IATA | ICQA

IATA Catering Quality Assurance Programme

In collaboration with

MEDINA
QUALITY ASSURANCE SERVICES

CATERING QUALITY ASSURANCE PROGRAMME

Food Processing Safety Standards and Interpretation Guidelines

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THE ICQA PARTICIPANTS' FOOD SAFETY OBJECTIVES

The ICQA Participants believe that the safety of their passengers, pilots and crew is of primary importance. As such, ICQA Participants are committed to and interested in protecting their passengers, pilots and crew from any incidence of food poisoning, and food related illness or discomfort resulting from food served during flights. In pursuit of that commitment, ICQA Participants require that all of their food providers have in place and follow certain policies, practices and procedures, and meet minimum standards for, the processing of food products and the condition and maintenance of food processing facilities (these policies, practices and procedures and minimum standards are generally referred to as *"food processing safety standards"*). ICQA food processing safety standards were designed to increase the likelihood that food providers deliver to ICQA Participants, and consequently ICQA Participants deliver to their passengers, pilots and crew, a "safe" food product. In order to assist ICQA Participants in assessing their food providers' degree of compliance, the ICQA Participants require that their food providers retain all records for a minimum of one (1) year.

ICQA Participants believe that food safety is a universal concern and is achieved through a cooperative partnership between ICQA Participants and their food providers. ICQA Participants' commitment to that partnership is to clearly communicate their food processing safety standards and the method by which they will evaluate a food provider's degree of compliance. In recognition of the ICQA Participants' role in achieving food safety, the ICQA Participants publish and distribute these food safety processing standards and interpretation guidelines to assist with the interpretation, implementation and evaluation of their food processing safety standards. However, in order to make this partnership work, food providers must continuously strive to meet these food processing safety standards and commit to correcting observed non-conformities.

ABOUT ICQA'S FOOD PROCESSING SAFETY STANDARDS AND INTERPRETATION GUIDELINES

ICQA's food processing safety standards and interpretation guidelines are *based* on:

➢ The principles of the Hazard Analysis Critical Control Point ("*HACCP*") approach to food safety;

➢ Standard Operating Procedures for in-flight food providers;

➢ International Flight Catering Association ("*IFCA*") and International Inflight Food Service Association ("*IFSA*") World Food Safety Guidelines; and

➢ The food quality assurance and auditing expertise of Medina Quality Assurance Services.

The ICQA food processing safety standards represent the minimum standards that the ICQA Participants require from their food providers. However, ICQA Participants encourage their food providers to apply the principles of HACCP to their operations and implement food safety and quality assurance programs that

exceed ICQA's food processing safety standards. Compliance with these standards does not mean that a food provider has implemented a HACCP system or possesses an appropriate food safety assurance program for its particular operations. Food providers should not consider the application of these food processing safety standards and interpretation guidelines as a substitute for specific food safety programs designed to reflect their own processes, equipment and products (either based on HACCP or otherwise).

ABOUT ICQA'S PROGRAMME - FOOD PROCESSING SAFETY MODULE

ICQA's food safety assurance program (consisting of these food processing safety standards and interpretation guidelines and ICQA's food safety assurance auditing methodology) was designed to encourage and ensure consistent compliance with ICQA's food processing safety standards. The auditing methodology consists of collecting information related to a food provider's operations via e-Audits and Validation Audits (see description of each type of audit below). The information collected through the audit process enables ICQA Participants to evaluate their food provider's degree of compliance with the ICQA food processing safety standards.

About Validation Audits

A Validation Audit consists of an unannounced visit by an auditor to a food provider's facility. During this visit, the auditor will conduct an on-site review of the food provider's operations to determine (according to a pre-determined questionnaire) the food provider's degree of compliance with ICQA's food processing safety standards. Additionally, auditors will verify the accuracy and authenticity of information provided by food providers through the e-Audit process.

The information collected during a Validation Audit is then used to complete a pre-determined questionnaire and to prepare a report that assigns a percentage score to the food provider's degree of compliance with ICQA's food processing safety standards. This audit report is delivered to the food provider and the ICQA Participant shortly after completion of the audit. Whenever possible, the auditor will hold a debriefing session with interested representatives of the food provider in order to review the auditor's findings.

About e-Audits

As the ICQA Participants recognize that Validation Audits can disrupt their food provider's daily operations, whenever possible the ICQA Participants limit the annual number of Validation Audits. However, in order to continue to ensure and encourage consistent compliance with ICQA's food processing safety standards, the ICQA Participants supplement Validation Audits with e-Audits.

An e-Audit consists of food providers completing a questionnaire and providing certain records (within a specified time frame) through a web based application knows as the e-Audit System that collectively enable the ICQA Participants to "virtually" assess the food provider's degree of compliance with ICQA's food processing safety standards. The

questionnaire results and records are then sent to Medina Quality Assurance Services via a secure web based portal. Once questionnaire answers and records are uploaded onto the e-Audit system, an internal auditor reviews the information and prepares an audit report that is similar to the report prepared following a Validation Audit.

HOW TO USE ICQA'S FOOD PROCESSING SAFETY STANDARDS AND INTERPRETATION GUIDELINES

It is generally accepted that an audit can only yield meaningful results if the standards upon which the audit is based on are interpreted objectively and applied consistently. In order to ensure maximum objectivity and consistency, all parties involved in the audit process (The ICQA Participants, their food providers and Medina Quality Assurance Services) must clearly understand the meaning of the standard, be able to determine whether the standard applies in context, understand how to meet the standard and have some indication of the type of information an auditor may use to evaluate the degree of compliance.

In an attempt to increase the objectivity and consistency of ICQA's auditing process, these food processing safety standards and interpretation guidelines outline each of the food processing safety standards that ICQA Participants require their food providers meet and for each particular food processing safety standard:

➢ How the ICQA Participants would like to see the standard applied in the context of a food provider's operations;

➢ Some indication of how auditors will evaluate compliance with ICQA's food processing safety standards during a Validation Audit;* and

➢ What food providers may be asked to do when they conduct an e-Audit and how to adequately complete the e-Audit questionnaire.

For ease of reference, these food processing safety standards and interpretation guidelines are structured consistently to encourage a clear understanding of the standard, its application and the method of assessing compliance.

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*While these interpretation guidelines attempt to isolate as many of the variables that the ICQA Participants will verify during a Validation Audit, auditors may rely on any other evidence that in their professional judgement demonstrate compliance with ICQA's food processing safety standards.

The following is an example that illustrates how these standards and guidelines are structured:

3.1.5 CCP - Food Safety Controls for Rapid Cooling

Food provider must have and follow a procedure (written or verbal) to ensure proper rapid cooling of Heat-Treated Foods. This procedure must require that the food provider maintain records in accordance with this standard.

➢ Food provider's rapid cooling procedure must require that all Heat-Treated Food (including meat, fish, poultry, sauces, pasta*, rice, seafood, dairy, egg products, cereals, vegetables, fruits) are either:
  (a) Cooled from 60°C/140°F to 21°C/70°F within 2 hours and from 21°C/70°F to 5°C/41°F within an additional 4 hours;
  OR
  (b) Cooled from 60°C/140°F to 10°C/50°F within 4 hours.

➢ While blast chillers are preferable, food provider may use any other means of rapid cooling Heat Treated Foods as long as these means respect time and temperature limits.

➢ When monitoring food temperature, measurement must always represent core temperature.

➢ Rapid cooling procedure must require that the food provider maintain records that document verification of each of the following:
  (a) Date that food item is rapid cooled;
  (b) Description of food item;
  (c) Initial time and temperature**;
  (d) Intermediate time and temperature (if food provider uses the rapid cooling method described in (a) above); and
  (e) Specifics of any corrective action, where applicable.

Corrective Action
➢ If food provider does not respect time and temperature limits for rapid cooling of Heat-reated Food items, food provider must discard all non-compliant food items.

Guidance for Validation Audit:
➢ Auditor will confirm whether food provider has and follows a rapid cooling procedure in accordance with this standard and guidelines and whether this procedure is written or verbal.
➢ Auditor will conduct a spot check and review records on the day of the Validation Audit to verify compliance with this standard and guidelines.

Guidance for e-Audit:
➢ Food provider may be asked to confirm whether they have and follow a rapid cooling procedure in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.
➢ Food provider will be asked to provide rapid cooling records for a specified period.
➢ Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

Notes:
* Food provider may, as a first step, only rapid cool pasta under cold running potable water for a short period of time.
** If food provider begins rapid cooling immediately following Heat Treatment, final Heat Treatment time and temperature may be used as the initial rapid cooling time and temperature.

Each food processing safety standard is clearly identified including whether the standard is a CCP.

A general description of what is required to meet the particular food processing safety standard.

A detailed discussion of the policies, practices and procedures that must be in place in order to comply with the particular food processing safety standard.

Some guidance on how auditors will evaluate compliance with the food processing safety standard during a Validation Audit.

Some guidance for food providers on how to adequately conduct e-Audits and complete e-Audit questionnaires.

A large margin on the right side of each page for individual notes.

Additional notes where further clarification is necessary.

In the event of any changes to a particular page, the date of the change would appear next to the page number.

A footer on every page identifying the document version.

The ICQA Participants encourage their food providers to use these food processing safety standards and interpretation guidelines not only to prepare for Validation Audits and e-Audits, but also as a guide to implementing and monitoring minimum policies, practices and procedures that meet ICQA's food processing safety standards and increase the likelihood of producing "safe" food products.

All capitalized terms in these food safety processing standards and interpretation guidelines are defined in the "Definitions" section. Where the term "include", "includes" or "including" is used, the list provided does not represent an exhaustive list of possibilities.

UNDERSTANDING MEDINA QUALITY ASSURANCE SERVICES' ROLE

ICQA's food processing safety standards and interpretation guidelines were developed and tested in consultation with Medina Quality Assurance Services ("Medina"), experts in the food quality assurance field. The ICQA Participants also developed an auditing methodology in consultation with Medina that is designed to increase the likelihood that, and assess whether, the ICQA Participants food providers meet their food processing safety standards. Furthermore, the ICQA Participants engage Medina to execute its auditing methodology, communicate audit results to the appropriate parties and advise the ICQA Participants on relevant developments in the food quality assurance field. While the ICQA Participants have engaged Medina to assist with the development and management of the ICQA Programme – Food Processing Safety Module, this food safety assurance programme represents ICQA's approach to increasing the likelihood that in-flight food providers deliver "safe" food products.

1 HEALTH, HYGIENE AND TRAINING

1.1 HEALTH, HYGIENE AND TRAINING

1.1.1 Food Safety and HACCP Training

Food provider must have and follow a food safety and HACCP training program (written or verbal). This program must require that all Food Handling Employees and Management receive appropriate food safety and HACCP training. The food safety and HACCP training program must require that the food provider maintain training records in accordance with this standard.

Food provider's food safety and HACCP training program must require that:

WHO

➢ All Food Handling Employees and Management must receive training on food safety and HACCP in accordance with this section.

➢ Trainer must have the necessary knowledge to conduct food safety and HACCP training.

WHAT

➢ All Food Handling Employees and Management must receive training on the general principles of food safety and HACCP.

➢ General principles of food safety include personal hygiene, dress code/uniform policy, appropriate hand washing, eating, drinking and smoking guidelines, food time/temperature restrictions, keeping work area and equipment clean and sanitized, and cross contamination.

➢ Food Handling Employees must also receive training on the food safety and HACCP policies, practices and procedures specific to their job description.

➢ Training policies, procedures, manuals and materials must be based on either these standards and guidelines or the World Health Organization and Codex Alimentarius.

WHERE

➢ Food provider must have all food safety and HACCP training documentation (including policies, procedures, manuals, materials and records) available at the food provider's facility and must be easily accessible.

WHEN

➢ All Food Handling Employees and Management must receive food safety and HACCP training upon hiring and thereafter at least once yearly.*

➢ Food provider must maintain training records documenting training frequency. Records must include the name of each employee that received training, the date of training, subject(s) covered and the name of the trainer.

HOW

➢ Food provider must have and use training materials (written, electronic, audio or video) as part of food safety and HACCP training program. Training materials must be suited to the audience to encourage a better understanding of information (i.e. language, education).

➢ Food provider must verify and evaluate trainees understanding of material (i.e. quizzes, written tests) and take appropriate corrective action in the event that evaluation reveals a poor understanding of material covered. Food provider must retain trainee evaluations.

Guidance for Validation Audit

➢ Auditor will confirm whether food provider has and follows a food safety and HACCP training procedure in accordance with this standard and guidelines and whether this procedure is written or verbal.

➢ Auditor will review training records to confirm training frequency and subjects covered during training.

➢ Auditor will request a complete list of current employees specifying hire date and job description, or an update of this list.

➢ Auditor will review food safety training policy(ies), manual(s), material(s), records and evaluation results.

