

Food Safety Management System

Document Title: **Food Safety Policies and Standards**

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Purpose

These standards aim to safeguard public health and provide our customers with food that is safe, unadulterated, and honestly presented. The standards allow for a clear path for the development and continuing improvement of food safety and quality culture.

Scope:

These standards apply to all retail food establishments/foodservice operations managed by Sodexo and its subsidiaries within the United States and Canada. All retail food establishments/food operations are required to adhere to the food safety standards described in the Sodexo Food Safety Management System Manual.

Important! Where a State or Provincial and / or local Health Department regulation is more stringent than our company standard, you are required by law to follow the most stringent regulations.

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A-2 How to Use This Document

Sodexo's Food Safety Standards are based on guidance from the FDA Food Code found here: ([FDA Food Code](#)) and Canada Food Retail and Food Service Regulations found here: ([Canada Food Retail and Food Service Regulations](#)).

Important! Where a State or Provincial and / or local Health Department regulation is more stringent than our company standard, you are required by law to follow the most stringent regulations.

Each policy has been organized into the following sections:

- Management and Personnel
- Food
- Equipment, Utensils and Linens
- Water, Plumbing and Waste; Physical Facilities
- Poisonous or Toxic Materials
- Imminent Health Hazards – Emergency Procedures
- Food Allergens
- HACCP – Food Safety Management Systems
- Compliance and Enforcement

Critical Control Points (CCP): are determined in the Sodexo HACCP plan. They are operational steps at which control can be applied and are essential to prevent or eliminate a hazard or reduce it to an acceptable level. Each CCP has an associated critical limit that is identified in the Sodexo policy. Sodexo's critical limits are based on the countries' respective Food Codes which provide specific measurable criteria designed to prevent, eliminate, or

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reduce hazards in foods. The critical limits are based on the best available science and pertain to control measures applied within operational steps.

Monitoring Activity: identify what activities the operations team must complete to monitor food safety hazards in the operations. Examples of monitoring activities include taking temperatures, performing self-inspections, checking sanitizer concentration, or just visually checking employee behaviors throughout the day. Monitoring activity includes the frequency of how often the activity should take place.

Forms and Record Keeping: identify with what form, log, or other type of paperwork you should be keeping as part of the policy. Our logs have been split into two categories: required and optional. Required logs are required for all Sodexo food operations and are based on identified critical control points or regulatory requirements. Required logs are evaluated in self-inspections and a part of the third-party audit. Optional logs are best practices and give operations a uniform way to monitor a requirement if requested by a specific jurisdiction or client. Optional logs are not monitored with self-inspections or third-party audits.

A-3 Definition

Retail Food Establishments: Sodexo food operations whose primary function is to sell food directly to the consumer. Includes operations that are conducted in a mobile, stationery, temporary or permanent facility or location, where consumption is on or off the premises.

Definitions of terms found in the Sodexo Food Safety Standards and Policies are referenced from the [FDA 2022 Food Code](#).

A-4 Acronyms

TCS Foods: Time/Temperature Controlled for Safety Food, formerly known as Potentially Hazardous Food

PHF: Potentially Hazardous Food has been replaced with the term Time/Temperature Controlled for Safety Food (TCS)

HACCP: Hazard Analysis Critical Control Point

FSMS: Food Safety Management System

FIFO: First-In First-Out

RTE: Ready to Eat

PIC: Person in Charge

TPHC: Time as a Public Health Control

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ROP: Reduced Oxygen Packaging

PQA: Product Quality Assurance

FDA: Food and Drug Administration

USDA: United States Department of Agriculture

CFIA: Canadian Food Inspection Agency

Section B: Management and Personnel

B-1 Designated Person in Charge, Assignment of Responsibility

Guidance Document:	None
Critical Control Point:	No
Monitoring Activity:	Monthly – Monthly Food Safety Audit
Forms and Record Keeping:	None

- A certified food protection manager must be designated as the person in charge and on-site during all hours of the operation.
- The person in charge must be able to demonstrate knowledge of foodborne disease prevention, application of the Hazard Analysis and Critical Control Point principles, control of food allergens, and Sodexo Food Safety Policies and Procedures.

B-2 Certified Food Protection Manager/ Certified AllerTrain

Guidance Document:	1.5.3 Food Safety Certification Requirements and Guidelines
Critical Control Point:	No
Monitoring Activity:	Monthly – Monthly Food Safety Audit
Forms and Record Keeping:	Program issued certificates

- All foodservice units, including satellite operations, which handle and serve foods, need to have at least one certified individual (who holds current ServSafe® and AllerTrain certifications) onsite during all hours of operation.
- Foodservice managers must be aware of and meet local certification requirements, as many health department jurisdictions have more stringent requirements.
- All foodservice managers*, chefs*, dietitians* and supervisors* must be certified in the Sodexo approved food safety certification programs. (* responsible for food safety training, and/or able to be designated as the person in charge).
- The Sodexo programs for U.S. operations are ServSafe® Manager and AllerTrain (either general or segment-specific). Canadian operations use the [FoodSafetyMarket](#) program and/ or Provincial Public Health recognized program in addition to AllerTrain. A minimum of 8 hours of classroom or virtual training for initial certification and re-certification must be completed for ServSafe® courses (unless jurisdictional and/or Client requirements are more stringent).
- For U.S. operations:

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- For those that are newly hired from outside of Sodexo and already have a valid food safety certification, said certification will be honored. Only food safety certifications from ANSI/Conference for Food Protection accredited will be accepted. List of approved companies can be found here: [ANSI Approved Certified Food Protection Manager Course](#). New hires must re-certify using the Sodexo approved program after current certification expires. All AllerTrain certifications are currently accepted by U.S. and Canadian operations.
- For Canadian operations:
 - For those that are newly hired from outside of Sodexo and already have a valid certification other than the one delivered by the [FoodSafetyMarket](#) organization and/ or from the Provincial Public Health recognized program, said certification will be honored for the first 90 days. A person who is falling into the category needing a certification must enroll in the approved Sodexo food handling certification program within the first 90-days of employment.
- ServSafe® re-certification is required every five (5) years for US operations and Canada operations (unless jurisdictional and/or Client requirements are more stringent).
- Allergen re-certification is required every three years through AllerTrain.
- An official certificate (or other documentation) must be available for review by company auditors and regulatory agency representatives.
- In the U.S., individuals are responsible for entering the valid certification information through the Employee Self Services (ESS) system to be stored in the ADP (payroll system). At this time the ESS will only accept ServSafe® certification entries.

B-3 Employee Health Policy

Guidance Document:	1.2.1 Employee Health – Guidance Document
Critical Control Point:	No
Monitoring Activity:	Daily - Visual monitoring, Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	Required: Employee Health Foodservice Notification <ul style="list-style-type: none"> ● 1.2.1.a - Employee Health Foodservice Notification ● 1.2.1.b - Employee Health Foodservice Notification (Spanish) ● 1.2.1.c - Employee Health Foodservice Notification (Ohio Only) ● 1.2.1.d - Employee Health Foodservice Notification (Group Annual Form) Optional: Employee Illness Log

- Food handlers may not handle, prepare, or serve food if they have symptoms of an infectious condition such as vomiting, diarrhea, jaundice, sore throat with fever, infected open wounds, or boils.

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- Food handlers may not handle, prepare, or serve food if they are experiencing persistent sneezing, coughing, or a runny nose that causes discharges from the eyes, nose, or mouth.
- Cuts, abrasions and burns on hands and exposed arms must be properly covered with an impermeable cover such as a bandage or finger cot. Employees must also wear a single use glove over the bandage or finger cot if they work with food.
- A first aid kit with brightly colored bandages must be available.
- Management must instruct food employees to report which symptoms and illnesses they must report to the person in charge by having them understand and sign upon hire and annually the Sodexo Employee Health Foodservice Notification or any agreement required by the local regulatory authorities unless client contractual obligations preclude this activity, and a suitable client alternative exists that meets local regulations.
- The person in charge must be able to demonstrate the knowledge that they understand the Sodexo Employee Health Food Service Notification.
- The person in charge shall exclude or restrict a food employee due to certain health conditions in accordance with Sodexo policy and the applicable jurisdiction's food safety regulations. An employee who has been excluded or restricted due to the requirements of their local regulatory jurisdiction or Sodexo policy may not return to normal duties until all defined conditions have been met.

B-4 Handwashing Policy

Guidance Document:	1.2.2 Handwashing Facilities and Handwashing Procedure Guidelines
Critical Control Point:	No
Monitoring Activity:	Daily - Visual monitoring, Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	None

- Employees shall keep their hands and exposed portions of arms clean.
- Hands must be washed frequently and correctly, including at the following times:
 - After touching bare human body parts other than clean hands and clean, exposed portions of arms
 - After using the toilet room
 - After caring for or handling service animals or aquatic animals
 - After coughing, sneezing, using a handkerchief or disposable tissue, using tobacco, eating, or drinking (except for beverage containers that do not contaminate the employee's hands)
 - After handling soiled equipment or utensils
 - During food preparation, as often as necessary to remove soil and contamination when changing tasks
 - When switching between working with raw food and working with ready-to-eat food
 - Before donning/wearing gloves to initiate a task that involves working with food
 - After engaging in other activities that contaminate the hands

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- Employees must clean their hands and exposed portions of their arms, including surrogate prosthetic devices for hands or arms for at least 20 seconds, using liquid soap in a dedicated handwashing sink:
 - Rinse under clean, running warm water
 - Apply soap
 - Rub together vigorously for at least 10-15 seconds while paying attention to removing soil from underneath the fingernails during the cleaning procedure and creating friction on the surfaces of the hands and arms or surrogate prosthetic devices for hands and arms, fingertips, and areas between the fingers
 - Thoroughly rinse under clean, running warm water
 - Immediately follow the cleaning procedure with thorough drying using disposable towel or hand dryer
 - To avoid re-contaminating their hands or surrogate prosthetic devices, employees may use a disposable paper towels or similar clean barriers when touching surfaces such as manually operated faucet handles on a handwashing sink or the handle of a restroom door

B-5 Handwashing Facilities

Guidance Document:	1.2.2. Handwashing Facilities and Handwashing Procedures Guidelines
Critical Control Point:	No
Monitoring Activity:	Daily - Visual monitoring, Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	Handwashing signage

- Hand sinks must be clean, in good working condition and properly maintained with hot and cold running water, liquid soap, disposable towels or air-dryer, and trash containers.
- Water must be provided at a temperature of at least 85°F (29.4°C) through a mixing valve or combination faucet. A self-closing, slow-closing, or metered faucet must provide a flow of water for at least 15 seconds (for US operations) or 20 seconds (for Canadian operations), without the need to reactivate the faucet.
- It is recommended to use both hand soap and hand sanitizer and have hand wash sinks that are not hand operated.
- Handwashing signs that notify food employees to wash their hands must be posted at all hand sinks.
- Canadian operations only: must have handwashing signs which explain the proper handwashing procedures.
- Hand sinks should be conveniently located, preferably within 25 feet or less from production, service and dish washing areas.
- Hand sinks must be used only for handwashing purposes. Food prep sinks and pot sinks must not be used for handwashing.
- Hand sinks must always be accessible and not obstructed.

