

PREREQUISITE PROGRAM (SSOP / GMP)

Personal Hygiene

EMPLOYEE PERSONAL HYGIENE POLICIES

Employees shall be responsible for using safe food handling methods as trained and instructed, and for practicing good personal hygiene. The following are the policies for every employee to follow to eliminate foodborne illness and injury, and to achieve certainty in customer satisfaction.

Individual illness and disease control. Any person who, by medical examination or supervisory observation, is shown to have, or appears to have, an illness, open lesions (boils, sores, infected wounds) or any abnormal source of microbial contamination that could contaminate food, food contact surfaces, or food packaging materials shall not be allowed to work with these items.

If an employee's illness is not severe and symptoms are not acute, the employee can be assigned to tasks that do not involve food handling or can be excused from work altogether until he/she is completely well. Illness must not be passed on to customers or other employees.

Employees, notify your supervisor / PIC if you are ill with diarrhea, vomiting, or other illness so that you can either be assigned to tasks that do not involve food handling, or excused from work altogether.

When employees are hired, they will be taught to tell the supervisor / PIC if they have:

1. Diarrhea or vomiting.
2. *Salmonella*, *Shigella*, *E. coli* O157:H7, hepatitis A, or other intestinal illness (diagnosed by a doctor).
3. Open, blistered, or infected burns, boils, cuts, etc. on the hands or forearms.
4. Burns, wounds, or boils on the hands or forearms that are open, blistered, or have pus.
5. Jaundice (yellowing of the skin or eyeballs).

What to do when an employee has:

1. Diarrhea or vomiting.
 - a. Do not allow employees to work until they are well.
 - b. Keep a written record of all employee reports of diarrhea and vomiting. A sample log page is included in this manual.
2. Hepatitis A, *Salmonella*, *Shigella*, *E. coli* O157:H7, other intestinal illness.
 - a. Call your local health department to report the illness.
 - b. Do not allow employees with diarrhea or vomiting to work until they are well.
 - c. Employees without diarrhea or vomiting can work, but not with food or food-contact surfaces (clean equipment, utensils, linens, and single-service and single-use items).
3. Open, blistered, or infected burns, boils, cuts, etc. on the hands or forearms.
 - a. Supply the employee with a waterproof bandage to apply to the boil or wound.
 - b. Supply gloves, which must be worn if the boil or wound is on the hand or wrist.

4. Persistent sneezing, coughing, or a runny nose: People with these symptoms can work, but should not work with food.

Encl. A1 will be used to record employee illness.

Cuts and abrasions. Clean all cuts and abrasions using soap and disinfectant, water, and a brush. There is no need to put a glove on the other hand if it has no problems. When the uncovered hand gets dirty, it will be a signal to the worker to change gloves and continue to wash his or her hands. Bacteria will grow on the warm, moist skin under the glove, so take the glove off, wash hands and put on a fresh glove frequently. Never handle food with an infected cut or abrasion. (See also FIRST AID in this section.)

Personal cleanliness

1. Maintain adequate personal cleanliness by bathing daily and using a deodorant to control body odor. Use only mild perfumes or colognes that do not interfere with the aroma of food. Keep hands free of foreign perfume odors.
2. Wear clean uniforms and closed-toed shoes. Replace clothing if it becomes dirty while working.
3. Store clothing and personal belongings away from food production or equipment / utensils washing areas.

Fingernails. Keep fingernails neatly trimmed. Fingernails should not protrude past the ends of the fingertips more than 1/16" in length to make them easier to clean. Do not use fingernail polish or artificial fingernails while working, because they might flake or fall off into a customer's food.

Hair restraint. Restrain or cover your hair at all times (e.g., hairnets, headbands, caps, beard covers). The covering or restraint must ensure that no hair will fall into the customer's food. Employees with mustaches and beards keep facial hair clean, neat, and trimmed. Mustaches cannot extend below the lip. Beards must be kept closely trimmed to no more than 1/2 inch. A beard net must be worn at all times in the processing area.

Jewelry and hard objects in pockets. Do not wear jewelry on the hands, wrist, neck, or ears. Do not carry hard objects in your outside pockets. Plain wedding bands are acceptable but not recommended.

Handkerchiefs and facial tissues. Never carry a handkerchief or facial tissue when working with food. If you must use a tissue, use it at the hand sink, then immediately wash your hands at the hand sink. If you sneeze, direct it toward your shoulder and away from foods.

Chewing gum, smoking, and eating. Do not chew gum when working with food. Never smoke in the food production area. Never eat or drink while handling foods. Food and beverages are only consumed in the employee break room.

GLOVES

How to use gloves

1. Cover cuts, scrapes, burns, etc. on the hands with a bandage AND a glove or fingercot.
2. Wash your hands before using gloves.
3. Wash your hands after using gloves.

4. Change gloves when you switch tasks.
5. Discard gloves when you leave the work area.
6. REMEMBER: Gloves can spread germs just as easily as hands can!

Disposable gloves. When employees wear disposable plastic gloves for preparing / producing and packaging food, they will:

1. Wash their hands both before putting gloves on and after gloves are removed.
2. Change gloves when there is any possibility of cross-contamination.