Guidance for e-Audit

➢ Food provider may be asked to confirm existence of food safety and HACCP training procedure in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.

➢ Food provider may be asked to provide a list of employees specifying hire date and job description or an update of this list.

➢ Food provider will be asked to provide training records for a specified period.

Notes

*Food provider may conduct refresher training courses through out the year instead of once yearly, however, the Food provider must ensure and document the following:

(a) The totality of the refresher training courses given throughout one full year cover *all* the general principles as stated in "WHAT" of this standard and guideline;

(b) Document and maintain records for each refresher training course in accordance with this standard and guideline; and

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(c) Document and maintain trainee evaluations given to each employee (either yearly or after each refresher training), in accordance with standard and guideline.

ICQA - IATA Catering Quality Assurance Programme
Food Processing Safety Standards and Interpretation Guidelines

1.1.2 *Medical Screening of Employees and Visitors*

Food provider must have and follow a medical screening procedure (written or verbal) to ensure that all Food Handling Employees, Management and visitors entering Food Handling Areas report any food transmissible diseases or illnesses.

➢ Food provider's medical screening procedure must require that all Food Handling Employees and Management:

  (a) Complete and sign a health questionnaire that covers items one (1) through three (3) of the standard form of health questionnaire (attached as Appendix 1.1.2A); and

  (b) Are made aware of the requirement to report all Future Symptoms and Future Medical Diagnoses (as defined in the standard form of Agreement to Notify attached as Appendix 1.1.2B) to the appropriate person.

➢ Food provider may make all Food Handling Employees and Management aware of their obligation to report under (b) either by:

  (a) Requiring that all Food Handling Employees and Management complete and sign an Agreement to Notify (substantially in the form attached as Appendix 1.1.2B) upon hiring; or

  (b) Any other reasonable means (i.e. training materials, appropriate signage).

➢ If Food Handling Employees and Management are not required to complete and sign an Agreement to Notify, food provider's medical screening procedure must also require that all Food Handling Employees and Management complete and sign a health questionnaire after returning from medical/sick leave and vacation.

➢ Food provider's medical screening procedure must require that all visitors entering Food Handling Areas (including employees that are not Food Handling Employees or Management) complete and execute a health questionnaire that covers items one (1) through three (3) of the standard form of health questionnaire.

➢ Food provider's medical screening procedure must require that the food provider promptly follow up on any medical issues that arise as a result of medical screening.

Guidance for Validation Audit

➢ Auditor will confirm whether food provider has and follows a medical screening procedure in accordance with this standard and guidelines and whether this procedure is written or verbal.

➢ Auditor will review health questionnaires to confirm compliance with this standard and guidelines.

➢ Auditor will spot check employee knowledge of medical reporting requirement.

Guidance for e-Audit

➢ Food provider may be asked to confirm whether they have and follow a medical screening procedure in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.

➢ Food provider must conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

1.1.3 Wound and Infection Control

Food provider must have and follow a procedure (written or verbal) for wound and infection control. Food provider must always have a first aid box available to all employees and ensure that each first aid box is well stocked with all necessary items.

➢ Food provider's wound and infection control procedure must require that all Food Handling Employees:

   (a) Cover cuts, burns, lesions and all other wounds between the elbow and wrist with a waterproof dressing and cover the area between the elbow and wrist with a uniform sleeve or a plastic sleeve; and

   (b) Cover cuts, burns, lesions and all other wounds on hands with a coloured plaster (preferably blue and does not include skin tone or transparent) *and* a waterproof glove.

➢ Food provider's wound and infection control procedure must require that any employee with secretions or discharge from the neck up and between the fingertips and elbows must be excluded from any work involving direct food contact. However, the employee may work in Food Handling Areas and Food Storage Areas if no secretion or discharge is visible beyond a wound control or dressing that is in accordance with this standard and guidelines.

➢ Food provider's wound and infection control procedure must require the disposal of all food items that the employee was working with when cut or wounded, or when the employee discovered any other non-compliance with this standard and guidelines.

➢ Food provider must always have a first aid box available to all employees. Each first aid box must contain a sufficient supply of each of the following:

   (a) Coloured plasters (preferably blue and does not include skin tone or transparent);

   (b) Antiseptic lotion or spray; and

   (c) Waterproof dressings, which may include plasters, band-aids, and latex or other plastic gloves.

Guidance for Validation Audit

➢ Auditor will confirm whether food provider has and follows a wound and infection control procedure in accordance with this standard and guidelines and whether this procedure is written or verbal.

➢ Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

➢ Auditor will spot check contents of first aid box(es) on the day of the Validation Audit to verify compliance with this standard and guidelines.

Guidance for e-Audit

➢ Food provider may be asked to confirm whether they have and follow a wound and infection control procedure in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.

➢ Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

1.1.4 Personal Appearance – Uniforms, Hair Coverings, Jewellery

Food provider must have and follow a personal appearance policy (written or verbal). This policy must require that all employees and visitors entering Food Handling Areas wear clean uniforms, hairnets and beard nets (as applicable), avoid wearing any jewellery and maintain appropriate personal hygiene.

UNIFORMS

➢ Food provider must always have clean uniforms available.

➢ Uniforms must be worn appropriately at all times.

➢ Uniforms must not be worn to and from work.

➢ Food provider must make adequate provision for complete segregation between clean and soiled uniforms and protective clothing.

➢ Aprons (if applicable) must be clean and must never be used as a cloth.

HAIR COVERING

➢ Hairnets must completely enclose hair.

➢ Facial hair must be covered with a beard net.

JEWELLERY

➢ Jewellery includes but not limited to rings, wristwatches, bracelets and earrings.

➢ Plain wedding bands may be tolerated as long as they are not difficult to clean.

PERSONAL HYGIENE

➢ Fingernails must be kept short, clean and free of polish. False fingernails are not permitted.

➢ Eating, smoking and drinking must be strictly restricted to designated areas.*

➢ It is recommended that all employees handling exposed food products wear disposable gloves.

Guidance for Validation Audit

➢ Auditor will confirm whether food provider has and follows a personal appearance policy in accordance with this standard and guidelines and whether this policy is written or verbal.

➢ Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

Guidance for e-Audit

➢ Food provider may be asked to confirm whether they have and follow a personal appearance policy in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.

➢ Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

Notes
*Toilets and changing rooms are not acceptable designated areas for smoking, eating or drinking.

1.1.5 Cleanliness and Maintenance of Toilets and Changing Rooms

Food provider must ensure that toilets, changing rooms and lockers are always clean and well maintained.

➢ Food provider must at a minimum always ensure that:

  (a) Changing rooms, lockers, toilets, sinks, soap dispensers, and hand drying devices are clean and well maintained;

  (b) Each toilet, changing room and locker (as applicable) has a sufficient supply of toilet paper, soap, single use towels and/or hand drying devices;

  (c) Toilets, hand drying devices, lockers and all other devices are fully functional; and

  (d) Clothes/shoes are stored neatly and not on top of lockers.

Guidance for Validation Audit

➢ Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

Guidance for e-Audit

➢ Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

1.1.6 Hand Washing Stations

Food provider must ensure that all hand washing stations are appropriately located and identified with an appropriate sign, and always accessible, clean, fully functional and well equipped with water, soap and either single use towels or a fully functional hand-drying device. Food provider must ensure that hand washing stations are only used for hand washing.

LOCATION

➢ A hand washing station must be located at each major entry point into Food Production Areas, receiving areas and dispatch areas.

➢ Hand washing stations located in Food Production Areas must be easily accessible to all Food Handling Employees.

IDENTIFIED

➢ All hand washing stations must be clearly identified with either a written or pictorial sign

➢ If the identification sign is written, it must be in a language that is understood by all Food Handling Employees and Management.

ACCESSIBLE

➢ All hand washing stations must always be accessible and unobstructed.

APPROPRIATELY EQUIPPED

➢ All hand washing stations must be equipped with:

  (a) Running water – Faucets must readily supply water at a temperature that enables persons to wash hands for between 20 - 30 seconds;

  (b) Soap – Soap dispensers must fully functional and contain a sufficient supply of antibacterial soap or hand cleansers; and

  (c) Sufficient supply of single use towels or a fully functional hand-drying device.

CLEANLINESS

➢ All hand washing stations including sinks, soap dispensers and hand drying devices must be clean and well maintained.

EXCLUSIVE

➢ All hand washing stations must be used exclusively for washing hands – Hand washing stations must not be used for any other purpose.

Guidance for Validation Audit

➢ Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

Guidance for e-Audit

➢ Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

1.1.7 Proper Hand Washing

Food provider must have and follow a hand washing procedure (written or verbal) describing to all employees and visitors the proper method(s) and frequency for washing hands.

Food provider's hand washing procedure must:

➢ Describe the proper method(s) and frequency for hand washing; and

➢ Specify that all employees and visitors must wash their hands:

  (a) Prior to entering Food Handling Areas;

  (b) Before starting work;

  (c) Following breaks, visiting toilets, eating, drinking, coughing, sneezing and smoking;

  (d) After touching potentially contaminated surfaces such as raw food products or any skin; and

  (e) In all other instances where cross contamination may be an issue.

➢ Specify that alcohol gels may only be used in conjunction with, *not instead of*, proper hand washing.

Guidance for Validation Audit

➢ Auditor will confirm whether food provider has and follows a hand washing procedure in accordance with this standard and guidelines and whether this procedure is written or verbal.

➢ Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

Guidance for e-Audit

➢ Food provider may be asked to confirm whether they have and follow a hand washing procedure in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.

➢ Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

1.1.8 Glove Policy

Food provider must have and follow a glove policy (written or verbal) describing to all employees and visitors the appropriate method for the use, disposal and replacement of gloves.

Food provider's glove wearing policy must:

➢ Describe the appropriate method for using gloves and when employees and visitors are required to replace gloves.

➢ Specify that all employees and visitors must dispose and replace gloves:

   (a) Before starting work;

   (b) Following breaks, visiting toilets, eating, drinking, coughing, sneezing and smoking;

   (c) After touching potentially contaminated surfaces such as raw food products or any skin; and

   (d) In all other instances where cross contamination may be an issue.

➢ Specify that gloves may only be used in conjunction with, *not instead of*, proper hand washing.

Guidance for Validation Audit

➢ Auditor will confirm whether food provider has and follows a glove policy in accordance with this standard and guidelines and whether this policy is written or verbal.

➢ Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

Guidance for e-Audit

➢ Food provider may be asked to confirm whether they have and follow a glove policy in accordance with this standard and guidelines, specify any differences and confirm whether this policy is written or verbal.

➢ Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

2   FOOD RECEIVING & STORAGE

2.1   FOOD RECEIVING

2.1.1 Supplier Approval Program

Food provider must have and follow a procedure (written or verbal) for the evaluation and approval of all food suppliers. This procedure must require that the food provider request and retain documented proof that each of their food suppliers has and follows a food safety assurance program.

➢ Food provider's supplier approval procedure must require documented proof. Documented proof includes:

   (a) Documents that demonstrate that the food provider manages a supplier audit program (i.e. supplier audit schedule, questionnaire, check list); or

   (b) Certificates of accreditation* (or similar) issued by a recognized governmental, regulatory or industry organization.

Guidance for Validation Audit

➢ Auditor will confirm whether food provider has and follows a supplier approval procedure in accordance with this standard and guidelines and whether this procedure is written or verbal.

➢ Auditor will request a complete list of suppliers specifying the type of food item supplied or an update of this list.

➢ Auditor will conduct a spot check and review documented proof on the day of the Validation Audit to verify compliance with food provider's internal supplier approval procedure.

Guidance for e-Audit

➢ Food provider may be asked to confirm whether they have and follow a supplier approval procedure in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.

➢ Food provider may be asked to provide a complete list of suppliers or an update of this list.

➢ Food provider may be asked to provide documented proof as specified in this standard and guidelines.

Notes

*Accepted certificates of accreditation are HACCP, Good Manufacturing Practices or other similar accreditation.

2.1.2 Food Safety Controls for Receiving Foods

Food provider must have and follow a procedure (written or verbal) for verifying foods at the time of receiving. Food provider must maintain receiving records in accordance with this standard.

➢ Food provider's procedure for receiving food must require that, at the time of receiving the food provider must verify that:

  (a) Food items are free of insects, foreign objects, extraneous matter or other potential contaminants (physical or chemical);

  (b) Food items are not past the expiration date (if applicable)*****;

  (c) Food items packaging is intact (not leaking or swelling); and

  (d) Food items do not otherwise appear to be spoiled or "unsafe" (ie. odor, color, texture, etc.)

➢ Food provider must document the verification of at least one food item for each supplier delivery******. These receiving records must document the following:

  (a) Date of receipt;

  (b) Name of supplier;

  (c) Specific food item verified;

  (d) Verification of receiving requirements noted above (ie. Free of insects, free of potential contaminants, do not appear spoiled, etc.);

  (e) Expiration date (if applicable); and

  (f) Specifics of any corrective action taken, where applicable.

