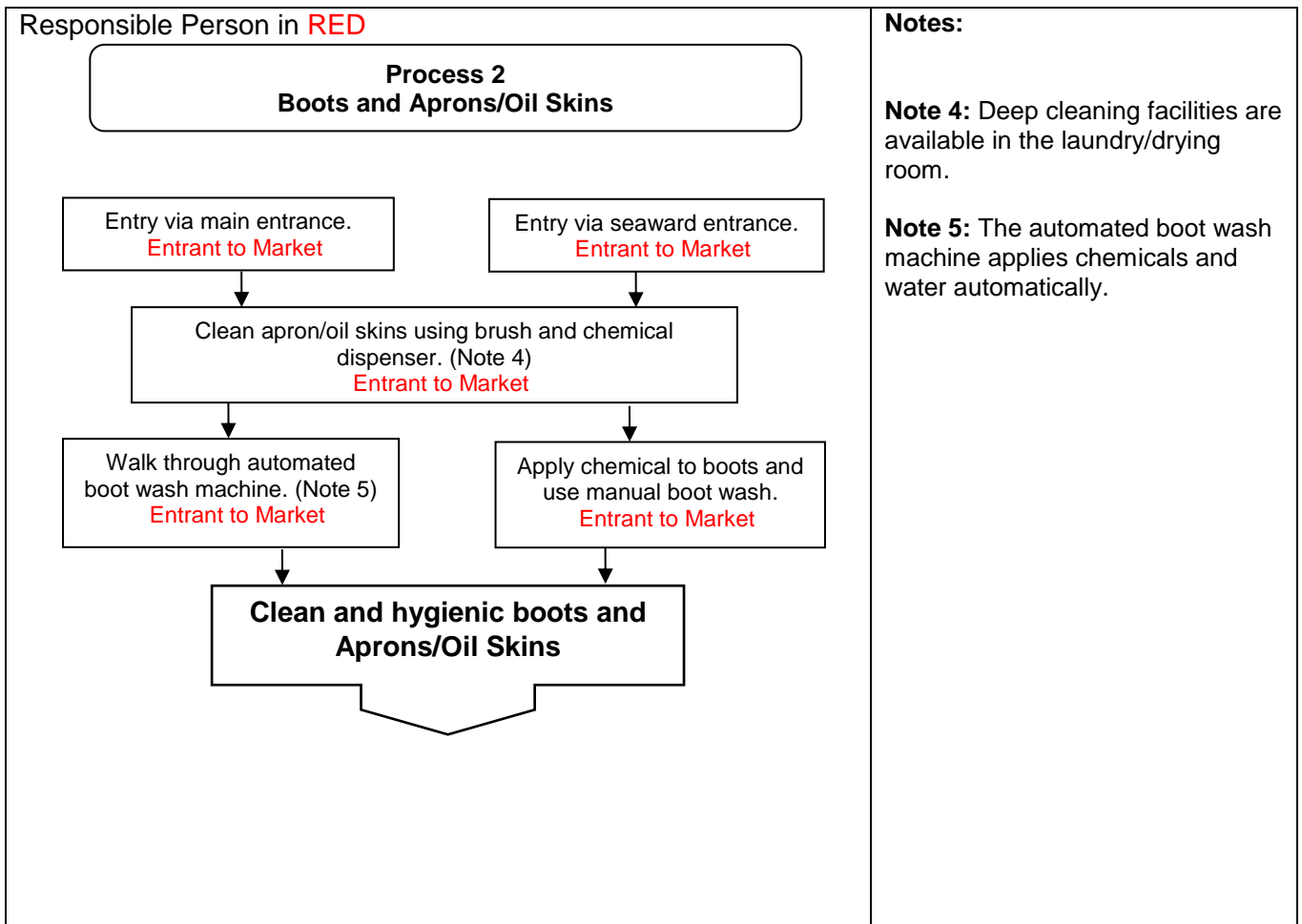
- Hands must be washed or sanitised:
 - On each and every entry to the Market area.
 - After using the toilet.
 - After touching hair, face or blowing nose.
 - After handling waste materials or chemicals.
- Excessive perfume/aftershave is not permitted to be worn as this may taint product.

Instructions – Process 1: Hands and Hand Washing



Note: Where gloves are worn, they must be kept similarly clean. Gloves should be replaced regularly.

Instructions – Process 2: Boots and Aprons/Oil Skins



How to Handwash?

WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB



Duration of the entire procedure: 40-60 seconds



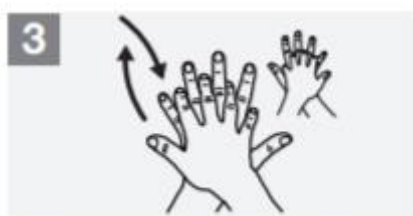
Wet hands with water;



Apply enough soap to cover all hand surfaces;



Rub hands palm to palm;



Right palm over left dorsum with interlaced fingers and vice versa;



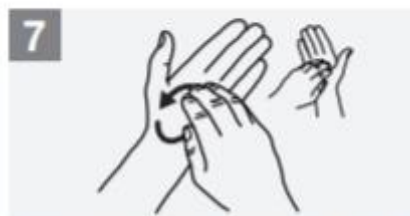
Palm to palm with fingers interlaced;



Backs of fingers to opposing palms with fingers interlocked;



Rotational rubbing of left thumb clasped in right palm and vice versa;



Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



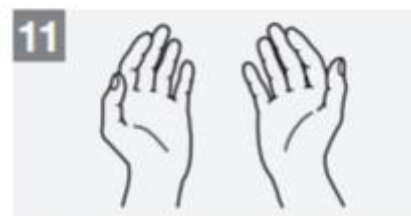
Rinse hands with water;



Dry hands thoroughly with a single use towel;




Use towel to turn off faucet;



Your hands are now safe.

How to Handrub?

RUB HANDS FOR HAND HYGIENE! WASH HANDS WHEN VISIBLY SOILED

 **Duration of the entire procedure: 20-30 seconds**



Apply a palmful of the product in a cupped hand, covering all surfaces;



Rub hands palm to palm;



Right palm over left dorsum with interlaced fingers and vice versa;



Palm to palm with fingers interlaced;



Backs of fingers to opposing palms with fingers interlocked;



Rotational rubbing of left thumb clasped in right palm and vice versa;



Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



Once dry, your hands are safe.

11. PPE Procedure

P-LK/SC-MM-002 PPE procedure.

Purpose

To prevent contamination of product within the Market via contaminated Personal Protective Equipment (PPE).

General

Market Users are responsible for meeting all PPE requirements for themselves and their employees.

All PPE must be clean and in a good state of repair.

All PPE should be marked with the owner's name/initials as appropriate.

Laundry and drying facilities are available for use. These facilities must be kept tidy at all times, with PPE stored in accordance with manufacturers' guidance.

Apron/Oil Skins cleaning equipment is available for use by Market Users.

PPE may be subject to testing as part of the Hygiene Evaluation Audit Programme and Methodology procedure.

Instructions – Compulsory PPE

Compulsory PPE in Market areas:

- Clearly identifiable workwear. Should include employer name/logo wherever possible.
- Rubber safety boots.
- Hat.
- Hi-vis jacket/waistcoat/workwear (BS EN 471 Class 2 compliant) during dispatch operations. (Also required at all times in the Loading Yard).

Instructions – Visitor PPE

Visitors PPE:

- Harbour Authorities shall provide a suitable stock of visitor PPE.
- Market Users who are hosting visitors should ensure that adequate visitor PPE is available for their visitors. Should there be insufficient, the Market User is responsible for providing any additional items.
- Harbour Authorities shall ensure that visitor PPE is maintained and laundered.

Note. In addition to the mandatory requirements for hi-vis detailed above, it is recommended that Market Users also wear hi-vis whenever electric pallet trucks are operating on the Market, including during the landing of product to the Market.

12. Cleaning Procedure

P-LK/SC-MM-003 Cleaning procedure.

Purpose

To ensure an effective system is in place for the organisation and control of cleaning within the Market, so that all hygiene and food safety requirements are met.

General

The Harbour Authorities shall identify persons responsible for carrying out the cleaning of the Markets and maintain records of what cleaning has been carried out.

Cleaning activities will be recorded on F-LK/SC-002 Cleaning Record form.

The cleaning plans for each Market have been developed following advice from the cleaning chemical manufacturer, results of microbiological testing, and from visual inspections as part of GMP.

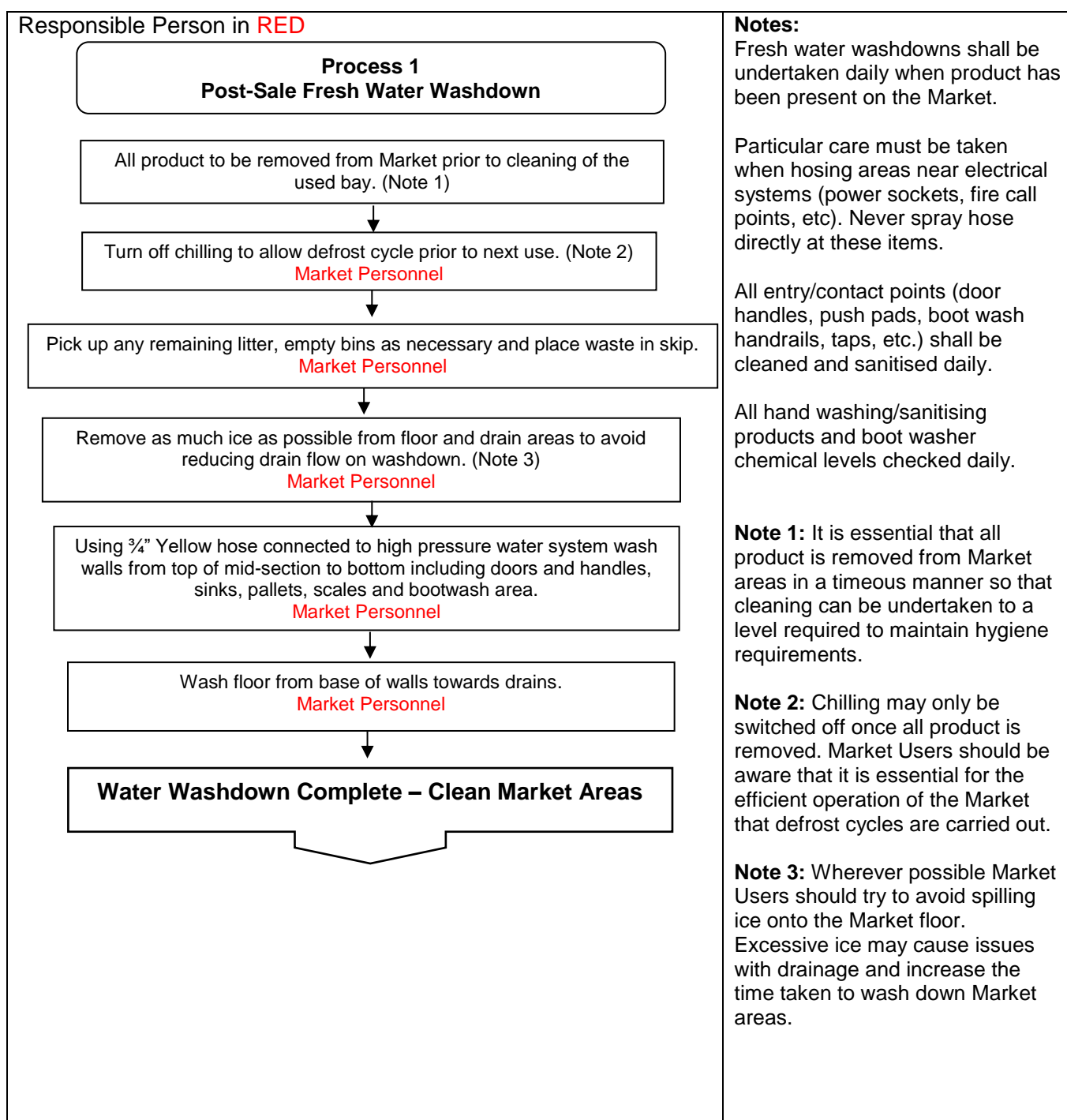
The effectiveness of the cleaning procedures/regimes shall be checked as described in P-LK/SC-MM-017 Hygiene Evaluation Audit Programme and Methodology procedure.