Note: Employees shall not wear latex gloves when preparing / producing food due to transfer of latex allergens to food.

Heavy-duty gloves. Some employees will need to wear heavy-duty, non-disposable gloves to protect their hands from harsh chemicals (e.g., personnel who wash pots and pans with strong detergent solutions). These employees shall be given their own personal gloves that will not be shared with any other person, in order to prevent skin cross-infection(s). Employees should wash their hands before putting on these gloves and after removing them.

HAND WASHING

Employee hand washing policies

1. Get hands ready.
 - a. Remove rings except for plain wedding bands. Rings interfere with good hand washing technique and provide a home for bacteria to hide and grow.
 - b. Bracelets are also a hazard.
 - c. Fingernails need to be trimmed, filed, free of polish, and clean (both over and under).
 - d. Long, glue-on nails are a hazard. They can fall off and end up in the food, and are also a place for bacteria to live.
2. When to wash: the big three.
 - a. Before starting work.
 - b. After using the toilet.
 - c. After touching raw meat.

Double hand wash. Mandatory times for the **double hand wash** at the hand wash station:

- Upon entering the department.
- After using the toilet.

The **double wash method** requires a fingernail brush. The procedure is as follows:

FIRST WASH:

1. Turn on warm water at 2 gallons per minute, 75 to 110°F.
2. Apply plain hand soap / detergent to brush.
3. With water flowing, work up a good lather on the fingernails using the brush.
4. With water flowing over fingers, rinse hands and brush; put brush down to dry.

SECOND WASH:

5. Apply soap to the hands.
6. Soap, lather, and scrub without the fingernail brush, as far up the arms as you will put into the food.
7. Rinse a second time.
8. Dry hands with a single use, disposable towel.

Single hand wash. Times to use the **single hand wash** (steps 5 through 8 of the above procedure) without the fingernail brush:

- Between handling raw and cooked foods, especially raw chicken and raw hamburger.
- After covering coughs and sneezes or blowing your nose.
- After handling dirty boxes.
- Whenever you feel that your hands are dirty.
- After touching your skin, hair, beard, or soiled apron.
- After handling garbage.
- After handling dirty dishes.

Handling food, money, and dirty tableware. If your job specifies that you prepare and serve food, bus dishes, and collect money all in plain view of the customers, you need to be aware that customers consider multiple activities without hand washing hazardous. While no foodborne illness has ever been caused by handling money and then foods, for appearance sake, do not touch food being served to customers with your hands. Use tongs, spoons, or paper wrappers on the foods, and wash your hands frequently. The single wash for about 5 seconds, with detergent, 75-to-110°F water, and friction will make the hands safe from cross-contamination.

MEDICINES

Employees' personal medicines should be stored _____ . In case an employee must taken personal medicine immediately but is unable to self-administer, _____ .

FIRST AID

First aid materials shall be stored so that these materials cannot contaminate food. First aid supplies shall be checked weekly by the PICs and shall be replenished.

Hand cuts and abrasions. Employees will inform supervisors of cuts and abrasions on the hands and any other skin abrasions on exposed areas of the body. Employees shall not work with any uncovered, ungloved infected cut or abrasion on the hands. Cuts and abrasions that are not severely infected and do not interfere with an employee's ability to perform tasks shall be cleaned, disinfected, bandaged, and covered with a clean, waterproof covering (e.g. a clean, plastic glove) at the entrance to the plant. After putting on glove, wash your ungloved hand. You will need to use your gloved hand in the process of doing this.

Contact with blood or body fluids from another person.

Before any personnel touch the blood (e.g., if bandaging the wound of another individual) or any other body fluid such as vomitus of another person, they shall put on properly fitting, disposable gloves that will prevent the body fluid from entering any cuts or breaks in the skin of their own hands.

Facility and Equipment Cleaning, Sanitation, and Pest Control

CLEANING PLAN AND REPORT

Facilities and equipment will be cleaned according to the plan and report. Encl. B1 is provided as an example.

Refrigeration units are cleaned and sanitized weekly, or more often, if necessary. Freezer units are cleaned and sanitized monthly, or more often, if necessary. All dry storage areas are cleaned weekly.

CLEANING CHEMICALS AND CONTROL

Proper detergents are used in specified proportions for each cleaning and sanitizing task. Highly alkaline cleaning solutions are not used to wash aluminum surfaces.

A chemical list and Material Safety Data Sheets, Encl. B2, will be maintained.

KNOWING THAT SURFACES AND EQUIPMENT ARE SANITIZED

Use equipment in food preparation and service that you know is sanitized. If you are not sure that a surface is sanitized, clean and sanitize it before you use it. Follow the **Facility Cleaning Plan and Report**, Encl. B1.

CROSS-CONTAMINATION

What is cross-contamination? Transferring germs from dirty hands, utensils, or equipment to clean equipment, or to food that will not be cooked. (e.g., Using a knife to cut up raw chicken and then, using the same knife to cut up salad ingredients.)