Corrective Action

➢ If food items do not meet required receiving requirements***** noted above, the non-conformant food items must be rejected in accordance with a reject procedure.

➢ Food provider's reject procedure must require that rejected food items are either immediately returned to the vendor *or* segregated in a designated area that is appropriately identified (i.e. "rejected products", "return to vendor", "non conformant products" etc.).

Guidance for Validation Audit

➢ Auditor will confirm whether food provider has and follows a receiving procedure in accordance with this standard and guidelines and whether this procedure is written or verbal.

➢ Auditor will conduct a spot check and review records on the day of the Validation Audit to verify compliance with this standard and guidelines.

Guidance for e-Audit

➢ Food provider may be asked to confirm whether they have and follow a receiving procedure in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.

➢ Food provider will be asked to provide receiving records and non-conformance records for a specified period.

➢ Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

Notes

* If foods are received without an expiration date, the food provider must ensure that these food items are date marked with the receiving date according to Standard "Date Marking and Rotation of Potentially Hazardous Foods" and "Date Marking and Rotation of Non-Hazardous Foods".

** Food provider must verify and document a minimum of one (1) food item for each delivery received, ensuring that a representative sample of different food items received from a particular supplier are verified over time (e.g. if a particular supplier supplies the facility with milk, yoghurt and cheese; on one delivery the food provider may verify the receiving of the milk, the next delivery the food provider may verify the receiving of yoghurt, and the next delivery the food provider may verify the receiving of cheese).

2.1.3 CCP - Temperature Controls for Receiving Potentially Hazardous Foods

Food provider must have and follow a procedure (written or verbal) to monitor the temperature of Potentially Hazardous Foods at the time of receiving. This procedure must require that Potentially Hazardous Foods are within appropriate temperature limits at the time of receiving. Food provider must maintain receiving records according to this standard

➤ Food provider's procedure to monitor the temperature of Potentially Hazardous Foods at the time of receiving must require that at the time of receiving, the food provider must verify that the surface temperature of food items is within appropriate limits. If food items are received frozen, they must be frozen solid and show no signs of prior thawing.

➤ Food provider must ensure that the surface temperature of food items at the time of receiving are within the following limits:

Type of Food Product	Target Surface Temperature	Rejection Temperature
Refrigerated Foods	5°C/41°F	>8°C/46°F
Frozen Foods	No signs of prior thawing	Any signs of prior thawing
Hot Foods	60°C/140°F or above	<60°C/140°F

➤ Food provider must ensure that the received food items are placed in storage within an appropriate time whereby the surface temperature does not exceed >8°C/46°F or does not show any signs of thawing.

➤ Food provider must document the verification of at least one food item for each supplier delivery*. These receiving records must document the following:

  (a) Date of receipt;

  (b) Name of supplier;

  (c) Specific food item verified;

  (d) The surface temperature or frozen state (no signs of thawing) at the time of receiving of the Potentially Hazardous Food item); and

  (e) Specifics of any corrective action taken, where applicable.

Corrective Action

➤ If food items do not meet required temperature limits or frozen foods show signs of thawing, the non-conformant food items *must* be rejected in accordance with a reject procedure.

➤ Food provider's reject procedure must require that rejected food items are either immediately returned to the vendor *or* segregated in a designated area that is appropriately identified (i.e. "rejected products", "return to vendor", "non conformant products" etc.).

Guidance for Validation Audit

➢ Auditor will confirm whether food provider has and follows a receiving procedure in accordance with this standard and guidelines and whether this procedure is written or verbal.

➢ Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

Guidance for e-Audit

➢ Food provider may be asked to confirm whether they have and follow a receiving procedure in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.

➢ Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

Notes

* Food provider must verify and document a minimum of one (1) food item for each delivery received, ensuring that a representative sample of different food items received from a particular supplier are verified over time (e.g. if a particular supplier supplies the facility with milk, yoghurt and cheese; on one delivery the food provider may verify the receiving of the milk, the next delivery the food provider may verify the receiving of yoghurt, and the next delivery the food provider may verify the receiving of cheese).

2.2   FOOD STORAGE

2.2.1 Segregation of Processed and Unprocessed Food Items During Cold Storage

Food provider must ensure that Processed and Unprocessed Food items in cold storage are appropriately segregated to prevent any risk of cross contamination.

➢ Food provider must ensure that all food items in cold storage are appropriately segregated and that the food provider store Unprocessed Food below Processed Food.

➢ Appropriate segregation practices include:

(a) Separate cold storage facilities;

(b) Separate racks - If food items are stored in the same area, for the purposes of segregation, food provider must use separate racks;

(c) Separate shelves - If food items are stored in the same area and on the same racks, food provider must use different shelves; or

(d) Separate containers - If each food item is kept in a different container, food items may be stored on the same racks or shelves.

Corrective Action

➢ If inappropriate cold storage segregation occurs, food provider must discard all potentially affected Processed food items.

Guidance for Validation Audit

➢ Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

Guidance for e-Audit

➢ Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

2.2.2 Protecting Food Items Against Air-Borne Contamination

Food provider must ensure that all food items in Food Storage Areas are always appropriately covered so as to prevent contamination from chemical/physical hazards and the transfer of bacteria, odour and taste from other foods. Food provider must ensure that all food items in Food Production Areas are protected against contamination.

➢ Food provider must ensure that all food racks, bins*****, trays or all other self-contained receptacles are always completely covered so as to prevent contamination from chemical/physical hazards and the transfer of bacteria, odour and taste from other foods.

➢ Appropriate materials****** for covering include plastic film, aluminium foil, plastic covers or rack covers.

➢ Physical/chemical hazards include any substance (liquid or solid) originating from ceilings, refrigerators/freezers, condensers, ventilators, faulty pipes, on-going construction, renovation, etc.

➢ In Food Production Areas, food provider must not store food items awaiting processing under equipment or surfaces that expose food items to potential contamination from chemical/physical hazards.

Guidance for Validation Audit

➢ Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

Guidance for e-Audit

➢ Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

Notes

*If multiple bins are stored on a rack, as long as every other bin on the rack is completely covered by (but not in contact with) the bin above it, it is only necessary to appropriately cover the top bin.

**Paper sheets are an acceptable material for covering if the following additional conditions are met:

(a) Top rack is covered with a metal sheet;

(b) Food items are not placed in an area where paper would not be adequate to protect against air borne contamination (i.e. Under a leaking surface); and

(c) Food items are completely covered and the paper is not submerged in the food item.

2.2.3 Date Marking and Rotation of Potentially Hazardous Foods

Food provider must have and follow a procedure (written or verbal) requiring that Potentially Hazardous Foods are date marked at all times throughout Food Handling. Food provider must have and follow a procedure (written or verbal) for appropriately rotating Potentially Hazardous Foods to ensure FIFO. Food provider must not have or use any outdated or rejected food items.

➢ Food provider's date marking procedure must require that Potentially Hazardous Foods are date marked at each of the following times:

  (a) Once Potentially Hazardous Foods are placed in Food Storage Areas with either the expiry date or the receiving date*****;

  (b) Once Potentially Hazardous frozen Foods are removed from the freezer with the date of removal from the freezer;

  (c) Once pre-packaged Potentially Hazardous Foods are opened with the date the package was opened;

  (d) Once Potentially Hazardous Foods are Processed;

  (e) Once Potentially Hazardous Foods are portioned; and

  (f) Once Potentially Hazardous Foods are ready for dispatch to the airline with the flight date.

➢ Food provider's date marking procedure must require that food items are date marked either by using easily visible date codes or colour codes. All Food Handling Employees must appropriately understand date coding or colour coding procedure.

➢ Food provider's FIFO procedure must require that the food provider employ appropriate practices to ensure first in first out rotation of food items. Such practices must be one of the following:

  (a) Placing new shipment or production behind old shipment or production;

  (b) Placing new shipment or production under old shipment or production; or

  (c) Using "use first" labels.

➢ Food items are considered outdated if they are:

  (a) Passed the expiry date;

  (b) Either passed the manufacturer's indicated shelf life or the shelf life specified in appendix 2.2.3/4, whichever is later, if the food item does not have an expiry date; or

  (c) Passed airline production times, which are 72 hours for Hot Production and Cold Production******.

➢ All outdated or rejected food items must be clearly identified as "rejected" or "non-conformant".

Guidance for Validation Audit

➢ Auditor will confirm whether food provider has and follows date marking and rotation procedures in accordance with this standard and guidelines and whether this procedure is written or verbal.

➢ Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

Guidance for e-Audit

➢ Food provider may be asked to confirm whether they have and follow date marking and rotation procedures in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.

➢ Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

Notes

*Food provider may date mark palettes or boxes if food items are received in a palette or box. Once decanted, food items without individual expiry dates must be individually date marked. Individual date marking following decanting does not apply to individual portion packs, (i.e. creamers, butter, jam, etc.) if a good FIFO process is in place.

**Not withstanding this Standard and Guidelines airline catering specifications require that the food provider must use:

        (a) Hot Production Foods items within 48 hours of production; and

        (b) Cold Production Food items within 24 hours of production.

2.2.4 Date Marking and Rotation of Non-Hazardous Foods

Food provider must have and follow a procedure (written or verbal) requiring that Non-Hazardous Foods are date marked at all times throughout Food Handling. Food provider must have and follow a procedure (written or verbal) for appropriately rotating Non-Hazardous Foods to ensure FIFO. Food provider must not have or use any outdated or rejected food items.

➤ Food provider's date marking procedure must require that Non-Hazardous Foods are date marked at each of the following times:

   (a) Once Non-Hazardous Foods are placed in Food Storage Areas with either the expiry date or receiving date*;

   (b) Once Non-Hazardous frozen foods are removed from the freezer with the date of removal from the freezer;

   (c) Once pre-packaged Non-Hazardous Foods are opened with the date the package was opened;

   (d) Once Non-Hazardous Foods are Processed;

   (e) Once Non-Hazardous Foods are portioned; and

   (f) Once Non-Hazardous Foods are ready for dispatch to the airline with the flight date.

➤ Food provider's date marking procedure must require that food items are date marked either by using easily visible date codes or colour codes. All Food Handling Employees must appropriately understand date coding or colour coding procedure.

➤ Food provider's FIFO procedure must require that the food provider employ appropriate practices to ensure first in first out rotation of food items. Such practices must be one of the following:

   (a) Placing new shipment or production behind old shipment or production;

   (b) Placing new shipment or production under old shipment or production;

   (c) Using "use first" labels; or

   (d) Individual portion packs stored in bulk that are not individually dated must not be topped up.

➤ Food items are considered outdated if they are:

   (a) Passed the expiry date;

   (b) Either passed the manufacturer's indicated shelf life or the shelf life specified in appendix 2.2.3/4, whichever is later, if food item does not have an expiry date; or

   (c) Passed airline production times, which are 72 hours for Hot Production and Cold Production**.

➤ All outdated or rejected food items must be clearly identified as "rejected" or "non-conformant".***

Guidance for Validation Audit

➤ Auditor will confirm whether food provider has and follows date marking and rotation procedures in accordance with this standard and guidelines and whether this procedure is written or verbal.

➤ Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

Guidance for e-Audit

➤ Food provider may be asked to confirm whether they have and follow date marking and rotation procedures in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.

➤ Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

Notes

*Food provider may date mark palettes or boxes if food items are received in a palette or box. Once decanted, food items without individual expiry dates must be individually date marked. Individual date marking following decanting does not apply to individual portion packs, (i.e. creamers, butter, jam, etc.) if a good FIFO process is in place.

**Not withstanding this Standard and Guidelines airline catering specifications require that the food provider must use:

      (a) Hot Production Foods items within 48 hours of production; and

      (b) Cold Production Food items within 24 hours of production.

***Dented cans are considered as non-conforming food items and all dented cans must be identified as "rejected" or "non-conformant".

2.2.5 CCP - Temperature Control of Refrigeration Units

Food provider must have and follow a procedure (written or verbal) to monitor and maintain the temperature of each Refrigeration Unit within acceptable limits. This procedure must require that the food provider maintain records for each Refrigeration Unit in accordance with this standard.

➢ Food provider must at all times maintain the temperature of each Refrigeration Unit between 0°C-5°C/32°F-41°F and take corrective action when the temperature of a Refrigeration Unit exceeds 8°C/46°F.

➢ Food provider must use one of the following methods to monitor the temperature of Refrigeration Units:

   (a) Internal thermometer probes;

   (b) Manual temperature monitoring (i.e. with portable probes or hand held thermometers); or

   (c) Continuous computerized temperature monitoring.*

➢ Temperature control procedure for Refrigeration Units must require that the food provider record the temperature of each Refrigeration Unit in their facility a minimum of twice a day. These records must specify:

   (a) Date and time of recorded temperature;

   (b) Identity of Refrigeration Unit (i.e. unit number, specific location of unit, etc.); and

   (c) Specifics of any corrective action, where applicable.**

Corrective Action

➢ If temperature monitoring reveals that the temperature of a Refrigeration Unit exceeds 8°C/46°F, food provider must sample the surface temperature of food items located in that Refrigeration Unit.