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B-6 Glove Use Policy and No Bare Hand Contact with Ready to Eat Food

Guidance Document:	None
Critical Control Point:	No
Monitoring Activity:	Daily - Visual monitoring, Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	None

- Except when washing fruits and vegetables, employees may not contact exposed ready to eat food with their bare hands and shall use suitable utensils such as deli tissue, spatulas, tongs, single-use gloves, or dispensing equipment.
- Single use gloves must be stocked and readily accessible.
- Adhesive bandages must be present in the unit and available from a kit or Manager / PIC in case an employee gets a cut.
- If used, single use gloves shall be used for only one task such as working with ready-to-eat food or with raw animal food, used for no other purpose, and discarded when damaged or soiled, or when interruptions occur in the operation.
- Disposable gloves must be used properly over any bandage being worn over unhealed sore, scab, wart, or rash from the wrist down.
- Cut resistant gloves must be covered with a smooth, durable, non-absorbent glove, or a single-use glove.
- Gloves must be removed and discarded when leaving the immediate workstation, going to the restroom, and going on break.
- Gloves must be, minimally, food-service-grade quality and purchased from an approved supplier.
- Latex gloves are not allowed for use in foodservice.
- US only: Gloves containing powder are not allowed for use in foodservice.

B-7 Fingernails and Jewelry Policy

Guidance Document:	1.2.3 Employee Personal Hygiene Guidelines
Critical Control Point:	No
Monitoring Activity:	Daily - Visual monitoring, Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	None

- Fingernails must be well trimmed and clean; a food employee may not wear fingernail polish or artificial fingernails when working with exposed food.
- Jewelry, including watches, on hands and arms must not be worn by employees and managers during production and on serving lines.
 - Exception: smooth-surface ring / band is permitted in United States operations but not in Canadian operations.
- Other jewelry not worn on hands or arms (i.e., necklaces, earrings, pins, facial jewelry, piercings, ear pods etc.) that may possibly dislodge and fall into food should be removed.
- False eyelashes may not be worn by food employees.

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- US Only: food handlers may not wear medical information jewelry on their arms and hands.

B-8 Employee Uniforms, Hair Restraints, and Personal Items

Guidance Document:	1.2.3 Employee Personal Hygiene Guidelines
Critical Control Point:	No
Monitoring Activity:	Daily - Visual monitoring, Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	None

- Food employees must wear clean outer clothing to prevent contamination of food, equipment, utensils, linens, and single service and single-use articles.
- Aprons and disposable gloves must not be worn in restroom facilities.
- Food employees must wear hair restraints such as hats, hair coverings or nets, beard restraints, and clothing that covers body hair, that are designed and worn to effectively keep their hair from contacting exposed food; clean equipment, utensils, and linens; and unwrapped single-service and single-use articles. Use head coverings that protects from contaminating foods from perspiration and other contaminants.
- This section does not apply to the following food employees: counter staff who only serve beverages and wrapped or packaged foods; hostesses and wait staff if they present a minimal risk of contaminating exposed food.
- Hair and beard restraints should be made available for all personnel/visitors.
- A designated area must be provided for employees if they routinely change their clothes at the food establishment.
- Lockers or other suitable facilities must be provided for the orderly storage of employee's clothes and other possessions.
- Personal items including cell phones may not be stored in a way that could contaminate exposed food or clean equipment and utensils.
- Employee food in storage should be effectively segregated to avoid the possible contamination of customer food and food contact surfaces.

B-9 Eating, Drinking, and Using Tobacco

Guidance Document:	1.2.3 Employee Personal Hygiene Guidelines
Critical Control Point:	No
Monitoring Activity:	Daily - Visual monitoring, Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	None

- Eating, drinking, and using tobacco (smoking and vaping) are not allowed in production, storage, service, or dishwashing areas.
- An employee may drink from a closed beverage container if the container is handled in such a way to prevent contamination of:
 - The employee's hands
 - The container and

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- Exposed food; clean equipment, utensils, and linens; and unwrapped single use/single-service articles

B-10 Procedures for Cleanup of Vomiting and Diarrhea Events

Guidance Document:	1.2.4 Cleanup Vomiting and Diarrhea Event Food Safety Guidelines
Critical Control Point:	No
Monitoring Activity:	Daily - Visual monitoring, Monthly – Monthly Food Safety Audit
Forms and Record Keeping:	None

- The food establishment must have written procedures for employees to follow when responding to vomiting or diarrheal events that involve the discharge of vomitus or fecal matter onto surfaces in the food establishment.
- The procedures shall address the specific actions employees must take to minimize the spread of contamination and the exposure of employees, consumers, food, and surfaces to vomitus or fecal matter.
- If our client is responsible for the cleanup of vomiting and diarrhea events, the client's written procedures must be available for review and provided to an auditor or regulatory inspector when asked.
- If Sodexo operations are responsible for cleanup, a clean-up kit with approved disinfecting materials must be available to use during cleanup of vomiting and diarrhea events.

B-11 Animal Handling Prohibition

Guidance Document:	none
Critical Control Point:	No
Monitoring Activity:	Daily - Visual monitoring, Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	None

- Food employees may not care for or handle animals including patrol dogs, service animals, or pets that are allowed at the food establishment. Exception: food employees that are allowed by HR and regulatory to have service animals may handle or care for their service animal, but they must wash their hands after each contact with the animal. as specified under B-4 Handwashing Policy/1.2.2 Handwashing Facilities and Handwashing Procedure Guidelines.

Section C: Food

C-1 Supplier Compliance

Guidance Document:	Garden Guidelines 1.2.8 – Food Safety
Critical Control Point:	No
Monitoring Activity:	Weekly - Garden Checklist, Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	None

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- All managers must purchase food only from Sodexo approved suppliers and distributors.
- Sodexo operated food service locations that have unit level garden grown produce that is used in food production must follow the requirements found in the Garden Guidelines 1.2.8– Food Safety.

C-2 Banned Products Prohibited from Food Service

Guidance Document:	PQA Manual 2.1.3 Banned Product List
Critical Control Point:	No
Monitoring Activity:	Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	None

- A banned product list has been developed to clearly identify products that may present a food safety risk if used in Sodexo foodservice locations.
- Managers must be aware of all items on the list and ensure they are not used in any Sodexo operations or anyone operating under a Sodexo Health Permit.
 - The following items are a list of high priority banned items; for a full list of banned products please see the PQA Manual 2.1.3 Banned Product List:
 - Un-pasteurized juices for use in facilities serving a highly susceptible population
 - Raw Sprouts (all varieties) are banned for use by Sodexo in response to the FDA Consumer Advisory. Raw sprouts (all varieties) – are not allowed for use in beverages, sandwiches, salads, salad bar ingredients, etc.

C-3 Specifications for Receiving and Stock Rotation

Guidance Document:	1.2.5 Guidelines for Receiving and Stock Rotation
Critical Control Point:	Yes CCP
Monitoring Activity:	Daily - Check temperatures of TCS foods upon delivery, Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	Required: HACCP Receiving Log

- The person in charge must ensure that all products are checked for possible contamination and temperature abuse.
- Products that are received with evidence of contamination or temperature abuse must be rejected.
- At least one TCS Food per delivery must be documented on the receiving log
- If deliveries are made at night when the unit is closed ("key drop"), the delivery person should record temperatures on the invoice. The opening Manager / PIC or designated staff member should check delivery temperatures upon arrival at work and record them on the receiving log with a note regarding time if not recorded by the delivery driver.
- Refrigerated TCS foods must be received at a temperature of 40°F/4°C or below except for raw shell eggs may be received at 45°F/7°C or below.
- Cooked TCS foods that are received hot must be received at a temperature of 140°F/60°C or above.

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- Food that is labeled frozen must be received frozen.
- Refrigerated and frozen foods must be stored under temperature control, and maintained at 40°F or below, within 1 hour of receiving.
- All foods must be stored and rotated according to First in First Out (FIFO) principles
- The manufacturer's expiration dates must be followed.
- Gases used in food operations must be food grade and only purchased from approved suppliers.

C-4 Ground Beef Policy

Guidance Document:	PQA Manual 2.2.1 Ground Beef Technical Requirements
Critical Control Point:	No
Monitoring Activity:	Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	None

- Ground beef (fresh or frozen) must be from suppliers that are authorized according to Sodexo's Product Quality Assurance General Requirements and "Supplier Technical Requirements – Ground Beef". All ground beef must be purchased through Sodexo approved vendors.
- All ground beef must be cooked to a minimum internal temperature of 158°F (70°C) for U.S. and 160°F (71°C) for Canada.
- Grinding of fresh or frozen meat at the unit level is not permitted.
- Hand-forming of raw ground beef products such as hamburger patties, meatballs, Salisbury steak or meatloaf must be done in the back-of-the-house only, separate from all ready-to-eat foods to eliminate the risk of cross-contamination.

C-5 Egg Policy

Guidance Document:	1.2.12 Consumer Advisory for Serving Undercooked and Raw Foods
Critical Control Point:	No
Monitoring Activity:	Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	Consumer Advisory Signage

- Shell eggs must be from Sodexo approved suppliers and must bear the USDA shield (U.S.) or Canada Grade A (Canada).
- Pasteurized eggs or egg products shall be substituted for raw eggs in the preparation of foods such as Caesar salad, Hollandaise or Bearnaise sauce, mayonnaise, meringue, eggnog, ice cream, and egg fortified beverage that are not cooked to a safe internal cooking temperature.
- Pooling eggs is not allowed for unpasteurized shell eggs.
- Raw eggs (non-pasteurized shell eggs) that are broken and prepared in response to a consumer order and for immediate service must be cooked to 145°F (63°C) or above for 15 seconds.