How to prevent cross-contamination

1. Utensils: Wash, rinse, and sanitize after every use.
2. Cutting boards: Washing, rinse, and sanitize after every task.
3. Hands: Wash often, and always between tasks.
4. Equipment: Wash, rinse, and sanitize after every use.
5. Storage: Keep raw meat below ready-to-eat food.

USING SANITIZER

What to use

1. Bleach water
 - a. 1 teaspoon bleach per gallon of water.
 - b. Use chlorine test strips to check the concentration.
 - c. Aim for 100 to 200 ppm.
2. Quaternary ammonium compounds
 - a. Read label directions or check with your supplier.
 - b. Use quat test strips to check the concentration.
 - c. Aim for 200 to 400 ppm.

How to use

1. In a labeled spray bottle.
 - a. Spray, wait about 30 seconds, and then, wipe with a clean, damp paper towel. Let the rest of the moisture air dry.
 - b. Make new sanitizer at least once a day.
2. In a bucket.
 - a. Keep a clean cloth or wiper in the bucket (not on the counter).
 - b. Wring out the cloth and wipe down the clean surface.

- c. Let the surface air dry.
- d. Use one bucket for food-contact surfaces and another for non-food contact surfaces. Label the buckets.
- e. Make new sanitizer often—dirty sanitizer does not kill germs.

FREQUENCY OF SANITIZING FOOD CONTACT SURFACES

All equipment used in food preparation and service shall be clean and sanitized. If there is uncertainty whether the surface is clean and sanitized, it shall be cleaned and sanitized again.

Make sure that soiled customer eating areas are promptly cleared and cleaned with detergent-water solution, rinsed with clean water, and allowed to air dry. Change the towel and the detergent-water as needed or at least once every hour. Sanitize with sanitizer in a bottle so that it maintains its concentration.

Apply the four-step cleaning and sanitizing process at least every 4 hours to work stations and food preparation work surfaces. With proper scheduling, this can often coincide with the clean-up at the end of a shift. Begin by making a fresh, 1-gallon solution of hot detergent water and 1 gallon of hot rinse water. The procedure is to:

1. **Wash** the surface with clean, hot detergent water to dissolve the grease. With the cloth, wipe left and right; rinse, then wipe, top down, and rinse.
2. **Rinse** away the dirt using the same procedure and the plain water. The surface must be clean; otherwise, the sanitizer is ineffective.
3. **Sanitize**, using a 50 parts per million (ppm) hypochlorite bleach solution. To prepare a 50-ppm chlorine solution, use 1 teaspoon household bleach per gallon of water. Dispense from a squirt bottle and flood the surface. However, if the local health department insists, use a cleaning cloth that is kept in a bucket of 50-ppm sanitizer solution. Change the solution often enough to keep it clean.
4. **Air dry**. Never use a sponge or rag for drying. If necessary, use a single use paper towel to remove excess sanitizer.

FOOD CONTACT SURFACE WIPING CLOTHS

If you use multiple-use wet towels, they must be kept **clean**. The detergent wash and a second towel in clear rinse water should be changed as often as necessary to keep it clean, about every 2 hours.

FOOD SINKS VS. HAND AND UTILITY SINKS

Use food sinks for food and hand sinks for hands. Never contaminate a food sink by washing hands or pots and pans in the sink. Never empty dirty, soapy cleaning water into a food sink. Use a separate utility sink.

3-COMPARTMENT SINK OPERATION

Fill the first wash sink with water at 110°F and detergent. The second rinse sink has water at 110°F. The third sink is for chemical immersion sanitizing or hot water. The temperature of the chemical solution must be between 75 and 110°F. The solution should be 50 ppm chlorine bleach (1 teaspoon household bleach per gallon of water) or 200 to 400 ppm quat. The object

must stay in the chlorine solution for 10 seconds, the quat for 1 minute. If hot water is used, the temperature should be 171°F, for 30 seconds.

BUSSING AND CLEANING TABLES AND NON-FOOD CONTACT SURFACES

Clear tables promptly and neatly. Use a 1-gallon container of clean detergent water and a cleaning cloth. Dispose of leftover food so that it cannot possibly get mixed in with fresh food. No unwrapped food that has been left with the customer is to be reused.

Normally, dining tables do not need to be sanitized, because they are not food contact surfaces. If a surface does need to be sanitized, however, begin by wiping with a clean cloth in a 1-gallon bucket of clean detergent solution. Next, rinse the surface, using a second bucket containing clean, warm water and clean cloth. Finally, apply a correctly diluted sanitizer solution to the surface from a squirt bottle. The sanitizer solution is then spread over the surface with a clean cloth or a clean paper towel.

Detergent solutions are changed at least once every hour. Sanitizing solutions should be tested with test strips. Chlorine solutions must be 50 ppm.

Employees wash their hands after clearing tables, loading dishwasher, etc., before handling clean dishes and tableware.