➢ If food samples reveal that the surface temperature of food items are generally above 8°C/46°F, food provider must transfer all food items in that Refrigeration Unit to a Refrigeration Unit that is chilled within acceptable limits and take prompt action until the temperature of the Refrigeration Unit is restored to acceptable limits.

➢ If food samples reveal that the surface temperature of food items are generally below 8°C/46°F, food provider must take prompt action until the temperature of the Refrigeration Unit is restored within acceptable limits.

Guidance for Validation Audit

➢ Auditor will confirm whether food provider has and follows a temperature monitoring procedure in accordance with this standard and guidelines and whether this procedure is written or verbal.

➢ Auditor will conduct a spot check and review records on the day of the Validation Audit to verify compliance with this standard and guidelines.

Guidance for e-Audit

➤ Food provider may be asked to confirm whether they have and follow a temperature monitoring procedure in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.

➤ Food provider will be asked to provide temperature monitoring records for a specified period.

➤ Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

Notes

*Computerized temperature monitoring system must alarm a designated person within an appropriate time if the temperature of a monitored Refrigeration Unit is outside of acceptable limits. If this is not the case, a designated person must verify the computerized records twice daily.
**In the case of natural disasters, food provider must ensure by any means that the temperatures of food items placed in Refrigeration Units are maintained below 8°C/46°F.

2.2.6 Temperature Control of Freezers

Food provider must have and follow a procedure (written or verbal) to monitor and maintain the temperature of each freezer unit within acceptable limits. This procedure must require that the food provider maintain temperature records for each freezer unit in accordance with this standard.

➢ Food provider must at all times maintain the temperature of each freezer unit below -18°C/0°F and take corrective action if the temperature of a freezer units is above -18°C/0°F *and* frozen food items start showing signs of thawing.

➢ Food provider must use one of the following methods to monitor the temperature of freezer units:

  (a) Internal thermometer probes;

  (b) Manual temperature monitoring (i.e. with portable probes or hand held thermometers); or

  (c) Continuous computerized temperature monitoring. *

➢ Temperature control procedure for freezer units must require that the food provider record the temperature of each freezer unit in their facility a minimum of twice a day. These records must also specify:

  (a) Date and time of recorded temperature;

  (b) Identity of freezer unit (i.e. unit number, specific location of unit, etc.); and

  (c) Specifics of any corrective action, where applicable.

Corrective Action

➢ If temperature monitoring reveals that the temperature of a freezer unit exceeds -18°C/0°F, food provider must take prompt action to restore the temperature of the freezer within acceptable limits and must conduct a visual check to determine if food items show any signs of thawing or no longer have a hard surface.

➢ If visual check reveals that food items generally show signs of thawing, food provider must transfer all food items in the non-conformant freezer unit to a freezer unit that is within acceptable limits.

➢ If visual checks reveal that food items generally do not have a hard surface, food provider must thaw out food items completely and use as per section 3.1.3.

Guidance for Validation Audit

➢ Auditor will confirm whether food provider has and follows a temperature monitoring procedure in accordance with this standard and guidelines and whether this procedure is written or verbal.

➢ Auditor will conduct a spot check and review records on the day of the Validation Audit to verify compliance with this standard and guidelines.

Guidance for e-Audit

➢ Food provider may be asked to confirm whether they have and follow a temperature monitoring procedure in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.

➢ Food provider will be asked to provide temperature-monitoring records for a specified period.

➢ Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

Notes

*Computerized temperature monitoring system must alarm a designated person within an appropriate time if the temperature of a monitored freezer unit is above -18°C/0°F. If this is not the case, a designated person must verify the computerized records twice daily.

3 FOOD PRODUCTION

3.1 FOOD PRODUCTION

3.1.1 Segregation of Unprocessed and Processed Food Items During Food Preparation

Food provider must ensure that Processed and Unprocessed Food items are appropriately segregated during Food Preparation to prevent any risk of cross contamination.

➢ Appropriate segregation practices include:

    (a) Physical barrier i.e. walls, partition walls; and

    (b) Separation of Processed and Unprocessed food items by a minimum distance of 1 meter / 3.3 feet.

Corrective Action

➢ If inappropriate segregation occurs during Food Preparation, food provider must discard all potentially affected Processed food items.

Guidance for Validation Audit

➢ Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

Guidance for e-Audit

➢ Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

3.1.2 Sanitization of Raw Fruits and Vegetables

Food provider must have and follow a procedure (written or verbal) for sanitizing raw fruits and vegetables. This procedure must require that the food provider maintain daily records in accordance with this standard.

➢ Food provider's Sanitization procedure for raw fruits and vegetables must require that the food provider use:

    (a) A Sanitization chemical that is approved for use on food;*

    (b) An acceptable Sanitization method (as specified below); and

    (c) The appropriate chemical concentration.

➢ An acceptable Sanitization method must at a minimum require that the food provider:

    (a) Wash, sanitize and then rinse all fruits and vegetable (unless manufacturer's instructions specify otherwise);

    (b) Use the appropriate concentration of Sanitization chemicals - For chlorine, the concentration must be between 50-100ppm. For all other chemicals, concentration must be as per manufacturer's specifications;

    (c) Ensure that chemical exposure time during Sanitization is between one (1) to five (5) minutes (unless manufacturer's instructions specify otherwise); and

    (d) Observe all manufacturer's instructions for the appropriate use and efficacy of chemical sanitizers.

➢ Sanitization procedure must require that the food provider maintain daily records that document each of the following:

    (a) Date that fruits and vegetables are sanitized;

    (b) Type of chemical sanitizer and the concentration used;

    (c) Chemical exposure time during Sanitization; and

    (d) Specifics of any corrective action, where applicable.

Guidance for Validation Audit

➢ Auditor will confirm whether food provider has and follows a Sanitization procedure in accordance with this standard and guidelines and whether this procedure is written or verbal.

➢ Auditor will conduct a spot check and review records on the day of the Validation Audit to verify compliance with this standard and guidelines.

Guidance for e-Audit

➢ Food provider may be asked to confirm whether they have and follow a Sanitization procedure in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.

- ➢ Food provider will be asked to provide Sanitization records for a specified period.

- ➢ Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

Notes

*Food providers in countries where the use of chemicals for sanitizing raw fruits and vegetables is prohibited must ensure that raw fruits and vegetables are rinsed with potable water and visibly clean.

3.1.3 Food Safety Controls for Thawing Frozen Food Items

Food provider must have and follow a procedure (written or verbal) for appropriately thawing frozen food items. This procedure must require that the food provider maintain records in accordance with this standard.

➢ Food provider's thawing procedure must specify that all frozen food items must be used within 72 hours * of the date the food provider commenced thawing the particular food item.

➢ Unless food items are thawed in a Refrigeration Unit, once thawing is complete the food provider must either immediately use the food item or transfer the food item to a Refrigeration Unit.

➢ Food provider must never re-freeze thawed food items.

➢ Food provider must use one of the following appropriate thawing methods.

IN A REFRIGERATION UNIT

➢ Food provider must monitor and maintain the temperature of the Refrigeration Unit in accordance with standard 2.2.5 and in any event the surface temperature of the frozen food item must not exceed 8°C/46°F.

AT ROOM TEMEPRATURE

➢ Room temperature must be at or below 21°C/70°F. Frozen food items must be left out to thaw for a short period of time and in any event the surface temperature of the frozen food item must not exceed 8°C/46°F.

UNDER RUNNING WATER

➢ Food provider may only use this thawing method for frozen food items that are sealed in leak proof packaging.

➢ Frozen food items must be thawed under cold potable running water. Water temperature must not exceed 21°C/70°F and in any event the surface temperature of the frozen food item must not exceed 8°C/46°F.

IN A MICROWAVE

➢ Food provider may only use this thawing method as a part of an acceptable Heat Treatment process. Heat Treatment process must be continuous and uninterrupted from the time of placing the food item in the microwave. Food provider must also monitor food core temperature in accordance with standard 3.1.4.

IN A THAW BOX

➢ The temperature of the thaw box must not exceed 10°C/50°F. Food provider may only use this thawing method if frozen food items will undergo Heat Treatment and, in any event, the surface temperature of the frozen food item must not exceed 8°C/46°F.

- Food provider must monitor and maintain the temperature of the thaw box twice daily, temperature must not exceed 10°C/50°F and corrective action taken, where applicable.

- If the food provider either thaws food items at room temperature or under running water, thawing procedure must require that the food provider maintain records that document verification of each of the following:

  (a) Date that the food item was removed from the Refrigeration Unit for thawing;

  (b) Description of food item;

  (c) Time and temperature of food item at the beginning of thawing;

  (d) Temperature of the medium used for thaw (i.e. running water temperature or room temperature), where applicable; and

  (e) Time and temperature of food item at the end of thawing.

Guidance for Validation Audit

- Auditor will confirm whether food provider has and follows a thawing procedure in accordance with this standard and guidelines and whether this procedure is written or verbal.

- Auditor will conduct a spot check and review records (where applicable) on the day of the Validation Audit to verify compliance with this standard and guidelines.

Guidance for e-Audit

- Food provider may be asked to confirm whether they have and follow a thawing procedure in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.

- Food provider may be asked to provide thawing records for a specified period.

- Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

Notes

*Not withstanding this Standard and Guidelines airline catering specifications require that frozen food items must be used within 48 hours of the time the food provider commenced thawing the particular food item.

3.1.4 *CCP - Food Safety Controls for Heat Treated Foods*

Food provider must have and follow a procedure (written or verbal) to ensure appropriate Heat Treatment of food items. This procedure must require that the food provider maintain records in accordance with this standard.

➤ Food provider's procedure for Heat Treated Food items must require that the food provider maintain records that document each of the following:

  (a) Date that the food item is Heat Treated;

  (b) Description of Heat Treated Food item;

  (c) Core temperature of food item following Heat Treatment; and

  (d) Specifics of any corrective action, where applicable.

➤ Food provider must ensure that the *core* temperature of food items following Heat Treatment falls within the following limits:

Type of Food Product	Target Temperature[N]
Raw dairy or food containing raw dairy	72°C/161°F
Raw eggs or food containing raw eggs	70°C/158°F
Raw poultry or food containing raw poultry	74°C/165°F
Raw minced meat or food containing raw minced meat	70°C/158°F
Stuffed poultry, fish, meat, pasta	74°C/165°F
Other: meat, shellfish, crustaceous	63°C/145°F
Seared whole muscle or fillet that will not undergo further Heat Treatment	Surface temperature of 63°C/145°F and colour change on all sides
Seared whole muscle or fillet that will undergo further Heat Treatment	Colour change on all sides

[N] Minimum safe core temperature for all food items must be held for 15 seconds to ensure appropriate Heat Treatment.

➤ If the food provider is requested to provide seared whole muscle (beef/lamb/fish) that will undergo further Heat Treatment, the food provider must ensure that the seared whole muscle is cooked to achieve a color change on all sides and the food provider must have documented proof (at the facility and easily accessible) that the client has been notified that the food must undergo further heat treatment before being served.

Corrective Action

➤ If core temperature of food items following Heat Treatment does not fall within acceptable limits, food provider must re-heat food items until they reach target temperatures.

Guidance for Validation Audit

➤ Auditor will confirm whether food provider has and follows a procedure for Heat Treatment of food items in accordance with this

standard and guidelines and whether this procedure is written or verbal.

➢ Auditor will conduct a spot check and review records on the day of the Validation Audit to verify compliance with this standard and guidelines.

Guidance for e-Audit

➢ Food provider may be asked to confirm whether they have and follow a procedure for Heat Treatment of food items in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.

➢ Food provider will be asked to provide Heat Treatment records for a specified period.

➢ Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

3.1.5 *CCP* - *Food Safety Controls for Rapid Cooling*

Food provider must have and follow a procedure (written or verbal) to ensure appropriate rapid cooling of Heat Treated Foods. This procedure must require that the food provider maintain records in accordance with this standard.

➢ Food provider's rapid cooling procedure must require that all Heat Treated Foods (including meat, fish, poultry, sauces, pasta*, rice, seafood, dairy, egg products, cereals, vegetables) are either:

    (a) Cooled from 60°C/140°F to 21°C/70°F within 2 hours and from 21°C/70°F to 5°C/41°F within an additional 4 hours;

OR

    (b) Cooled from 60°C/140°F to 10°C/50°F within 4 hours.

➢ While blast chillers are preferable, food provider may use any other means of rapid cooling Heat Treated Foods as long as these means respect time and temperature limits.

➢ When monitoring food temperature, measurement must always represent core temperature.

➢ Rapid cooling procedure must require that the food provider maintain records that document verification of each of the following:

    (a) Date that food item is rapid cooled;

    (b) Description of food item;

    (c) Initial time and temperature**;

    (d) Intermediate time and temperature (if food provider uses the rapid cooling method described in (a) above);

    (e) Final time and temperature; and

    (f) Specifics of any corrective action, where applicable.

Corrective Action

➢ If food provider does not respect time and temperature limits for rapid cooling of Heat Treated Food items, food provider must discard all non-compliant food items.

Guidance for Validation Audit

➢ Auditor will confirm whether food provider has and follows a rapid cooling procedure in accordance with this standard and guidelines and whether this procedure is written or verbal.

➢ Auditor will conduct a spot check and review records on the day of the Validation Audit to verify compliance with this standard and guidelines.

Guidance for e-Audit

➢ Food provider may be asked to confirm whether they have and follow a rapid cooling procedure in accordance with this standard and

guidelines, specify any differences and confirm whether this procedure is written or verbal.

➢ Food provider will be asked to provide rapid cooling records for a specified period.

➢ Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

Notes

*Food provider may, as a first step, only rapid cool pasta under cold running potable water for a short period of time.

**If food provider begins rapid cooling immediately following Heat Treatment, final Heat Treatment time and temperature may be used as the initial rapid cooling time and temperature.

3.1.6 *CCP - Food Safety Controls of Potentially Hazardous Foods During Food Preparation*

Food provider must have and follow a procedure (written or verbal) to control exposure time and temperature of Potentially Hazardous Foods* during Food Preparation. This procedure must require that the food provider maintain records in accordance with this standard.

➢ If Potentially Hazardous Foods are prepared in a room where the temperature is maintained below 5°C/41°F, the food provider must monitor and maintain room temperature and maintain temperature records in accordance with standard "Temperature Controls of Refrigeration Units".

➢ If Potentially Hazardous Foods are prepared in a room where the temperature is maintained between 5°C/41°F and 15°C/59°F:

   (a) The food preparation time must not exceed 90 minutes; and

   (b) The food provider must monitor and maintain the temperature of the room between 5°C/41°F and 15°C/59°F, and record the room temperature a minimum of twice daily and take appropriate corrective action if the room temperature exceeds 15°C/59°F.

➢ If Potentially Hazardous Foods are prepared in a room where the temperature is maintained between 15°C/59°F and 21°C/70°F:

   (a) The food preparation time must not exceed 45 minutes; and

   (b) The food provider must monitor and maintain the temperature of the room between 15°C/59°F and 21°C/70°F , and record the room temperature a minimum of twice daily and take appropriate corrective action if the room temperature exceeds 21°C/70°F.

➢ If Potentially Hazardous Foods are prepared in a room where the temperature is maintained above 21°C/70°F:

   (a) The food preparation time must not exceed 45 minutes; and

   (b) The food surface temperature must not exceed15°C/59°F;

➢ If Potentially Hazardous Foods are prepared in a room maintained at 5°C/41°F or above, the food provider must maintain Potentially Hazardous Food Preparation records that document each of the following:

   (a) Date that the Potentially Hazardous Foods are prepared;

   (b) Description of food item;

   (c) Initial preparation time;

   (d) Final preparation time;

   (e) Specifics of any corrective action, where applicable.

➢ If Potentially Hazardous Foods are prepared in a room where the temperature is maintained at 21°C/70°F or above, in addition to the record requirements described above, the food provider must maintain records that document each of the following:

   (a) Surface temperature of the food item at the beginning of Food Preparation;

(b) Surface temperature of the food item at the end of Food Preparation;

Corrective Action

➢ If the food provider does not respect time limits for preparing Potentially Hazardous Foods, food provider must verify the surface temperature of the food item. If the surface temperature of the food items is above15°C/59°F, the food provider must discard the non-compliant food items. If the surface temperature of the food item is below 15°C/59°F, the food provider must immediately place the food items in Refrigeration Unit. These foods items may not be removed from the Refrigeration Unit until the temperature of the food item is at or lower than 5°C/41°F.

➢ If the food provider does not respect the temperature of the food items, the food provider must discard the non-compliant food items.

Guidance for Validation Audit

➢ Auditor will confirm whether food provider has and follows a procedure for controlling exposure time and temperature of Potentially Hazardous Foods in accordance with this standard and guidelines and whether this procedure is written or verbal.

➢ Auditor will conduct a spot check and review records on the day of the Validation Audit to verify compliance with this standard and guidelines.

Guidance for e-Audit

➢ Food provider may be asked to confirm whether they have and follow a procedure for controlling exposure time and temperature of Potentially Hazardous Foods in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.

➢ Food provider will be asked to provide exposure time and temperature records for a specified period.

➢ Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

Note

*For the purpose of this standard Potentially Hazardous Foods do not include any foods that will undergo further Heat Treatment. If the food provider is requested to provide Potentially Hazardous Foods that will undergo further Heat Treatment, the food provider must have documented proof (at the facility and easily accessible) that the client has been notified that the food must undergo further heat treatment before being served.

3.1.7 Microbiological Analysis of Food, Water and Ice

Food provider must have and follow a procedure (written or verbal) for microbiological analysis of food, water and ice. This procedure must require that the food provider maintain records that document the details specified in this standard.

➢ Food provider's procedure for microbiological analysis must require each of the following:

    (a) Frequency of testing - Monthly for food* and once every six months for ice and water; and

    (b) Type of microbiological testing in accordance with the table below.

Tests\Food	Cooked or Ready to Eat, to be eaten hot or cold	Rice, Pasta, Cereals and food containing these food items	Ready to Eat raw fruits and vegetable	Water and Ice
Total Viable Count	✓	✓	✓	
Total Coliform	✓	✓		✓
E. Coli	✓	✓	✓	✓
Bacillus Cereus		✓		
Salmonella	✓		✓	

➢ Food provider's procedure for microbiological analysis must also require that the food provider retain microbiological test results, and records of any corrective actions (where applicable) for a period of one (1) year.

Corrective Action

➢ If microbiological test results for food, water or ice are unsatisfactory, food provider must take and document the appropriate corrective action.

Guidance for Validation Audit

➢ Auditor will confirm whether food provider has and follows a procedure for microbiological analysis in accordance with this standard and guidelines and whether this procedure is written or verbal.

➢ Auditor will conduct a spot check and review records on the day of the Validation Audit to verify compliance with this standard and guidelines.

Guidance for e-Audit

➢ Food provider may be asked to confirm whether they have and follow a procedure for microbiological analysis in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.

➢ Food provider will be asked to provide microbiological test results or records for a specified period.

Notes

*For the purposes of microbiological testing of food, it is recommended that the food provider take samples of a minimum of 5 different food items. Food provider must test food items received from suppliers *and* food items processed in house.

3.1.8 Outer Packaging Material Eliminated from Production Areas

Food provider must ensure that there are no outer packaging materials in Food Production Areas.

➢ Outer packaging material means the final packaging layer in which, any food items, equipment, or any other goods are shipped or received, (i.e. cardboard boxes, cartons, cans, plastic shrink wrapping).

➢ Food provider must ensure that outer packaging material is promptly removed from Food Production Areas.

Guidance for Validation Audit

➢ Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

Guidance for e-Audit

➢ Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

3.1.9 Foreign Objects Policy

Food provider must have and follow a written policy to prevent potential direct or indirect contamination of food caused by foreign objects (in all areas).

➤ Foreign objects may include any glass, light bulbs, airline equipment, staples, string, rubber bands, metal objects, twist ties, hair, buttons, etc.

➤ Food provider's written foreign object policy must require that:

   (a) The food provider keep a complete list of all foreign objects in areas where foreign objects may potentially contaminate food (either directly or indirectly);

   (b) The food provider eliminate foreign objects from Food Handling Areas (i.e. glass packing materials such as jars must be prohibited in Food Handling Areas);

   (c) In the event that foreign objects cannot be eliminated or substituted, food provider must control the risk that foreign objects may cause cross contamination (i.e. light fixtures guarded or sealed with unbreakable enclosures to retain all glass in the event of any breakage) and handle foreign objects to avoid accidental damage (i.e. airline equipment);

   (d) The food provider have a glass breakage policy; and

   (e) The food provider take an appropriate corrective action in the event of any potential or actual cross contamination between food items and foreign objects.

➤ All employees must be aware of their responsibilities under the foreign objects policy (i.e. eliminate foreign objects at receiving, notify a designated person of potential contamination from foreign objects).

Guidance for Validation Audit

➤ Auditor will confirm whether food provider has and follows a foreign object policy in accordance with this standard and guidelines and whether this policy is written or verbal.

➤ Auditor will conduct a spot check and review documentation on the day of the Validation Audit to verify compliance with this standard and guidelines.

Guidance for e-Audit

➤ Food provider may be asked to confirm whether they have and follow a foreign object policy in accordance with this standard and guidelines, specify any differences and confirm whether this policy is written or verbal.

➤ Food provider may be asked to provide a copy of the foreign object policy.

➤ Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

4 EQUIPMENT AND PREMISES

4.1 CLEANLINESS & SANITIZATION

4.1.1 Storage and Labelling of Chemical Agents Used for Cleaning and Sanitization

Food provider must have and follow a procedure (written or verbal) for the storage and labelling of chemical agents used for cleaning and Sanitization so as to prevent cross-contamination.

Food provider's procedure must require that:

(a) All chemical agents stored in Food Handling Areas be stored at a safe distance from all food items to prevent risk of cross contamination;

(b) All bins or bottles containing chemical agents used during Food Preparation must be used and stored at a safe distance from food items to prevent risk of cross-contamination; and

(c) All chemical agents are appropriately identified.

➤ Food provider must use one of the following methods to appropriately identify chemical agents:

(a) Clear labelling of containers containing chemical agents;

(b) Use of coloured containers to differentiate chemical agents*;or

(c) Use of any other identification system that is understood by all employees.

Guidance for Validation Audit

➤ Auditor will confirm whether food provider has and follows a chemical agent storage and labelling procedure in accordance with this standard and guidelines and whether this procedure is written or verbal.

➤ Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

Guidance for e-Audit

➤ Food provider may be asked to confirm whether they have and follow a chemical agent storage and labelling procedure in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.

➤ Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

Notes

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* If two (2) or more colours are used to identify chemical agents, food provider must post a colour chart in all Food Handling Areas that clearly identifies the chemical agent corresponding to each colour.

4.1.2 *Cleaning & Sanitization Program*

Food provider must have and follow a written program specifying the appropriate frequency and method for cleaning and Sanitization of each area of, or equipment and utensils in the food provider's facility.

➤ Food provider's cleaning and Sanitization program must specify each of the following:

   (a) Items or areas that must be cleaned or sanitized;

   (b) Frequency of cleaning or Sanitization;

   (c) Method of cleaning and Sanitization; and

   (d) Products or chemical agents to be used and the procedure of application (contact time, foam consistency, concentrations, equipment required, persons required).

➤ Cleaning and Sanitization may either be carried out by the food provider's employees or by a professional external cleaning company. However, food provider must appropriately supervise all cleaning and Sanitization procedures.

Guidance for Validation Audit

➤ Auditor will confirm whether food provider has and follows a written cleaning and Sanitization program in accordance with this standard and guidelines.

➤ Auditor will conduct a spot check and review documentation (or records if applicable) on the day of the Validation Audit to verify compliance with this standard and guidelines.

Guidance for e-Audit

➤ Food provider may be asked to confirm whether they have and follow a written cleaning and Sanitization program in accordance with this standard and guidelines, specify any differences and confirm that the procedure is in writing.

➤ Food provider may be asked to provide cleaning documentation (or records if applicable) for a specified period.

4.1.3 Cleanliness and Maintenance of Interior Building Structures

Food provider must have and follow a procedure (written or verbal) for the cleaning and maintenance of all interior building structures. This procedure must require that all interior building structures are always smooth and washable, clean and free of dirt and, where applicable, fully functional.

➢ Interior building structures include ceilings, walls, floors, doors, vent hoods, overhead structures, fans, light fixtures, floor drains*, tiles and pipes.

➢ Food provider's cleaning and maintenance procedure for interior building structures must specify that all interior building structures are at all times at a minimum:

   (a) Clean and free of dust, grease, food residue and dirt;

   (b) Maintained intact and functional; and

   (c) Smooth and washable.

Guidance for Validation Audit

➢ Auditor will confirm whether food provider has and follows a cleanliness and maintenance procedure for interior building structures in accordance with this standard and guidelines and whether this procedure is written or verbal.

➢ Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

Guidance for e-Audit

➢ Food provider may be asked to confirm whether they have and follow a cleanliness and maintenance procedure for interior building structures in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.

➢ Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

Notes

*All floor drains must always be covered with a grate.

4.1.4 Cleanliness and Maintenance of Food Storage Areas

Food provider must ensure that Food Storage Areas are always clean, tidy and well maintained.

➢ Food provider must at a minimum always ensure that:

  (a) All Food Storage Areas are free of rust, dust, food debris, etc.;

  (b) Refrigerator and freezer surfaces including floors, doors, walls, ceilings, racks, shelves, ventilators and food boxes/bins must be free of water and ice condensation/accumulation; and

  (c) Food products are at all times placed at least 6 inches off the floor.

Guidance for Validation Audit

➢ Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

Guidance for e-Audit

➢ Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

4.1.5 Food Contact Surfaces

Food provider must ensure that all Food Contact Surfaces are made of an acceptable material*, and always well maintained and at a minimum free from damage or similar imperfections.

➢ An acceptable material for Food Contact Surfaces is a material that is:
   (a) Hard;
   (b) Non-absorbent;
   (c) Smooth;
   (d) Non-toxic;
   (e) Resistant to corrosion;
   (f) Resistant to the transfer of odour, colour or taste into food; and
   (g) Resistant to migration of unsafe substances into food. Such substances may be microbiological, physical or chemical.

➢ Food provider must ensure that all Food Contact Surfaces are always at a minimum free of damage, cracks, chips, holes, rust, pits, breakage or other similar imperfections.

Guidance for Validation Audit

➢ Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

Guidance for e-Audit

➢ Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guideline.

Notes

*No surfaces in Food Production Areas may be made of wooden material, whether or not such wood has been treated with a sealant or other type of finishing product.

4.1.6 Pot Wash Area

Food provider must have and follow a procedure (written or verbal) specifying the appropriate method and frequency for cleaning and sanitization of Food Production equipment and utensils in Pot Wash Area. This procedure must require that food provider maintain records in accordance with this standard.

➢ Food provider's procedure must require that the food provider clean and sanitize Food Production utensils and equipment in Pot Wash Area either manually or with the assistance of a machine ("mechanical").

➢ If cleaning and Sanitization is done manually, food provider must clean and sanitize Food Production equipment and utensils according to the following steps:

  (a) Pre-wash and removal of food debris;

  (b) Washing in the 1st sink;

  (c) Rinsing of utensils and equipment in clean water in the 2nd sink; and

  (d) Sanitization in the 3rd sink.

➢ Food provider may use Chemical Sanitization* in accordance with the following specifications:

Chemical Sanitization	Temperature of water/solution	Concentration	Immersion Time
Chlorine	24-44°C/75-110°F	50-100ppm	1-2 min
Iodine	24-49°C/75-120°F	12.5-25ppm	1-2 min
Quaternary Ammonium	24-44°C/75-110°F	200-300ppm	1-2 min
Other chemicals	In accordance with manufacturer's specifications		

➢ Food provider may use Thermal Sanitization*:

  (a) If the food provider uses mechanical Thermal Sanitization, the food provider must ensure that the Food Production equipment and utensils reach a surface temperature of 71°C/160°F and must verify the effectiveness of sanitization using a thermolabel (or other irreversible registering temperature indicator) that activates at 71°C/160°F.

  (b) If the food provider uses manual Thermal Sanitization (e.g. three compartment sink) the food provider must ensure that the sanitizing water temperature is maintained at a minimum of 71°C/160°F and that the Food Production equipment and utensils are immersed in the water for a minimum of 30 seconds.

➢ If the food provider uses Chemical Sanitization or manual Thermal Sanitization, the food provider must ensure that the immersion time is clearly communicated in writing (e.g. appropriate signage, indicated on the record form, etc.) and is easily visible to any employee. Food provider must ensure that the applicable immersion time is communicated to employees in the Pot Wash Area in a language that is understood by all employees and Management.

- Food provider's cleaning and Sanitization procedure for Food Production utensils and equipment in Pot Wash Area must require that the food provider must verify, and document verification of each location used to sanitize at a minimum once every 8 hours during use. The food provider maintain records documenting each of the following:
    - (a) Date of cleaning and Sanitization;
    - (b) If food provider uses Chemical Sanitization: the concentration of the chemical used; OR
    - (c) If food provider uses manual Thermal Sanitization: the temperature of the water; OR
    - (d) If food provider achieves Sanitization by mechanical Thermal Sanitization: retention of the activated thermolabel; and
    - (e) Specifics of any corrective action taken, where applicable.

Corrective Action

- If temperature of water or concentration of chemicals is not in accordance with the above standard or guidelines, food provider must adjust temperature or concentration before resuming cleaning and Sanitization.

Guidance for Validation Audit

- Auditor will confirm whether food provider has and follows a cleaning and Sanitization procedure in accordance with this standard and guidelines and whether this procedure is written or verbal.

- Auditor will conduct a spot check and review records on the day of the Validation Audit to verify compliance with this standard and guidelines.

Guidance for e-Audit

- Food provider may be asked to confirm whether they have and follow a cleaning and Sanitization procedure in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.

- Food provider may be asked to provide copies of daily records for a specified period.

- Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

Notes

*Food provider may use other Sanitization methods on the condition that the food provider has verified and can demonstrate the effectiveness of such alternate method. Food provider must document verification results daily in accordance with this standard and guidelines.

4.1.7 Dishwashing Area

Food provider must ensure that dishwashing machines in the Dishwashing Area operate at temperatures that achieve Sanitization of equipment and utensil surfaces. Food provider must use thermolabels to ensure that equipment and utensil surface temperature reaches a minimum of 71°C/160°F. Food provider must maintain records for each dishwashing machine in accordance with this standard.

➢ Food provider must verify the surface temperature of equipment and utensils daily with the use of thermolabels.

➢ Food provider's procedure for dishwashing areas must require that the food provider must verify, and document the verification of sanitization (using thermolabels) at a minimum once every 8 hours during use. Food provider must maintain records for each dishwashing machine that document each of the following:

  (a) Date that the temperature of the dishwashing machine is verified;

  (b) Identity of dishwashing machine (i.e. machine number, location);

  (c) Use of thermolabels for verification of equipment and utensil surface temperature; and

  (d) Specifics of any corrective action taken, where applicable.

➢ Food provider must retain activated thermolabels used for verification of equipment and utensil surface temperatures.

Corrective Action

➢ If thermolabels reveal that equipment or utensil surface temperatures do not reach a minimum of 71°C/160°F, food provider must either:

  (a) Cease using the dishwashing machine until the temperature and hold time is adjusted to achieve Sanitization; or

  (b) Introduce a chemical sanitizer in the dishwashing machine at concentration levels that conform to manufacturer specifications*.

Guidance for Validation Audit

➢ Auditor will conduct a spot check and review daily records on the day of the Validation Audit to verify compliance with this standard and guidelines.

Guidance for e-Audit

➢ Food provider may be asked to provide copies of daily records for a specified period.

➢ Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

Notes

*If chemical sanitizers are used in a dishwashing machine, food provider must maintain a daily record of chemical concentration levels and any other pertinent criteria specified by the manufacturer.

4.1.8 Cleanliness of Washed Equipment and Utensils

Food provider must ensure that all equipment and utensils washed and sanitized in Pot Wash or Dishwashing Areas are always visibly clean and free of any food debris. Food provider must have and follow a policy (written or verbal) to segregate and re-clean washed equipment and utensils that are soiled or not visibly clean.

➢ Food provider must at a minimum ensure that all equipment and utensils washed and sanitized in Pot Wash and Dishwashing Areas are visibly clean, free of grease, food residue or any other soil accumulation*.

➢ Food provider's policy must require that all unclean washed equipment and utensils are segregated, re-washed and re-sanitized.

Guidance for Validation Audit

➢ Auditor will confirm whether food provider has and follows a policy in accordance with this standard and guidelines and whether this policy is written or verbal.

➢ Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

Guidance for e-Audit

➢ Food provider to may be asked to confirm whether they have and follow a review and reject policy in accordance with this standard and guidelines, specify any differences and confirm whether or not policy is written or verbal.

➢ Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

Notes

*It is acceptable that washed baker pans do not look visibly clean.

4.1.9 Drying and Storage of Cleaned Equipment and Utensils

Food provider must have and follow a procedure (written or verbal) to ensure that all cleaned and sanitized equipment and utensils are always appropriately dried and stored to prevent contamination.

➢ Food provider must ensure that all equipment and utensils are always completely dry and free of any moisture prior to being stacked or placed in a container.

➢ Food provider's drying procedure must require that cleaned and sanitized equipment and utensils are drained and air-dried. Food provider must not use a cloth to dry equipment and utensils.

Guidance for Validation Audit

➢ Auditor will confirm whether food provider has and follows a drying and storage procedure in accordance with this standard and guidelines and whether this procedure is written or verbal.

➢ Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

Guidance for e-Audit

➢ Food provider may be asked to confirm whether they have and follow a drying and storage procedure in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.

➢ Food provider must conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

4.1.10 Sanitization of Food Contact Surfaces

Food provider must ensure that all Food Contact Surfaces in Food Handling Areas are always clean and sanitized so as to prevent cross contamination.

➢ Food Contact Surfaces includes tables, cutting boards, slicers, can openers, thermometers*****, ice scoops, knives, cutting and grinding equipment, juice extractors, blenders, and utensils.

➢ Food provider must ensure that all Food Contact Surfaces are cleaned and sanitized at each of the following times:

   (a) Before use;

   (b) After use; and

   (c) In between uses with different food items.

➢ Food Contact Surfaces must be visibly clean prior to being sanitized.

➢ Food provider may use Chemical Sanitization****** in accordance with the following specifications:

Chemical Sanitization	Temperature of water/solution	Concentration	Immersion Time
Chlorine	24-44°C/75-110°F	50-100ppm	1-2 min
Iodine	24-49°C/75-120°F	12.5-25ppm	1-2 min
Quaternary Ammonium	24-44°C/75-110°F	200ppm-300ppm	1-2 min
Other chemicals	In accordance with manufacturer's specifications		

➢ Food provider may use Thermal Sanitization******, providing that the surface temperature of Food Contact Surfaces reaches a minimum of 71°C/160°F for 30 seconds.

➢ Food provider must have a method to verify the effectiveness of their Sanitization procedure.

Guidance for Validation Audit

➢ Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

Guidance for e-Audit

➢ Food provider *must* conduct a spot check on the day of the e-audit to verify compliance with this standard and guidelines.

Notes

*Alcohol swabs are only acceptable for Sanitization of thermometers.

**Food provider may use other Sanitization methods on the condition that the food provider has verified and can demonstrate the effectiveness of such alternate method.

4.1.11 Cleanliness of Non Food Contact Surfaces

Food provider must ensure that all non Food Contact Surfaces are always clean and well maintained.

➤ Non Food Contact Surfaces include tables, work stations, assembly conveyor belts, racks, shelves, tool boxes, ovens and other equipment serving a similar function.

➤ Food provider must at a minimum always ensure that all non Food Contact Surfaces are:

(a) Free of dust;

(b) Free of rust;

(c) Free of grease;

(d) Free of food residue; and

(e) Free of any other soil debris.

Guidance for Validation Audit

➤ Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

Guidance for e-Audit

➤ Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

4.1.12 Cleanliness and Maintenance of Ice Machines

Food provider must ensure that the interior of all ice machines and ice chutes are always clean and well maintained.

➤ Food provider must at a minimum always ensure that the interior of all ice machines and ice chutes are:

    (a) Free of rust, mould, and any other soil debris,

    (b) Fully functional, and

    (c) Free of cracks or open seams.

➤ Food provider must also always ensure that all ice machine doors are tightly fitted and kept closed when not in use.

Guidance for Validation Audit

➤ Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

Guidance for e-Audit

➤ Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

4.1.13 Cleanliness and Disinfection/Sanitization of Bulk Airline Equipment

Food provider must have and follow a procedure (written or verbal) for cleaning and disinfecting or sanitizing each piece of bulk airline equipment.

➢ Bulk airline equipment includes trolleys, ovens, carriers, containers, drawers, oven shelves, and metal sheets. This standard does not apply to trolleys used only to store or transport pre-packaged food, beverages or equipment.

➢ Food provider must ensure that each trolley is washed and disinfected within 24 hours of arriving at the facility.

➢ If the food provider does not wash and disinfect any trolley within 24 hours of arriving at the facility, that trolley must be washed and sanitized.

➢ Food provider must ensure that all bulk airline equipment that is visually soiled and can fit through a dish washing machine must be washed and sanitized. Any bulk airline that is visually soiled and cannot fit through a dishwashing machine must be manually washed and sanitized.

➢ Food provider may use Chemical Sanitization* in accordance with the following specifications:

Chemical Sanitization	Temperature of Water/Solution	Concentration	Immersion Time
Chlorine	24-44°C/75-110°F	50-100ppm	1-2 min
Iodine	24-49°C/75-120°F	12.5-25ppm	1-2 min
Quaternary Ammonium	24-44°C/75-110°F	200-300ppm	1-2 min
Other chemicals	In accordance with manufacturer's specifications		

➢ Food provider may use Thermal Sanitization*, providing that the surface temperature of bulk airline equipments reaches a minimum of 71°C/160°F for 30 seconds.

➢ Food provider must have a method to verify the effectiveness of their Sanitization procedure.

Guidance for Validation Audit

➢ Auditor will confirm whether food provider has and follows a bulk airline equipment cleaning and Disinfection/Sanitization procedure in accordance with this standard and guidelines and whether this procedure is written or verbal.

➢ Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

Guidance for e-Audit

➢ Food provider may be asked to confirm whether they have and follow a bulk airline equipment cleaning and Disinfection/Sanitization procedure in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.

➢ Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

Notes

* Food provider may use other Sanitization methods on the condition that food provider has verified and can demonstrate the effectiveness of such alternate methods.

4.1.14 Cleanliness and Maintenance of Ramp Area and Highloaders

Food provider must ensure that ramp area and highloaders are clean and well maintained.

➢ Food provider must at a minimum ensure that:

    (a) Ramp area is not overburdened with excess equipment; and

    (b) Highloaders are free of food debris or any other soil debris.

Guidance for Validation Audit

➢ Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

Guidance for e-Audit

➢ Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

4.2   WASTE DISPOSAL

4.2.1 Waste Bins

Food provider must ensure that all waste bins are designed and placed in Food Handling Areas in such a manner so as to avoid cross contamination and are at all times accessible, clean and well maintained in accordance with this standard.

➤ Waste bins must either be designed:
   (a) Without lids; or
   (b) With a lid and foot operated.

➤ Food provider must at a minimum always ensure that waste bins are:
   (a) At no time located on tables, work stations or any other surfaces where food items may be handled;
   (b) At no time overflowing with waste;
   (c) At all times available throughout the facility;
   (d) Changed or emptied as necessary, but at a minimum once per day; and
   (e) Washed and visibly clean.

Guidance for Validation Audit

➤ Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

Guidance for e-Audit

➤ Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

4.2.2 Waste Collection Area

Food provider must ensure that all waste collection areas are physically segregated from all Food Handling and Dishwashing Areas, are enclosed so as to protect against insects, birds and rodents, and always clean and well maintained.

➢ Food provider may physically segregate waste collection areas from Food Handling and Dishwashing areas through the use of doors or curtains or any other means that effectively closes off the waste collection area.

➢ Food provider must at a minimum always ensure that waste collection areas are:

(a) Emptied as necessary;

(b) At no time overflowing with waste; and

(c) Washed and clean.

Guidance for Validation Audit

➢ Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

Guidance for e-Audit

➢ Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

4.3 PEST CONTROL

4.3.1 *Pest Control Program*

Food provider must have and follow a procedure (written or verbal) to prevent and control pest infestations in all areas. This procedure must require that the food provider maintain records in accordance with this standard.

➤ Food provider's pest control procedure must require that:

   (a) All openings to the food provider's facility must have doors or screens that remain closed at all times;

   (b) There are no insects, rodents, birds or other pests, nor any signs thereof, in Food Handling, Pot Wash and Dishwashing Areas*;

   (c) Regularly conduct preventative visits to the food provider's facility by a professional pest control company or the food provider; and

   (d) The food provider maintain records documenting the date of each pest control visit (whether to prevent or control infestation) as well as any corrective action taken, where applicable.

Guidance for Validation Audit

➤ Auditor will confirm whether food provider has and follows a pest control procedure in accordance with this standard and guidelines and whether this procedure is written or verbal.

➤ Auditor will conduct a spot check and review records on the day of the Validation Audit to verify compliance with this standard and guidelines.

Guidance for e-Audit

➤ Food provider may be asked to confirm whether they have and follow a pest control procedure in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.

➤ Food provider will be asked to provide records for a specified period.

➤ Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

Notes

*It is tolerable to observe birds on the dock or in the commissary area if the food provider has made all efforts to avoid their presence and trolleys are not left unattended on the dock.

4.3.2 Location and Maintenance of Insectocutors

Food provider must ensure that insectocutors are strategically located, fully functional and well maintained at all times.

➢ Food provider must always ensure that all insectocutors are at a minimum:

   (a) Placed near the entrance of outside openings near Food Handling and Dishwashing Areas;

   (b) Not placed above Food Handling surfaces; and

   (c) Fully functional and well maintained.

Guidance for Validation Audit

➢ Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

Guidance for e-Audit

➢ Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

4.4   VERIFICATION AND CALIBRATION OF EQUIPMENT

4.4.1 Thermometers - Availability, Verification and Calibration

Food provider must ensure that refrigerator, freezer and all other thermometers (including dial, digital and infrared) are always available in all Food Handling Areas. Food provider must have and follow a procedure (written or verbal) requiring that all thermometers be verified monthly and calibrated. This procedure must require that the food provider maintains records in accordance with this standard.

➢ Thermometers must be available at all times in each of the Food Handling Areas where a temperature measurement is required (i.e. receiving areas, Food Preparation Areas, dispatch areas, etc.)

➢ Thermometer verification and calibration procedure must require that the food provider maintain annual records documenting for each thermometer:

   (a) Date of each verification and the result;

   (b) Date of calibration; and

   (c) If calibration is conducted by an external company, documentation attesting to the authenticity of the calibration.

➢ Food provider may verify the accuracy of each thermometer in the food provider's facility as long as such verification is completed in accordance with the procedures attached in Appendix 4.4.1.

➢ Where verification of a thermometer reveals any deviation within a tolerance of 2°C/4°F, food provider must clearly and legibly note the deviation on the records. If verification of thermometer reveals a deviation that exceeds the allowable tolerance, thermometer must be calibrated or replaced with a thermometer that is within tolerance.

➢ Food provider must calibrate all thermometers with a deviation greater than the allowed tolerance either in accordance with the manufacturer's instructions, or a qualified external company. However, all infrared thermometers MUST be calibrated by a qualified professional company.

Guidance for Validation Audit

➢ Auditor will confirm whether the food provider has and follows a procedure for verifying and calibrating thermometers in accordance with this standard and guidelines and whether this procedure is written or verbal.

➢ Auditor will conduct a spot check and review required documentation on the day of the Validation Audit to verify compliance with this standard and guidelines.

Guidance for e-Audit

➢ Food provider may be asked to confirm whether or not they have and follow a thermometer verification and calibration procedure in accordance with this standard and guidelines, specify any differences and confirm whether such policy is written or verbal.

➢ Food provider will be asked to provide verification/calibration records for a specified period.

➢ Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

4.5   FACILITY SIZE, LAYOUT AND DESIGN

4.5.1 Facility Size, Layout and Design

Food provider must ensure that size, layout and design of facility permit tidiness and effective segregation of clean and unclean processes.

➢ Size, layout and design of food provider's facility must allow effective segregation of clean and unclean processes throughout the facility.

➢ Facility must be tidy and not overburdened with equipment.

Guidance for Validation Audit

➢ Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

Guidance for e-Audit

➢ Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

5 AIRCRAFT LOADING

5.1 AIRCRAFT LOADING

5.1.1 Food Safety Controls of Potentially Hazardous Foods at Dispatch and Delivery

Food provider must have and follow a procedure (written or verbal) to ensure appropriate temperature control of Potentially Hazardous Foods at the time of dispatch. This procedure must require that the food provider maintain records in accordance with this standard.

➢ Food provider's dispatch temperature control procedure must require that surface temperature of Potentially Hazardous Foods at the time of dispatch* must be maintained below 5°C/41°F.

➢ Food provider must ensure that the food for dispatch to an aircraft is removed from the Refrigeration Unit no more than three (3) hours (excluding any time that the food is kept under temperature control similar to a Refrigeration Unit) prior to the estimated time of departure.**

➢ Food provider must maintain a daily record documenting each of the following:
  (a) Date;
  (b) Flight number;
  (c) Specific food item;
  (d) Dispatch temperature;
  (e) Time that the food is removed from the Refrigeration Unit;
  (f) Estimated time of departure; and
  (g) Specifics of any corrective action taken, where applicable.

Corrective Action

➢ If dispatch temperature is above 5°C/41°F, temperature of food items must be restored by refrigeration, rapid cooling, use of dry ice, or any other effective means.

Guidance for Validation Audit

➢ Auditor will confirm whether food provider has and follows a dispatch control procedure in accordance with this standard and guidelines and whether this procedure is written or verbal.

➢ Auditor will conduct a spot check and review required documentation on the day of the Validation Audit to verify compliance with this standard and guidelines.

Guidance for e-Audit

➢ Food provider may be asked to confirm existence of dispatch temperature control procedure in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.

➢ Food provider will be asked to provide daily records for a specified period.

➢ Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

Notes

*Food Provider must take dispatch temperature in the Refrigeration Unit either immediately prior to removing of the food from the Refrigeration Unit or, if trolleys/carriers must be sealed for security reasons or at the request of a client, immediately prior to sealing the food trolleys/carriers (only if for security reasons or as requested by the client), whichever comes first.

** The maximum time limit for removing food for dispatch to an aircraft is a maximum limit only that considers the operational time frame required to provision an aircraft with food. This maximum time limit should not be considered as a sufficient method to control food safety risk. Therefore, food providers must make every effort (including modifying operations and dispatch and delivery policies, practices and procedures to limit the amount of time that food is not under temperature control (like or similar to a Refrigeration Unit) once it is removed from a Refrigeration Unit for dispatch to an aircraft.

DEFINITIONS

TERM	DEFINITION
CCP (Critical Control Point)	'Critical Control Point' means any practice, step or procedure designed to prevent, eliminate or reduce a food safety hazard according to the principles of HACCP.
Chemical Sanitization	'Chemical Sanitization' means a method of Sanitization that involves the use of approved chemical agents at specified concentration levels and for specific exposure times.
Cold Production	'Cold Production' means those food items that have undergone Food Preparation by the food provider and are ready to be eaten cold by the passenger.
Dishwashing Area	'Dishwashing Area' means any area where inbound food service equipment (excluding bulk airline equipment such as trolleys, ovens, carriers, containers, drawers, oven shelves and metal shelves) is cleaned, washed and sanitized.
Disinfection	'Disinfection' means the application of chemicals on cleaned surfaces or physical methods that reduce the number of micro-organisms on the surface to a level that does not compromise food safety.
Food Contact Surfaces	'Food Contact Surfaces' means any surface that may come into direct contact with food, including but not limited to tables, cutting boards, pots, utensils, slicers, can openers, hands and gloves.
Food Handling	'Food Handling' means the manual or mechanical carrying, moving, manufacturing, producing, collecting, extracting, processing, storing, delivering, preparing, treating, preserving, packing, cooking, thawing, dispatching, serving and displaying of food. For greater certainty, Food Handling includes Food Production and Food Preparation.
Food Handling Areas	'Food Handling Area' means any Food Production Area, Food Preparation Area, food receiving area, food dispatching area and Food Storage Area.
Food Handling Employee	'Food Handling Employee' means any employee who comes into direct contact with any food or packaging of food.
Food Preparation	'Food Preparation' includes any activity during which food comes into direct or indirect contact with a Food Handling Employee or a Food Contact Surface prior to

TERM	DEFINITION
	Heat Treatment and after rapid cooling. Such processes include the thawing, trimming, cutting and mincing of raw foods; and the cutting, mincing, slicing, mixing, whipping, glazing, portioning, weighing, garnishing, packaging, and tray setting of food items.
Food Production	'Food Production' means all food related activities (other than food storage) carried out by a food provider prior to dispatch and following receiving. For greater certainty, Food Production includes Food Preparation, Heat Treatment and rapid cooling.
Food Production Areas	'Food Production Areas' means any area where Food Production occurs.
Food Storage Areas	'Food Storage Areas' means any area where food items are stored for any period of time other than for immediate use including dry food stores, Refrigeration Units, freezers, and racks or shelves.
HACCP (Hazard Analysis Critical Control Point)	HACCP is a preventative management system employing methodologies which, when applied to a food providers operation, can be used to identify potential food safety problems.
Heat Treated Food	'Heat Treated Food' means food that has undergone Heat Treatment.
Heat Treatment	'Heat Treatment' means a process under which a food item is submitted to a heat application. Heat Treatments include baking, boiling, braising, browning, frying, grilling, sautéing, roasting, poaching, simmering, toasting, change of state, etc.
Hot Production	'Hot Production' means those food items that have undergone Food Preparation by the food provider and are ready to be eaten by the passenger following reheating.
Management	'Management' means those managers specifically involved in food operations.
Non-Hazardous Food	'Non-Hazardous Food' means any food that does not support the growth of microorganisms that cause illness, does not require refrigeration, has a water activity of less than 0.85 and a pH level at or below 4.6. It is also a food in an unopened hermetically sealed container that is commercially processed to achieve and maintain commercial sterility under conditions of non-refrigerated storage or distribution. Non-Hazardous Foods may include Perishable and Non Perishable Food items such as canned goods, jam, honey, syrup, candy, raw vegetables, raw fruits (excluding cut melons), pickles etc.

TERM	DEFINITION
Non-Perishable Food	'Non-Perishable Food' means food that does not require temperature control, is shelf stable and would almost last indefinitely. This includes canned food, spices, flours, dry goods, etc.
Perishable Food	'Perishable Food' means any food item that is sold or distributed in a form that will perish, decay or spoil within a limited period of time. This may include Potentially Hazardous and Non-Hazardous Foods.
Potentially Hazardous Food	'Potentially Hazardous Food' means any natural or synthetic food requiring temperature control because it is in a form capable of supporting the rapid and progressive growth of infectious or toxigenic microorganisms. Potentially Hazardous Foods include any food, whether raw or heat treated, originating from an animal; any food originating from a plant that is heat-treated or consists of raw seed sprouts; cut melons; and garlic-in-oil mixtures that are not modified in a way that results in mixtures that do not support growth of any microorganisms.
Pot Wash Area	'Pot Wash Area' means the area where the food provider's production equipment and utensils are cleaned, washed and sanitized.
Processed Food	'Processed Food' means food that has been converted into a consumer food product and includes food that has been washed, sanitized, sliced, cut, treated, etc.
Refrigeration Unit	'Refrigeration Unit' means any refrigerated area used to store food for any period of time other than for immediate use. Refrigeration Units include refrigerated rooms, tables, and small refrigerators.
Sanitization	'Sanitization' means the application of heat (see Thermal Sanitization) or chemicals (see Chemical Sanitization) on cleaned surfaces that is sufficient to yield a reduction of 5 logs (which is equal to a 99.999% reduction) of representative disease micro-organisms.
Thermal Sanitization	'Thermal Sanitization' means a method of Sanitization that involves the use of hot water or steam at a specified temperature and for specific exposure times.
Unprocessed Food	'Unprocessed Food' means food that has not been altered from its original or natural state.

APPENDIX 1.1.2A

HEALTH QUESTIONNAIRE FOR EMPLOYEES

Name: _____Date: _____
Position: _____

1.   Have you been diagnosed with any of the following diseases, which can be transmitted through food handling?

	Yes	No	When
A. Hepatitis A	☐	☐	
B. Staphylococcus aureus			

2.   Are you currently experiencing any of the following symptoms or diseases?

	Yes	No
A. Diarrhea?	☐	☐
C. Vomiting?	☐	☐
D. Jaundice?	☐	☐
E. Sore throat with fever?	☐	☐
F. Any lesions containing pus, such as boils and infected wounds, on the hands and forearms or on neck or above or any other exposed body part, however small?	☐	☐
G. Salmonella spp.	☐	☐
H. Shigella spp.	☐	☐
I. E. coli Enterohemorrhagic	☐	☐
J. Hepatitis A	☐	☐
K. Norovirus (Norwalk virus family)	☐	☐
L. Staphylococcus aureus	☐	☐

3. Stool tests will be required where appropriate (for confirmatory purposes).

4. My doctor (or last doctor visited) is:

Name: _____
Address: _____

Employee name (printed): _____

Signature of Employee: _____
Date: _____

Signature of Person in Charge: _____
Date: _____

APPENDIX 1.1.2A

HEALTH QUESTIONNAIRE FOR VISITORS

Name: _____Date: _____

1. Are you currently experiencing any of the following symptoms or diseases?

	Yes	No
A. Diarrhea?	☐	☐
B. Vomiting?	☐	☐
C. Jaundice?	☐	☐
D. Sore throat with fever?	☐	☐
E. Any lesions containing pus, such as boils and infected wounds, on the hands and forearms or on neck or above or any other exposed body part, however small?	☐	☐
F. Salmonella spp.	☐	☐
G. Shigella spp.	☐	☐
H. E. coli enterohemorrhagic	☐	☐
I. Hepatitis A	☐	☐
J. Norovirus (Norwalk virus family)	☐	☐
K. Staphylococcus aureus	☐	☐

Name of the Visitor (printed): _____

Signature of Visitor: _____
Date: _____

Signature of Person in Charge: _____
Date: _____

APPENDIX 1.1.2B

HEALTH STATUS NOTIFICATION REQUIREMENT

1.   I SHALL IMMEDIATELY REPORT TO THE PERSON IN CHARGE:

Future Symptoms and Pustular Lesions
A.   Diarrhea
B.   Vomiting
C.   Jaundice
D.   Sore throat and fever
E.   Any lesions containing pus such as boils and infected wounds, on the hands and forearms or on neck or above or any other exposed body part, however small.

Future Medical Diagnosis
Whenever diagnosed as being ill with:
A.   Salmonella spp.
B.   Shigella spp.
C.   E. coli enterohemorrhagic
D.   Hepatitis A
E.   Norovirus (Norwalk virus family)
F.   Staphylococcus aureus

2.   I have read (or had explained to me) and understand the requirements concerning my responsibilities to comply with:

A.   Reporting requirements specified above involving Future Symptoms and Future medical Diagnosis;
B.   Work restrictions or exclusions that are imposed upon me; and
C.   Good hygiene practices.

3.   I understand that failure by me to complete truthfully, sign and return and comply with the above terms and will all follow-up questions and medical tests and examinations, whenever requested, could result in termination of employment, and may involve legal action against me.

Employee name (printed): _____

Date : _____

Signature of Employee: _____

Date: _____

Signature of Person in Charge: _____
Date: _____

APPENDIX 2.2.3/4

SHELF LIFE OF CERTAIN FOOD ITEMS

Food	Refrigerator	Freezer	Room temperature
Bread and Cereal Products			
Bread	1-2 weeks	3 months	5-7 days
Bread baguette	1-2 weeks	3 months	1-2 days
Bread crumbs and croutons			3-6 months
Bread rolls unbaked	2-3 weeks	1 month	
Cereals ready to eat			1 year 2-3 months-opened
Cereal bars			6 months
Dough tubes of rolls, biscuits, pizza, dough etc.	Use by date	Don't freeze	
Dough ready to bake pie crust and cookie	Use by date	2 months	
Doughnuts		3 months	4-5 days
Flour-cake, all purpose		1-2 years	1-2 years
Flour whole wheat		1-2 years	1-2 years
Pasta			1-2 years
Pasta made with egg			6 months
Pasta cooked	2 days	7 days	
Pies and pastries baked	2 days	4-6 months	
Pies and pastries-cream filled	2 days	3 months	
Pizza, homemade	2 days	7 days	
Pizza frozen		1-2 months	
Rice brown			6 months
Rice white			1 year
Rice white-cooked	2 days	7 days	
Packaged Food & Mixes			
Biscuit, brownie, muffin mixes			9 months
Cakes-prepared		2-3 months	2 days
Cake mixes			6-9 months
Cookies-packaged		8-12 months	2 months
Crackers			3 months
Fruit-cake	2-3 months	1 year	
Pancake, piecrust & waffle mix			6 months
Pancake and waffle batter	1-2 days	3 months	

Food	Refrigerator	Freezer	Room temperature
Sauce and gravy mixes			6 months
Soup mixes			1 year

Spices, Herbs Condiments and Extracts			
Ketchup, mustard, chili and cocktail sauce	1 month-opened		1 year
Herbs, spices & extracts			2 years 1 year-opened

Other Food Staples			
Bacon bits			4 month
Baking powder			12-18 months
Baking soda			2 years
Bouillon products			1 year
Chocolate			1 year
Chocolate syrup	6 months- opened		2 year
Cocoa mixes			8-12months
Coconut-shredded	8 months- opened	1 year	12month 6 months-opened
Cornstarch		2 year	18 months
Gelatin			18 months
Honey, jam, jellies, syrup	1 year	1 year	1 year
Mayonnaise	12 months 2 months-opened		1 year
Molasses			2 years
Nuts	4-6 months	6-8 months	6 months
Oil			3 months 1-2 months-opened
Parmesan grated cheese	2 months-opened 10 months		
Pasteurized process cheese spread	3-4 weeks-opened	4 months	3 months
Peanut butter			6 months 2-3 months opened
Pectin			1 year
Salad dressings bottled	3 months-opened		1 year
Artificial sweetener			2 year
Sugar brown			4 months
Sugar			18-24 months
Vegetable shortening	6-9 months		3 months
Vinegar			2 years, 1 year-opened
Water bottled			1-2 years
Whipping topping			1 year

Food	Refrigerator	Freezer	Room temperature
dry			
Yeast-dry			1 year
Dairy Products			
Blue cheese	1 week		
Butter	2-3 weeks	9 months	
Butter, unsalted	2-3 weeks	3 months	
Buttermilk	1-2 weeks	3 months	
Cheese, cottage	1 week	2 weeks	
Cheese, cream	2 weeks		
Cheese, hard	3 months 3-4 weeks- opened	6 months	
Cheese, hard sliced	2 weeks		
Cheese, processed	1 month	6 months	
Cheese, soft	1 week	6 months	
Cream-light, heavy, half- half	1 week	1-2 months	
Margarine	1 month	9 months	
Ice cream and sherbet		2-3 months	
Milk, condensed evaporated and dry	8-20days-opened		12-24 months
Milk	7 days		
Pudding	1-2 days-opened		
Sour cream	1-3 weeks		
Whipped cream canned	3 days		
Yogurt	1-2 weeks		
Meats, Poultry, Eggs and Fish			
Meats			
Bacon	2 weeks, 1 week opened	3 months	
Frankfurters bologna	2 weeks, 3-5 days opened	1-2 months	
Ground meat, fresh	1 days	3-4 months	
Ham	1 week	1-2 months	
Luncheon meats	2 weeks, 5 days opened	1 months	
Meat, cooked	2-3 days	2-3 months	
Meat, canned	1 week opened	3-4 months	1 year
Meat, fresh	2-4 days	4-6 months	
Meat gravies	2 days	2-3 months	
Sausage, fresh	1-2 days		
Sausage, smoked	1 week	1-2 months	
Sausage, semi dried	2-3 weeks opened 3-6 months	6 months	
Sausage, dry, smoked	1 month opened	6 months	1 year

Food	Refrigerator	Freezer	Room temperature
or jerky	3-6 months		
Variety meat giblets, Tongue, liver, heart, etc.	1-2 days	3-4 months	
Vinegar pickled meats	2 weeks opened		1 year
Fish & Seafood			
Fish, canned	1-2 days opened		1 year
Fish, cooked	2 days	7 days	
Fish salad	1 day		
Fish, fresh	1-2 days	3-6 months	
Fish, dry pickled	3-4 weeks		
Fish, smoked	10 days	4-5 weeks	
Seafood, clams, crabs, lobster in shell	1-2 days	3 months	
Seafood oysters and scallops	1 day	3-4 months	
Shrimps, fresh	1-2 days	1 year	
Poultry			
Chicken livers	1-2 days	3 months	
Poultry, canned	1 day opened		1 year
Poultry, cooked	2-3 days	7 days	
Poultry, fresh	1 day	1 year	
Poultry pies, stews and gravies	1-2 days	6 months	
Poultry salads	1 day		
Poultry stuffing	1 day		
Eggs			
Eggs in shell	4-5 weeks		
Eggs pasteurized	12 days, 3 days opened	1 year	
Egg substitute	10 days, 3 days opened	1 year	
Egg whites, yolks	2-4 days	1 year	
Wild Game			
Game birds	2 days	9 months	
Small game, rabbit, squirrel, etc.	2 days	9-12 months	
Venison	3-5 days	9-12 months	

APPENDIX 4.4.1

THERMOMETER VERIFICATION METHODS

Verification of dial, digital, and infrared thermometers using an ice bath (0°C/32°F)

1. Prepare an ice bath using a 50-50 mixture of water and ice
2. Place the thermometer in the ice bath
3. Allow temperature to stabilize
4. Thermometers with a reading within ±2°C/±4°F can still be used but must be clearly and legibly identified with the deviation.
5. Thermometers with a deviation greater than ±2°C/±4°F must be calibrated, by manufacturers instructions or by a professional company.

Verification of dial, digital, and infrared thermometers using boiling water (100°C/212°F)

1. Prepare boiling water
2. Place the thermometer in the boiling water
3. Allow temperature to stabilize
4. Thermometers with a reading within ±2°C/±4°F can still be used but must be clearly and legibly identified with the deviation.
5. Thermometers with a deviation greater than ±2°C/±4°F must be calibrated, by manufacturers instructions or by a professional company.

Verification of Refrigeration Units and freezer units

1. Place a calibrated thermometer and the thermometer that is being verified together and read the respective temperature after 2-3 minutes of adjustment time
2. Thermometers with a reading within ±2°C/±4°F can still be used but must be clearly and legibly identified with the deviation.
3. Thermometers with a deviation greater than ±2°C/±4°F must be calibrated, by manufacturers instructions or by a professional company