The cleaning plans for the chilled areas of each Market can be found below.

Market cleaning schedules shall include, although not detail, the washing of Harbour Authority equipment and other agreed items of plant, as part of regular Market chilled area cleaning.

Changing rooms, toilets, laundry and staff areas shall be cleaned daily by an external cleaning provider and/or Market Personnel for Lerwick, and by SIC Cleaning Services for Scalloway.

Instructions – Process 1: Post-Sale Fresh Water Washdown



Instructions – Process 2: Weekly Chemical Clean

Responsible Person in **RED**

Process 2 Weekly Chemical Clean

All product to be removed from Market prior to cleaning of the used bay. (Note 4)

Turn off chilling to allow defrost cycle prior to next use. (Note 5)

Market Personnel

Pick up any remaining litter, empty bins as necessary and place waste in skip.

Market Personnel

Remove as much ice as possible from floor and drain areas to avoid reducing drain flow on washdown. (Note 6)

Market Personnel

Connect ¾" Yellow hose connected to high pressure water system on a reduced pressure, connect sprayer/foaming equipment.

Market Personnel

Restrict access to area to be washed. (Note 7)

Market Personnel

Apply approved chemical to all walls, doors, sinks and floors at specified dilution. Allow 1 hour of contact time. (Note 8)

Market Personnel

Remove sprayer/foaming equipment, increase pressure on wash down system and wash all walls from top of mid-section to bottom including doors, sinks, pallets, scales and bootwash area.

Market Personnel

Wash floor from base of walls towards drains.

Market Personnel

Chemical Washdown Complete – Clean Market Areas

Note: Particular care must be taken when hosing areas near electrical systems (power sockets, fire call points, etc.). Never spray hose directly at these items.

Note 4: It is essential that all product is removed from Market areas in a timeous manner so that cleaning can be undertaken to a level required to maintain hygiene requirements.

Note 5: Chilling may only be switched off once all product is removed. Market Users should be aware that it is essential for the efficient operation of the Market that defrost cycles are carried out.

Note 6: Wherever possible Market Users should try to avoid spilling ice onto the Market floor. Excessive ice may cause issues with drainage and increase the time taken to wash down Market areas.

Note 7: No unauthorised personnel may enter an area whilst chemical cleaning is ongoing without the consent of the Market Personnel. Access doors may be locked during chemical cleaning.

Note 8: Access will be restricted during the 1 hour contact time.

Note: Where fitted, thermal curtains shall be taken down and given a deep clean via chemical bath, on a monthly basis.

Instructions – Process 3: Bi-weekly Exterior Chemical Clean

Instructions – Process 4: Hose/Equipment Cleaning

Responsible Person in **RED**

Process 3 Bi-weekly Exterior Chemical Clean

Mix 1 part Chlorox with 9 parts water in suitable container.

General Ops



Restrict access to area to be washed. (Note 9)

General Ops



Using spraying equipment, apply to quayside and loading yard.
Include any green buildup on brickwork as required.

General Ops

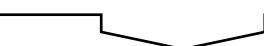


Allow 1 hour of contact time and rinse using ¾" yellow hose from outdoor water hydrants.

General Ops



Exterior Areas Clean



Process 4 Hose/Equipment Cleaning

Soak hoses, scrubbing pads, etc. in bin containing mixture of approved chemical at specified dilution. Leave overnight.

Market Personnel

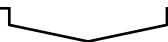


Thoroughly rinse out items with fresh water.

Market Personnel



Clean hoses and cleaning equipment



Notes:

Note 9: No unauthorised personnel may enter an area whilst chemical cleaning is ongoing. Signage or barriers may be utilised/deployed.

Note 10: Access to the area will be restricted during the 1 hour contact time.

13. COSHH Procedure

P-LK/SC-MM-004 COSHH procedure.

Purpose

The purpose of this procedure is to ensure the safe use of, handling, and storage of substances which may be hazardous to health.

General

COSHH - Control of Substances Hazardous to Health Regulations.

A substance hazardous to health is a substance or mixture with the potential to cause harm if they are inhaled, ingested, or come into contact, or are absorbed through the skin.

Market Users are responsible for meeting all COSHH requirements for themselves and their employees. This includes, for example, requirements for the provision of suitable training, COSHH risk assessments, PPE, etc.

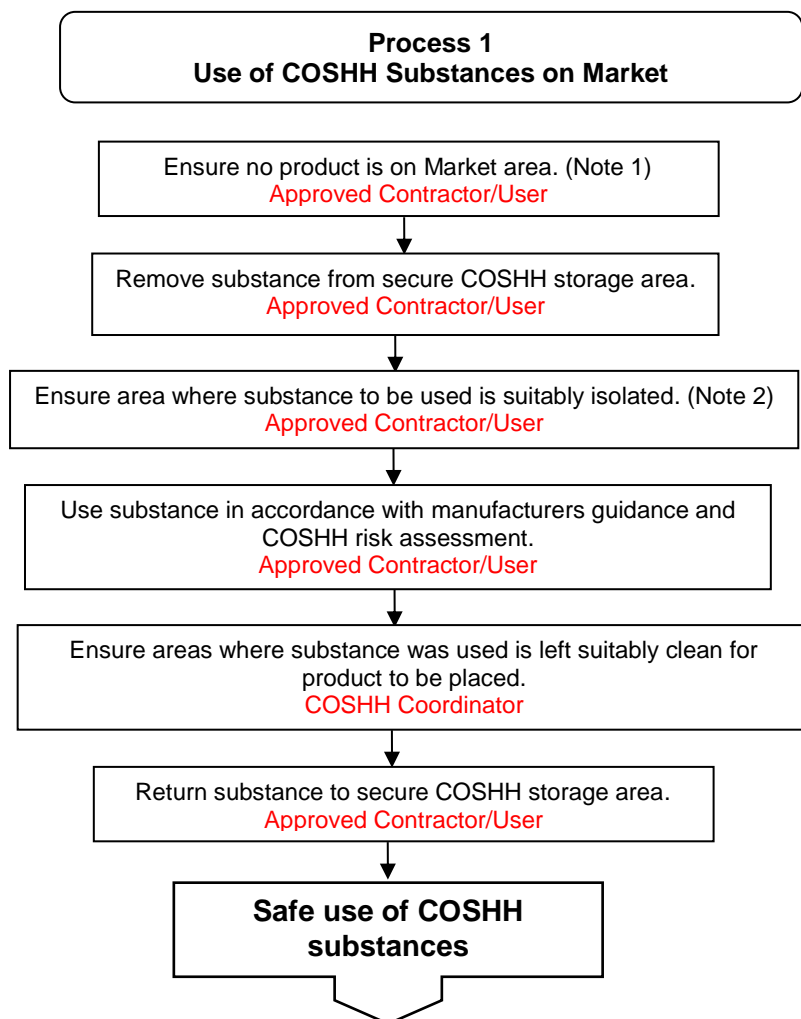
Instructions - COSHH

COSHH requirements:

- All COSHH substances must be stored in an approved area of the Market.
 - SSA/LPA/SIC stores.
 - Cleaners' cupboard.
- A COSHH risk assessment folder must be held on site for all COSHH substances in storage. This folder must include all safety data sheets.
- Areas storing COSHH substances must be kept locked and have restricted access.
- COSHH substances may only be taken onto/used on the Market by Approved Contractors and Users who have received specific approval to do so. Any permissions shall be recorded on R-LK/SC-MM-003 Register of Approved Suppliers, Contractors and Users.

Instructions – Process 1: Use of COSHH Substances on Market

Responsible Person in **RED**



Notes:

Note 1: No COSHH substances are permitted onto Market areas when product is present. Transportation of substances through an area holding product should be avoided wherever possible but if necessary, it must be in a suitable sealed container only.

Note 2: Where necessary areas should have access restricted to prevent others coming into contact with substances.

14. Wood Control Procedure

P-LK/SC-MM-005 Wood Control procedure.

Purpose

To prevent the foreign body contamination of product by wood.

Instructions – Wood Control

The use of wood within the Market is strictly limited to wooden pallets used for palletisation of product prior to dispatch.

Wooden pallets may only be brought onto the Market immediately prior to dispatch operations.

Pallets must be good quality and visibly clean.

Any broken pallets, or parts of such, must be removed from the Market and harbour area by the owner/user.

No storage of pallets is permitted within or around the Market (with the exception of approved plastic landing pallets).

Daily visual inspection for presence of unauthorised wood, unsuitable pallets and wood breakages shall be undertaken by Market Personnel and recorded on F-LK/SC-001 Daily Check Form.

15. Glass and Hard Plastic Control Procedure

P-LK/SC-MM-006 Glass and Hard Plastic Control procedure.

Purpose

To prevent the foreign body contamination of product by broken glass or hard plastic.

Instructions – Glass and Hard Plastic Control

A Register of Glass and Hard Plastic (R-LK/SC-MM-002) shall be maintained detailing all items of glass and hard plastic contained within areas of the Market where product may be present.

No glass or fragile/small plastics items may be taken onto the Market floor area. This includes for example:

- Bic type plastic pens.
- Glass drinking bottles.

Eyeglasses are permitted but must be in good condition.

Daily visual inspection of the integrity of items recorded on R-LK/SC-MM-002 Register of Glass and Hard Plastic, and for the presence of unauthorised glass or hard plastic items, shall be undertaken by Market Personnel and recorded on F-LK/SC-001 Daily Check Form.

16. Metal Control Procedure

P-LK/SC-MM-007 Metal Control procedure.

Purpose

To prevent the foreign body contamination of product by metal.

Instructions – Metal Control

No small metal items may be taken onto the Market floor area. This includes for example:

- Exposed jewellery.
- Screws, nuts, bolts, etc. unless part of a controlled maintenance process.

All plant and equipment on the Market must be subject to planned preventative maintenance programmes, to reduce the likelihood of breakages which may produce metal contaminants. (Details of planned preventative maintenance programmes can be found within the relevant evidence held on file by the Harbour Authorities as part of the Approved Suppliers, Contractors and Users procedure.)

When repairs following a breakdown are necessary, wherever possible the plant shall be removed from the Market area. Where this is not possible/practical, repairs shall take place when no product is present, with a suitable post repair clean down undertaken.

Daily visual inspection for presence of metal contaminants shall be undertaken by Market Personnel and recorded on F-LK/SC-001 Daily Check Form.

17. Temperature Control Procedure

P-LK/SC-MM-008 Temperature Control procedure.

Purpose

To ensure that accurate and appropriate temperature control is maintained within the Market.

Instructions – Temperature Control

Market temperatures will be maintained between 0°C and 4°C whenever product is on the Market.

All chilled Market area temperatures are maintained using a continuous monitoring control system, under the operational control of the Market owners. An electronic record of temperatures shall be maintained on the system.

The system highlights whenever the temperature within these areas exceeds preset limits and sends an electronic alert to Market Personnel.

All out of specification alarms shall be examined.

All corrective actions shall be documented on F-LK/SC-001 Daily Check form.

All Market Users should try and reduce the time that external doors are open as this will assist with maintaining temperatures within the correct range.

Temperature records are maintained by the refrigeration system.

An additional daily check of the temperature of bays in use shall be undertaken by Market Personnel using a standalone temperature reader and recorded on F-LK/SC-001 Daily Check Form.

18. Waste Handling and Disposal Procedure

P-LK/SC-MM-009 Waste Handling and Disposal Procedure.

Purpose

To ensure that appropriate and effective waste disposal is maintained both within and out with the Market.

General

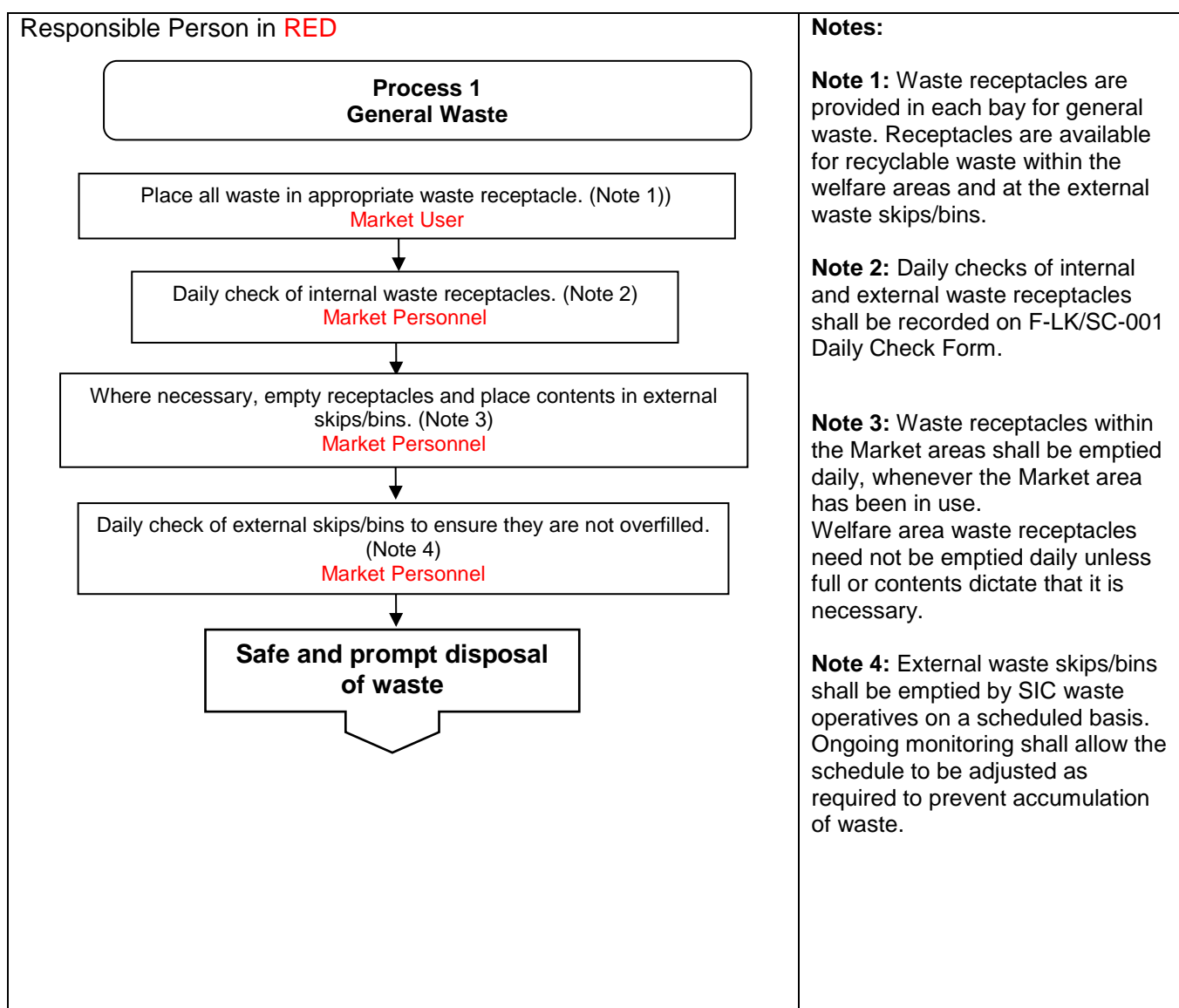
Waste shall include operational waste such as consumables, damaged fish boxes/pallets, etc. and product such as discard landings and contaminated product.

Vessels that have landed any discard product are required to provide written documentation - Commercial Document (see Appendix 4) - to clearly identify the product(s) being landed and their weight. The vessel's agent may manage this documentation on the vessel's behalf.

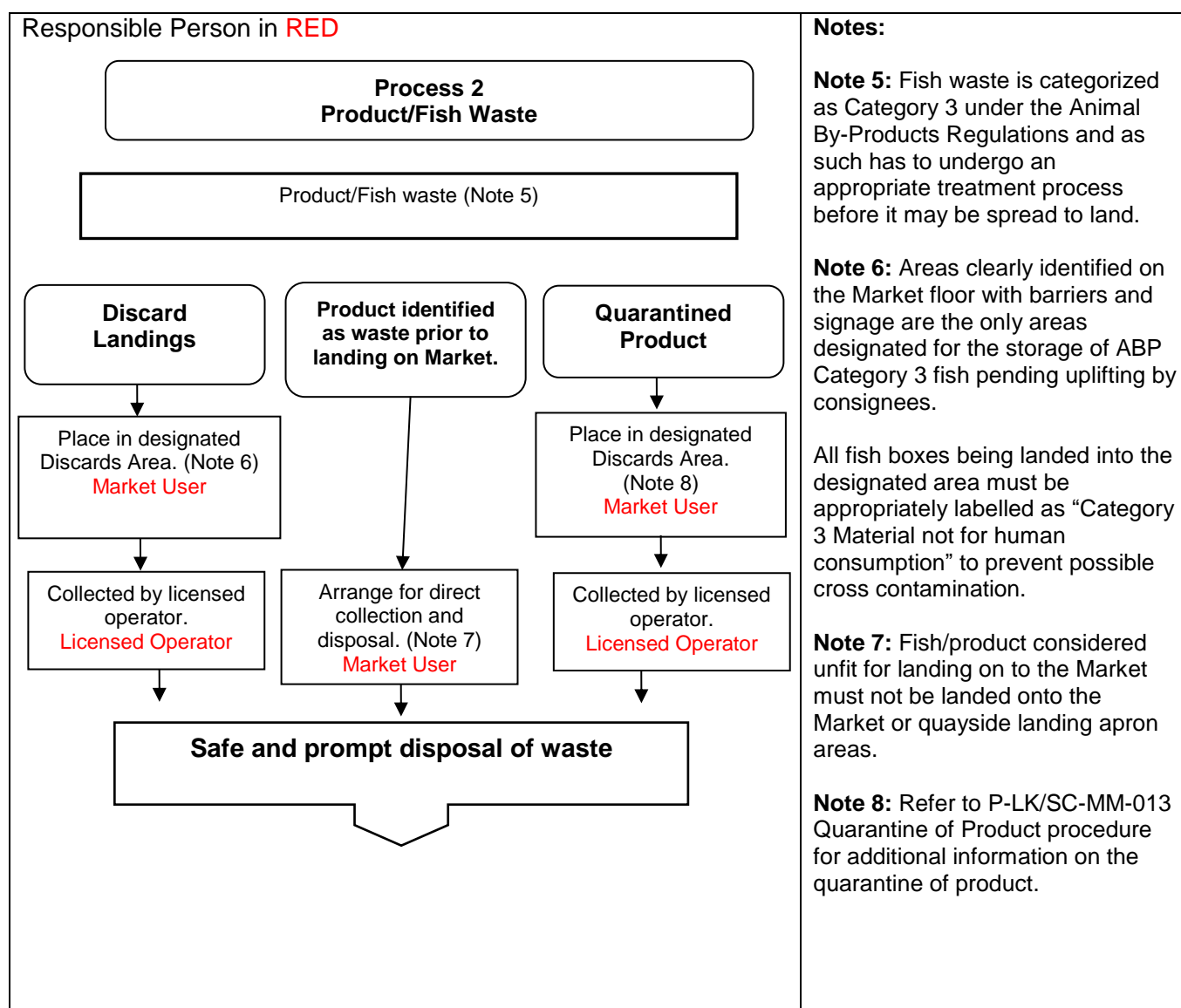
The Commercial Document will be completed in triplicate. Copies shall be retained as below:

- One by the vessel.
- One by the relevant Harbour Authority.
- One by the consignee that collects/uplifts the ABP Category 3 fish.

Instructions – Process 1: General Waste



Instructions – Process 2: Product/Fish Waste



19. Pest Control Procedure

P-LK/SC-MM-010 Pest Control procedure.

Purpose

To ensure that appropriate and effective pest control is maintained both within and out with the Market.

General

The presence of rodents, insects and other animals is not allowed in any area of the Market.

Pest control shall be provided by a suitable and competent contractor, with a regular agreed number of site visits, based on historical pest control records, and ongoing findings.

Each visit will be a documented review of site activity with a mechanism for capturing improvement recommendations and recording their completion. The contract will cover all appropriate pests across the entire site and will be administered by the Harbour Authorities.

Pest control plans for each Market have been developed following advice from the pest control contractor, results of previous pest control programmes, and from visual inspections as part of GMP.

In addition to the external pest control processed, Market Users shall support pest control by complying with the following steps:

- Deny access to pests.
- Only use reputable suppliers for all deliveries and transportation requirements.
- Refuse deliveries or transportation vehicles that have signs of pest infestation.
- Minimise the time that external doors are left open.
- Where thermal door curtains are in place, do not tie them back.
- Keep all exterior openings closed tightly whenever not in use.
- Check doors for proper fit as part of the regular cleaning schedule.
- Report any signs of pests to the Harbour Authority.
- Report any openings, cracks, broken seals or other opportunities for pest infestation to the Harbour Authority.
- Dispose of refuse quickly and correctly.
- Keep refuse containers clean, in good condition, and tightly covered in all areas, both indoor and outdoor.
- Maintain cleaning regimes.

Instructions – Pest Control Scalloway

Scalloway Market – Pest Control Plan

Contractor: SIC Pest Control section.

Routines Visits: 12 scheduled throughout the year.

Additional Visits: Scheduled as required.

Reports: Held on file and available for review upon request.

Instructions – Pest Control Lerwick

Lerwick Market – Pest Control Plan

Contractor: Rentokil.

Routine Visits: 8 scheduled throughout the year.

Additional Visits: Scheduled as required.

Reports: Held on file and available for review upon request.

20. Allergen Control Procedure

P-LK/SC-MM-011 Allergen Control Procedure.

Purpose

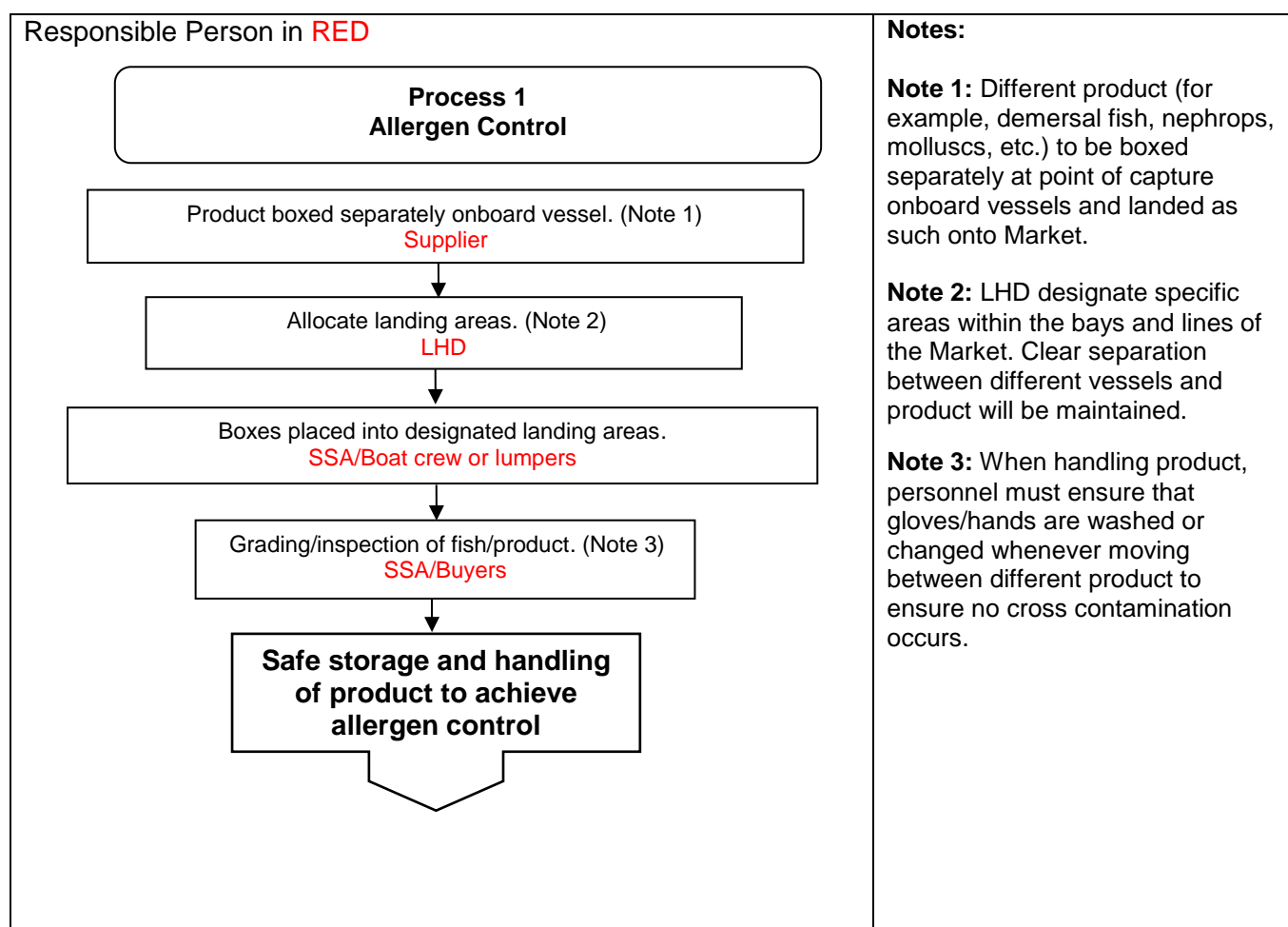
To ensure precautions are taken to prevent allergic reaction, or product contamination by products that are classified as allergens.

General

Product found on the Market may include any of the products detailed in Section 5 of this manual. Given that crustaceans (such as prawns, crabs and lobsters), fish and molluscs (such as mussels and oysters) are included on the list of 14 allergens from Regulation (EU) No 1169/2011, the following steps must be taken to ensure these products are adequately controlled.

All persons entering the Market are made aware at induction that allergens may be present.

Instructions – Process 1: Allergen Control



21. Labelling Procedure

P-LK/SC-MM-012 Labelling Procedure.

Purpose

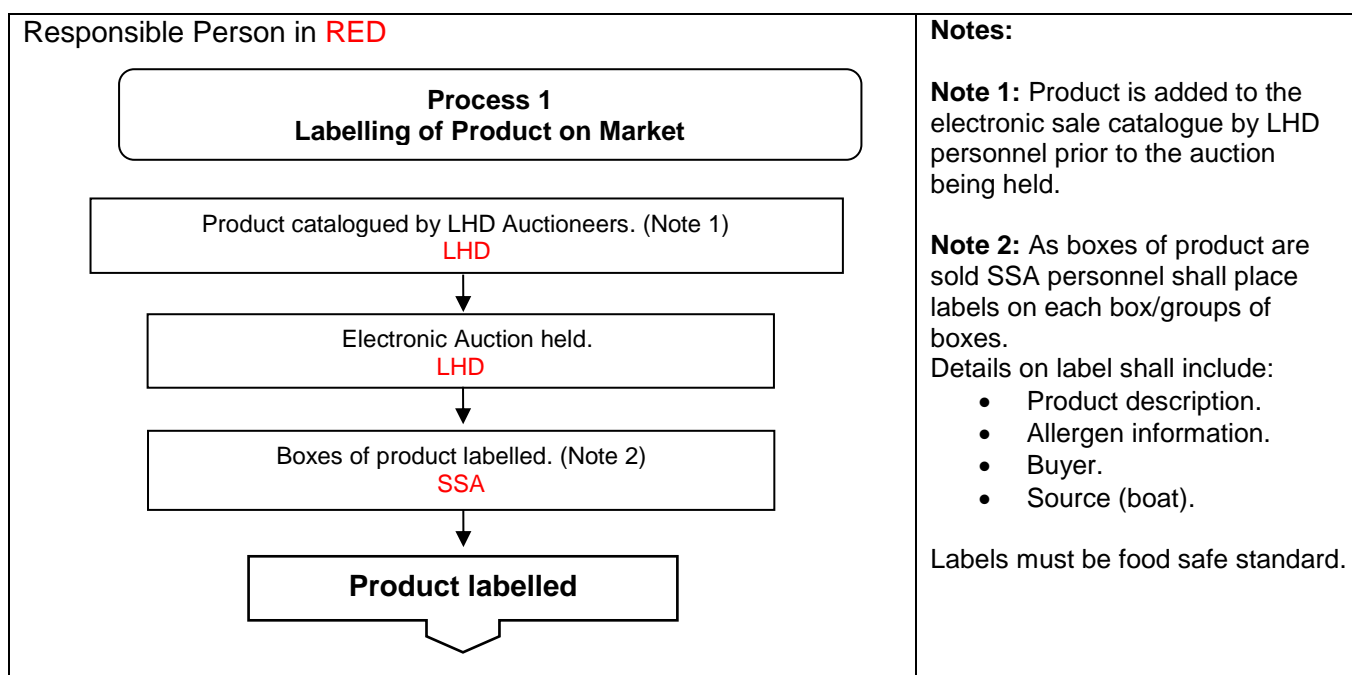
To ensure that all product is appropriately labelled to meet Marine Scotland and Food Standards Scotland requirements.

General

Landing labelling requirements are currently compliant via a derogation applied locally by Marine Scotland. The data provided by the electronic sales catalogue is deemed sufficient.

Labelling by buyers/sellers must provide sufficient information for the product such that the correct allergen information in line with 'The Food Safety Act 1990(a)' and 'The Fish Labelling (Scotland) Regulations 2013' are met.

Instructions – Process 1: Labelling of Product on Market



22. Quarantine of Product Procedure

P-LK/SC-MM-013 Quarantine of Product procedure.

Purpose

To ensure product that has been identified as unsuitable due to food safety reasons does not enter the food chain.

General

Product may require to be placed under quarantine for a number of reasons, for example:

- Following an Emergency Breakage incident - glass/plastic breakage.
- Following a chemical spill.
- Suspicion of poor quality.
- Where product is spilled on to the floor.

Instructions – Quarantine of Product

Should product be identified as unfit for human consumption it shall immediately be quarantined to prevent it entering the food chain or causing further contamination to other product.

Product shall be moved to the area designated for Discarded Fish with additional labelling applied stating the reason for its quarantine.

Where it is not possible to move the offending product, due to the risk of harm to other product on the Market, the product will be clearly identified and enclosed by barriers. If required, unaffected product should be removed to reduce the chance of contamination.

Disposal of quarantined product shall be as detailed in P-LK/SC-MM-009 Waste Handling and Disposal Procedure.

Any area of the Market which has been subject to quarantine must be thoroughly cleaned by Market Personnel prior to being brought back into use.

All situations requiring the quarantine of product should be treated as an incident and should be reported to the relevant Harbour Authority as per P-LK/SC-MM-014 Emergency Incident Procedure.

23. Emergency Incident Procedure

P-LK/SC-MM-014 Emergency Incident procedure.

Purpose

To ensure that arrangements are in place to facilitate a timely response to an emergency scenario.

General

Market Users are responsible for ensuring that emergency and first aid provision, including first aiders, is adequate for all persons under their control.

A first aid kit is stored:

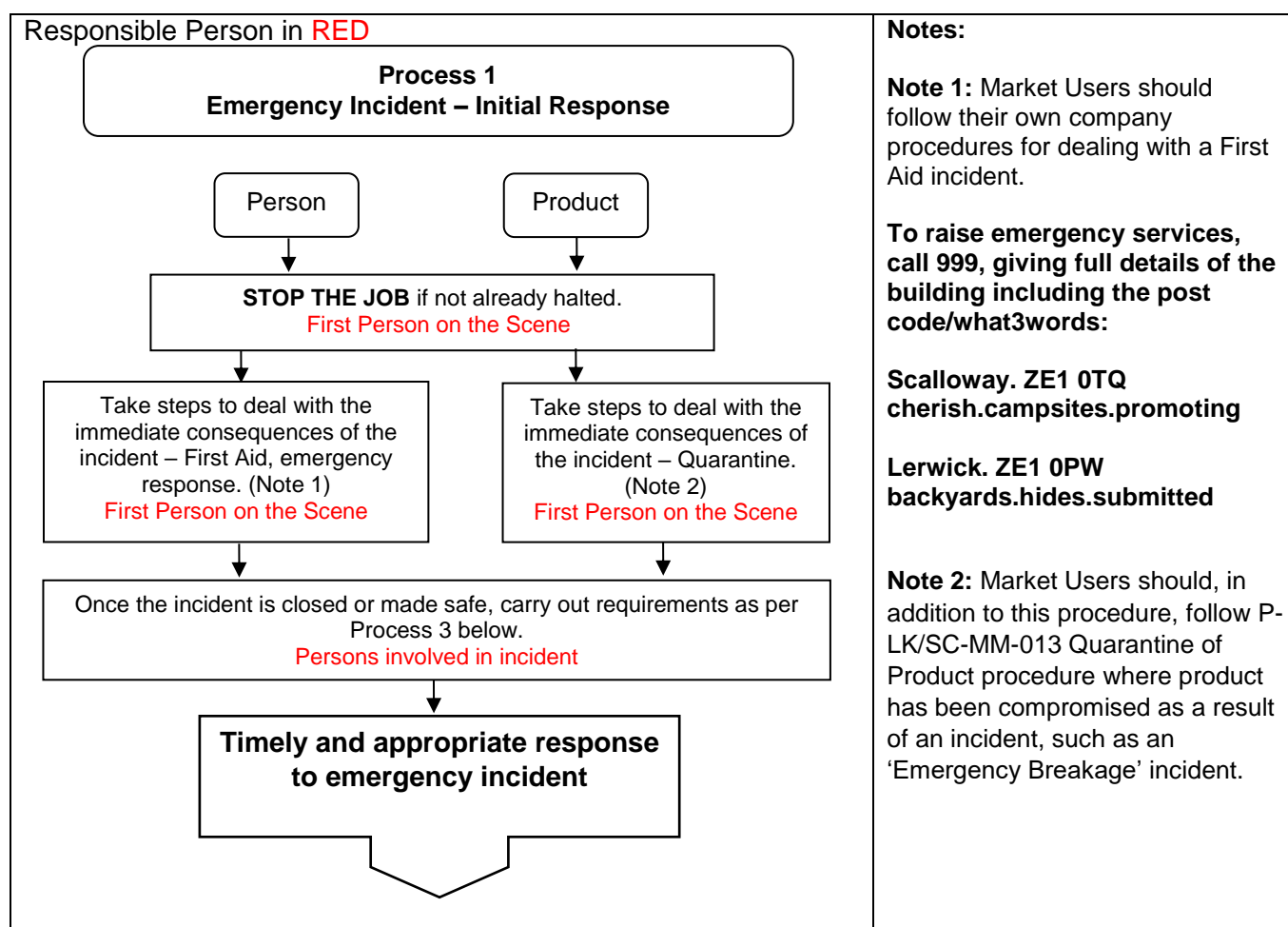
- Scalloway - Apron and Boot Wash area.
- Lerwick – Canteen area.

Emergency exits are for emergency use only.

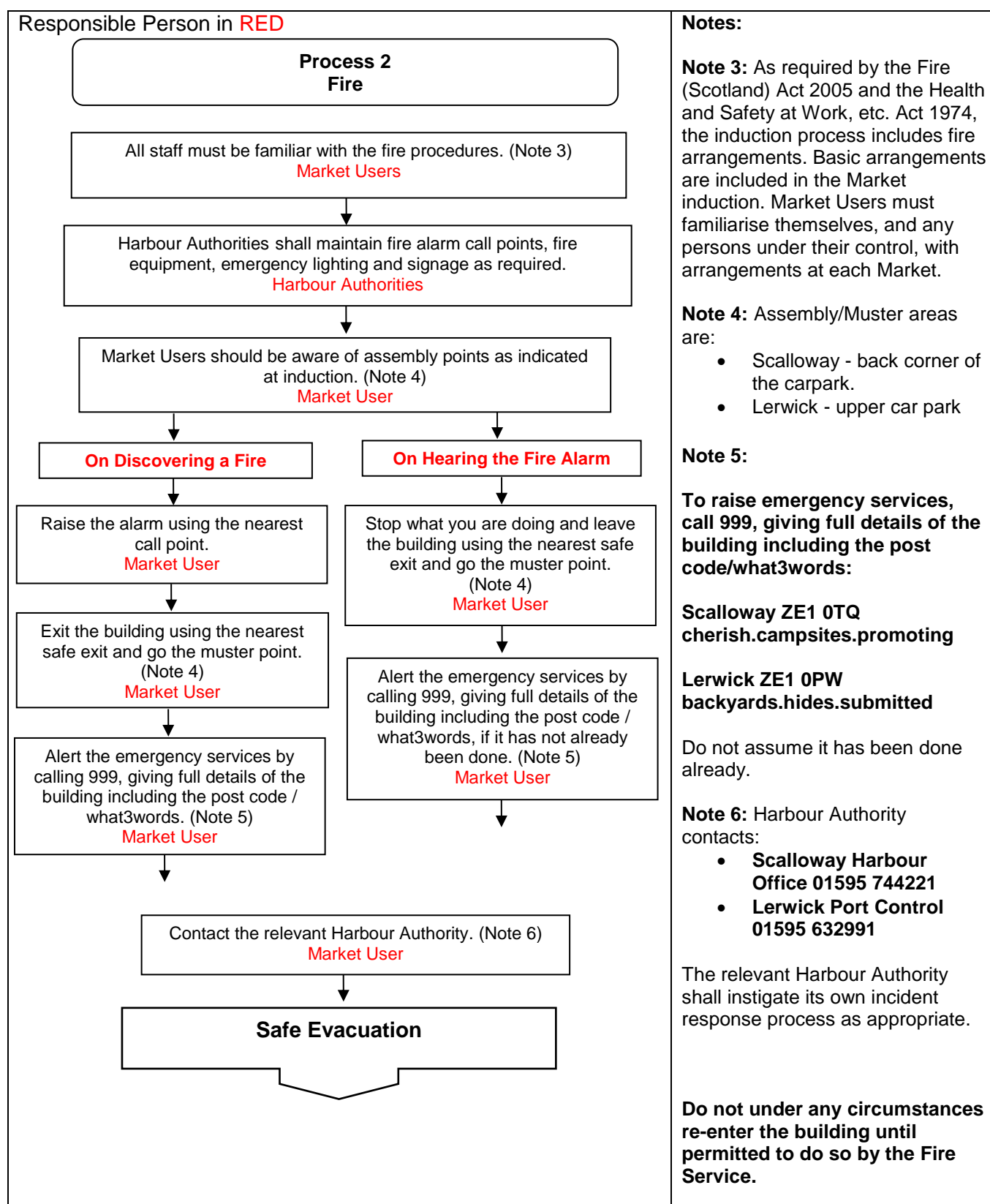
All accidents, incidents or near misses must be reported to the relevant Harbour Authority using the process detailed below.

All situations requiring the quarantine of product should be treated as an incident.

Instructions – Process 1: Emergency Incident – Initial Response



Instructions – Process 2: Fire



Instructions – Process 3: Incident, Near Miss Reporting and Investigation

Responsible Person in **RED**

Process 3 Incident, Near Miss Reporting and Investigation

Once the incident or near miss is closed or made safe, and if you have not done so already, contact the relevant Harbour Authority. (Note 7)
Market User

Record the details of all accidents in the appropriate Accident Book. (Note 9)
Injured person/Representative

Emailed Incident/Near Miss Report reviewed by the Harbour Authority. (Note 8)
Harbour Authority

The Harbour Authority shall review the report and determine whether an investigation is required.
Harbour Authority

Investigation required.

No investigation required.

The Harbour Authority shall carry out an investigation as per their own internal procedures. (Note 10)
Harbour Authority

The Harbour Authority shall share incident report with the MUMT.
Harbour Authority

The Harbour Authority shall share the findings of the incident investigation report with MUMT, including any recommendations.
Harbour Authority

The MUMT shall agree any corrective actions and instruct Market Users accordingly. (Note 11)
MUMT

Incident investigated and corrective actions in place

Notes:

The purpose of this process is to prescribe the notification method to report an accident, incident, or near miss and the subsequent investigation process. Accidents/incidents can relate to both health and safety, product safety, and environmental matters. Not all may actually result in an injury or ill health, or harm to product or environment, but all **MUST** be reported as described in this procedure.

Note 7: An initial telephone call should be made on:
Scalloway Harbour Office - 01595 744221 OR
Lerwick Port Control - 01595 692991.
This should be followed by a report of the incident or near miss which must be emailed to the relevant Harbour Authority on:
scalloway.harbour@shetland.gov.uk OR
info@lerwick-harbour.co.uk OR
Use the iPad at either Market and report via the link.

Note 8: Report reviewed in accordance with relevant Harbour Authority procedures.

Note 9: Market Users should complete their own employer's accident book. Market Users are responsible for complying with RIDDOR requirements where applicable.

Note 10: All Market Users are required to cooperate with any investigation and to make themselves available for interview if required.

Note 11: The MUMT shall put in writing any corrective actions required following the incident investigation.

24. Audit and Control of Non-conformances Procedure

P-LK/SC-MM-015 Audit and Control of Non-conformances procedure.

Purpose

To ensure that all requirements of this Manual, the HACCP plan for each Market, and the induction are being met.

General

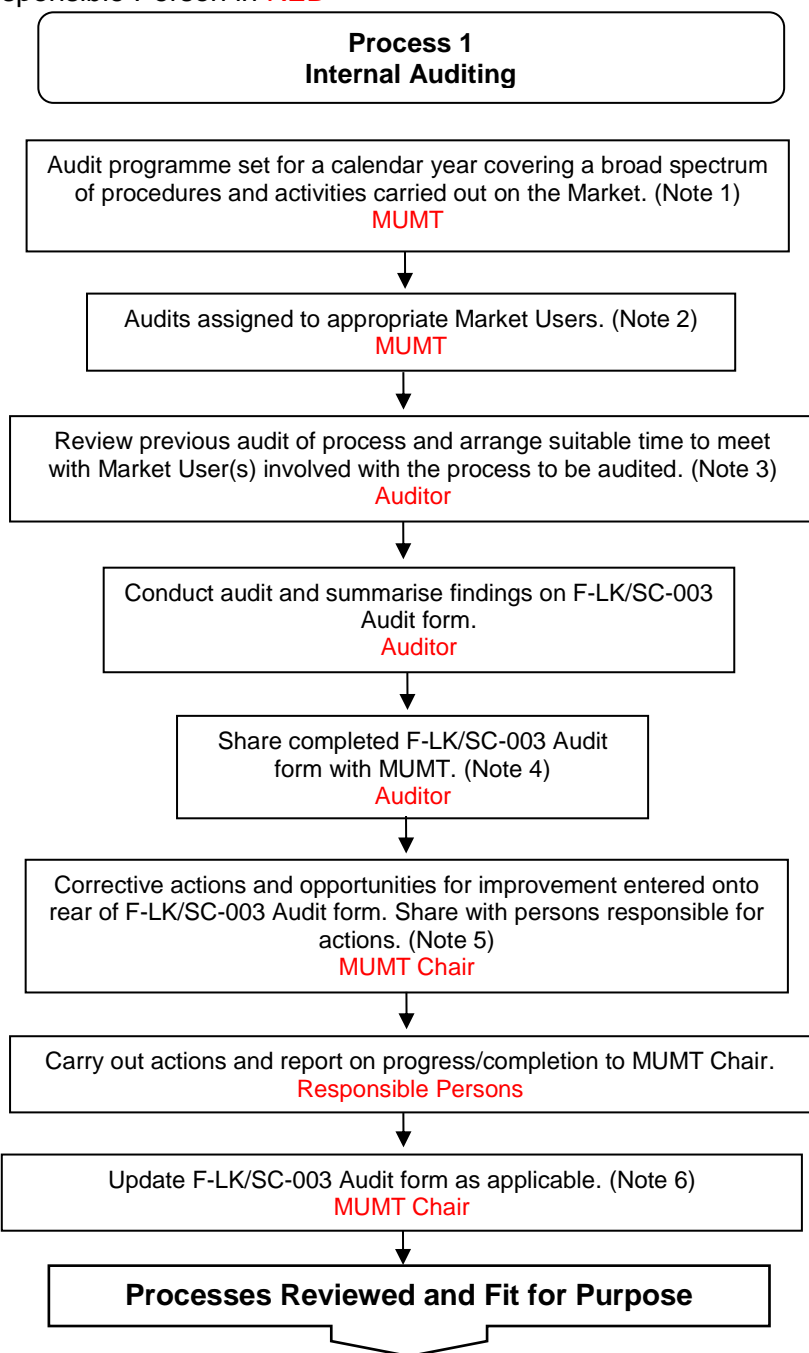
A programme of internal audit has been produced covering procedures and processes that may impact on legal compliance, quality, environmental, safety issues, and the HACCP.

Internal audits shall identify strengths, non-conformances and opportunities for improvement in Market systems.

Internal audits should be carried out by competent persons who are appropriately trained and will, wherever possible, not audit areas under their control/responsibility.

Instructions – Process 1: Internal Auditing

Responsible Person in **RED**



Note: Good Management Practice (GMP) audits are carried out on a monthly basis and recorded on F-LK/SC-004 GMP Audit Check from.

Note 1: When setting the audit programme for the year, the MUMT should consider the findings of previous audits, incident reports, customer complaints, etc.

Note 2: Audit personnel should be drawn from a cross sector of the MUMT to provide a wide range of experience to the process. Each member of MUMT shall provide one person who can carry out an audit per year.

Note 3: Before starting an internal audit, review past audits, note indications of possible problem areas and items, if any, that were identified for corrective action in a previous audit. Market Users are required to make themselves available for audit, within 14 days of request.

Note 4: F-LK/SC-003 Audit form should be sent to the Harbour Authority and Chairman of MUMT. MUMT Chair shall share findings with MUMT at regular meetings.

Note 5: Where required, corrective actions will be time bound and assigned to an organisation/person.

Note 6: Corrective actions will be verified as adequately complete prior to close out.

Internal Audit Programme

Audit Process	Scope/Description	To be undertaken	Auditing Organisation
Good Management Practice	<ul style="list-style-type: none"> • Review accurate completion of daily check forms, monthly checks, close out of actions, etc. • Observe daily check process. • Observe general GMP in the Market and record observations. • Plant maintenance is conducted where required. • Review Allergen control – signage, labelling, segregation of product. 	Jan/Feb	SIC/LPA to audit each other
Cleaning and Control of Chemicals (COSHH)	<ul style="list-style-type: none"> • Review accurate completion of cleaning records. • Observe a period of cleaning process and compare to procedure. • Check storage of chemicals as per COSHH procedure, etc. • Sample check of Safety Data Sheets against items in storage. • Check signage appropriate for storage 	Mar/Apr	Buyers' Rep
Hygiene – of Market, personnel and PPE	<ul style="list-style-type: none"> • Review hygiene reports and confirm conducted as per schedule. • Observe hygiene testing process and compare to procedure. • Observe hand washing, use of boot wash, etc. • Review cleanliness/state of repair of PPE worn. • Check waste disposal carried out as per manual. 	May/June	SSA
Product Safety	<ul style="list-style-type: none"> • Observe whether boxes are iced. • Review glass/hard plastic control – see daily checks, register, observation. • Review wood control – see daily checks, observation. • Review temperature control – daily checks, system reports, carry out temperature test. • Review Pest Control records. • Control of discards. 	July/Aug	SFA

	<ul style="list-style-type: none"> • Review Quarantine process. 		
Health and Safety	<ul style="list-style-type: none"> • Observe general Market operations and review against Safe Working Practices as per Market Manual. • Check PPE worn and in suitable condition. • Review storage and use of chemicals. • Check emergency exits operational and clear. • Review emergency lighting and alarm check records. • Review Emergency Incident process – any examples of when used. 	Sept/Oct	LHD
Induction, control of visitors/users	<ul style="list-style-type: none"> • Review induction records including visitor process. • Review Register of Approved Suppliers, Contractors and Users. • Conduct sample check of persons on Market against Register of Inducted Persons. • Are Visitors inducted, wearing PPE and accompanied? • Check if plant on Market registered and approved. 	Nov/Dec	Buyers' Rep

25. Approved Suppliers, Contractors and Users Procedure

P-LK/SC-MM-016 Approved Suppliers, Contractors and Users procedure.

Purpose

To ensure that all Suppliers, Contractors and Users whose goods/services/operations have the potential to impact on the health, safety, legal, and quality requirements of the Markets, operate to the standards required by MUMT.

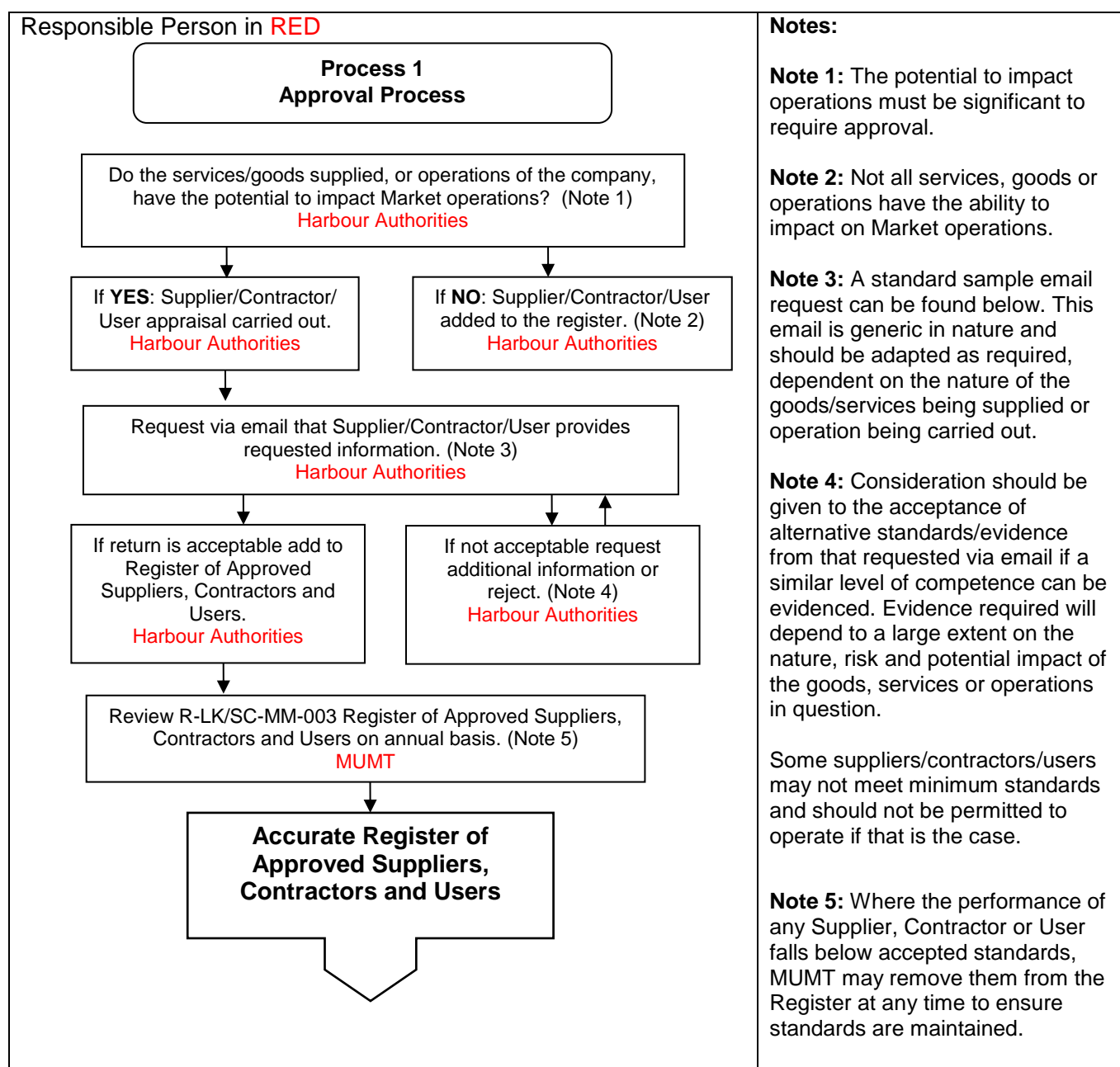
General

All direct Suppliers, Contractors and Market Users must be recorded on R-LK/SC-MM-003 Register of Approved Suppliers, Contractors and Users prior to operating on, or supplying goods/services to the Market.

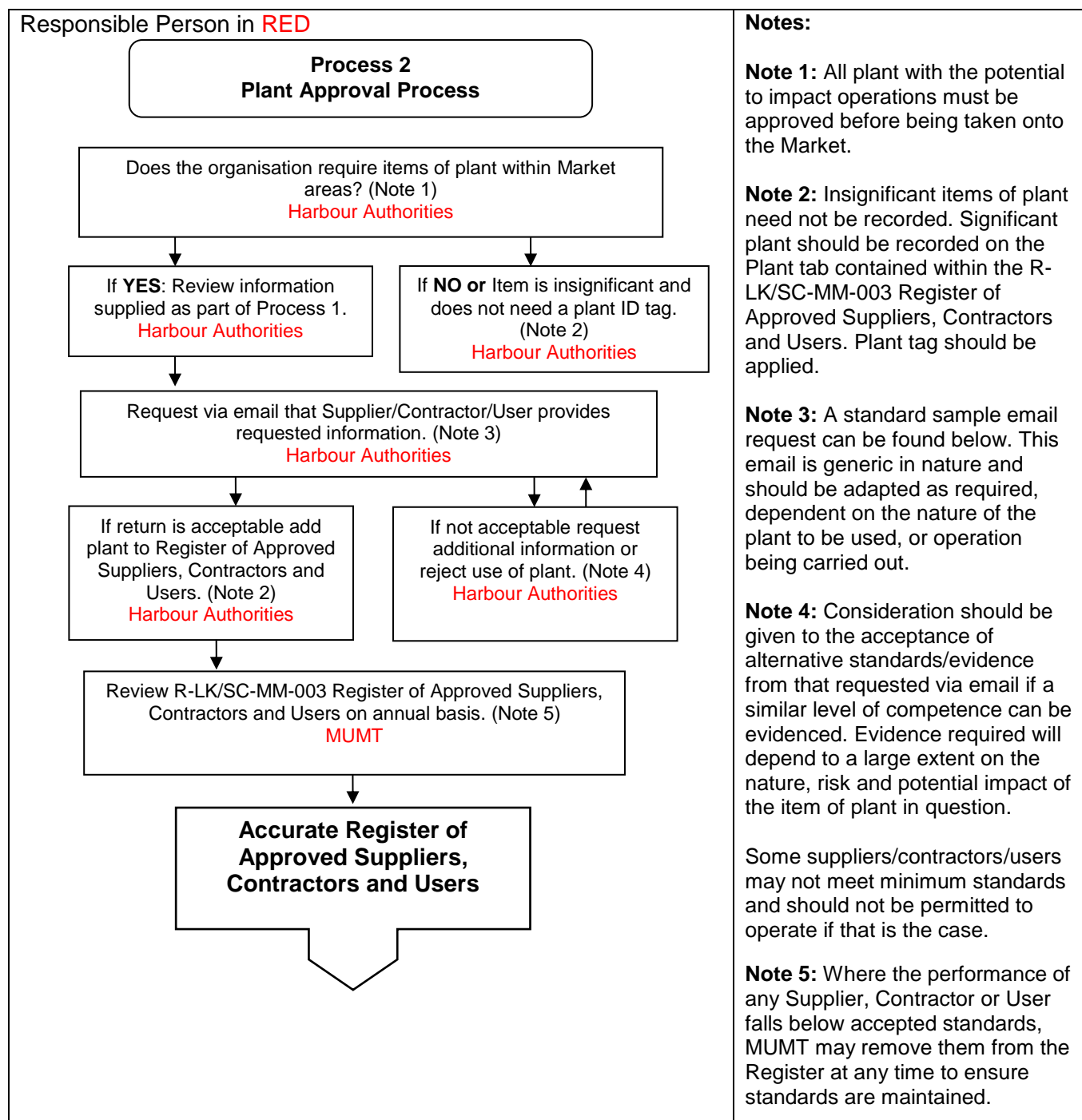
Fishing vessels are approved by virtue that they are registered fishing vessels.

Evidence held on file for approved direct Suppliers, Contractors and Market Users shall include, for example, preventative maintenance programmes, approved plant as well insurance details, health and safety policy statement, etc.

Instructions – Process 1: Approval Process



Instructions – Process 2: Plant Approval Process



Approved Suppliers, Contractor and User - Request Email

Shetland Fish Markets

Approved supplier/contractor/user email request

In order to add you/your organisation to the Register of Approved Contractors, Suppliers and Market Users, we need to have some documentation from you/your organisation to provide assurance that all parties meet the minimum legal, regulatory and HSEQ standards required for the markets to succeed.

Please forward details of any relevant documentation (examples below) so that your details may be recorded on the register:

- ISO certificates
- Health & Safety Policy Statement
- Environmental Policy statement
- Quality Policy statement
- Insurance certificates
- Any specific certification in relation to your service
- RAMS, procedures, etc. if applicable
- Records of LOLER inspections, planned maintenance, cleaning schedules, etc. for any plant that may be used
- Details of any specific training for personnel.

Also, please find attached the Shetland Fish Markets manual and the HACCP for each market. The policies, procedures and guidelines contained within the manual must be complied with at all times.

All individuals requiring access to the markets must undergo an induction prior to entering either market.

Thank you for your help and please get in touch if there are any issues/questions.

Many thanks

26. Hygiene Evaluation Audit Programme and Methodology

P-LK/SC-MM-017 Hygiene Evaluation Audit Programme and Methodology.

Purpose

To ensure that Market cleaning programs are fit for purpose and that required hygiene levels are being achieved.

General

The Hygiene Evaluation Audit Programme is set given previous experience, expert knowledge and the results of ongoing testing. The programme may be adapted as necessary following the production of results which indicate a requirement to change focus.

Instructions – Surface Swabbing

HOW TO TAKE SURFACE SWABS – SSQC GUIDELINES

Swabs provided by SSQC contain Letheen Broth. Letheen Broth should be used, in hygiene swabbing protocols, where it is necessary to neutralise quaternary ammonium compounds.

- Surface swabs are normally taken following cleaning operations to monitor / verify the standard of cleaning.
- Clearly label each swab with the code for the area where the swab has been taken.
- A separate swab must be used for each sample.
- The cap should be twisted to break the seal and the swab removed taking care only to handle the cap so as not to contaminate the swab.
- Where using swabs supplied by SSQC, these should be stored within the fridge until required.
- Swab an area 10cm x 10cm whilst ensuring the entire surface of the swab is used.
Note: If the area to be swabbed is smaller than 10 cm x 10 cm, swab the entire surface, e.g. both sides of a knife blade.
- Following sampling replace the swab into the container making sure it does not come into contact with another surface, as this will mean that the swab must be rejected and redone.
- Swabs should be delivered to the SSQC laboratory within 4 hours of sampling. If the samples are not being delivered straight after taking then they should be stored in the fridge but must be analysed within 24 hours.
- Swabs must be delivered accompanied with a completed SSQC sample request form.
- Sample request forms are available by emailing Microlab@ssqc.co.uk

Instructions – Water Sampling and Transport

WATER SAMPLING AND TRANSPORT TO THE LABORATORY

This is a very important part of the process - if a sample is incorrectly taken it can give a false result or one which does not truly reflect the state of the water at the time of sampling.

- 1) Sample bottles are closed sterile containers and must remain so until it is time to take the sample.
- 2) When the top is removed never touch the inside of the top or the neck of the bottle.
- 3) Never rinse the bottle before taking a sample.
- 4) Let the water run freely for at least 2 minutes before sampling.
- 5) Hold the container near the base and fill the bottle to the mark. Do not allow the water to overflow from the bottle. Always leave an air gap of at least 1cm between the water sample and the lid.
- 6) Replace the cap and tighten.
- 7) Always label the sample clearly with permanent ink - include the **date, time and sample source as a minimum.**
- 8) Where possible place the sample in a cool box and deliver to the Laboratory for analysis as soon as possible. Analysis needs to be carried out within 24 hours.

Lerwick – Swabbing and Sample Points

	Area To Be Swabbed/Sampled	Q1	Q2	Q3	Q4
1	Interior wall surfaces - all bays 1-4				
2	Seaward door surfaces and handles - all bays 1-4				
3	Dispatch door surfaces and handles - all bays 1-4				
4	Dividing door surfaces and handles - all bays				
5	Fishermen's entrance and washing area and boot wash				
6	Interior doors surface, handles, contact plates - all areas				
7	Market door operating switches				
8	Plant wash down area floor and walls				
9	Drains – all bays 1-4				
10	Fish Market floor surfaces – all bays 1-4				
11	Hoses and hose bins, connections and switches				
12	Water samples male shower				
13	Water samples female shower				
14	Water samples drying room apron wash				
15	Boot rack				
16	Glove rack				
17	Boot scrub				
18	Oilskin/apron wash				
19	Boots				
20	Gloves				
21	Oilskins				
22	Market Handwash area - sink surfaces				
23	Soap dispensers				
24	Pallet toes				
25	Pallets				
28	Fish boxes - LHD				
29	Ice bin - LHD				
30	Water samples – sinks and hose points				
31	Scoops, shovels, box hooks				
32	Smart tablets				
33	Scales				

Key

	Salmonella
	TVC 30, Coliforms, Staph and Pseudomonas
	Listeria spp
	TVC 22 and 37, Coliforms and E-coli
	Legionella

Verification of Results

Environmental Swabs

	Analyte	Pass	Action	Borderline	Action	Fail	Action
Stick Swab Leethen	TVC	<50 cfu/swab	None Required	50-500 cfu/swab	Re-clean	>500 cfu/swab	Re-clean and re-swab
	E-coli	<10 cfu/swab		10-20 cfu/swab		>20 cfu/swab	
	Coliforms	<10 cfu/swab		10-50 cfu/swab		>50 cfu/swab	
	Pseudomonas	<50 cfu/swab		50-500 cfu/swab		>500 cfu/swab	
	Staph	<20 cfu/swab		20-50 cfu/swab		>50	
Stick swab dry	Listeria spp	Not detected/ Swab		N/A	N/A	Detected/ Swab	
Stick swab dry	Salmonella spp	Not detected/ Swab		N/A	N/A	Detected/ Swab	

Water Samples

	Analyte	Pass	Action	Borderline	Action	Fail	Action
WATER	TVC 22	Monitoring for trends only no action required unless TVC levels are >300cfu/ml					
	TVC 37						
	Coliforms	<1	None			>1	retest
	E-coli	<1	None			>1	retest
	Legionella	<100 cfu/1000ml	None	100 to 1000 cfu/1000ml	Re-clean	>1000 cfu/1000ml	Re-clean and re-test

Scalloway – Swabbing and Sample Points

	Area To Be Swabbed/Sampled	Q1	Q2	Q3	Q4
1	Interior wall surfaces - bay 1-2				
2	Seaward door surfaces and handles - bay 1-2				
3	Dispatch door surfaces and handles - bay 1-2				
4	Dividing door surfaces and handles				
5	Fishermen's Market entrance boot wash and washing area				
6	Interior door surfaces, handles, contact plates - all areas				
7	Market door operating switches				
8	Drains - bay 1-2				
9	Fish Market floor surfaces - bay 1-2				
10	Hoses, connections and switches				
11	Water samples sinks and hose points				
12	Drying room racks				
13	Boots				
14	Oilskins				
15	Gloves				
16	Oilskin/apron wash				
17	Boot scrub				
18	Sink surfaces				
19	Soap dispensers				
20	Pallet toes				
21	Pallets				
23	Ice bins - LHD				
24	Fish boxes - LHD				
25	Scoops, shovels, box hooks				
26	Scales				
27	Welfare area - floor, work surfaces				

Note: Water sampling is undertaken in-house.

Key

	Salmonella
	TVC 30, Coliforms, Staph and Pseudomonas
	Listeria spp
	TVC 22 and 37, Coliforms and E-coli
	Legionella

Verification of Results

Environmental Swabs

	Analyte	Pass	Action	Borderline	Action	Fail	Action
Stick Swab Leethen	TVC	<50 cfu/swab	None Required	50-500 cfu/swab	Re-clean	>500 cfu/swab	Re-clean and re-swab
	E-coli	<10 cfu/swab		10-20 cfu/swab		>20 cfu/swab	
	Coliforms	<10 cfu/swab		10-50 cfu/swab		>50 cfu/swab	
	Pseudomonas	<50 cfu/swab		50-500 cfu/swab		>500 cfu/swab	
	Staph	<20 cfu/swab		20-50 cfu/swab		>50	
Stick swab dry	Listeria spp	Not detected/ Swab		N/A	N/A	Detected/ Swab	
Stick swab dry	Salmonella spp	Not detected/ Swab		N/A	N/A	Detected/ Swab	

Water Samples

	Analyte	Pass	Action	Borderline	Action	Fail	Action
WATER	TVC 22	Monitoring for trends only no action required unless TVC levels are >300cfu/ml					
	TVC 37						
	Coliforms	<1	None			>1	retest
	E-coli	<1	None			>1	retest
	Legionella	<100 cfu/1000ml	None	100 to 1000 cfu/1000ml	Re-clean	>1000 cfu/1000ml	Re-clean and re-test

27. Induction Programme

All Market Users, visitors and contractors must undergo an induction prior to entry to the Market areas.

Full Induction

All regular users shall complete a Full Induction, either the Fisherman or General induction. The induction is available via the iPad tablet at each Market or online.

The online version can be accessed via: <https://my.shetland.gov.uk/MyServices>.

Click on: **Marine/Air Operations**.

Click on: **Electronic Induction – Shetland Fish Markets**.

Follow on screen instructions and select either **Fisherman** or **General** in the **Induction Type** box, as appropriate.

All inductees must sign via electronic method, to confirm they understand the contents of the induction, the requirements placed upon them, and that they agree to abide by its requirements.

Details of inductees will be held on R-LK/SC-MM-001 Register of Inducted Persons which will be maintained jointly by the Harbour Authorities.

Visitor Induction

All visitors shall complete the Visitor Induction.

The induction is available via the iPad tablet at each Market or online.

The online version can be accessed via: <https://my.shetland.gov.uk/MyServices>.

Click on: **Marine/Air Operations**.

Click on: **Electronic Induction – Shetland Fish Markets**.

Follow on screen instructions and select **Visitor** in the **Induction Type** box.

All Visitors must sign via electronic method, to confirm they understand the contents of the induction, the requirements placed upon them, and that they agree to abide by its requirements.

Copies of visitor inductees' induction forms will be forwarded to their host, and held on file electronically.

28. Visitor Procedure

P-LK/SC-MM-017 Visitor procedure.

Purpose

To ensure that all visitors are appropriately inducted, and that visits, particularly of larger groups are appropriately managed to ensure compliance with all requirements of the HACCP and Markets' Manual, whilst minimising inconvenience to Market users.

General

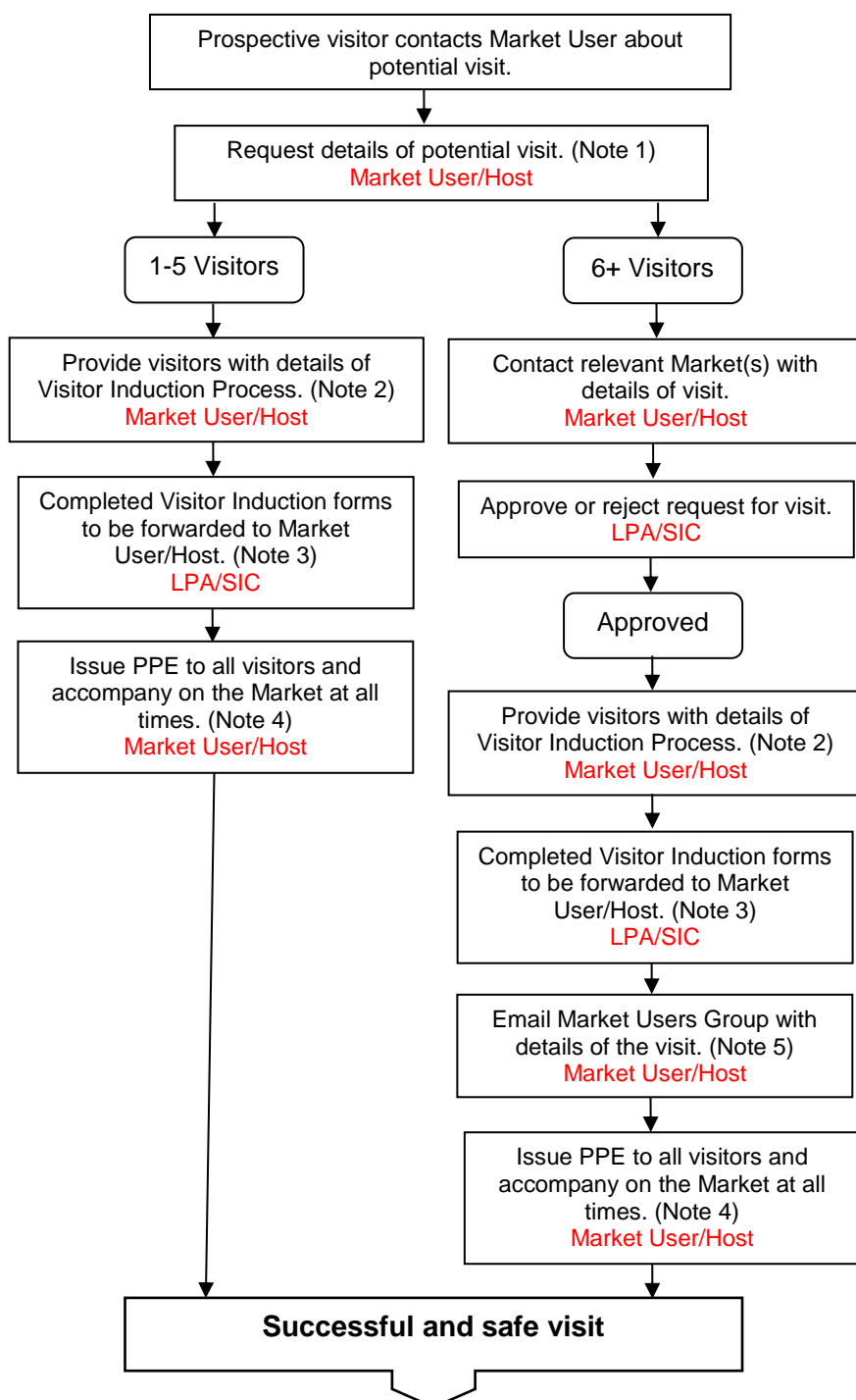
Visitors to the Markets are only permitted for business, regulatory or educational purposes.

When a visit is planned to the Market(s) the below process should be followed.

Instructions – Process 1: Visitor Management

Responsible Person in **RED**

Process 1 Visitor Management



Notes:

Note 1: Market Users/Hosts should confirm reason for visit, number of visitors expected, and desired date and time of visit.

Note 2: Market Users/Hosts should direct their visitors to complete the Visitor Induction via the process outlined in Section 27.

Note 3: Market Users/Hosts must ensure that Visitor Inductions have been completed by all visitors.

Note 4: The health and safety, as well as the conduct of visitors, remains the responsibility of the Market User/Host at all times, whilst visitors are in the Market.

Visitors shall be provided with appropriate PPE as per P-LK/SC-MM-002 PPE procedure, by their host Market User.

Note 5: Market Users Group as per MUMT membership.

29. Register of Inducted Persons

Details of inductees will be held on R-LK/SC-MM-001 Register of Inducted Persons which will be maintained jointly by the Harbour Authorities.

Details of those inducted shall be shared with the following parties in order to ensure that only inducted persons are permitted to enter the Market.

- Lerwick Port Authority.
- SIC Ports and Harbours.
- LHD.
- Shetland Seafood Auctions.

Appendix 1 – Market Users Management Team (MUMT)

Membership of the MUMT consists of representatives from:

- Blydoit Fish.
- DFDS.
- Earle Anderson.
- Island Fish Shetland Ltd.
- L Williamson Fish Sales.
- Lerwick Port Authority.
- LHD.
- Marine Scotland.
- NAFC Marine Centre.
- QA Fish.
- Shetland Fish.
- Shetland Fish Producers Organisation.
- Shetland Fishermen's Association.
- Shetland Islands Council.
- Shetland Seafood Auctions.
- Shetlands Finest.
- Simpson Fish.
- Whitelink.

Appendix 2 – HACCP Team

Members of the HACCP Team are:

- Andrew Crossan (LHD).
- Robert Nicolson (QA Fish).
- Gordon Drummond (Shetland Seafood Auctions) - Elementary Certificate in HACCP for Food Manufacturing.
- Sheila Keith (Shetland Fishermen's Association) - Elementary Certificate in HACCP for Food Manufacturing.
- Ross MacLennan (Shetland Islands Council) - Elementary Certificate in HACCP for Food Manufacturing.
- Anthony Simpson (Simpson Fish) - Elementary Certificate in HACCP for Food Manufacturing.
- Stuart Wadley (Lerwick Port Authority) - Elementary Certificate in HACCP for Food Manufacturing.
- Laurence Williamson (L Williamson).

Appendix 3 – Document Holders

Name	Company	E-mail Address	Date Issued
John Smith	Shetland Islands Council	jrsmith@shetland.gov.uk	As per document footer
Andrew Inkster		andrew.inkster@shetland.gov.uk	
Ross MacLennan		ross.maclennan@shetland.gov.uk	
Greg Maitland		greg.maitland@shetland.gov.uk	
Environmental Health		foodsafety@shetland.gov.uk	
Stuart Wadley	Lerwick Port Authority	stuart@lerwick-harbour.co.uk	
Victor Sandison		victor@lerwick-harbour.co.uk	
Brian Isbister	Shetland Fish Producers Organisation	brian@shetlandfishermen.com	
Sheila Keith	Shetland Fishermen's Association	sheila@shetlandfishermen.com	
Shetland Seafood Auctions Company	Shetland Seafood Auctions Company	accounts@shetlandauction.com	
Gordon Drummond		grading@shetlandauction.com	
Brian Spence	LHD	brian@lhdshetland.co.uk	
Gary Spence		gspence@lhdshetland.co.uk	
Andrew Crossan		andrew@lhdshetland.co.uk	
Toby Flint	Marine Scotland	Toby.Flint@gov.scot	
Chevonne Angus	NAFC	chevonne.angus@uhi.ac.uk	
Michael Humphray	SSQC Ltd	michael@ssqc.co.uk	
Margaret Williamson		margaret.williamson@ssqc.co.uk	
Ian Fullerton		ian@ssqc.co.uk	
Gideon Ward	Shetland Fish	gideon@shetlandfish.co.uk	
Hansen Black		hansen@shetlandfish.co.uk	
Anthony Simpson	Simpson Fish	anthony@simpsonfish.co.uk	
Karl Simpson		karl@simpsonfish.co.uk	
Laurence Williamson	L Williamson Fish Sales	laurence@lwilliamson.co.uk	
Robert Nicolson	QA Fish Ltd	robertn@qafish.com	
Earle Anderson	Earle Anderson	brenda.anderson01@btinternet.com	
James John Shearer	Blydoit Fish Ltd	admin@blydoitfish.shetland.co.uk	
Hamish Balfour	DFDS	haulage.shetland@dfds.com	
Alasdair MacPherson	Shetlands Finest	am@shetlandsfinest.co.uk	
James Hunter	Whitelink	jameshunter22@hotmail.com	
John Martin Tulloch	Island Fish Shetland Ltd	admin@islandfishshetland.co.uk	
Dave Parham	Handmade Fish Company	handmadefish@icloud.com	

Appendix 4 – Commercial Document

Commercial Document (Cat 3 fish)

COMMERCIAL DOCUMENT

For the transportation within the European Community of animal by-products and processed products not intended for human consumption in accordance with Regulation (EC) No. 1774/2002

1. Port of Landing	3. Carrier
Name:	Name:
Address 1:	Address 1:
Address 2:	Address 2:
Address 3:	Address 3:
Post Code:	Address 4:
ABP Approval No:	Post Code:
	Type of Vehicle:
	Vehicle Registration No:
	ABP Approval/Registration No:

2. Landing Details	4. Consignee (End Destination)
Date of Landing:	Name:
Vessel Name:	Address 1:
Vessel No:	Address 2:
Species	Address 3:
Weight of Product	Address 4:
Date Caught:	Post Code:
Where Caught:	ABP Approval No:

CATEGORY 3 MATERIAL – NOT FOR HUMAN CONSUMPTION

Appendix 5 – Samples of Forms

F-LK/SC-001 Daily Check Form (sample)

Shetland Fish Markets - Daily Check Form																															
This form must be completed daily, whenever product is present on the market																															
Month/Year: December	Date																														
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Check finding (insert at each area)	✓						X						NA							3											
Fire doors clear/open																															
Evac routes clear																															
Temperature (0-4°C)																															
Market clean																															
Soap/sanister available																															
Metal/glass/plastic/wood check																															
Boxes iced																															
PPE worn/clean																															
Personal hygiene - hands/boots																															
Internal bins																															
Toilets clean/consumables																															
External skips/bins check																															
Legionnaires control measures																															
Foul water pump control panel																															
H&V plant room																															
Other insert detail																															
Other insert detail																															
Other insert detail																															
Other insert detail																															
Checks completed by (initial)																															
Monthly Check of form/actions carried out : insert date																															
Name:											Comments:																				
Position:																															
Signature:																															
F-LK/SC-001 Version: 2024 Amendment No: 0 Dated: 01/01/2024																															

Daily Check Form - back page	
Incident/Report/Fault (include details or when/who/what reported)	Actions
	Assigned to: Target date: Date completed: Name: Signature:
	Assigned to: Target date: Date completed: Name: Signature:
	Assigned to: Target date: Date completed: Name: Signature:
	Assigned to: Target date: Date completed: Name: Signature:

F-LK/SC-001 Version: 2024 Amendment No: 0 Dated: 01/01/2024

F-LK/SC-002 Cleaning Record (sample)

Shetland Fish Markets - Cleaning Record Form																																
This form must be completed whenever cleaning is undertaken																																
Month/Year: December	Date																															
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
Type of Clean (insert at each area)	W	water only				C	chemical only				B	both water and chemical				NP	no product been in bay				X	issue										
Areas Cleaned																																
Bay 1																																
Bay 2																																
Bay 3																																
Bay 4																																
Washdown room																																
Bootwash area																																
Entry/contact points																																
Pallet toes																																
Scales																																
Pallets																																
External areas																																
Door curtains (insert bay number)																																
Centre Drains (insert bay number)																																
Hoses																																
Other insert detail																																
Other insert detail																																
Other insert detail																																
Other insert detail																																
Checks completed by (initial)																																
Monthly Check of form/actions carried out : insert date																																
Name:																Comments:																
Position:																																
Signature:																																
F-LK/SC-002 Version: 2024 Amendment No: 0 Dated: 01/01/2024																																

Cleaning Record Form - back page	
Issue/Notes (include as much detail as possible)	Actions
	Assigned to:
	Target date:
	Date completed:
	Name:
	Signature:
	Assigned to:
	Target date:
	Date completed:
	Name:
	Signature:
	Assigned to:
	Target date:
	Date completed:
	Name:
	Signature:
	Assigned to:
	Target date:
	Date completed:
	Name:
	Signature:
F-LK/SC-002 Version: 2024 Amendment No: 0 Dated: 01/01/2024	

F-LK/SC-003 Audit Form (sample)

Shetland Fish Markets - Audit Form		
This form must be completed as per the Market Internal Audit Programme		
Date completed:		Audit Process:
Auditor:		Activities ongoing at time of audit:
Auditees:		
Audit item / area question		Evidence, Observations and Comments
1		
2		
3		
4		
5		
6		
7		
F-LK/SC-003 Version: 2020 Amendment No: 0 Dated: 22/05/2020		

8	Other - insert detail	
9	Other - insert detail	
10	Other - insert detail	
11	Other - insert detail	
12	Other - insert detail	
13	Other - insert detail	
14	Other - insert detail	
15	Other - insert detail	
16	Other - insert detail	
16	Other - insert detail	
F-LK/SC-003 Version: 2020 Amendment No: 0 Dated: 22/05/2020		

Summary of audit	
Audit carried out by:	
Name:	Signature:
Position:	
Organisation/Company:	

Corrective Actions (Non-conformances/Opportunities for Improvement)	Actions	
		Assigned to:
		Target date:
		Date completed:
		Name:
		Signature:
		Assigned to:
		Target date:
		Date completed:
		Name:
		Signature:
F-LK/SC-003 Version: 2020 Amendment No: 0 Dated: 22/05/2020		

F-LK/SC-004 Good Management Practice Audit Check form (sample)

Shetland Fish Markets - Good Management Practice Audit Check Form							
This form must be completed monthly							
Date completed:		Activities ongoing at time of audit:					
Audit items (insert as appropriate)		√	ok	X	issue	NA	not applicable
		Comments		Audit Items		Comments	
1	Daily Check forms completed			9	Fish boxes within lines		
2	Cleaning Record forms completed			10	Doors closed when not in use		
3	Fire doors clear/open			11	Plant - condition, storage		
4	Evac routes clear			12	Use of pallet toes		
5	Temperature (0-4°C)			13	COSHH - store locked		
6	Market clean			14	COSHH - SDS in place		
7	Soap/sanister available			15	First Aid kit		
8	Metal/glass/plastic/wood check			16	Housekeeping		

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17	Boxes iced			24	Inducted persons only on Market		
18	PPE worn/clean			25	Changing areas - clean/tidy		
19	Personal hygiene - hands/boots			26	Drying/laundry - clean/tidy		
20	Internal bins clean/lined			27	Canteen - clean/tidy		
21	Toilets clean/consumables			28	Greasing doors as required		
22	External skips/bins tidy			29	Other insert detail		
23	External areas tidy/clean			30	Other insert detail		

GMP Monthly Check carried out by:	
Name:	Signature:
Position:	

Actions	
	Assigned to: Target date: Date completed: Name: Signature:

F-LK/SC-004 Version: 2024 Amendment No: 0 Dated: 01/01/2024

Appendix 6 – SSA Operational Procedures

Shetland Auction Company Operating Procedures (shared as required).