EQUIPMENT CLEANING

Keep the washing machinery, sinks, and storage equipment clean, so that they will function properly and will not contaminate sanitized dishes, utensils, pots, and pans. Clean the machine strainers and the wash nozzles every shift. Clean rinse nozzles every day or as prescribed by the manufacturer. Keep soap and sanitizer supply systems filled. Change wash water at least every 3 hours during use. Delime the machine when necessary.

The procedure for cleaning equipment and utensils is essentially the same as for food contact surfaces.

1. Wash in hot water with detergent.
2. Rinse with clean, warm water.
3. Sanitize in warm water.
4. Air dry.

MACHINE WARE WASHING PROCEDURES

Follow the correct washing, scraping, and soaking procedures so that all plateware, glassware, and tableware are thoroughly cleaned. Make sure that the water is at the machine-specified temperature.

FOOD WASTE CANS

Food waste cans must be cleaned and sanitized daily.

TABLEWARE

Do not touch food contact surfaces of tableware, because hands can always spread bacterial contamination. Double-check tableware for a clean, spot-free appearance before it is used. Return any unsatisfactory tableware to the dish washing area.

Never use chipped, cracked, or scarred-surface tableware. Show it to your supervisor, who will record the disposal of the item.

WORK STATION CLEANLINESS

Make certain that work stations are always clean and orderly, and free of debris and spilled food. Never sweep crumbs on the floor; sweep them onto a plate or tray.

PEST CONTROL PLAN AND REPORT

A **Pest Control Plan and Report** will be followed, Encl. B3.

The area / grounds around the facility, including waste storage, shall be litter free, and cleaned and maintained on an adequately scheduled basis. The grounds shall be kept in a condition that will protect against food contamination.

1. Equipment shall be properly stored.
2. Litter and waste shall be removed, and grass and weeds shall be cut within the immediate vicinity of the buildings / structures to prevent breeding / harborage of pests.
3. Roads, yards, and parking lots shall be maintained so as to not constitute a source of contamination to exposed food.
4. If neighboring grounds are not under the operator's control and not maintained as above, the plant will be inspected, and extermination / other means shall be taken to exclude pests, dirt, and filth that could contaminate food.

There shall be defined entry points for goods and people. The interior and exterior of the building shall be litter-free and maintained according to the cleaning schedule. Outside doors shall be self-closing and shall fit tightly. Screens on windows are made of 16 mesh. A plan of the building and grounds with pest control CCP identified is shown in _____.

The pest control schedule shall be followed on a continuing basis. Open poison bait stations shall not be used. Rodents shall be trapped in a manner that allows proper disposal. A record shall be kept of the number of rodents caught.

All facilities will maintain a certified pest control operator who meets state regulations. The facility shall also maintain a monthly report and Material Safety Data Sheet as pertains to PCO chemicals and services rendered (Encl. B2).

All managers / PICs will have knowledge regarding the location and maintenance of bait stations / traps.

The following person is responsible for pest control.

USE OF PESTICIDES

If pesticide is used in the production area, the production area must close down, and all food must be removed from the area or shielded from contact with any pesticide. All food contact surfaces must be shielded from contact with any pesticides and cleaned afterward.

Maintenance personnel must check all door closings, screens, and windows to make sure that they are tight in order to prevent entrance of pests.

Do not allow litter and garbage to collect and offer refuge to pests.

LISTERIA MONOCYTOGENES CONTROL

Listeria monocytogenes is a very dangerous pathogen to immune-compromised people. We will control *Listeria monocytogenes* by strictly following our cleaning program and refrigerated food stock rotation / FIFO (first in, first out) policies

FACILITY CLEANING PLAN AND REPORT

Equipment / area / surface (reference #)	Assigned to*	When done**	What to do, cleaning and sanitizing chemicals to use	Done by (Initial / date)	Comments and corrective action
Building exterior and surrounding area Exterior walls Front doors, including glass Back door and area Sidewalk / area outside back door Windows and sills Exterior trash cans, cigarette ash cans Newspaper machines Parking area Dumpster area, inside and outside surrounding area Dumpster gates Dumpster area walls Dumpsters and grease traps, no unpleasant odor, grease spills cleaned up					
Interior, general <u>Floors, walls, ceilings</u> Floors, including corners, mats or rugs; tile grout, ridged tiles Floor drains; covers, screens Carpets Baseboards, base tiles Walls Ceiling Shelving Fixtures <u>Walls / décor / screens</u> Pictures, plants Glass screens, glass partitions Ledges and trim <u>Windows</u> Windows, sills, ledges Blinds / shades <u>Equipment</u> Countertops, cutting boards <u>Lighting</u> Light, shades, covers, shields, fixtures Emergency and exit lighting <u>Trash bins</u> Trash bins, odor free					