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- Raw eggs (non-pasteurized shell eggs) for hot holding must be cooked to 155°F (68°C) or above for < 1 second (instantaneous).
- Canada Only: Raw eggs (non-pasteurized shell eggs) for hot holding or that are broken and prepared in response to a consumer order and for immediate service must be cooked to 74°C (165°F) for 15 seconds.
- Eggs cooked to order at a lower temperature (i.e., soft cooked, "sunny side up", soft scrambled or omelet) are only allowed per customer request, must be served immediately to the customer and must have written and/or electronic consumer advisory made available
- Unpasteurized shell eggs are not allowed for serving highly susceptible persons who are at greater risk for foodborne illness:
 - Hospitals – patient dining
 - Senior Services including nursing and assisted living facilities
 - Schools – Day care and Pre-schools

C-6 Molluscan Shellfish Identification and Condition

Guidance Document:	None
Critical Control Point:	No
Monitoring Activity:	Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	None

- Sodexo operations with shellstock must be maintained in good condition, reasonably clean, should not appear slimy, have a mild ocean or seaweed smell, and have closed and unbroken shells which indicate they are still alive.
- Live shellstock (e.g., oysters, mussels, clams, scallops) must be labeled correctly, and tags maintained on file for 90 days after the date each container is last sold or served.

C-7 Packaged Foods for Retail Sale

Guidance Document:	1.2.6 Packaged Foods for Retail Sale Food Safety Guidelines
Critical Control Point:	No
Monitoring Activity:	Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	Consumer Advisory Signage

- All packaged food for retail sales must be labeled according to FDA/CFIA requirements and all applicable State regulations. At a minimum, the following must be included on the label:
 - Common name of the food
 - List of all ingredients and sub-ingredients in descending order by weight (if two or more ingredients)
 - Name and place of business for the manufacturer, packer, or distributor
 - Quantity of the product
 - Allergens must be disclosed, including the species (for fish, shellfish, and tree nuts), unless the allergen is part of the name of the item
- Juice packaged in the operation for retail sale must be labeled and include a warning notice and safe handling statements: "Warning: This product has not been pasteurized and,

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therefore, may contain harmful bacteria that can cause serious illness in children, the elderly, and persons with weakened immune systems.

- Packaged food may not be stored in direct contact with ice or water if the food is subject to the entry of water because of the nature of its packaging, wrapping, or container or its positioning in the ice or water.

C-8 Preventing Cross-Contamination

Guidance Document:	None
Critical Control Point:	No
Monitoring Activity:	Daily - Visual monitoring, Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	None

- The person in charge shall ensure that food is protected by separating raw animal food from ready-to-eat food during storage, preparation, holding, and display.
- If storage space is limited, foods should be stored on shelves according to cooking temperature. Items with the highest cooking temperature should be stored on the bottom and foods that are considered ready to eat and need no further cooking should be stored on top.
- Food must be covered/protected from environmental contamination during storage and transportation.
- Preparation of raw foods of animal origin and ready-to-eat foods should be done at different times and/or in separate areas. Dedicated sinks for raw animal food preparation should be identified with the appropriate signage.
- Dedicated space for the preparation of ready-to-eat foods should be identified where possible.
- Separate cutting boards must be used for raw and ready-to-eat foods. Red, green, and white cutting boards are company standard: red cutting board for raw foods of animal origin, green for produce, and white for ready-to-eat foods. A purple cutting board may be used for non-allergenic foods to prevent allergen cross-contact. If an operation wishes to use additional color cutting boards, only yellow, blue, and brown may be used: yellow for raw poultry, blue for raw seafood, and brown for bread products. Any deviance in the use of the standard red, green, and white cutting must be documented in writing and employees must be trained in the proper use of the alternate color cutting boards.
- The red cutting boards must always be cleaned and sanitized between using different raw foods (i.e., cutting chicken then beef).
- All produce should be washed before cutting it on the green board. If produce must be cut before washing (i.e., trim off the end of a celery stalk or cut the core of a head of lettuce), then the green board must be cleaned and sanitized before using it again for washed produce.

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- Utensils and equipment used for both raw and ready-to-eat foods must be cleaned and sanitized between uses. If possible, use separate utensils for raw and ready-to-eat foods (e.g., such as using separate tongs on a grill).
- Hermetically sealed containers of food with visible soil should be cleaned before opening.
- Damaged or spoiled products that are held for credit, redemption or return to the distributor must be segregated and held in a designated area that is separate from food, equipment, and utensils.
- A food employee may not use a utensil more than once to taste food that is to be sold or served.

C- 9 Food Storage Containers

Guidance Document:	None
Critical Control Point:	No
Monitoring Activity:	Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	None

- Except for containers holding food that can be unmistakably recognized such as dry pasta, working containers holding food or food ingredients that are removed from their original packages must be identified with the common name of the food.
- Bulk storage bins containing food must be cleaned and sanitized before adding new product to the container.
- Do not store different food items in the same bin.
- Food must be stored only in food-grade containers.
- Food containers may not be used for purposes other than their intended use.
- Disposable plastic tubs received with products such as pickles, mayonnaise, sour cream, etc., should not be reused for food preparation and storage of other items. These containers are constructed of softer material which stains and breaks easily, may absorb odors, and cannot be properly washed and sanitized.

C-10 Protection from Unapproved Additives

Guidance Document:	1.2.7 Safe Food Handling Procedures for Fresh Fruits and Vegetables
Critical Control Point:	No
Monitoring Activity:	Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	None

- A food employee may not apply sulfiting agents (or products containing sulfites or sulfates) to fresh fruits and vegetables intended for raw consumption.
- Food shall be protected from contamination from the addition of unsafe or unapproved food or color additives.

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C-11 Washing Fruits and Vegetables

Guidance Document:	1.2.7 Safe Handling of Fruits and Vegetables
Critical Control Point:	No
Monitoring Activity:	Daily – Visual, Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	Optional: 1.1.5y Antimicrobial Fruit and Vegetable Wash Log

- Except for whole raw fruits and vegetables that are intended for washing by the consumer before consumption, raw fruits and vegetables shall be thoroughly washed in potable water to remove soil and other contaminants before being cut, combined with other ingredients, cooked, served, or offered for human consumption in ready to eat form.
- Produce that is pre-packaged and labeled “ready-to-eat”, “washed” or “triple-washed” must not be re-washed in the operation.
- Some raw cut fruits (melons, tomatoes, etc.) and vegetables (cut leafy greens) require time/temperature control for safety and should be chilled to 40°F (4°C) or below before service.
- Before cutting, the rind of whole melons must be scrubbed vigorously (i.e., with a clean designated produce brush) and rinsed in clean water.
- Do not use soap / detergent or bleach to wash fruits or vegetables.
- Antimicrobial Fruit and Vegetable Treatment (Ecolab) is recommended.
- Chemicals used in washing or to assist in the peeling of fruits and vegetables shall be used in accordance with the manufacturer’s instructions.

C-12 In-Use Utensils, Between Use Storage

Guidance Document:	None
Critical Control Point:	No
Monitoring Activity:	Daily – Visual, Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	None

- During pauses/ breaks in food preparation or dispensing, food preparation and dispensing utensils shall be stored:
 - In the food with handles above the top of the food.
 - On a clean portion of the food preparation table or cooking equipment, only if the in- use utensil and the food- contact surface of the food preparation table or cooking equipment are cleaned and sanitized at a frequency determined by regulatory code.
 - In running water of enough velocity to flush particulates to the drain.
 - In a clean, protected location if the utensils, such as an ice scoop, are used only with food that is not TCS Food.

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C-13 Wiping Cloths

Guidance Document:	1.2.24 Wipe Cloth Food Safety Guidelines
Critical Control Point:	No
Monitoring Activity:	Daily – Visual, Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	None

- Wiping Cloths must be held between uses in Ecolab's Sink & Surface Cleaner/Sanitizer solution and used as directed on the product label and/or Ecolab Oasis 146 (Quat chemical sanitizer or equivalent) chemical sanitizer solution at a concentration between 150-400ppm (Canada 200-450PPM).
- Cloths used for wiping surfaces in contact with raw animal foods shall be kept separate from cloths used for other purposes.
- Terry-style or loose knit cloths are not permitted.
- Chemical sanitizing solutions in which wet wiping cloths are held must be free of food debris and visible soil.
- Open containers of chemical sanitizing solutions that store wet wiping cloths shall be stored off the floor.
- Single use disposable sanitizer wipes must be EPA approved and used in accordance with manufacturer's label use instructions in the U.S. and with Health Canada for Canada.
- US Only: Quat safe towels purchased from an approved vendor must be used when storing in a Quat based chemical sanitizer solution.

C-14 Refilling Returnable Containers

Guidance Document:	1.2.9 Reusable To-Go Container Program Food Safety Guidelines
Critical Control Point:	No
Monitoring Activity:	Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	No

- Except for refilling a consumer drinking cup or container without contact between the pouring utensil and the lip-contact area of the drinking cup or container.
- Drinking cups and containers may be reused by self-service customers if refilling is a contamination free process.
- A take home food container returned to a food establishment may be refilled at a food establishment with food only if the food container meets all the following requirements:
 - One that was initially provided by the food establishment to the consumer for the purpose of being returned or refilled
 - Designed and constructed for re-use
 - Returned to the food establishment by the consumer after use
 - Cleaned and sanitized according to the requirements of the regulatory code
 - Visually inspected by a food employee to verify that the container meets code requirements

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- A take home beverage container returned to the food establishment may be refilled at the food establishment with a beverage only if all the following requirements are met:
 - The beverage is not a time/temperature controlled for safety food (TCS Food)
 - The container must be rinsed before refilling
 - Facilities for rinsing before refilling returned containers with fresh, hot water that is under pressure and not recirculated are provided as part of the dispensing system
 - The consumer owned container returned to the food establishment for refilling is refilled for sale or service only to the same consumer
 - The container is refilled by an employee of the food establishment or the owner of the container if the beverage system includes a contamination free transfer process that cannot be bypassed by the consumer
- Consumer-owned personal take-out beverage containers such as thermally insulated bottles, non-spill coffee cups, and promotional beverage glasses may be refilled by the employees or the consumer if refilling is a contamination free process.

C-15 Food Storage

Guidance Document:	None
Critical Control Point:	No
Monitoring Activity:	Daily – Visual, Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	None

- Food shall be protected from contamination by storing food:
 - In a clean, dry location
 - In an area where it is NOT exposed to splash, dust, or other contamination
 - At least 6 inches (15cm) above the floor
 - Pressurized beverage containers, cased in waterproof containers may be stored on a floor that is clean and not exposed to floor moisture
- Food may NOT be stored:
 - In locker rooms
 - In toilet rooms
 - In dressing rooms
 - In garbage rooms
 - In mechanical rooms
 - Under sewer lines that are not shielded to intercept potential drips
 - Under leaking water lines, including leaking automatic fire sprinkler heads, or under lines on which water has condensed
 - Under open stairwells

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C-16 Consumer Self Service Operations

Guidance Document:	1.2.10 Consumer Self Service Food Safety Guidelines
Critical Control Point:	No
Monitoring Activity:	Daily – Visual, Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	Required: Clean Plate Signage, 1.1.5.a/b HACCP CCP Daily Temperature Log

- Consumer self-service operations for ready-to-eat food shall be provided with suitable utensils or effective dispensing methods that protect the food from contamination.
- Self-service consumers may not be allowed to use soiled tableware including single service articles to obtain additional food from the display and serving equipment.
- A food dispensing utensil must be available for each container displayed at a consumer self-service unit such as a buffet or salad bar.
- Consumer self-service operations such as buffets and salad bars shall be monitored by food employees trained in safe operating procedures.
- Food on display shall be protected from contamination using packaging, counter, service line, or salad bar food guards, display cases or other effective means.
- Customers must use a clean plate each time they return for additional servings at a self-service station.
- Fruits with edible skins (apples, peaches, pears, etc.), that are intended for immediate consumption, shall be protected from contamination during service by the following options:
 - Served unwrapped to the customer by a food employee using a barrier such as gloves, deli paper, or a clean utensil
 - Offered for sale unwrapped in a display case or under a sneeze guard, with a clean utensil for customer self-service dispensing
 - If openly served without protection, not in display cases or under a sneeze guard, fruit must be individually wrapped (i.e., cellophane) after properly washing and removing any stickers.

C-17 Sharing Tables

Guidance Document:	1.2.11 Sharing Table Food Safety Guidance
Critical Control Point:	No
Monitoring Activity:	Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	None

- Sharing tables may not be allowed in every jurisdiction, before implementing a sharing table the food operation must receive prior approval from the local Department of Health.
- Items on sharing tables shall be limited to unopened packaged foods and fruits and vegetables without edible skin (unless wrapped).
- For guidance and recommendations on the use of sharing tables reach out to your Food Safety Manager.

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C-18 Cooking Foods

Guidance Document:	1.2.12 Consumer Advisory for Serving Undercooked and Raw Foods
Critical Control Point:	Yes CCP
Monitoring Activity:	Daily - Take internal temperature with calibrated thermometer at completion of cooking process, Weekly – Manager HACCP log verification, Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	Required: Consumer Advisory Signage, 1.1.5.a/b HACCP CCP Daily Temperature Log

- Raw foods of animal origin must be cooked to the correct internal temperature.
- Internal temperatures must be taken with a calibrated thermometer at the end of the cooking process and documented on the food establishment's HACCP cooking log.
- If cooking a raw food of animal origin in a microwave, cook to 165°F (74°C), rotated or stirred throughout or midway during cooking, covered to retain surface moisture, and allowed to stand for 2 minutes before taking the temperature in two places to verify the 165° temperature is achieved.
- If an animal food such as beef, eggs, fish, pork, or poultry is served or sold raw, undercooked, or without otherwise being processed to eliminate pathogens either as a ready-to-eat food or as an ingredient in another ready-to-eat food, the unit must inform customers of the significantly increased risk of consuming such foods by way of a written consumer advisory.
- Plant foods that are cooked for hot holding shall be cooked to a temperature of 140°F (60°C).
- Commercially packaged food that bears a manufacturer's cooking instructions shall be cooked according to those instructions before use in ready-to-eat foods or offered in unpackaged form for human consumption, unless the manufacturer's instructions specify that the food may be consumed without cooking.
- Food for which the manufacturer has provided information that it has not been processed to control pathogens, when used in ready-to-eat foods or offered for human consumption, shall be cooked according to a time and temperature appropriate for the food.
- Raw animal food such as raw egg, raw fish, raw-marinated fish, raw molluscan shellfish, or steak tartare or a partially cooked food such as lightly cooked fish, soft cooked egg, or rare meat other than whole-muscle intact beef may not be served in ready-to-eat form in food establishments that serve a highly susceptible population.
- The consumer advisory must include a disclosure and reminder and can be provided by using brochures, deli case or menu advisories, label statements, table tents, placards, or other effective written means.
 - Disclosure statement must include either a description of the animal-derived foods such as oyster on the half shell (raw oysters), raw-egg Caesar salad, steaks cooked to order or identification of the animal-derived foods by asterisking them to a written note that

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states that the items are served raw or undercooked or contain (or may contain) raw or undercooked ingredients.

- Reminder statement shall include asterisking the animal-derived foods requiring disclosure to a footnote that states:
 - “Consuming raw or undercooked meats, poultry, seafood, shellfish, or eggs may increase your risk of foodborne illness” or “Consuming raw or undercooked meats, poultry, seafood, shellfish, or eggs may increase your risk of foodborne illness, especially if you have certain medical conditions”
- Raw animal foods such as eggs, fish, meat, poultry, and foods containing these raw animal foods, shall be cooked to heat all parts of the food to a temperature and for a time that complies with one of the following methods based on the food that is being cooked.

Raw Animal Food Internal Cooking Temperature Requirements U.S. Only:

- 145°F (63°C) or above for 15 seconds for:
 - Raw eggs (non-pasteurized shell eggs) that are broken and prepared in response to a consumer order and for immediate service
 - Fish and intact meat including game animals commercially raised for food and game animals under a voluntary inspection program as specified by the FDA 2022 Retail Food Code
- 155°F (68°C) for 17 seconds for:
 - Raw eggs (non-pasteurized shell eggs) for hot holding
 - Ratites (Ostrich and Emu)
 - Mechanically tenderized and injected meats
- 158°F (70°C) or above for 17 second for:
 - Comminute (ground) fish, meat, and game animals
- 165°F (74°C) or above for < 1 second (instantaneous) for:
 - Poultry
 - Stuffed fish, meat, pasta, poultry
 - Stuffing containing fish, meat, poultry
 - Wild game
- Pasteurized shell and liquid eggs for immediate service can be cooked to any temperature – these products are not considered raw animal products.
- Whole meat roasts including beef, corned beef, lamb, pork, and cured pork roasts such as ham shall be cooked:
 - 145°F (62.8°C) and held for 4 minutes
- A raw or undercooked whole-muscle, intact beef steak may be served or offered for sale in a ready-to-eat form if:
 - The food establishment serves a population that is not a highly susceptible population
 - The steak is cooked on both the top and bottom to a surface temperature of 145°F (63°C) or above and a cooked color change is achieved on all external surfaces.

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- Consumer advisory is available and posted

Raw Animal Food Internal Cooking Temperature Requirements – Canada Only

- 145°F/63°C for 3 minutes:
 - Rare roast beef
- 165°F/74°C for 15 seconds
 - Shell eggs that will be hot held for service
 - Shell eggs for immediate consumption
 - Pasteurized egg dishes
- 160°F/71°C instantaneous
 - Ground meat – includes chopped, ground, flaked, or minced beef, pork, or fish
 - Pork
 - Lamb
 - Veal
 - Whole cuts – beef
 - Fish
- 165°F/74°C instantaneous
 - Food mixtures containing poultry, egg, meat, fish, and other TCS/PHF foods
 - Poultry – pieces, ground, stuffing in poultry
- 180°F/82°C for 15 seconds
 - Poultry – whole birds

C-19 Non-Continuous Cooking

Guidance Document:	1.2.13 Non-Continuous Cooking Food Safety Guidance (par-cooking)
Critical Control Point:	No
Monitoring Activity:	Daily – Visual, Monthly – Monthly Food Safety Audit
Forms and Record Keeping:	Required: 1.1.5.a/b HACCP CCP Daily Temperature Log

- "Non-continuous cooking," or "par cooking" means the cooking of food using a process in which the initial heating of the food is intentionally halted so that it may be cooled and held for complete cooking later, prior to sale or service. "Non-continuous cooking" does not include cooking procedures that only involve temporarily interrupting or slowing an otherwise continuous cooking process.
- US Only: Raw animal foods that are cooked using a non-continuous cooking process (par-cooking) may not be allowed in all local health jurisdictions. Food establishments who wish to use a non-continuous cooking process must check to see if it is allowed. If approved the food establishment must follow Sodexo guidelines for non-continuous cooking as well as local regulations. Contact your Food Safety Manager/Director Food Safety/PQA for additional guidance if needed.
- Canada Only: The person in charge must consult their local provincial authorities to determine approval. If allowed, process and approval must be documented and available for review.

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C-20 Reheating for Hot Holding

Guidance Document:	None
Critical Control Point:	Yes CCP
Monitoring Activity:	Daily: Take the internal temperature of the food at the end of the reheating process and verify 165°F/74°C, Weekly – Manager HACCP log verification Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	Required: 1.1.5.a/b HACCP CCP Daily Temperature Log

- TCS food that is cooked, cooled, and reheated for hot holding shall be reheated so that all parts of the food must reach a temperature of at least 165°F (74°C) for 15 seconds.
- The temperature of the reheated food must be taken with a calibrated thermometer and recorded on a HACCP log.
- Ready to eat TCS foods that have been commercially processed and packaged in a food processing plant can be reheated for hot holding to 140°F (60°C).
- The reheating process cannot exceed 2 hours from 40°F (4°C) to the final reheat temperature.
- Food may only be reheated once for quality purposes.
- Steamtables, bain-maries, and food warmers may not be used to reheat food.

C-21 Frozen Foods

Guidance Document:	1.2.14 Frozen Foods
Critical Control Point:	No
Monitoring Activity:	Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	None

- Employees must follow the manufacture's food safety instructions on the label when serving commercially frozen foods as ready-to-eat food.
- Stored frozen foods shall be maintained frozen.
- Foods frozen in the unit must be properly covered and labelled with the date frozen and a use by date.

C-22 Thawing

Guidance Document:	1.2.15 Thawing Food Safety Guidelines
Critical Control Point:	No
Monitoring Activity:	Daily – Visual, Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	Optional - 1.1.5f Pull-Thaw Log

- TCS/PHF for safety foods must be thawed:
 - Under refrigeration that maintains the food temperature at 40°F (4°C) or less
 - As part of the cooking process if the food that is frozen is cooked to the required internal temperature

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- Thawed in a microwave and immediately transferred to conventional cooking equipment with no interruption in the process
- Completely submerged under cold running water (70°F (21°C) or below) with enough velocity to agitate and float off loose particles and for a period that does not allow thawed portions of ready-to-eat food to rise above 40°F (4°C)
- For reduced oxygen packaged fish that bears a label indicating that it is to be kept frozen until time of use, the product must be removed from the packaging prior to thawing.
- Products that do not require thawing prior to cooking must be kept frozen for use, for example, frozen vegetables and pre-breaded items.
- Frozen TCS food that is slacked to moderate the temperature shall be held under refrigeration that maintains the food at 40°F (4°C) or less or at any temperature if the food remains frozen.
- All foods that are thawed and not cooked or served immediately must be properly covered, labeled with the appropriate thaw date and discard date.

C-23 Cooling and Chilling

Guidance Document:	1.2.16 Cooling TCS Foods and 1.2.17 Guidelines for Chilling TCS Food
Critical Control Point:	Yes CCP
Monitoring Activity:	Daily: Cooling - Verify temperature after 2 hours is 70°F (21°C) or less (Canada operations: 2 hours is 68°F (20°C) or less) after a total of six hours is 40°F (4°C), Chilling: Verify temperature of chilled product is 40°F or less after 4 hours, Weekly – Manager HACCP CCP Daily Temperature Log verification, Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	Required: 1.1.5.a/b HACCP CCP Daily Temperature Log

- Cooked TCS food shall be cooled: from 140°F (60°C) to 70°F (21°C) within 2 hours or less and then to 40°F (4°C) or below within an additional 4 hours (total maximum cooling time 6 hours).
 - Canada operations: from 140°F (60°C) to 68°F (20°C) or less within 2 hours and then to 40°F (4°C) or below with an additional 4 hours (total maximum cooling time is 6 hours)
- Cooling shall be accomplished in accordance with the time and temperature criteria specified above by using one or more of the following methods based on the type of food being cooled:
 - (1) Placing the food in shallow pans
 - (2) Separating the food into smaller or thinner portions
 - (3) Using rapid cooling equipment
 - (4) Stirring the food in a container placed in an ice water bath

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- (5) Using containers that facilitate heat transfer
- (6) Adding ice as an ingredient
- (7) Other effective methods
- When placed in cooling or cold holding equipment, food containers in which food is being cooled shall be: Arranged in the equipment to provide maximum heat transfer through the container walls; and loosely covered or uncovered if protected from overhead contamination during the cooling period to facilitate heat transfer from the surface of the food.
- TCS foods shall be chilled within 4 hours to 40°F or less if prepared from ingredients at ambient temperature, such as reconstituted foods and canned tuna.
- TCS foods must be chilled to 40°F (4°C) or below prior to service.
- Cooling and chilling temperatures must be taken with a calibrated thermometer and recorded on the HACCP Cooling and Chilling log.

C-24 Hot and Cold Holding

Guidance Document:	None
Critical Control Point:	Yes CCP
Monitoring Activity:	Daily: Service - Take temperatures at the time food is placed in hot/cold holding for service. Temperatures are taken every 2 hours after setting up. Cold/Hot Food Storage units - Take temperatures once per day during stable times Weekly – Manager HACCP Log verification Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	Required: 1.1.5.a/b HACCP CCP Daily Temperature Log Refrigerator Temperature Log (1.1.5.i or 1.1.5.j)

- Cold foods must be held and served at a temperature of 40°F (4°C) or below.
- Hot foods must be held and served at a temperature of 140°F (60°C) or above.
- Cold food storage units must be maintained at 40°F (4°C) or below.
- Hot food storage units must be maintained at 140°F (60°C) or above.
- Cooked TCS foods that are prepared for immediate service in response to an individual consumer order may be served at any temperature.
- Hot and cold food service temperatures must be taken with a calibrated thermometer and recorded on the HACCP log.
- Temperatures must be taken and recorded at the time of service set up and at a minimum once every two hours during service. If service time is less than two hours a final holding temperature must be recorded if the food is not discarded.
- Temperatures of cold and hot food storage units (refrigerators, freezers, and warming cabinets) must be taken and recorded at least once a day, preferably in the morning when temperatures are stable.

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- Foods held for service shall be served through and not added to when holding and serving.

C-25 Time as a Public Health Control (TPHC)

Guidance Document:	1.2.18 Time Only Program Guide
Critical Control Point:	No
Monitoring Activity:	As determined in the TPHC written procedures
Forms and Record Keeping:	1.2.18.a Time as a Public Health Control Procedures Form 1.1.5.a.a HACCP Time as a Public Health Control Log

- This procedure is not permitted for Canadian operations. For more information, please contact your Food Safety Manager.
- If the food establishment does not have equipment to maintain service temperatures of cold food at 40°F (4°C) or below or hot foods at 140°F (60°C) or above, time only as a public health control may be used.
- Time as a Public Health Control (TPHC) is not allowed in all regulatory jurisdictions and regulations around using TPHC can vary widely. If a food establishment wishes to use time only instead of temperature, they must notify their Food Safety Manager for guidance.
- Written procedures must be prepared in advance and include methods of compliance for temperature control including cooling, if used and maintained in the unit. These procedures must be made available to the regulatory authority and internal third-party auditors upon request.
- The food must have an internal temperature of 40°F/ 4°C or less when removed from cold storage, 140°/60°C or above when removed from hot holding.
- TCS food can be held for no longer than 4 hours out of temperature control when using TPHC.
- The food must be clearly marked or identified to indicate the time food was removed from temperature control and the time it must be sold, served, or discarded (no more than 4 hours).
- The food must be discarded within four hours from the point in time when it is removed from temperature control. Once TPHC is used, food cannot be placed under temperature control to be served or used later.

C-26 Date Marking Ready to Eat TCS Foods

Guidance Document:	1.2.19 Food Safety Product Labeling and Dating Guidelines
Critical Control Point:	No
Monitoring Activity:	Daily – Visual, Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	None

- Refrigerated, ready to eat, TCS food prepared and held in a food establishment for more than 24 hours must be clearly marked with a use by/discard date.

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- Use by/discard date cannot exceed 7 days as required in the FDA Retail Food Code with the day of preparation counted as Day 1. Operations should note that some culinary standards may have a shelf life of less than 7 days for quality. Please refer to your culinary support for guidance on quality standards regarding shelf-life.
- Reduced oxygen packaging food prepared in accordance with the proper variance must follow the consume by/discard date approved by the regulatory agency.
- Commercially packaged, ready-to-eat TCS foods must be clearly marked at the time the original container is opened and used within 7 days but cannot exceed the manufacturer's use by date.
- Food that is required to be date marked must be discarded if it:
 - Exceeds the storage temperature requirement
 - Is in a container or package that does not bear a date or day mark.
 - Is inappropriately marked with a date or day that exceeds 7 days
- Date marking does not apply to:
 - Non TCS food such as dry pasta
 - TCS foods prepared and held for less than the end of the day.
 - Individual meal portions served or repacked for sale from a bulk container upon a consumer's request
 - Live shellstock
 - For U.S. operation, food prepared and packaged by a food processing plant inspected by a regulatory authority such as:
 - Deli salads, such as ham salad, seafood salad, chicken salad, potato salad, and macaroni salad
 - Hard cheese containing no more than 39% moisture, semi-soft cheese containing more than 39% but less than 50% moisture, (as defined in 21 CFR 133)
 - Cultured dairy products (as defined in 21 CFR 131)
 - Preserved fish products (as defined in 21 CFR 114)
 - Shelf - stable dry fermented sausage and shelf - stable salt cured products

C-27 Specialized Processing Methods

Guidance Document:	1.2.20 Guidelines for Reduced Oxygen Packaging and Sous Vide, 1.2.35 Sushi and Sashimi Guidelines
Critical Control Point:	No
Monitoring Activity:	Daily – Visual, Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	See guidance documents for additional forms and record keeping

- A food establishment must notify their Food Safety Manager, obtain specific written permission from the segment signatory (VP), and obtain a variance from the Regulatory Authority before:
 - Smoking food as a method of food preservation rather than flavor enhancement

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- Curing food
- Using food additives or components such as vinegar as a method of food preservation rather than flavor enhancement and/or to render the food so it is not considered a time/temperature control for safety food (example: sushi rice)
- Packaging TCS/PHF foods using a reduced oxygen packaging method (ROP), including sous vide, reduced oxygen packaging, and modified oxygen packaging
- If using a heat seal for packaging ready to eat meals, the manufacturer must provide the oxygen transfer rate of the film used for packaging. Some packaging machines that create a heat seal are considered reduced oxygen packaging. ROP packaging is determined by if the oxygen transfer rate of the packaging film is less than 10,000 cc/m²/day. Contact your Food Safety Manager for additional guidance.
- Freezing raw fish for parasite destruction before sale or service in ready to eat form, raw, raw-marinated fish.

Section D: Equipment, Utensils and Linens

D-1 Materials for Construction and Repair

Guidance Document:	None
Critical Control Point:	No
Monitoring Activity:	Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	None

- Materials used for the construction and repair of multi- use and single use utensils and equipment including use limitations of certain materials must meet the requirements of the FDA Food Code (U.S. operations).
- Canadian operations must meet the Canadian Food Inspection Agency (CFIA) standards and/or local regulations.
- All food equipment used in a food establishment should be certified or classified for sanitation by an ANSI accredited certification such as NSF or UL.
- All equipment must be maintained in good repair and proper adjustment.
- Where possible, equipment no longer in use or not functioning should be removed from the operation promptly.

D-2 Sponges and Metal Scour Pads

Guidance Document:	None
Critical Control Point:	No
Monitoring Activity:	Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	None

- Sponges may not be used in contact with cleaned and sanitized or in-use food- contact surfaces.
- Steel wool or stainless steel "Curly Q" pads should not be used. These pads leave metal particles that can contaminate food and beverages.

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D- 3 Food and Equipment Temperature Measuring Devices

Guidance Document:	1.2.21 Guidelines for Calibration and Verification of Food Thermometers
Critical Control Point:	No
Monitoring Activity:	Daily – Calibration and verification Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	1.1.5.z Thermometer Calibration Log

- Accurate food and equipment thermometers (cleaned, sanitized, and calibrated) are available and used by all food employees during storage, preparation, display, service, and transportation.
- Food thermometers must be accurate to at least +/- 2°F from 32°F (+/-0.5°C from 0°C).
- Equipment thermometers must be accurate to +/- 3°F (°C).
- Accuracy of all thermometers must be checked at least daily.
- Canada only: Daily accuracy checks must be recorded on the thermometer calibration log.
- Thermometers that are not accurate within the required range must be adjusted/calibrated accordingly. A thermometer that is not accurate and cannot be adjusted may not be used.
- All mechanical equipment that holds or stores TCS foods must have an accurate thermometer placed in the warmest part of cold holding equipment and the coldest part of hot holding equipment.
- A temperature measuring device must be provided and readily accessible for frequently measuring the washing and sanitizing temperatures in manual ware washing equipment.
- A method to verify (i.e., thermal strips, thermometer) the final rinse temperature at a dishwashing machine in addition to the final rinse temperature gauge should be utilized once per day to ensure a temperature of 160°F (71°C) or above at the surface of the utensil.
- A probe thermometer with an appropriate thin tip (i.e., pocket digital thermometer or thermocouple) must be used to check the temperature of thin foods, such as burgers, chicken, or fish fillets, etc.
- Food thermometers must be cleaned and sanitized between testing each food item
- Approved sanitizing methods for thermometers are:
 - alcohol swabs or probe wipes containing 70% Isopropyl alcohol (preferred method).
 - In a correct concentration of sanitizing solution per manufacturer's instructions.

D-4 Vending Machines and Micro Markets

Guidance Document:	1.2.22 Unattended Food Establishments Micro Market Food Safety Guidelines
Critical Control Point:	No
Monitoring Activity:	Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	None

- All vending machines containing time/temperature control for safety food must have an automatic control that prevents the machine from vending food if there is a power failure,

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mechanical failure, or other condition that results in an internal machine temperature that cannot maintain food at the required temperatures.

- Supplying food to vending machines must meet local regulatory requirements.
- Micro-markets must follow the information in the Unattended Food Establishments Micro-market Food Safety Guidelines.

D-5 Cooling, Heating, and Holding Capacities

Guidance Document:	None
Critical Control Point:	No
Monitoring Activity:	Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	None

- The food establishment must have equipment sufficient in number and capacity for cooling, heating, and holding hot and cold, capable of providing food at the required temperatures.

D-6 Cutting Surfaces

Guidance Document:	None
Critical Control Point:	No
Monitoring Activity:	Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	None

- Cutting boards must be in good condition, without cracks, deep grooves and discoloration.
- Cutting boards must be stored vertically and separated for proper draining and quick drying, i.e., on storage racks.
- Wooden cutting boards in good condition may be used only for display and carving in front of customers.

D-7 Sanitizing Solution, Testing Devices

Guidance Document:	None
Critical Control Point:	No
Monitoring Activity:	Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	Required: 1.1.5.n.a Sanitizer Solution Dispenser Log (Quat Sanitizer) 1.1.5.n.b. Sanitizer Solution Dispenser Log (Sink & Surface)

- The food establishment must have a test kit that accurately measures the concentration of each type of sanitizer available.
- The person in charge must ensure that the test kit used for checking sanitizer solution is not expired.
- Each sanitizer dispensing equipment unit must be checked with the sanitizer test kit at least once daily and recorded on the HACCP log.
- The testing device must be stored in a clean and dry location and maintained in good condition.

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- The employee must test the sanitizer solution according to the chemical company's manufacturer's instructions.

D-8 Cleaning and Sanitizing Food Contact Surfaces

Guidance Document:	Sodexo Food Service Cleaning Manual
Critical Control Point:	No
Monitoring Activity:	As required in the unit's cleaning schedule, Weekly – Manager HACCP log verification Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	Required: Cleaning Schedules, 1.1.5.n Weekly Sanitizer Solution Dispenser Log Dish Machine Log (1.1.5.p High-Temperature Mechanical Warewashing Log or 1.1.5.m Low Temp Mechanical Warewashing Log)

- Both cleaning and sanitizing agents must be provided and available for use during all hours of operation.
- A high temperature dish machine must have a minimum final rinse temperature of 180°F (82°C) at the manifold and 160°F (71°C) at the plate surface, verified by a 160°F (71°C) thermal strip, or a waterproof, digital thermometer, with a minimum/maximum read. The final rinse temperature must be verified once per meal period by either method. If the final rinse is not being met contact your service representative immediately. The food establishment may have to temporarily go to disposable service utensils until the machine is adjusted to specifications.
- A low temperature dish machine must have a minimum 50 -100 ppm concentration of chlorine at the plate surface, verified by a chlorine test strip. If the final rinse is not being met contact your service representative immediately. The food establishment may have to temporarily go to disposable service utensils or manual washing at the three-compartment sink until the machine is adjusted to specifications.
- Dish machine temperatures must be checked and recorded on the dish machine temperature log once per meal period.
- For clean-in place equipment, such as tilt kettles, steam kettles, etc. wash with detergent, rinse with clean water, and sanitize with an approved sanitizer.
- For large food-contact surfaces that cannot be washed in the dish machine, such as large pots, pans, or other large equipment, the three-compartment sink may be used, following standard wash, rinse, and sanitizing procedures.
- A ware washing sink may not be used for handwashing.
- The wash, rinse, and sanitize solutions must be maintained clean.
- The wash solution in manual ware washing equipment must be maintained no less than 110°F (43°C) or the temperature specified on the cleaning agent manufacturer's label

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- Washing, rinsing, and sanitizing procedures must be posted and adhered to at all manual and mechanical ware washing equipment in use.
- Chemical sanitizers approved for use in Sodexo operations are:
 - Quaternary Ammonium Compound (Oasis 146)
 - Chlorine, only when required by the manufacturers such as chemical sanitizing mechanical dish machines and frozen dessert machines.
 - Ecolab's SmartPower Sink & Surface Sanitizer
 - Bleach is not approved for sanitizing food contact surfaces. Exception: Bleach may be used when mandated by regulatory officials in emergency circumstances. Operations must notify their Food Safety Manager if the local regulatory authority is requesting the use of bleach
- US Only: Required concentration for quaternary sanitizer (Oasis 146) must be maintained between 150 - 400 ppm and have a minimum water temperature of 75°F (24°C).
- Canada Only: Required concentration for quaternary sanitizer (Oasis 146): between 200 - 450 ppm.
- Chlorine concentrations must be maintained according to manufacturer's label and are dependent upon water temperature.
- Ecolab's SmartPower Sink & Surface sanitizer must be used at a concentration between 0.27- 0.55 oz/gal and used as directed on the product label.
- Contact time with chemical sanitizer solution must meet manufacturer's instructions including water temperature requirements.
- Disinfectants are not always approved for use on food-contact surfaces and should not be used on food-contact surfaces unless instructed by your local regulatory authority.

D-9 Cleaning and Sanitizing Frequency

Guidance Document:	Sodexo Foodservice Cleaning Manual
Critical Control Point:	No
Monitoring Activity:	As required in the unit's cleaning schedules, Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	Required: <ul style="list-style-type: none"> • 1.6.3.a Master Cleaning Schedule (Master List) • 1.6.3.b Master Cleaning Schedule (Front of the House) • 1.6.3.c Master Cleaning Schedule Kitchen (Back of the House) • 1.6.3.d Master Cleaning Schedule (Rest Room)

- Stored food contact equipment and utensils must be clean to the sight and touch
- Manual ware washing equipment must be cleaned before use, throughout the day at a frequency necessary to prevent re-contamination and if used at least every 24 hours.
- Equipment food- contact surfaces and utensils must be cleaned and sanitized (refer to Sodexo's Cleaning Manual for additional guidance and specific cleaning procedures):

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- before each use with a different type of raw animal food
- each time there is a change from working with raw foods to ready to eat foods
- between uses with raw fruits and vegetables and with time/temperature control for safety food
- before using or storing a food temperature measuring device
- at least every 4 hours for equipment and utensils used with time/temperature controlled for safety foods unless: the storage contents are maintained at temperatures at or below 40°F (4°C) and the containers are cleaned when they are empty
 - Every 24 hours for:
 - salad bar and deli type containers when product is added throughout the day if temperatures are maintained at or below 40°F (4°C)
 - iced tea dispensers
 - self-service utensils
 - condiment dispensers and display containers
 - cooking and baking equipment
 - interior of microwave ovens
- Per manufacturer's instructions for ice bins and beverage dispensing nozzles or at a frequency necessary to preclude the accumulation of mold.
- Non-food contact surfaces must be cleaned at a frequency necessary to preclude the accumulation of visible soil residues.
- After being cleaned and sanitized, equipment and utensils may not be rinsed before being air-dried unless required by the manufacturer's label or the local Regulatory Authority.
- Equipment and utensils must be air-dried after cleaning and sanitizing. A cloth may not be used except to polish utensils/glassware.
- A cleaning schedule must be created and utilized. Identifying what is to be cleaned, frequency, and what equipment/cleaning agents to be used.

D-10 Storage of Soiled Linens, Clean Equipment, and Utensils

Guidance Document:	None
Critical Control Point:	No
Monitoring Activity:	Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	None

- Soiled linens must be kept in clean, non-absorbent receptacles or clean, washable laundry bags and stored and transported to prevent contamination of food and clean equipment/utensils. Linens soiled with chemicals or flammable liquids should be handled carefully and should not be stored in any container with combustible items.
- Clean equipment, utensils, and linens must be stored in a clean, dry location, where they are not exposed to splash, dust, or other contamination and at least 6 inches off the floor.
- Clean and sanitized equipment, utensils, and laundered linens may not be stored:
 - In locker rooms
 - In toilet rooms

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- In garbage rooms
- In mechanical rooms
- Under sewer lines that are not shielded to intercept potential drips
- Under leaking water lines
- Under open stairwells

D-11 Kitchen and Tableware

Guidance Document:	None
Critical Control Point:	No
Monitoring Activity:	Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	None

- Single service and cleaned/sanitized utensils must be handled, displayed, and dispensed so the contamination of food and lip contact surfaces is prevented.
- Knives, forks, and spoons, that are not pre-wrapped must be presented so that only the handles are touched by employees and by consumers if consumer self-service is provided.
- Soiled tableware must be removed from consumer eating and drinking areas and handled so that clean tableware is not contaminated.
- Tableware that is preset shall be protected from contamination by being wrapped, covered, or inverted.
- Preset tableware may be exposed if:
 - Unused settings are removed when a consumer is seated or
 - Settings not removed when a consumer is seated are cleaned and sanitized before further use

Section E: Water, Plumbing, Waste, and Physical Facilities

Note: Management should be aware of the following physical facility requirements. The client should be notified in writing of the conditions that are beyond Sodexo Management's control and do not meet the Sodexo standards and/or requirements of the regulatory jurisdiction. All physical facility standards listed are regulatory requirements found in the FDA and Canadian Food Codes.

E-1 Approved Water and Plumbing System

Guidance Document:	None
Critical Control Point:	No
Monitoring Activity:	Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	None

- Drinking water (potable) must be obtained from an approved source.
- The plumbing system must be maintained in good repair.
- Bottled drinking water sold in the food establishment must be obtained from an approved source according to Food Law.

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- If a non-public water system is used such as well water the Food Safety Manager should be notified to provide guidance on microbial testing.
- The water system must be enough in capacity to meet the peak water demands of the food establishment.
- Hot water generation and distribution system must be enough to meet the peak hot water demands throughout the food establishment.
- Cross-connections with potable water supply are not allowed. Backflow preventers or air gaps must be in place in equipment/areas where a potential cross-connection is located
- Hot water in the facility must be at least 85°F (29.4°C) at the hand sink, 110°F (43°C) at the three-compartment sink, and 120°F (49°C) for a low temperature mechanical dishwasher.

E-2 Toilets, Urinals, and Sinks

Guidance Document:	None
Critical Control Point:	No
Monitoring Activity:	Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	None

- At least 1 toilet and/or no fewer than the toilets required by the law in the local jurisdiction must be provided.
- Toilet tissue must be available in all toilet areas.
- Toilet room doors must be kept closed except when cleaning and during maintenance.
- Doors to restrooms must be installed with a self-closing mechanism.
- A covered waste receptacle must be provided in women's restrooms for sanitary napkins.
- At least 1 hand sink must be available and fully equipped with soap, paper towels, trash can and signage in all areas where food is being prepared or served and in ware washing areas.
- Toilets and urinals may not be used as a service sink for the disposal of mop water.
- Hand washing sinks must not be used for any other purpose.
- Hand washing sinks must always be accessible.
- A waste receptacle must be provided at each hand sink to dispose of paper towels properly.
- At least 1 service sink or 1 curbed cleaning facility equipped with a floor drain must be provided and conveniently located for the cleaning of mops or similar wet cleaning tools and the disposal of mop water.

E-3 Refuse, Recyclables, Sewage, and Liquid Waste

Guidance Document:	None
Critical Control Point:	No
Monitoring Activity:	Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	None

- Sewage and grease must be properly disposed of through an approved method.

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- If required, grease trap must be located so it is easily accessible for cleaning and must be installed and maintained in accordance with all laws and regulations.
- Condensate drainage and other non-sewage liquids and rainwater must be drained from the point of discharge to disposal according to local regulations.
- Indoor and outdoor storage areas for refuse and recyclables must be constructed and maintained according to the requirements in the Food Code or local regulations.
- Receptacles for refuse and recyclables for use with materials containing food residue must be durable, cleanable, and insect/rodent resistant, leakproof, and non-absorbent.
- Outside receptacles for refuse and recyclables must have tight fitting lids, doors, and covers.
- Inside receptacles for refuse and recyclables must be kept covered:
 - if they contain food residue
 - if they are not in continuous use
 - after they are filled
- A receptacle must be provided in each area of the food establishment where refuse is generated or commonly discarded.
- Refuse and recyclable containers must be thoroughly cleaned at a frequency necessary to prevent them from build-up of soil or becoming attractant to pests and in a way that does not contaminate food, equipment, or utensils.
- Refuse and recyclables must be removed from the premises at a frequency that will minimize the development of objectionable odors and other conditions that could harbor pests.

E-4 Physical Facilities

Guidance Document:	None
Critical Control Point:	No
Monitoring Activity:	Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	None

- Physical facilities must be maintained in good repair and have sufficient storage capacity to enable all operations to be carried out properly under safe hygienic conditions, including maintaining food at safe temperatures.
- The design and layout of facilities must allow sufficient space for the required workflow to prevent cross-contamination and cross-contact where applicable.
- A preventive maintenance program for the physical facility with routine equipment checks must be implemented. Equipment must not be repaired during production times except during exceptional circumstances-
- Materials for indoor floors, walls, and ceiling surfaces under condition of normal use must be:
 - Smooth, durable, and easily cleanable
 - Non-absorbent in areas subject to moisture

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- Carpeting or similar material may not be used as a floor covering in food preparation areas, walk-in refrigerators, ware-washing areas, toilet areas, or refuse storage areas.
- Floors must be constructed so they are smooth, durable, and sloped to drain where required.
- Drainage systems must be adequate, comply with law, and be designed with appropriate backflow prevention.
- Exterior facing areas of the building should be tightly constructed from approved materials, maintained in good repair, and designed to prevent contamination of food operations.
- Lightbulbs must be properly shielded, coated, or otherwise shatter-resistant in areas where there is exposed food, clean equipment and utensils.
- The lighting intensity must meet code the requirements found in the [FDA Food Code](#) or meet local regulatory requirements.
- Mops must be placed in a position that allows them to air dry without soiling walls, equipment, and other supplies. Mop heads should be stored towards the ground.
- Maintenance tools such as brooms, mops, dust pans, and vacuum cleaners must be stored so they do not contaminate food, equipment, linen, or utensils and in a manner that facilitates cleaning the area used for storing maintenance tools.
- Items that are unnecessary for the operation or maintenance of the establishment such as equipment that is non-functional or no longer used should be removed from the premises. If such equipment cannot be removed, areas must be maintained, organized, clean, and able to provide proper pest control.
- Live animals are not allowed in any area where food preparation takes place or in other areas of the food establishment except in the following situations if the contamination of food, clean equipment, utensils, and linens cannot result:
 - Patrol dogs accompanying police or security officers.
- Service animals that are controlled by the disabled employee or person are only permitted if a safety hazard will not result.
- Pets in the common dining area of institutional care facilities are allowed if condiments, equipment, and utensils are stored in enclosed cabinets or removed from the common dining area when pets are present and self-closing doors or other effective partitioning separate the common dining area from food storage or preparation areas.

Section F: Controlling Pests and Toxic Materials

F-1 Controlling Pests

Guidance Document:	None
Critical Control Point:	No
Monitoring Activity:	Daily – Visual, Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	Required: 1.1.5.o Pest Activity/Sightings Log

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- The premises must be maintained free of insects, rodents, and other pests.
- An effective and safe pest control program must be in place.
- Incoming shipments of food and supplies must be routinely inspected for pests.
- The premises must be routinely inspected for pests by using the monthly food safety audit form and the Pest Sighting Log.
- Pest harborage conditions must be eliminated, unit managers should also advise clients to remove vegetation from exterior walls and refuse areas where needed when possible.
- Pest control must be handled by a licensed pest control company and personnel only. This includes insecticides used for fly control (no in-house use of fly spray).
- All openings to the outside are screened or otherwise protected against pests. No openings (holes, open doors, windows, etc.) allowing pests to enter.
- Dead or trapped birds, insects, rodents, and other pests must be removed from control devices and premises at a frequency that prevents their accumulation, decomposition, or attraction of pests.
- Pest control reports should be left after each inspection and / or treatment of facility.
- Where the client is responsible for pest control, a copy of the report must be kept on file in the operation and available for review.
- The Pest Activity Log used for reporting any evidence and location of pests observed must be kept on file for 12 months.
- Any recommended action by the PCO must be completed and documented.
- Rodent bait shall be contained in a covered, tamper-resistant bait station.
- Pesticide tracking powder may not be used in a food establishment. A nontoxic tracking powder such as talcum or flour may be used if needed.

F-2 Toxic Materials

Guidance Document:	None
Critical Control Point:	No
Monitoring Activity:	Daily – Visual, Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	None

- Toxic and chemical materials must be properly stored -- separated and away from food, food equipment and utensils.
- Poisonous and toxic materials must be used according to law and the manufacturer's label.
- Containers of poisonous or toxic materials and personal care items must bear a legible manufacture's label.
- Working containers such as cleaners and sanitizers taken from bulk supplies must be clearly labeled and individually identified with the common name of the material.
- Toxic chemicals must be separated into the following categories and stored on separate shelves:
 - detergents, sanitizers, and related cleaning and drying agents

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- acids, caustics, polishes, and other chemicals
- Only those poisonous or toxic materials that are required for the operation and maintenance of the food establishment are allowed.
- Containers previously used to store poisonous or toxic materials may not be used to store, transport, or dispense food.

F-3 Employee Medicine

Guidance Document:	None
Critical Control Point:	No
Monitoring Activity:	Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	None

- Only medicines that are necessary for the health of the employees are allowed to be stored in the food establishment.
- Medicines that are in the food establishment must be labeled properly and stored to prevent the contamination of food, equipment, utensils, and linens.
- Medicines that require refrigeration must be stored in a package or container and kept inside a covered, leakproof container that is identified as a container for the storage of medicine and must be located so they are inaccessible to children.
- First aid supplies must be labeled and stored in a kit or container that is located to prevent the contamination of food, equipment, utensils, and linens.
- Over the counter medicines intended to mask the symptoms of an infectious condition, such as cold or flu medications, are not allowed in any food preparation or storage areas.

Section G: Imminent Health Hazards, Emergency Procedures and Security

G-1 Imminent Health Hazards – Ceasing Operations

Guidance Document:	1.3.3 Emergency Guidance for Sodexo Food Operations
Critical Control Point:	No
Monitoring Activity:	Daily: Visual
Forms and Record Keeping:	None

- If an imminent health hazard may exist: the Sodexo Manager or 'Person in Charge' should immediately discontinue operations and notify their Food Safety Manager, and then the regulatory authority. Imminent health hazards include emergencies such as:
 - fire
 - flood
 - extended interruption of electrical or water service
 - sewage backup
 - gross unsanitary occurrence or condition
 - or other circumstances that may endanger public health brought on by one of these events

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- The Sodexo Manager or ‘Person in Charge’ may not need to discontinue operations in an area of an establishment that is unaffected by the imminent health hazard.
- If operations are discontinued because of an imminent health hazard, the Sodexo Manager or ‘Person in Charge’ must obtain approval from their regulatory authority before resuming operation.

Section H: Food Allergens

H-1 Food Allergen Policy

Guidance Document:	1.2.25 Food Allergy Guidelines
Critical Control Point:	No
Monitoring Activity:	Daily – Visual, Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	None

- The person in charge must ensure that food handlers have completed the Food Safety Training Fundamental Allergy Module upon hire and annually.
- The required back-of-house food allergy poster must be displayed for foodservice staff employees.
- The required front-of-house food allergy signage for our customers must be posted on or near the service counter.
- All foods (packaged or unpackaged) must be clearly labeled to indicate any allergens. All written menus, signs, websites, etc. must clearly inform a customer of potential allergens including the species.
- If the client does not allow the Sodexo approved front of house food allergy signage to be posted, a consumer advisory stating “please inform us if you have a food allergy” must be posted at the point where the consumer makes a food choice.
- The person in charge must be able to demonstrate knowledge of food allergens by knowing the top allergens regulated by the country they operate in (9 for US, 11 for Canada).
 - US Only: Fish, Shellfish, Milk, Soy, Peanuts, Tree nuts, Wheat, Eggs, and Sesame
 - Canada Only: Fish, Shellfish, Milk, Soy, Peanuts, Tree nuts, Wheat, Eggs, Mustard, Sesame, and Sulfites
- The person in charge must be able to demonstrate knowledge of food allergens by knowing the common symptoms of food allergic reactions:
 - Tingling sensation in the mouth
 - Swelling of the tongue and throat
 - Difficulty breathing, asthma attack
 - Hives or eczema (itch rash)
 - Abdominal cramps, diarrhea, vomiting
 - Anaphylaxis, which could lead to death

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- For K-12 schools only: A copy of the client allergen policy must be obtained and reviewed to ensure contractual compliance and compliance with USDA guidance on Accommodating Children with Disabilities in the School Meal Programs.
- For K-12 schools only: A written plan must be developed describing an appropriate method of identifying pupils with food allergies and special diets for retail service, catering (including snacks/non-core) feeding. One additional method from the list below must be implemented in addition to point-of-sale monitoring:
 - Client staff accompany the student if the meal is served during the normal service.
 - Photograph of the student to be displayed in the Special Diets folder (only if permitted).
 - The student that requires a special diet may be introduced to the entire Sodexo team to assist with recognition.
 - Cover and label the meal with the student's name.
 - Lanyards.
 - Wrist bands.
 - Badges.
 - POS (can be used in conjunction with any other method but not as the only method utilized).

Section I: HACCP Food Safety Management System

I-1 Record Keeping

Guidance Document:	None
Critical Control Point:	No
Monitoring Activity:	Weekly - HACCP Log Manager Verification, Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	HACCP logs

- All Managers must understand the basic concepts of HACCP and know what critical control points and critical limits are applicable to their food establishment.
- Managers must ensure that all critical control points are monitored and documented on the corresponding HACCP log.
- The Person in Charge must ensure that all temperatures/CCP are accurately recorded, and corrective actions are taken and document when a critical limit is exceeded
- All HACCP records must be kept on file for one year.
- All manual HACCP record keeping must be done in real time and in pen.
- HACCP records including electronic HACCP must be reviewed for accuracy and completion within 7 days of creation. If a deviation has been identified during the review, a corrective action must be documented. Any missing temperatures that were identified during the review should not be filled in.
- All HACCP record keeping must be made available to regulatory inspectors, third-party auditors, company internal auditors, and internal claims adjusters when requested.
- Cold holding food temperature logs during meal service:

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- The temperature must be checked at 2-hour intervals. If meal service is less than 2 hours, one temperature check is acceptable. If meal service is less than 2 hours, one temperature is acceptable if the product is being discarded at end of meal service; however, if the product is being kept, the operation must record the final holding temperature as well
- Hot holding food temperature logs during meal service:
 - The temperature must be checked at 2-hour intervals. If meal service is less than 2 hours, one temperature is acceptable. If meal service is less than 2 hours, one temperature is acceptable if the product is being discarded at end of meal service; however, if the product is being kept, the operation must record the final holding temperature as well.
- Cooking temperature logs:
 - Must be completed once per shift for a representative sample of each raw food of animal origin being cooked and plant foods that are hot held per meal period
- Cooling temperature logs:
 - Unit must record the two-step cooling process. If employees are not available to document the second phase of cooling, the operation must validate the whole process and record the first step
- Reheating temperature logs:
 - Must be completed upon the completion of the reheating process
- Refrigerator equipment in which Time and Temperature Control (TCS) Foods are stored (including for grab-n-go display cases):
 - Must be completed at minimum once per day during stable time
- Warming cabinet logs:
 - Must be completed at minimum once per day during stable time
- Receiving log:
 - When deliveries are received, the temperatures of a representative sample of frozen and refrigerated TCS items must be taken and recorded; and corrective actions are provided for unacceptable temperatures
 - “Hard frozen” in lieu of temperature is acceptable for frozen food items
 - If deliveries are made at night when the unit is closed (“key drop”), the delivery person should record sample temperatures on the invoice. The opening Manager / PIC or designated staff member should check delivery temperatures upon arrival at work and record them with a note regarding time if not recorded by the delivery driver. That person should also document corrective actions if any product is delivered at an unacceptable temperature (i.e., discarded or segregated for return to supplier)
- Sanitizer Solution Log:
 - The log should include documentation that the sanitizer solution concentration is at the correct concentration from wherever sanitizer is dispensed (three compartment sink or chemical feed tower) and is completed as at least once per day

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- Dish machine/ Warewashing Machine Log:
 - Must be completed once per meal period and a validation check completed at least once per day
- Cleaning Schedule:
 - Cleaning schedule must specify equipment/location frequency, tools needed, and chemicals
- Thermometer Calibration Log

I-2 Self Inspections

Guidance Document:	3.2.16 Food Safety Audit/Self Inspection Guidelines – Explanation of Standards
Critical Control Point:	No
Monitoring Activity:	Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	3.2.12 Monthly Food Safety Audit

- All units are required to complete the monthly self-inspection utilizing the current Monthly Food Safety Audit form.
- Corrective Action Plans must be written for any deficiencies found during a self-inspection
- All completed self- inspections and corrective action plans must be kept on file for one year and made available to auditors when asked as part of a company internal third-party food safety audit.

I-3 Training

Guidance Document:	1.5.1 Frontline Food Safety Training Instructions and Guidelines
Critical Control Point:	No
Monitoring Activity:	Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	Training Record

- Employees must be trained in safe food handling practices, per company policy, when hired, and must complete on-going training during their employment.
- The management team is responsible to ensure food safety training programs are in place and properly conducted.
- Employees who have a current ServSafe® certification do not need to complete frontline training requirements.
- All new employees regardless of position must complete the Sodexo approved food safety training program.
- Annual food safety training must be completed using the approved Sodexo Food Safety Training Program.
- Client food safety training is acceptable as long as it meets the required training topics and is verifiable by Sodexo management. Thirty-day extensions to day one training for frontline employees during new unit openings may be granted only in this instance.

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- Temporary employees (i.e., employment agencies, student-workers, volunteers) that work in a Sodexo-operated foodservice unit must also complete the required Sodexo Food Safety.
- Training Attendance roster must be completed and kept on file for at least one year.

I-4 Food Complaints

Guidance Document:	1.4.1 Food Complaint Reporting Procedures
Critical Control Point:	No
Monitoring Activity:	none
Forms and Record Keeping:	1.4.1.a Food Complaint Report Form

- All food complaint types (General Liability and Product Performance) must be reported on a Food Complaint Report and called into Sodexo Claims Reporting as soon as possible after the alleged incident: 1-888-872-5676.
- The food establishment should not initiate a complaint with their suppliers. They must call the product complaint into Sodexo Claims Reporting. All food product complaints are investigated by the Product Quality Assurance Department.
- If a manager has any questions about when to call in a food complaint, they should contact their Food Safety Manager.
- Food complaints will be escalated as needed per the Global Food Safety Standard requirements, in collaboration with the zone Food Safety Manager.

Section J: Compliance and Enforcement

J-1 Regulatory Permits

Guidance Document:	1.2.26 Plan Review Guidelines
Critical Control Point:	No
Monitoring Activity:	Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	None

- The person in charge must ensure the food establishment has the correct and current health permit to operate a food establishment.
- The health permit must be posted in a location that is conspicuous to the consumers.
- The person in charge must ensure that any sub-contractor that is operating under a Sodexo health permit follows all required Sodexo Food Safety Standards and local health regulations.
- The person in charge must ensure or advise our client that any new equipment introduced into the food establishment has been approved by the local regulatory authority if required by local regulations.
- The person in charge must ensure or advise our client that any remodeling/structural changes to the food establishment must undergo the proper plan review process with the local regulatory authority.

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- When required by local regulations, scales used to weigh products for retail sales must be properly permitted and calibrated. All calibration records must be maintained.

J-2 Regulatory Inspections

Guidance Document:	None
Critical Control Point:	No
Monitoring Activity:	Monthly - Monthly Food Safety Audit
Forms and Record Keeping:	None

- The person in charge must allow inspectors and third-party auditors access to all areas of the food establishment during the hours of operation and other reasonable times.
- The person in charge must comply with the directives of the regulatory authority including time frames for corrective actions specified in inspection reports, notices, orders, warnings, and other directives issued by the regulatory authority.
- The person in charge must ensure the Food Safety Manager is notified of any failed health inspections. Failed regulatory inspections as defined in the applicable local jurisdiction, include, but are not limited to, letter grade loss, closures, or any regulatory inspection requiring re-inspection.
- A copy of the corresponding inspection report must be retained at the unit for three (3) years.
- The person in charge must ensure that corrective action plans have been completed and properly submitted after any Sodexo initiated third party audit.