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PURPOSE: The purpose of this procedure is to ensure appropriate risk assessments, preventative measures and controls are in place to prevent foreign body contaminants entering products. Specific control over glass and glass like material, metal and plastic is required and a suitable complaint investigation and trend monitoring system must be in place.

RESPONSIBILITY: The Department Manager is responsible for ensuring this procedure is communicated and adhered to by all staff.

INSTRUCTIONS:

PREVENTION OF CONTAMINATION

1. A documented risk assessment of all glass will be carried out and signed-off by the nominated manager.
2. It must include details of the location of the material, its condition and proximity to ingredients/raw materials, product, packaging or production equipment, and likelihood of product contamination in the event of breakage.
3. The risk assessment will subsequently be used to form the basis for determining subsequent action such as replacement, protection and monitoring the condition of the glass as appropriate.

Glass Minimisation

1. There is a programme to remove and replace with suitable alternative materials, all unprotected glass in production areas and where food materials are exposed.
2. Raw materials should not be delivered in glass containers.
3. The introduction of new equipment, or changes to existing equipment will be fully reviewed to ensure that glass is, whenever practical, totally eliminated and that any hard plastic used is appropriate to reducing breakage hazards.
4. Due to contamination potential, glass food and drinks containers (including Thermos type flasks) must not be brought onto the production.

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Protection of Glass

1. Glass windows are part of the documented risk assessment to determine the risk of food product contamination in the event of breakage.
2. Light fittings in all food processing and storage areas, and other areas associated with production e.g. production offices, corridors, loading bays, engineering areas and changing rooms are protected against damage. Fluorescent tubes including tubes in electronic fly-killing units are provided with a protective shatter resistant outer sheath, or housed in a protective fitting.

Monitoring of Glass

1. All glass will be identified and logged so that its condition can be audited.
2. Glass sited directly on, over or adjacent to production lines, food processing equipment, and in areas where products or ingredients are exposed, will be inspected daily for signs of damage and appropriate corrective action taken where necessary.
3. For all other areas, there will be a regular audit of the condition of the glass at a frequency determined by the risk assessment; however audits will be carried out at least monthly.
4. Offices and other areas completely separated from food areas are to be excluded in this audit programme.

PROCEDURE FOLLOWING BREAKAGE OF GLASS

Any breakage of glass will be reported immediately to senior site management.

1. There is a written breakage procedure in place which specifies the action to be taken in the event of any breakage of glass. Employees must be made aware of the procedure and that they must inform their line manager in the case of any breakage.
2. A nominated manager will be responsible for ensuring the actions contained within the breakage procedure are followed. As a minimum, the procedure for production and associated storage areas should contain instructions for the following:
 - Where appropriate, stopping production.
 - Isolation of all food and packaging materials possibly contaminated. A record of product, codes, and quantities to be logged for reference.
 - Designation of the size of area to be isolated and searched for fragments of glass or glass-like materials, e.g. 10 meter radius.

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- Restriction of personnel in and out of the area.
 - All cleaning equipment used to remove glass should be immediately disposed of with the glass outside the site.
 - Removal and inspection of fragments of glass.
 - Where practical, piecing fragments back together to try to determine whether all of the glass has been accounted for.
 - Retention of a sample of the glass for reference and, if necessary, further analysis.
 - Checking soles of boots, shoes and protective clothing of all personnel leaving the breakage area.
 - Inspecting the area in detail when cleaning has been completed. NB: Vacuum cleaners should not be used for glass clean-up operations unless dedicated for this use and marked accordingly.
3. An incident report with corrective action if appropriate must be completed and signed-off by a senior manager to formally release the area back into use.
 4. Glass breakages in areas not associated with production or storage will be dealt with on a risk assessment basis, and the incident details recorded.

GLASS REPLACEMENT

Extreme care must be taken during replacement of glass.

1. Where possible, glass replacement must be carried out outside production hours. A manager must be informed of the work to take place and agree the arrangements for when and how the work should proceed.
2. The location of the glass to be replaced in relation to any production lines, or storage areas must be taken into account when considering precautions to be taken. Other considerations must include the safe removal of the damaged glass for disposal and the clearance procedure at the end of the work. Extreme care and similar precautions as listed above are in place when fluorescent or tungsten light fittings are being replaced or renewed.
3. Records must be kept of any glass replacement work in production areas.

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CUSTOMER COMPLAINTS

1. All customer complaints of glass must result in an immediate, thorough, documented investigation of the incident.
2. It may be necessary as part of investigations to send glass samples to a recognised laboratory for detailed analysis.

MONITORING:

Regular audits / inspections of manufacturing areas and controls must be in place to ensure that procedures are effective and working.

VERIFICATION AND RECORD KEEPING:

Regular audits / inspections of manufacturing areas and controls must be in place to ensure that procedures are effective and working.

Internal audits records must be completed, which will include:

- non-conformances
- corrective action
- responsibility
- date of completion

RECORDS APPLIED TO THIS PROCEDURE:

- Internal Audit records
- Customer Complaints log
- Customer Complaints records

DOCUMENTATION RETENTION:

The records applied to this procedure are to be kept on file for a minimum of 3 years.