Equipment / area / surface (reference #)	Assigned to*	When done* *	What to do, cleaning and sanitizing chemicals to use	Done by (Initial / date)	Comments and corrective action
Entrance / foyer Blinds / shades Brass and brass fixtures Host / podium stand and area Waiting area, benches Pay phones Menus, menu holders					
Seating / tables / counters Upholstery, stain free Booth seats Dining room chairs, legs, cross bars, casters Counter seat poles, mounts, seat bottoms, backs Countertops Highchairs, booster seats Tables Table set-ups					
Service area Countertops, shelves Bus tubs, shelves Condiment bottles Ice bins / machine Soda pop dispensers Tea urn Coffee machines Salad refrigeration unit Pie / dessert unit					
Prep area Sinks Counters Smallwares: can opener and blade, lemon wedger, tomato tamer slicing machine, associated blades Portion scales					
Cooks' line All refrigerators Hoods; duct work Hood filters Stainless steel counters Hot table Cold table					
Storeroom Shelving					
Walk-in freezer Freezer 0°F Floor, walls, door Shelving					

Equipment / area / surface (reference #)	Assigned to*	When done* *	What to do, cleaning and sanitizing chemicals to use	Done by (Initial / date)	Comments and corrective action
Walk-in refrigerator Refrigeration system Floor, walls, door Air curtain Shelving					
Dish area Sinks Stainless steel counters Dish machine Silverware catches Trash containers					
Back of house Ice buckets, scoops Equipment not currently used					
Break area Table tops, chairs					
Restrooms Vents Air fresheners Partitions, doors, frames Toilets, urinals Mirrors Hand sinks Countertops Stainless steel Paper towel dispensers Trash receptacles Soap dispensers Hand sanitizer dispensers Hand washing signs					
Utility area Mop buckets, wet floor cones Dust pans Mops, brooms, squeegees					

Verification _____ Date _____

* You may use a code such as: fp = food preparation person; st = sanitation technician; sp = service person; ap = administrative person.

** Be as specific as possible. You may use a code such as: 3h = every 3 hours; a/u = after each use; a/o = at opening of the restaurant; a/c = at closing of the restaurant; a/r = as required during daily operations; wk = weekly.

Facility and Equipment Maintenance

PREVENTIVE MAINTENANCE PLAN AND REPORT, INCLUDING EQUIPMENT CALIBRATION

A maintenance plan will be followed, Encl. C1. The maintenance plan includes equipment calibration, which is recorded on Encl. B1 in *MANAGEMENT / QA, QC, AND HACCP TEAM*.

FOOD CONTACT SURFACE EQUIPMENT CONSTRUCTION

All equipment and utensils shall be designed and of such materials and workmanship as to be adequately cleanable. Design and construction (and use) shall prevent the adulteration of food with lubricants, fuel, metal fragments, contaminated water, or any other contaminants. All equipment shall be installed so that it, and adjacent spaces, can be easily cleaned. Holding, conveying, and manufacturing systems (e.g., gravimetric, pneumatic, closed, automated) shall be designed and constructed to enable them to be maintained in an appropriate sanitary condition.

Food contact surfaces shall be maintained to protect food from contamination from any source, including unlawful, indirect food additives. They shall be corrosion resistant when in contact with food; of non-toxic materials; and designed to withstand intended use, the action of food, and if applicable, cleaning compounds and sanitizing agents. Seams on food contact surfaces shall be smoothly bonded or maintained so as to minimize accumulation of food particles, dirt, and organic matter, thus minimizing the opportunity for growth of microorganisms. Worn surfaces shall be repaired or replaced immediately.

NON-FOOD CONTACT SURFACE EQUIPMENT CONSTRUCTION

Non-food-contact surfaces of equipment shall be cleaned as frequently as necessary to protect against contamination of food.

EQUIPMENT OPERATION

Equipment shall be operated so that the food produced will meet FDA code recommendations.

Refrigerators	
Meat, Fish, Poultry	<41°F
Produce	<41°F
Dairy	≤41°F
Freezer	0°F

GASKETS

All gaskets on containers, refrigerators, and freezers shall be cleaned and maintained. They will be replaced when damaged.

COOLING AND REFRIGERATION UNITS

Refrigeration or cooling units shall have non-toxic, corrosion-resistant racks with no restriction for bottom heat removal (e.g., food sitting on a solid shelf). Reach-in refrigerators shall not be used to cool more than 10 pounds of hot food above 120°F per full-door section per hour, unless specifically designed for food cooling. Refrigerators and food display units, when tested empty in operation, must be capable of holding a temperature of 38°F or

less over a 4-hour period with the door never opened, compressor on no more than 70% of the time.

Air flow will be more than 50 feet per minute across the bottom of containers in the cooling area. Refrigeration compressors shall be kept free of dirt.

FREEZERS

All freezing and refrigeration units shall be self-defrosting. Freezers shall operate at 0°F (-17.8°C) when tested empty, door never opened in the kitchen over a 4-hour period. The compressor is allowed to be on 80% of the time.

GLASS / BRITTLE PLASTIC

Glass or brittle plastic fragments in food are physical hazards and can cause immediate injury if not removed or prevented from getting into food. Injury includes severe cuts in the mouth, bleeding, broken teeth, infection, and choking on the item. To reduce the possibility of glass or brittle plastic fragments in food, the following precautions will be taken.

1. All light fixtures are shatterproof and will be covered with a protective cover or covered with a plastic shield.
2. All glass / brittle plastic fixtures and equipment will be checked on Encl. B1 in *MANAGEMENT / QA, QC, AND HACCP TEAM*.
3. When moving a container / pallet of a glass container product, the worker will do a final check to ensure that none of the glass has broken.
4. Only metal scoops will be used for ice.
5. No glass is allowed in the food area. Only unbreakable glasses, coffee cups, or other liquid containers will be used in a food area.
6. If the glass container is a single item that could fall off its storage shelf and onto the floor and break, it will be re-stored in a way, such as laid down, so that it cannot fall off a shelf and onto the floor.
7. When equipment made of brittle plastic is cleaned and sanitized, it is also checked for cracks, chips, or other damage.

If there is broken glass or brittle plastic, we will:

1. Throw away any food / product that could possibly have become contaminated.
2. Only handle broken glass with heavy gloves.
3. Have a separate waste container marked for broken glass and brittle plastic and a separate broom and waste pan to pick it up.
4. Report the incident to your supervisor.

SURPLUS EQUIPMENT AND ITEMS FOR REPAIR

All articles that are not pertinent to the current operation of the food establishment shall be stored properly or will be removed from the premises. Items for repair shall be handled within _____ days.

DUNNAGE RACKS, SHELVING, PALLETS, DOLLIES, ETC.

These items shall be made of approved materials and shall be designed to store food 6 inches off of the floor.

BACKFLOW PREVENTION VALVES FOR PLUMBING

All equipment, sinks, or floor drains between potable water systems and sewage lines shall have adequate backflow prevention devices.

CO₂ BACKFLOW PREVENTION VALVES

Backflow prevention valves on carbonated beverage dispensers shall be checked / changed at least once each year. There must be a 100-mesh filter and 10-micron filter in front of the valves to trap the extraneous material in the water and prevent malfunction of the valve seats. All backflow prevention devices shall be checked / changed once a year.

WAREWASHING EQUIPMENT

The manufacturer's manual shall be available and shall be used to specify correct operating temperatures. An approved chemical feeder on the automatic warewasher shall be maintained. The audible or visible warning device for replenishing the chemical sanitizer shall be in functioning condition. An accurate thermometer on the dishwashing machine will be used to indicate all wash water, rinse, and sanitize temperatures. The pressure gauge and a valve to check pressure on the final rinse line shall be functional and maintained. Test kits shall be used to accurately measure sanitizer concentration. The temperature of the sanitizing rinse water in a high-temperature dishwashing machine shall be at 180°F (82.2°C). There shall be an adequate concentration of detergent in clean water in the wash tank of the dish machine.

PREVENTIVE MAINTENANCE PLAN AND REPORT

Equipment / area / surface (reference #)	Assigned to*	When done**	What to do	Done by (Initial / date)	Comments and corrective action
<p>Exterior <u>Building</u> Walls, paint Front doors, including glass, gaskets Back door and area, gaskets Windows and sills <u>Dumpster area</u> Dumpster gates Dumpster area walls Dumpsters and grease traps <u>Parking lot</u> Lot surface, free of potholes; no standing water; striping visible; car stops unbroken, secure, no tie rods exposed Lights Sidewalk (uneven expandable joints marked until fixed) Ramps, hand rails secure <u>Signage</u> Monument and pole signs, entrance / exit and directional signs working</p>					
<p>Interior, general <u>Floors, walls, ceilings</u> Floors, including corners, mats or rugs; tile grout, ridged tiles Floor drains; covers, screens Carpets Baseboards Walls, ceilings Shelving, fixtures Front doors, glass, frames; no gaps / voids at door to prevent pest entry <u>Walls / décor / screens</u> Pictures, screens, plants <u>Windows</u> Blinds / shades, hung evenly <u>Equipment</u> Countertops, cutting boards, utensils <u>Lighting</u> Lights operating; covers, shields, fixtures Adequate lighting, no burnt-out bulbs; shatter-proof bulbs or diffusers Emergency and exit lighting <u>Trash bins</u> Trash bins, odor free</p>					

Equipment / area / surface (reference #)	Assigned to*	When done* *	What to do	Done by (Initial / date)	Comments and corrective action
Entrance / foyer Blinds / shades, hung evenly Host / podium stand					
Seating / tables / counters Upholstery repaired Booth seats secure, repaired Dining room chairs, legs, cross bars, casters repaired Countertops repaired Highchairs, booster seats Tables					
Service area Countertops, shelves Clean bus tubs, shelves; china, silverware separated from glass to prevent breakage Clean condiment bottles, adequately stocked Dining room temperature – air conditioning / heat calibrated					
Prep area Sinks, plumbing Smallwares Clean heavy or sharp objects stored on waist-high shelves or lower Clean knives stored in knife rack, not in drawer Portion scales calibrated					
Cooks' line Microwave and timer buttons calibrated; service timers calibrated, properly programmed All reach-ins; lighting functioning, shielded; air temperature 40°F or below; thermometers Hoods; duct work					
Storeroom Shelving					

Verification _____ Date _____

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Supplies / Buying Food

QUALIFIED SUPPLIERS

Buy from approved sources only. List your approved sources and the qualification criteria in Encl. D1. These are sellers, producers, and processors who are inspected or licensed by the FDA or USDA or your state's Department of Agriculture. *It is best to purchase food from suppliers with HACCP programs.* If you need it, a supplier qualification checklist is shown at Encl. D2.

Do NOT buy or serve:

1. Home-canned food or other food prepared in an unlicensed kitchen.
2. Custom processed meat that is not USDA or state Department of Agriculture inspected.
3. Raw or unpasteurized milk.
4. Privately caught fish.

Fresh vegetables from a local farmers' market can be used.

INGREDIENT SPECIFICATION

It is desirable to have specification sheets for ingredients. Encl. D3 is a model form to follow.

Raw materials and other ingredients shall either not contain levels of microorganisms that may produce food poisoning or other disease in humans, or they shall be pasteurized or otherwise treated during manufacturing so that they no longer contain levels that could cause the product to be adulterated.

Raw materials and other ingredients susceptible to contamination with aflatoxin or other natural toxins shall comply with current FDA regulation, guidelines, and action levels for poisonous or deleterious substances before they are incorporated into the finished food. Suppliers shall provide certifications.

Raw materials, other ingredients, and rework that are susceptible to contamination with pests, undesirable microorganisms, or extraneous material shall comply with applicable FDA regulations, guidelines, and defect action levels (21CFR 110.110) for natural or unavoidable defects.

Compliance with the above shall be achieved by purchasing raw materials and other ingredients under a supplier's guarantee or certification, or by analyzing these materials and ingredients for aflatoxins, other natural toxins, and contamination.

Shellstock shall be tagged and kept in the original container until used. Tags shall be retained 90 days from the final date of consumption. Mollusk or crustacean shells shall not be reused in the foodservice. Fish, including shellstock (oysters, clams, or mussels) shall be purchased from suppliers who have a HACCP program and microbiological monitoring for *E. coli* and *Clostridium perfringens* in the water, which is also health department inspected.

When a supplier does not have a HACCP certification program, there can be random hazard contamination of raw food. If the food supplier provides no microbiological data, assume the following pathogenic microbial levels:

Expected Contamination Levels

(Number / ml or gram of food)

<i>Salmonella</i> spp., <i>Vibrio</i> spp., Hepatitis A, <i>Listeria monocytogenes</i>	10 CFU / g
<i>Campylobacter jejuni</i> (on meat, poultry, and milk)	100 CFU / g
<i>Clostridium botulinum</i>	1 CFU / g
<i>Clostridium perfringens</i> (in meat and poultry)	100 CFU / g
<i>Bacillus cereus</i> (in grains, cereals, legumes, and milk)	100 CFU / g
Mold toxins, bacterial toxins	Below government tolerances
Chemicals	Below government tolerances

Ice shall be produced by a supplier with a HACCP program and from water meeting Environmental Protection Agency Standards in an approved ice dispensing machine or obtained from an approved commercial source / supplier. All glass objects, including coffee pots and water glasses, shall be kept away from the ice bins or machine. Ice that has been in contact with food packages or used for displays shall not be reused. Packaged food shall not be stored in undrained ice. Food, beverages, or food containers shall not be stored in ice intended for human consumption. Drainage lines from beverage dispensers shall not run through potable ice bins.

INSPECTION OF INCOMING PRODUCTS

Encl. D4 is an incoming supplies record form. (The completed sheets are filed in the monthly section.) This can also be noted on the incoming invoice/receiving sheet.

When products are delivered, the bed of the incoming delivery truck should be inspected. The interior of the truck should be clean and show no presence / evidence of food spills or open containers of food that could lead to cross-contamination of products. No food should be resting on the bed /floor of the truck. Inspect incoming food products for frozen (less than 10°F) or chill (less than 41°F) temperature. Check date codes, damage, suspicious odors and drips, and pest infestation. Be alert for damage to cases or boxes that might indicate contamination from an outside source or insect and rodent infestation. Spot-check for pinholes, bulging, rusting, etc. in canned products. Check items for insect or rodent infestation. Store refrigerated and frozen supplies promptly. Completely separate any questionable food and bring it to the attention of the supervisor immediately, so it can be returned on the delivery vehicle. Lot coding information will be retained for 90 days.

Note: shelf-life dates are not a government basis for rejection. If the food has been abused, it may already be spoiled. If it has been colder than the normal temperature of 40°F, the date may have expired but the food is safe and wholesome. Acceptance is based on whether or not it meets freshness criteria of the facility, not a date on the package.

RECEIVING FOOD

Inspect deliveries for:

1. Temperature.
 - a. Refrigerated food should be 41°F or colder.
 - b. Frozen food should be 0°F with no signs of thawing and refreezing.
 - c. When checking the temperature of a food delivery, do not puncture sealed packages. Instead, place the thermometer between two packages.
2. Freshness: Food should smell and look fresh.
3. Packaging: Reject dented cans and torn packages.

SUBSTANDARD PRODUCTS

Immediately notify the manager or supervisor of any substandard food item to determine if the product should be kept, discarded, salvaged, or returned to the supplier. Isolate the food in a designated food return area. If the food is not returned and there is any doubt about its safety, the food should be discarded after it has been recorded on the waste control report.

PROPER STORAGE PROCEDURES: AMBIENT, FROZEN, REFRIGERATED

Store all labels to the front and date. Freezers must operate at 0°F or below, refrigerators at 40°F or below, and dry store at appropriately 70°F, 65% relative humidity. Minimize fluctuations in temperature to help achieve maximum shelf life for inventory items. Assure good airflow around the inventory by keeping items away from the walls and off of the floor 6 inches.

PREVENT FOOD CONTAMINATION: PHYSICAL, CHEMICAL, BIOLOGICAL

Separate incoming food products and unwashed fresh produce from clean or cooked foods and produce. Store food so that cross-contamination is impossible – ready-to-eat food on the upper shelf and raw food on lower shelves.

CHEMICALS SEPARATION

Make sure that chemicals (detergents, cleansers, bleach, and sanitizers) are kept separate from foods. Store these items in a separate cabinet, away from the food storage areas. Never store hazardous chemicals in the food production area. Make sure you have MSDS forms on file for all chemicals. If there is any question that chemicals may have contaminated food, the food is to be thrown out.

CONTAINER DISPOSAL

Dispose of all empty containers promptly and properly to deprive pests of hiding and nesting places. Account for all staples, plastic binders, and pieces of wire. These items may find their way into foods as physical hazards.

STOCK ROTATION

Rotate product so that the oldest food will be used first (FIFO). Place new inventory (cans, boxes, or cases) behind the older inventory. Label all stock on the side of the container with the date received.

SUPPLIER QUALIFICATION LIST

Ingredient	Item #	Supplier(s)	Qualifications
Meat, fish, poultry, seafood			
Produce: fruits, vegetables			
Groceries: flours, grains, batters, noodles			
Groceries: spices, herbs			
Groceries: canned, bottled, etc.			

SUPPLIER HACCP QUALIFICATION STANDARDS

Vendor _____ **Date** _____

Address _____

Since you are one of our current / potential vendors, we would like to know about your quality assurance program. If you have a HACCP program, we consider this to be part of your QA program. It is very costly for us to receive a product or service from a vendor that does not meet our expectations. Please answer the following questions and provide the material as appropriate concerning your quality assurance plan and program to achieve each requirement. When we visit with you, we will expect that you be able to demonstrate that you do each item effectively and are continually improving.

1. Who developed your HACCP / Quality Assurance program?

Who validated your program as effective?

Who are the members of your HACCP / QA team?

How often do they meet?

Describe your pre-ship verification program.

2. Have you taught each employee who works with food the hazards associated with the task he/she performs and how to perform the necessary controls?

3. What do you require of your suppliers in terms of ingredient HACCP controls?

4. Please tell us about your recall and emergency action program.

5. Describe the responsibilities of your Quality Assurance / Quality Control department.

What ingredient testing do you do?

What product testing do you do?

6. What are the critical limits, if you have them, for the biological, chemical, and physical hazards that are reasonably likely to be in the products you provide to use?

In addition to the above, please provide specifications to us for the products we purchase from you.

We will appreciate your prompt response.

Sincerely,

SUPPLIER INGREDIENT SPECIFICATIONS

Product Name: _____ **Product Code:** _____

Brand: _____

Shelf Life: _____

Product Description:

Size

Case

Acceptable ingredient characteristics

Size

Color

Count

Hazards

levels / size

Unacceptable ingredient characteristics

Size

Color

Count

Hazards

levels / size

Ingredient Statement:

MICROBIAL SPECIFICATIONS			PHYSICAL SPECIFICATIONS		
Organism	\bar{x}	3σ	Description	\bar{x}	3σ
APC			Finished product weight:		
<i>Escherchia coli</i>			Dimensions:		
<i>Listeria spp.</i>			Texture		
<i>Salmonella</i>			Flavor / aroma		
Yeast			Foreign material		
Mold			Color		
CHEMICAL SPECIFICATIONS			Shape		
Allergens			pH		
Additives			a_w		

Kosher Specifications:*(If desired)*

Nutrition Data for Package:

Product Name:
UPC:
Product Description:
Serving Size:
Serving Description:

Nutrient Name	Value	% Daily Value **
Calories (Kcal)		
Calories from Fat (Kcal)		
Total Fat (g)		%
Saturated Fat (g)		%
Trans Fat (g)		
Cholesterol (mg)		%
Sodium (mg)		%
Total Carbohydrates (g)		%
Dietary Fiber (g)		%
Sugars (g)		
Protein (g)		
Vitamin A (IU)		%
Vitamin C (mg)		%
Calcium (mg)		%
Iron (mg)		%

** Percent Daily Values are based on a 2,000 calorie diet. Individual daily values may be higher or lower, depending on calorie needs.

Packaging:

Preparation Instructions: (consumer handling, temperature etc.)

Storage: (Before and after preparation)

Warnings:

