



Cleaning & Sanitation Guide for Food Retail



THE VOICE OF FOOD RETAIL

Feeding Families  Enriching Lives

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PURPOSE

The *Cleaning and Sanitation Guide for Food Retail* provides food safety professionals and store operators a framework for enhancing or creating a successful and sustainable cleaning and sanitation program. This guide introduces fundamental categories within food retail facilities that can help retailers improve upon, or build, a comprehensive cleaning and sanitation program. FMI is committed to providing valuable food safety resources that raise industry standards, build food safety culture and help protect customer health and safety.

IMPORTANCE

According to the **FMI U.S. Grocery Shopper Trends 2019**, 74% of customers expect a store to be clean and neat, an 11% increase from the previous year. Plus, 93% of shoppers trust their grocery store to ensure that the food they purchase is safe. Therefore, retailers must be proactive to have a robust food safety management system in place that ensures customers have a safe, clean and sanitary shopping experience every day.

Along with the food retailers, the entire food industry plays a role in protecting the safety of the food supply from farm-to-fork. While contamination can occur at any point in the supply chain, contaminated equipment is identified as one of the five major risk factors responsible for foodborne illness.¹ Cleaning and sanitation programs play a vital role in the prevention of contamination and is a foundation for establishing an effective food safety management system. Developing a well-documented and executable cleaning and sanitation program is the first step to achieving a food safe retail environment and building a strong food safety culture.

With the common goal of advancing food safety across the retail industry, input for this guide was provided by experienced retailers who participate on the FMI Food Protection Committee and represent some of the industry's best-in-class cleaning and sanitation programs.

CONTENT OVERVIEW

This guide provides key considerations for the top five cleaning and sanitation categories that are fundamental for a successful cleaning and sanitation program.

The guide's appendix contains checklists that correspond to each section in this guide, sample SSOPs, sample master sanitation schedules and a glossary with key cleaning and sanitation definitions.

¹ U.S. Food and Drug Administration. (2018, March 11). "Food Code 2017." Retrieved from <https://www.fda.gov/Food/GuidanceRegulation/RetailFoodProtection/FoodCode/ucm595139.htm>



- 1 Use Proper Equipment, Cleaning Chemicals and Tools**
- 2 Plan Facility Design and Workflow**
- 3 Develop a Master Sanitation Approach**
- 4 Establish Effective Sanitation Standard Operating Procedures (SSOPs)**
- 5 Train All Personnel on Cleaning and Sanitation**



**FUNDAMENTAL
CATEGORIES FOR
A SUCCESSFUL
CLEANING AND
SANITATION
PROGRAM**

TOP 5 FUNDAMENTAL CATEGORIES FOR A SUCCESSFUL CLEANING AND SANITATION PROGRAM:

1 USE PROPER EQUIPMENT, CLEANING CHEMICALS AND TOOLS



IMPACT:

Equipment in retail operations are diverse and can include refrigeration, freezer units, dry storage areas, deli slicers, ovens, frying equipment, juicers and mixers, among others. For all equipment, retailers should always follow the equipment manufacturer's instructions for cleaning and utilize the proper cleaning tools to ensure cleaning and sanitation protocols are effectively carried out.

Using the correct cleaning tools can significantly enhance the effectiveness of a retailer's cleaning and sanitation program, shorten cleaning time and effort, reduce costs and increase the longevity of equipment. Only cleaning tools that are easy to clean and sanitize and do not contribute to further contamination should be used in a retail establishment. Furthermore, only cleaning chemicals that are approved for use in a food retail establishment should be used in the facility. Retailers can enhance their overall sanitation program by pairing compatible cleaning chemicals and tools together.

Failure to properly clean and sanitize equipment could lead to the harborage of harmful microorganisms that may cause foodborne illness. For example, squeegees can be effective cleaning tools for removing excess water and drying floors when used in a ready-to-eat environment but should be cleaned and sanitized throughout the day to prevent widespread contamination. Additionally, proper storage of cleaning tools (i.e. keeping tools used to clean food contact surfaces and non-food contact surfaces separate from each other) will help reduce the risk of cross-contamination.



Note:

Avoid using mops, sponges and high-pressure water hoses or powered cleaning equipment (i.e. floor scrubber machines) for any cleaning activity, as these tools can significantly contaminate surrounding areas and surfaces.²

² Westwood, J., Mitchell, M., Legace, S. (1971, April). "Hospital sanitation: the massive bacterial contamination of the wet mop." Retrieved from <https://www.ncbi.nlm.nih.gov/pubmed/4930279>



KEY CONSIDERATIONS:

- ▶ What are the highest-risk pieces of equipment or surfaces in your facility that could contribute to cross contamination (i.e., equipment or surfaces that have the potential to transfer hazards to food or other food contact surfaces)?
- ▶ What are the food safety risks associated with equipment that is not considered “high-risk”?
- ▶ What are the appropriate tools and equipment needed to properly execute equipment cleaning and sanitation?
- ▶ Where are the designated storage areas for cleaning chemicals and tools?
- ▶ What is the difference between sanitization, disinfection and sterilization, and how do each of these terms apply to a retail cleaning and sanitation program?
- ▶ How are tools used to clean equipment and environmental areas (i.e., ceilings, floors, drains, etc.) maintained to account for food safety?



2 PLAN FACILITY DESIGN AND WORKFLOW

IMPACT:

New and remodeled facilities should be designed and constructed with food safety and ease of sanitation in mind. During all phases of construction—from store design and plan development through finished project—the principles of food safety and sanitation should be taken into consideration to ensure regulatory requirements are met, equipment is properly located and installed, and the appropriate flow of food is achieved. Proper equipment installation and maintenance, adequate department staffing, and an efficient and organized flow of food is necessary to facilitate effective cleaning, prevent the accumulation of soil and reduce the risk of contamination.

It is more cost effective to incorporate food safety during the design process rather than attempting to retrofit food safety into designs after a facility has already been built. To ensure food safety is always taken into consideration, a representative from the food safety team should participate and be actively involved on any cross-functional design teams. Having food safety representation is vital for ensuring cleaning and sanitation requirements are incorporated into facility and workspace designs. Retailers should work with local and state regulatory agencies during the plan review process to ensure their facility design is compliant with all applicable regulations.



KEY CONSIDERATIONS:

- ▶ Who will represent food safety in the decision-making process for equipment procurement and layout?
- ▶ How will your retail operation work with regulatory agencies to ensure compliance with local, state and federal regulations when planning facility design and workflow?
- ▶ How will updates to existing workspaces and layouts impact existing cleaning and sanitation procedures?
- ▶ What is the flow of food throughout the facility and between various departments?

3 DEVELOP A MASTER SANITATION APPROACH

IMPACT:

A master sanitation approach is a method to manage and organize a cleaning and sanitation program. This approach involves developing a master sanitation schedule, which identifies the “who, what, where and when” for cleaning equipment, utensils, surfaces and environmental areas.

Developing and implementing a comprehensive master sanitation schedule provides clarity and accountability for management and retail employees for proper execution of the cleaning and sanitation tasks and programs. Each department should create their own sanitation schedule and the schedule for each department should be combined to create a comprehensive master sanitation schedule.



Please note this employee is wearing cut resistant gloves underneath their single-use gloves for protection against injury and contamination. See Appendix C for more information.



KEY CONSIDERATIONS:

- ▶ What are the specific cleaning and sanitation tasks that need to be completed and included?
- ▶ What frequency do each of the cleaning and sanitation tasks need to be completed?
- ▶ Which cleaning chemicals and tools are necessary to effectively clean and sanitize equipment, environmental areas, surfaces and utensils?
- ▶ What are the appropriate concentrations for chemicals used to complete cleaning and sanitizing tasks?
- ▶ Who is responsible for completing each cleaning and sanitation task?
- ▶ What personnel need to receive training, and at what frequency?

Continued...



KEY CONSIDERATIONS:

- ▶ Who is responsible for scheduling to ensure each cleaning and sanitation task is completed?
- ▶ When are cleaning and sanitation tasks scheduled?
- ▶ Who is responsible for monitoring that each task is completed and executed properly?
- ▶ If cleaning and sanitation tasks are outsourced to an approved third-party, who is accountable for the effectiveness of the sanitation program?
- ▶ How will the department manager or Person in Charge verify employees have properly executed cleaning and sanitation tasks?
- ▶ How will the department manager or Person in Charge document that cleaning and sanitation tasks were completed?



Photo Credit: Ecolab

4 ESTABLISH EFFECTIVE SANITATION STANDARD OPERATING PROCEDURES (SSOPS)

IMPACT:

SSOPs are step-by-step instructions that provide a systematic approach for cleaning and sanitizing. Some SSOPs may only include a cleaning step, such as for oven exteriors or retail shelving for pre-packaged dry goods. Whereas some SSOPs will include both cleaning and sanitizing steps, such as for food contact surfaces. Often, visual job aids (i.e. photos, videos, live demonstrations, etc.) are incorporated into SSOPs to help management convey the proper way to conduct cleaning and sanitation tasks to all employees.

Whether creating or enhancing a sanitation program, food retailers should develop verification and validation procedures for each SSOP to ensure the procedures are effective and achieve the desired results to reduce the risk of contamination and increase longevity of equipment.

Validating SSOPs, ideally prior to implementation, can provide assurances that the written procedures are scientifically sound and, when executed, will result in the desired cleaning outcome. A retailer who conducts SSOP validation should do so under the advisement of an experienced microbiologist, legal counsel and/or third-party expert. Validation activities include the collection and evaluation of scientific information to demonstrate the control of the specific hazard. For a variety of reasons, SSOPs may need to be re-validated over time, including when changes are made to equipment, cleaning chemicals and tools, facility design and workflow, and when new scientific or regulatory information are made available.

To ensure all SSOPs are effective and are functioning in a manner that protects customer health, it is a best practice to verify each SSOP, especially for high risk equipment, such as equipment with food contact surfaces. After implementation of validated SSOPs, verifying SSOPs on a routine basis is necessary to ensure that the SSOPs are working as intended and the desired results are being achieved. Some examples of verification activities include temperature monitoring of hot water, monitoring of concentration of sanitizing solutions, observing employees conduct cleaning and sanitation tasks, and utilizing tests such as adenosine triphosphate (ATP) or glucose tests to identify the presence of organic matter, debris or sugars. Retailers interested in using environmental monitoring as a means of verifying their SSOPs should have a thorough plan and should consult with a food safety professional, legal counsel and/or a microbiologist during all stages of implementation.

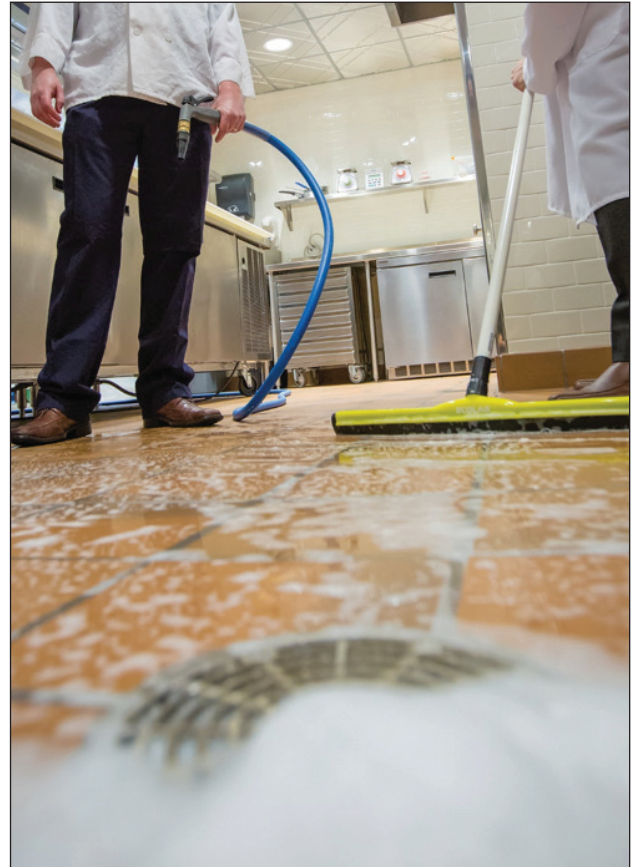


Photo Credit: Ecolab



KEY CONSIDERATIONS:

- ▶ What SSOPs are needed for equipment and environmental areas?
- ▶ Who will validate SSOPs?
- ▶ Who will conduct verification activities for each SSOP?
- ▶ What corrective actions will be established for each SSOP?
- ▶ What records are needed for documenting the execution of each SSOP?
- ▶ How do the SSOPs align with the Master Sanitation Approach?
- ▶ Which employees need to be trained to execute each SSOP?
- ▶ How will SSOPs be made available to employees?
- ▶ Where will SSOPs be located within each department?



5 TRAIN ALL PERSONNEL ON CLEANING AND SANITATION

IMPACT:

Every employee, including management, should actively work to keep the store clean and presentable for customers. Therefore, effective training programs should provide department-specific information and skills to address the different cleaning and sanitation programs within a store.

Store management should provide training to retail employees on the cleaning and sanitation practices for the department(s) they are assigned. Training can be delivered through an in-house training program, through the chemical supply company, a third-party training provider or another qualified party. The best training programs ensure all employees (new and existing) are included in regular, continuing education sessions, especially when food equipment or other department changes are made (e.g., department remodels). By including all employees in cleaning and sanitation routines, employees will work more effectively together as a team, food safety culture will be improved, and employees are more likely to hold each other accountable to ensure tasks are properly executed.



KEY CONSIDERATIONS:

- ▶ What training is needed for each department?
- ▶ How will training be delivered to employees?
- ▶ Who will provide the training?
- ▶ Who needs to receive the training?
- ▶ How will training be documented?
- ▶ What frequency do employees need to be re-trained?

APPENDIX A EXPERT CHECKLIST

The following checklists were created to help retail food safety professionals develop a framework to enhance or improve their cleaning and sanitation programs. While this list is not exhaustive, it serves to answer questions posed in the “Key Considerations” sections for each of the five cleaning and sanitation categories. This checklist can be used by all store employees, from executives to associates, to provide actionable steps to develop a strong cleaning and sanitation program and improve food safety culture.



1. USE PROPER EQUIPMENT, CLEANING CHEMICALS AND TOOLS

- ☐ Partner with a team of hygienic design equipment experts, equipment manufacturers, and procurement staff to ensure food safety requirements are taken into consideration when purchasing equipment.
- ☐ Purchase commercial-grade equipment that is certified or classified for sanitation by an American National Standards Institute (ANSI)-accredited certification program, such as the National Sanitation Foundation (NSF).
- ☐ Establish cleaning procedures that are specific to each piece of equipment.
- ☐ Purchase equipment that is easy to clean.
- ☐ Follow manufacturer instructions and/or consult with equipment cleaning experts to ensure proper cleaning procedures are used.
- ☐ Utilize industry resources and tools when evaluating equipment, such as the **American Frozen Food Institute’s “Food Safety Zone Sanitation Controls.”**
- ☐ Identify what tools are necessary for an effective cleaning and sanitation program (e.g., brushes, disposable wipes, squeegees, etc.).
- ☐ Partner with a reputable chemical supply company to provide training and technical support
- ☐ Only use cleaning tools that are appropriate for use and will not cause damage or affect equipment cleanability and functionality.
- ☐ Only use chemicals that are appropriate for the cleaning and sanitation task.
- ☐ Consult with equipment manufacturer to ensure that the appropriate cleaning chemicals and tools are used.



APPENDIX A EXPERT CHECKLIST

- ☐ Make sure that detergents are rinsed off prior to sanitizer's application.
- ☐ Develop standardized cleaning and sanitation procedures specific to each department.
- ☐ Establish a system to keep track of equipment and tools within each department, such as establishing a color-coding system to identify what department a tool belongs to or distinguishing whether equipment or tools should be used for handling raw foods or handling ready-to-eat foods.
- ☐ Establish procedures for cleaning, sanitizing, and maintaining cleaning tools.
- ☐ Cleaning tools should be replaced on a pre-determined frequency, or if they are damaged beyond repair.
- ☐ Consider using EPA-approved foaming agents/enzymatic agents that clean and sanitize in one step and do not require the addition of water.
- ☐ Store cleaning and sanitizing chemicals and tools in a convenient location, off the floor, and in an area that is in close proximity to the equipment and surfaces that will be cleaned.
- ☐ Use chemicals according to manufacturer's instructions.
- ☐ Always follow OSHA guidelines to protect employees from hazards during cleaning and sanitation tasks, including making available all safety data sheets (SDS) for cleaning chemicals and appropriate personal protective equipment (PPE), where needed.
- ☐ Throughout the entire store, use as little water as necessary for effective cleaning. Excessive water use may result in the accumulation of standing water which correlates with pathogen contamination, especially *Listeria monocytogenes*.



2. PLAN FACILITY DESIGN AND WORKFLOW

- ☐ Gain buy-in for proper facility design by working with stakeholders to help them understand the relationship between facility design and proper cleaning and sanitation.
- ☐ Integrate food safety, sanitation and quality assurance employees into facility design and workflow decision-making processes.



APPENDIX A EXPERT CHECKLIST

- ☐ During plan review, work with local and state regulatory authorities to ensure the facility meets all applicable regulations and code requirements.
- ☐ When considering a remodel, evaluate the impact of the redesign on food safety and ensure redesign promotes the proper execution of cleaning and sanitation tasks; take into consideration drain location, location of grease traps, equipment location, flow of food, accessibility of service sink, location of chemical storage, etc.
- ☐ Design a facility and workflow that ensures raw and ready-to-eat products are kept separate throughout the flow of food, even when space is limited.
- ☐ If a store remains open during remodeling projects, keep cleaning and sanitation throughout the store a top priority to prevent contamination.
- ☐ Develop a plan to protect equipment, utensils and food during construction that addresses how construction materials will be segregated from food preparation areas to prevent contamination of food, food contact surfaces and equipment.
- ☐ Establish an approval process within cross-functional teams for approving facility design and workflow plans and to ensure only approved cleaning and sanitation tools are utilized.



3. DEVELOP A MASTER SANITATION APPROACH



- ☐ Establish a master cleaning schedule for every department that identifies all equipment and components of a master sanitation approach.
- ☐ During all tasks, ensure that all food is protected from contamination.
- ☐ Actively involve the Operations team to ensure the cleaning and sanitation tasks and master sanitation approach are incorporated into a normal workday for employees.
- ☐ Identify and document non-food contact surfaces that are considered high-risk areas and merit a greater emphasis in cleaning and sanitation, such as, drains, squeegees, floor-wall junctions, and grocery cartwheels.³

3 Hammons, S., Etter, A., Wang, J., Wu, T., Ford, T., Howard, M., Oliver, H. (2017, November). "Evaluation of Third-Party Deep Cleaning as a *Listeria monocytogenes* Control Strategy in Retail Delis." Retrieved from <https://jfoodprotection.org/doi/abs/10.4315/0362-028X.JFP-17-113>

APPENDIX A EXPERT CHECKLIST

- ☐ Identify and document food contact surfaces that are considered high-risk areas and merit a greater emphasis in cleaning and sanitation, such as deli slicers and buffet trays.
- ☐ Ensure adequate staffing and resources are allocated to facilitate the attention required for high-risk areas.
- ☐ Follow label instructions on sanitizers to ensure sanitation applications are being administered correctly, which ensures sanitizer effectiveness and adherence to safety requirements.
- ☐ In each department, provide instructions on the proper use of each chemical used in the department. Instructions should include the optimal contact time, temperature and concentration for effectiveness.
- ☐ Provide a documentation system that can assist in proper implementation and sustainment of a master sanitation approach.
- ☐ Ensure that the Master Sanitation Schedule, SSOPs, and cleaning logs align.
- ☐ Determine how frequent cleaning and sanitizing tasks should occur for all equipment used throughout the store.

Cleaning and sanitizing should occur:

- Before each use with a different type of raw animal food, such as beef, fish, lamb, pork or poultry.¹
 - When switching from working with raw foods to working with ready-to-eat foods.¹
 - When switching from working with raw fruits and vegetables to working with a time/temperature control for safety food.¹
 - At any time during the operation when contamination may have occurred.¹
 - When switching from working with foods containing major food allergens to working with foods not containing major food allergens or foods with different allergy profiles.¹
- ☐ Schedule more detailed cleaning and sanitation tasks (e.g., deep cleans) during times when food production is not occurring, such as during nighttime shifts.
 - ☐ Consider utilizing experienced third parties to perform cleaning tasks, such as vent hood cleaning, equipment maintenance, pest control services, etc.

NOTE:

Equipment food contact surfaces used for time/temperature control for safety foods should be cleaned and sanitized at least every 4 hours (Less frequent cleaning and sanitizing may be appropriate for equipment located in refrigerated rooms, food contact surfaces used for food that is not a time/temperature control for safety foods or non-food contact surfaces).¹

APPENDIX A EXPERT CHECKLIST



4. ESTABLISH EFFECTIVE SANITATION STANDARD OPERATING PROCEDURES (SSOPS)

- ☐ Establish a standardized and easy-to-follow format when developing SSOPs.
- ☐ Develop an “inventory” or “table of contents” for all SSOPs needed.
- ☐ SSOPs should be standardized and contain the following elements (See Appendix B for a SSOP example):
 - Date of SSOP revision or effective date.
 - SSOP name.
 - Procedures—step-by-step instructions for completing task and that should specify the following:
 - Chemicals needed, concentrations, contact times, application methods, chemical storage.
 - Tools needed.
 - Water temperature requirements.
 - Frequency of conducting procedures.
 - Frequency of monitoring procedures (for compliance).
 - Individual(s) responsible for performing procedures.
 - Individual(s) responsible for monitoring procedures (for compliance).
 - Applicable records (e.g., cleaning logs, chemical preparation and verification of chemical concentration, etc.).
 - Corrective measures.
 - Methods for verifying effectiveness of SSOP.
- ☐ Consider including visual aids within the SSOP to demonstrate how to properly execute each task.



APPENDIX A EXPERT CHECKLIST

- ☐ Ensure SSOPs are easy-to-use, comprehensive and have been validated by an experienced microbiologist or third-party, such as a university or chemical vendor.
- ☐ Store all SSOPs in a central location (physical and/or electronic) within each department.
- ☐ Develop and implement SSOPs for all equipment and areas of the store, including front end, cashier stands, restrooms, exterior parking lot, coolers, freezers and backroom areas.
- ☐ When developing new SSOPs, focus initial SSOP documents on equipment and areas that are high-risk (e.g. slicers, grinders, cutting boards, choppers, food prep equipment).
- ☐ Before implementing SSOPs, employees should be trained on how to properly follow SSOPs.
- ☐ On a routine basis, at least annually, review SSOPs to ensure they are effective and determine if any updates are necessary.
 - ☐ Examples of when updates may be needed include replacing equipment and any change in routine processes.
- ☐ Always refer to equipment user manuals provided by equipment manufacturers and/or vendors to ensure SSOPs align with any special requirements for cleaning, sanitation and maintenance.



5. TRAIN ALL PERSONNEL ON CLEANING AND SANITATION

- ☐ Develop a plan for creating, improving and sustaining a strong food safety culture.
- ☐ Conduct a needs assessment to identify employee training needs for a complete cleaning and sanitation program.
- ☐ Develop a training plan with the operations team for each employee to ensure that training on cleaning and sanitation is a part of the onboarding process for all new employees.
- ☐ Training plans should include when re-training is necessary for each employee.
- ☐ Consider using various training delivery methods, such as written, video, audio and hands-on scenarios (see it, hear it, do it).



APPENDIX A EXPERT CHECKLIST

- ☐ Make sure each department is staffed appropriately so that training plans can be properly implemented and executed.
- ☐ Develop a training calendar to identify who needs what training when, and to allocate adequate resources.
- ☐ Develop and implement employee health policies and procedures to ensure ill food workers are removed from food handling, and cleaning and sanitation activities.
- ☐ Develop and implement policies, procedures and tools for responding to incidents involving biohazards due to employee or customer injury (bloodborne) or illness (Norovirus, Hepatitis A, etc.).
 - ☐ The written procedures should address the clean-up of vomit and diarrhea and include specific actions employees need to take to minimize the spread of contamination.¹
- ☐ Conduct time studies to define how long each cleaning and sanitation task should take when properly executed.
- ☐ For each department, schedule specific times for employees to complete cleaning and sanitation tasks.
 - ☐ When scheduling, ensure that adequate time is allotted according to findings of time studies so tasks can be completed properly.
- ☐ Create a verification system to ensure employees are completing their tasks and are up to date with training.
- ☐ Establish a progressive corrective action plan for employees who improperly execute cleaning and sanitation tasks.
- ☐ Designate employees, such as the Person(s) in Charge, who are responsible for training various departments on food safety and ensuring that cleaning and sanitation tasks are carried out properly.



APPENDIX B SAMPLE MASTER SANITATION APPROACH

Sample Master Sanitation SSOP Equipment List

Priority (High, Med, Low)	SSOP VTA Exist?	Priority (High, Med, Low) 2	Produce	Bakery	Market	Seafood	Sushi	Deli
		Slicer—Bread		X				
High	Yes	Slicer—Deli Style		X	X			X
High	Yes	Grinder—Raw Meat			X			
High	Yes	Grinder—Seafood				X		
		Grater—Cheese						
		Chopper—Chicken						
		CM—Gelato Pasteurizer						
High	No	Slicer—Veg	X					
Med	Yes—update needed	Juicer—Orange	X					
Low	Yes—validated	Cold Press Juicer	X					
Med	Yes—update needed	Guacamole Mixer	X					
Med	No	Hand Masher	X					
Med	No	Turbo Hand Mixer	X					
		Dish washer (Pan Washer)		X				
		Dough Mixer		X				
		Tortilleria Equipment		X				
		Beta 900 Tortilla Oven		X				
		Scratch Table		X				
		New Pastry Table		X				
		Oven		X				
		Proof Box		X				
		40 Quart Mixer		X				
		36 Piece Dough Rounder		X				
		Bread Moulder		X				
		20 Piece Dough Divider		X				
		Donut Fryer		X				
		Bizerba Label Printer		X				
		Oven Racks & Channel Pans		X				
		12'x 18' x 1' Donut Tray		X				

This chart is used to help facilities develop their own Master Sanitation SSOP Equipment List, but this sample table does not serve as a comprehensive list.

APPENDIX C SSOP EXAMPLE: DELI SLICER

AUDIENCE:

Deli Department

OBJECTIVE:

Given the procedures below and the supplies listed; clean the self-service coffin cases to keep our product fresh for our customers.

SUPPLIES:

- ☐ Apron
- ☐ Cut resistant gloves
- ☐ Disposable gloves
- ☐ Detergent
- ☐ Rinse water
- ☐ Sanitizer
- ☐ Buckets / spray bottles
- ☐ Disposable towel
- ☐ Non-abrasive scouring pads
- ☐ Nylon scrub brush
- ☐ Sanitizer test strips
- ☐ Personal protective equipment (PPE) *as needed*



USE WHEN:

Cleaning the Deli Slicer (4 hours for In-use, as needed throughout the day; and at day's end.)

STEP 1

Put single-use gloves on clean hands.

NOTE: Change gloves and wash hands as needed to prevent cross-contamination.

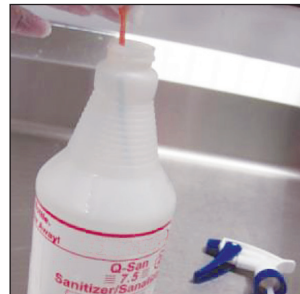


APPENDIX C SSOP EXAMPLE: DELI SLICER

STEP 2

Fill containers at 3-compartment sink.

- A. Fill wash container with warm pot and pan detergent.
- B. Fill rinse container with clean warm water.
- C. Fill sanitizer bottle with proper concentration of Quaternary ammonium sanitizer (150-400ppm).
- D. Take cleaning solutions to the slicer.
- E. Place a clean heavy-duty disposable towel into wash and rinse containers.



? WHY?

Warm detergent promotes breakdown of soils. Rinse step is necessary to remove detergent and allow the sanitizer to effectively reduce bacteria.

STEP 3

Disable the slicer.

- A. Close the blade by turning the dial to zero (0).
- B. Press the OFF button.
- C. Unplug the slicer.



? WHY?

Disabling the slicer ensure the blade cannot be accidentally turned on while cleaning.

APPENDIX C SSOP EXAMPLE: DELI SLICER

STEP 4

Put on cut resistant and single-use gloves.

- A. Remove single-use gloves.
- B. Put a cut resistant glove on the hand that will be cleaning the slicer blade.
- C. Put a clean, single-use glove over the opposite hand.
- D. Put a clean, single-use glove over the cut resistant glove.



? WHY?

Cut resistant gloves protect hands from the blade. Single-use gloves protect surfaces from contamination.

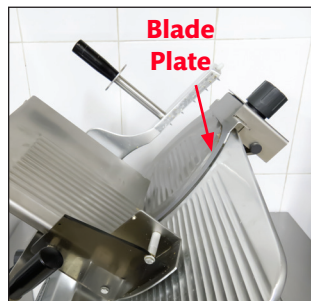
STEP 5

Disassemble the slicer.

- A. Use the handle to lift the main slicer plate.

! NOTE: Slicer main plate may be locked down with the side locking knob. Loosen the side locking knob if necessary.

- B. Remove the blade plate according to slicer style.
 - 1. Turning the knob below the slicer
 - or
 - 2. Moving the lever at the back side of the blade.
- C. Remove the guard plate by turning the knob above plate.
- D. Set parts aside.



? WHY?

Disassembling the slicer ensures slicer and slicer parts can be washed, rinsed, and sanitized thoroughly.

APPENDIX C SSOP EXAMPLE: DELI SLICER

STEP 6

Wipe down the slicer.

- A. Spray sanitizer all over the entire slicer.
- B. Wipe down the slicer with a regular disposable towel to remove loose food residue.



WHY?

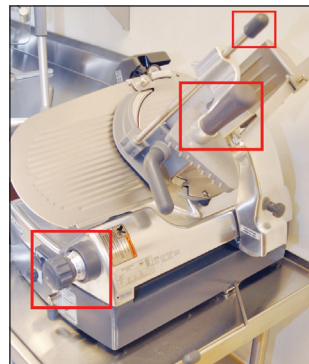
Removing excess food residue makes washing the slicer easier.



STEP 7

Wash the slicer.

- A. Dip the small multipurpose brush into the detergent and vigorously scrub the following:
 - 1. Control knobs
 - 2. Handles
 - 3. Seams
 - 4. Screws



WHY?

Do not use the brush on the sharp edge of the blade. Doing so may cause the bristles to shave off.

- B. Use a clean, heavy duty disposable towel to clean the area between the blade and the guard.
 - 1. Insert the towel into the groove above the blade so that it is between the blade and the guide.
 - 2. Glide it through the groove to remove food residue.
 - 3. Repeat as necessary.

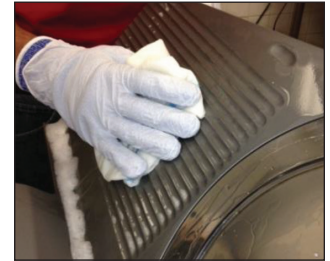


APPENDIX C SSOP EXAMPLE: DELI SLICER

STEP 7 (Continued)

- C. Use the heavy duty disposable towel to apply additional detergent and wash the entire slicer and stand using the hand wearing the cut resistant glove.

- | | |
|----------------------------|--------------------|
| 1. Front and back of blade | 5. Screws |
| 2. Control knobs | 6. Control buttons |
| 3. Handles | 7. Drip tray |
| 4. Seams | 8. Slicer stand |



WHY?

Washing removes food residue.

STEP 8

Rinse the slicer.

- A. Rinse the entire slicer and stand using the clean disposable towel and rinse water.




WHY?

Rinsing removes the detergent from the slicer and allows the sanitizer to effectively reduce bacteria.

STEP 9

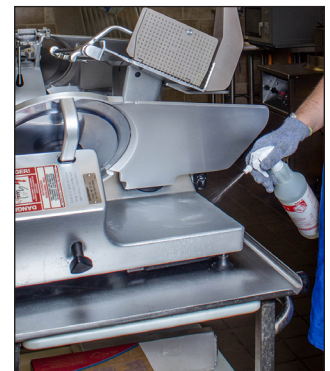
Sanitize the slicer.

- A. Coat the entire slicer and stand with sanitizer using the sanitizer spray bottle.

 **NOTE:** Ensure all control knobs, touch points, and food contact surfaces are thoroughly coated.

- B. Let sanitizer stay on the slicer for at least 60 seconds.

1. Let air dry.



WHY?

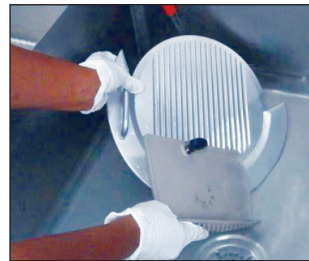
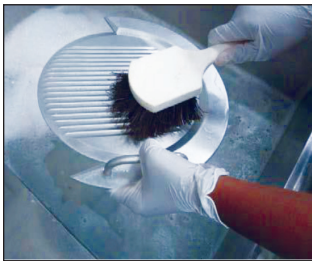
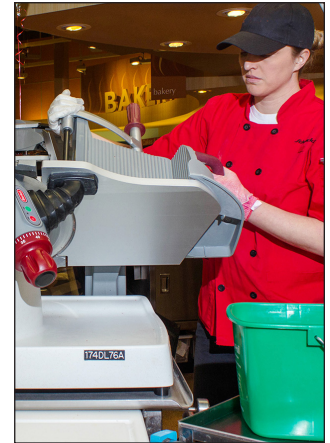
Sanitizer at an acceptable concentration range for at least 60 seconds will reduce bacteria.

APPENDIX C SSOP EXAMPLE: DELI SLICER

STEP 10

Wash, rinse, sanitize slicer parts.

- A. Take the disassembled slicer parts to the 3-compartment ware washing sink.
- B. Wash each part with detergent in the wash compartment of the sink.
- C. Rinse each part with clean water in the rinse compartment of the sink.
- D. Use sanitizer test strip to verify the sink has the acceptable concentration of Quaternary ammonium sanitizer (150-400 ppm).
- E. Sanitize each part by soaking in the sanitizer compartment of the sink for at least 60 seconds.



? WHY?

Ensures clean and sanitized parts.

STEP 11

Return parts to the slicer and reassemble as needed.

- A. Return parts to the slicer.
- B. Place the blade plate back on top of the blade.
 - 1. Turn the knob to secure the blade plate.
- C. Re-attach the guard plate to the guard.
 - 1. Turn the knob to secure the guard plate.
- D. Plug the slicer back in.



? WHY?

Ensures slicers are ready for use.

APPENDIX C SSOP EXAMPLE: SELF-SERVICE COFFIN CASE

AUDIENCE:

Fresh Department Team Leaders and team members

OBJECTIVE:

Given the procedures below and the supplies listed; clean the self-service coffin cases to keep our product fresh for our customers.

SUPPLIES:

- ☐ Mobile cleaning cart with spray nozzle, nozzle attachment, hose, degreaser and sanitizer
- ☐ Nitrile chemical resistant gloves
- ☐ Department-specific (color-coded) brushes
- ☐ Paper towels
- ☐ Green scour pad
- ☐ Spray bottle of chlorinated cleaner
- ☐ Spray bottle of multi-surface/ glass cleaner
- ☐ "Water only" spray bottle
- ☐ Spray bottle of sanitizer

USE WHEN:

Cleaning the self-service coffin case

⚠ NOTE: Use caution when working around electrical outlets near fan housings. Use caution when working with shelves or panels that may have sharp edges.



APPENDIX C SSOP EXAMPLE: SELF-SERVICE COFFIN CASE

! NOTE: Team Leaders should notify facilities technician in advance that case cleaning will occur.

STEP 1

Remove all food products from the case to be cleaned and sanitized and store product in the proper location until ready to return to the case.

STEP 2

Disassemble the coffin case. Lift out racks, lower trays and set aside, remove shelf strips, etc.

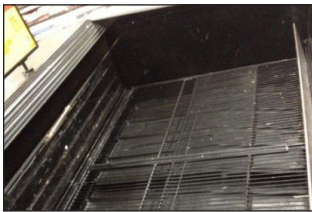
STEP 3

Shut off any case lighting.

STEP 4

Unplug the case fans. Tape outlets for fans to prevent water from entering outlets.

***Inform the facilities technician that the case is being cleaned and sanitized because temperature alarm systems will notify the technician teams of excessive temperatures.*

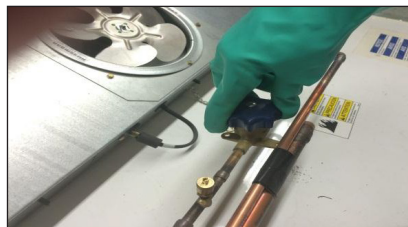


! NOTE: If a fan is not working, contact the facilities technician to repair and continue cleaning the case.

STEP 5

Shut off refrigeration to the case.

If you do not know where the switches are located, contact your facilities technician.



STEP 6

(If applicable) Carefully remove the Honey Comb vents from the wet rack. In order to remove these, a bracket may need to remove first.

! NOTE: Be very careful not to damage the Honey Comb.



APPENDIX C SSOP EXAMPLE: SELF-SERVICE COFFIN CASE

STEP 7

Carefully place the Honey Comb over the basins of the 3-compartment sink. Use the foaming gun from the mobile cart to wash, rinse and sanitize.

STEP 8

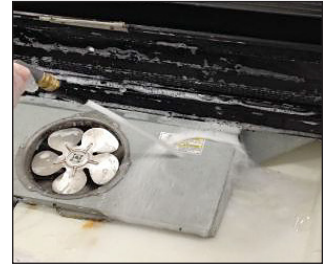
Place "Wet Floor" sign in front of the display case.

STEP 9

Apply approved degreaser from foaming gun to bottom of case interior, racks and lower trays. Avoid spraying light fixtures, fan outlets and fan motors.

STEP 10

Use a scrub brush to remove debris.



STEP 11

Remove all price tags and other large debris and DO NOT allow them to enter drain. Allow foam to remain on surfaces for 5 minutes.

STEP 12

Rinse off foam from racks, trays and lower case interior with rinse nozzle.

STEP 13

Apply approved sanitizing solution from sanitizing gun to rinsed surfaces. Make certain all drain holes remain open.

STEP 14

Plug in case fans, turn on any case lighting, turn on refrigeration valve, and replace trays and racks and shelf strips.



STEP 15

After allowing the case to return to normal operating temperature, return product to the case.

APPENDIX C SSOP EXAMPLE: ICE PADDLE

PURPOSE:

To clean and sanitize the ice paddle.

DEPARTMENT(S):

Seafood

RESOURCES REQUIRED:

Short handled brush

STEP 1

Wash the paddle in the detergent side of the 3-compartment sink using the short-handled brush.



WHY?

Removing food and debris allows proper cleaning.



STEP 2

Rinse the paddle with the 3-compartment sink sprayer.



WHY?

Rinsing removes the cleaning chemical.



STEP 3

Sanitize the paddle in the sanitizing compartment of the 3-compartment sink. Soak one end for at least one minute and then turn it around and soak the other end.



WHY?

Sanitizer at an acceptable concentration range for at least 60 seconds will reduce bacteria.



STEP 4

Let ice paddle dry.

APPENDIX C DELI SANITATION PROCEDURES

DEPARTMENT SANITATION PROCEDURES

Hot water is required for proper cleaning. Contact your Person in Charge immediately if hot water is not available.

APPROVED CLEANERS & TOOLS

Using approved cleaners and tools help ensure that our departments are clean and controls costs. Clean departments will also help satisfy customers, reduce shrink, and protect Team Members' and customers' health. Off-the-shelf products are not for use in the department. Approved cleaners are ordered by your Clean Team Leader or Grocery Manager, and are stocked in your sanitation center. Ensure that the following cleaning tools are readily available to facilitate efficient cleaning of your department.



- | | |
|--|---|
| <input type="checkbox"/> 1 yellow short handle nylon scrub brush | <input type="checkbox"/> 1 long handled deck brush |
| <input type="checkbox"/> 1 yellow long handle nylon scrub brush | <input type="checkbox"/> Safety goggles & cleaning apron |
| <input type="checkbox"/> 1 yellow knife brush | <input type="checkbox"/> 1 stiff bristle push broom |
| <input type="checkbox"/> 1 heat resistant brush | <input type="checkbox"/> Floor scraper |
| <input type="checkbox"/> Disposable wiping towels | <input type="checkbox"/> Squeegee for floors |
| <input type="checkbox"/> Nonabrasive cleaning pads | <input type="checkbox"/> Chemical resistant cleaning gloves |
| <input type="checkbox"/> 1 dust pan | <input type="checkbox"/> No rinse cleaner/sanitizer |

CLEANING SCHEDULES & PROCEDURES

- ☐ Establishing a regular and routine cleaning program will ensure that your department is in top condition.
- ☐ Adopt a "Clean-as-you-go" procedure for all Team Members.
- ☐ Food contact surfaces and utensils that are used for food preparation in a department area that is maintained at room temperature must be cleaned and sanitized at least every four (4) hours after continuous use.

SANITIZER STRENGTH VERIFICATION

Sanitizer must be used at the proper strength to prevent chemical contamination and inadequate kill of microorganisms. Sanitizer strength must be checked frequently using sanitizer test strips or other verification tools. Test sanitizer strength using the following procedure:

- ☐ Quaternary ammonium sanitizer solution being tested must be around 65-75°F ("lukewarm" solution).
- ☐ Dip test strip into sanitizer and hold for 10 seconds.
- ☐ Compare the color of the test strip to the chart on the side of the container to determine the sanitizer strength.

APPENDIX C DELI SANITATION PROCEDURES

SANITIZER STRENGTH VERIFICATION *(Continued)*

- ❑ Quaternary ammonium sanitizer must be maintained between 150-400 ppm. If the concentration continues to test too low or too high, contact cleaning chemical vendor immediately.

NO RINSE CLEANER/SANITIZER STRENGTH VERIFICATION

- ❑ No Rinse Cleaner/Sanitizer must be maintained according to manufacturer's instructions. If the concentration test too low or too high from the filling station, contact the chemical vendor immediately.

COOLER & EQUIPMENT HANDLES / DOOR "PUSH" PANELS & OTHER HAND CONTACT TOUCH POINTS

Items that we frequently touch with our hands become contaminated with food residue and bacteria.

1. Spray touch points with No Rinse Cleaner/Sanitizer.
2. Wipe with a non-abrasive scrub pad or disposable cloth.
3. Spray the surface again with No Rinse Cleaner/Sanitizer.
4. Allow touch points to air dry.
5. Repeat at least every 4 hours.

FULL SERVICE CASES PREPARATION AREAS

SLICER *(4-Hour Maintenance)*

1. UNPLUG AND LOCKOUT/TAG OUT THE SLICER
2. Close the gauge plate by turning the thickness knob all the way to the right.
3. Spray slicer with company approved no rinse cleaner/sanitizer
4. Put on cut resistant gloves. Wipe down slicer blade protective guard and other surfaces of slicer which comes in contact with meat or cheese using a clean, disposable towel or disposable wiping cloth.
5. Allow slicer to air dry.



APPENDIX C DELI SANITATION PROCEDURES

SLICER (4-Hour Maintenance While in Continuous Use/Daily Deep Cleaning)

1. **UNPLUG AND LOCKOUT / TAG OUT THE SLICER**
2. Close the gauge plate by turning the thickness knob all the way to the right.
3. Disassemble the unit.
 - ▶ Loosen slicing table locking knob and remove slicing table*
 - ▶ Push slice deflector release and remove slice deflector*
 - ▶ Remove center plate knife guard*

***Wash and sanitize these parts in the 3-compartment sink.**
4. Remove knife sharpener.
5. Spray the unit with company approved no rinse cleaner/sanitizer solution.
6. Using a clean disposable towel or disposable wiping cloth, clean the surface of the knife blade using strokes outward from the center of the blade. **DO NOT** spray with a hose in the vicinity of the slicer. Damage to the unit will result. Wipe clean all remaining surfaces of the slicer. **WEAR A CUT RESISTANT GLOVE WHILE WIPING DOWN THE SLICER.**
7. Once all food debris has been removed from the slicer, spray the unit with no rinse cleaner/sanitizer again.
8. Replace protective guards over slicer knife blade and allow to air dry at least 60 seconds before placing unit back into use. **DO NOT** store slicer with knife blade exposed.

FOOD PREP TABLES

1. Remove all food products and packaging materials.
2. Apply company approved no rinse cleaner/sanitizer to surface.
3. Scrub with a nonabrasive scour pad or nylon scrub brush.
4. Remove food and other debris with a clean disposable towel or disposable wiping cloth.
5. Apply no rinse cleaner/sanitizer solution to surface again.
6. Allow prep tables to air dry.



CHUB OPENING RACKS/BOWLS

1. Wash in a hot solution of company approved pot and pan soap using a non-abrasive pad or nylon scrub brush in the 3 compartment sink.
2. Rinse thoroughly with clean water to remove soap residue.
3. Soak in company approved sanitizer solution for at least one minute.
4. Allow utensils to air dry on cleaned and sanitized drain board or other cleaned and sanitized surface.

APPENDIX C DELI SANITATION PROCEDURES

FULL SERVICE SCALES *(4-Hour Maintenance/Daily Deep Cleaning)*

1. Wash scale top in 3-compartment sink; rinse; then sanitize.
2. Allow removable components to air dry.
3. Spray a clean paper towel or disposable wiping cloth with no rinse cleaner/sanitizer.
4. Wipe down scale unit with the moistened towel or cloth
5. Using another paper towel or disposable wiping cloth moistened with no rinse cleaner/sanitizer, wipe the scale unit a second time.
6. Allow to air dry and then reassemble the scale.

SUPPLY AREA

1. Ensure that supply area is free of unnecessary or unauthorized items.
2. No chemicals are to be stored on the same shelf or on shelves above food packaging or other food related supplies.
3. Supply area must be maintained neat, organized, and per planogram (as applicable)
4. All food packaging that is not in its original sealed container/inner liner, must be stored inverted to avoid the potential for contaminants to enter the containers.
5. All food related supply items must be stored off of the floor on approved storage racks and shelving that provide at least 6" of clearance above the floor. This helps prevent pest harborage, as well as, facilitates inspection and cleaning.



BOWLS/KNIVES/OTHER UTENSILS

1. Wash in a hot solution of company approved pot and pan soap using a non-abrasive pad or nylon scrub brush.
2. Rinse thoroughly with clean water to remove soap residue.
3. Soak in company approved sanitizer solution for at least one minute.
4. Allow items to air dry on cleaned and sanitized drain board or other cleaned and sanitized surface.

KNIFE RACKS

1. Remove knife rack from the wall and take to the 3-compartment sink.
2. Wash components in 3-compartment sink with company approved pot and pan soap using a non-abrasive pad or nylon scrub brush.
3. Rinse thoroughly with clean hot water to remove soap residue.
4. Soak in company approved sanitizer solution for one minute.
5. Allow components to air dry.

APPENDIX C DELI SANITATION PROCEDURES

MANUAL WRAPPER STATION

1. Turn wrap machine OFF or unplug unit.
2. Allow heating pad to cool down completely to avoid injury.
3. Wash removable parts in 3-compartment sink; rinse; then sanitize.
4. Allow removable components to air dry.
5. Spray a clean paper towel or disposable wiping cloth with no rinse cleaner/sanitizer.
6. Wipe down the stationary unit with the moistened towel or cloth
7. Using another paper towel or disposable wiping cloth moistened with no rinse cleaner/sanitizer, wipe the unit a second time.
8. Reassemble wrap machine and allow to air dry.

3-COMPARTMENT SINK

1. Empty sink compartments one at a time, to avoid flooding the floor drain. Remove any food debris and discard.
2. Scrub all compartments and drain boards with hot company-approved detergent solution using a non-abrasive pad or nylon brush. Thoroughly scrub hot and cold-water knobs/ handles. Food residues frequently build-up on this area.
3. Rinse thoroughly with clean potable water to remove soap and food debris residue.
4. Rinse with company approved sanitizer solution. Make sure that the solution used is at EPA registered concentration.
5. Allow areas cleaned and sanitized to air dry for at least one minute.



CLEANING & STOCKING THE HAND WASH SINK (4-Hour Maintenance/Daily Deep Cleaning)

1. Frequency—wash, rinse, and sanitize as necessary; keep stocked with supplies at all times
2. The sink and basin, paper towel and hand soap / hand sanitizer dispensers may be cleaned and scrubbed as necessary with company approved no rinse/cleaner sanitizer solution.
3. Sanitize with the approved no rinse cleaner/sanitizer.
4. Allow to air dry.



IMPORTANT: The hand wash sink is for handwashing only. It should not be used to wash dishes, prepare food, or store utensils, displays, or aprons. It should be kept unobstructed and accessible at all times. It must have hot and cold running water, an available supply of approved hand soap in the soap dispenser, and a disposable paper towel dispenser that is full and operating properly. The drain of the hand sink basin should not be clogged so that water can drain freely.

APPENDIX C DELI SANITATION PROCEDURES

FOOD AND FOOD PACKAGING STORAGE RACKS AND/OR SHELVING

1. Remove food, food packaging, and other food related items from racks/shelving
2. Wash removable parts in 3-compartment sink; rinse; then sanitize.
3. Apply degreaser foam from foaming gun.
4. Use scrub brush or non-abrasive scour pads to loosen soil build-ups.
5. Allow degreaser foam to remain on equipment for 5 minutes.
6. Rinse foam from racks.
7. Apply sanitizing solution from sanitizing gun to all rinsed surfaces.
8. Allow to air dry, reassemble and replace items on the racks.



LOW BOYS (REACH-IN REFRIGERATED CASES / SLICER TABLES)

1. Move all products temporarily to another cooler.
2. Remove shelves / wire racks. Take them to the 3-compartment sink to wash, rinse, and sanitize. Allow to air dry.
3. Sweep out cooler and dispose of debris in the trash.
4. Apply degreaser from a spray bottle or pot and pan soap from a bucket to the interior walls, doors, door seals and bottom of cases. Use a scrub brush or nonabrasive scour pad to loosen food debris, scale, and mildew.
5. For heavy soil, allow soap foam to remain on walls for 5 minutes.
6. Rinse foam/soap from all surfaces using a wet disposable paper towel or day-use disposable towel. Any remaining debris should be picked up and placed in a trash container.
7. Apply no rinse cleaner/sanitizer solution from an approved spray bottle.
8. Reassemble case and allow to air dry.
9. Clean the exterior of the cases (including doors, door handles, sides and backs of case) using approved no rinse cleaner/sanitizer and a disposable paper towel or disposable wiping cloth.
10. Spray the exterior again with no rinse cleaner/sanitizer.
11. Allow to air dry and reassemble the case.
12. Return products to the cooler when it is returned to the proper operating temperature (air temperature of 36°–38°F).
13. Apply approved stainless steel cleaner/polish to the exterior of the case (door, sides, and back) with a disposable paper towel or disposable wiping cloth.

NOTE: Do not use stainless steel cleaner/polish on the table top / food preparation surface of the cases.

APPENDIX C DELI SANITATION PROCEDURES

FULL SERVICE MEAT AND CHEESE/FULL SERVICE SALAD CASES (INTERIOR)

NOTE: Use caution when working around electrical outlets near fan housings. Use caution when working with shelves or panels that may have sharp edges.

1. Remove product and place into the Deli walk-in cooler prior to cleaning.
2. Disassemble case. Place removable parts in the wash compartment of the 3-compartment sink filled with hot pot and pan soap. Allow to soak.

NOTE: A completely disassembled case will have shelving, racks, risers, shelf strips, vent covers, lower trays, and case tags removed for cleaning

3. Shut off refrigeration for case to be cleaned.
4. Shut off any case lighting.
5. Unplug the case fans. Tape outlets for fans to prevent water from entering outlets, as applicable.
6. Place a "Wet Floor" sign in front of the display case.
7. Apply degreaser from foaming gun to bottom of case interior. Avoid spraying light fixtures, fan outlets and fan motors. Allow foam to remain on surfaces for 5 minutes.
8. Put on non-latex/nitrile re-usable multipurpose gloves. Use a scrub brush and/or non-abrasive scour pad to remove dried food and other debris. **DO NOT** allow large pieces of debris to enter drain.
9. Inspect the evaporator blades.
10. Rinse case interior with hot water using rinse gun or rinse bucket.
11. Apply sanitizer solution using sanitizer gun or sanitizer bucket. Make certain all drain holes remain open.
12. Plug in case fans, turn on any case lighting, turn on refrigeration valve, and replace trays and racks.
13. Dry interior glass with clean, dry paper towels; apply multi-surface and glass cleaner with paper towels as needed and allow remainder of the case to air dry.
14. Scrub parts in the 3-compartment sink using a nonabrasive pad, rinse, and then sanitize for at least 1 minute in a sanitizer solution greater than 75°F, per FDA Food Code requirements.
15. Replace drain in case, as applicable.
16. Air dry case parts.
17. Reassemble case.
18. After allowing the case to return to normal operating temperature, return product to the case.



APPENDIX C DELI SANITATION PROCEDURES

FULL SERVICE MEAT AND CHEESE/FULL SERVICE SALAD CASES (EXTERIOR)

1. Clean case exteriors with approved no rinse cleaner/sanitizer or multi-surface and glass cleaner and a disposable towel. Exterior surfaces include case fronts, kick plates, and chrome.
2. Clean both sides of all glass surfaces using multi-surface and glass cleaner and a disposable towel.
3. Chrome is polished using approved stainless steel cleaner polish applied with a disposable paper towel or disposable wiping cloth.



TRASH CANS

1. Empty trash.
2. Apply degreaser with the foaming gun inside and outside the cans. Use scrub brush, if necessary, to loosen heavy soil build-ups. Allow foam to remain on cans for 5 minutes.
3. Rinse foam from cans using the rinse nozzle.
4. Apply sanitizing solution from sanitizing gun to inside and outside surfaces of can.
5. Invert and allow to air dry.

CARTS AND RACKS (Flat Tops, Roll Racks, L-Carts)

1. Remove large food debris.
2. Apply degreaser foam from foaming gun to all surfaces of cart. Use scrub brush, if necessary, to loosen heavy soil buildup.
3. Allow foam to remain on carts and racks for 5 minutes.
4. Rinse foam from cart using the rinse nozzle.
5. Apply sanitizing solution from sanitizing gun to all rinsed surfaces.

APPENDIX C DELI SANITATION PROCEDURES

FULL SERVICE AND SELF SERVICE HOT CASES AND COOKING PREPARATION AREAS

HOT HOLDING CASE—WITH HEATING ELEMENT WELLS (INTERIOR)

1. Remove all food products.
2. Turn lamps off. Adjust hot case controls until the case reaches 90°–120°F.
3. Using heat resistant gloves, remove pans and brackets. Place racks and pans in the wash compartment of the 3-compartment sink with pot and pan soap. Allow to soak.
4. Spray hot case interior with company approved, heat activated degreaser, concentrating on soiled areas. Let stand 5 minutes.
5. Scrub heavy soils using a nonabrasive pad.
6. Repeat steps 4 and 5 until case is clean. Turn off case.
7. Remove doors. Wash with pot and pan soap or degreaser, rinse, and sanitize.
8. Rinse case using a rinse bucket filled with clean, hot water and disposable wiping cloth.
9. Spray case interior with sanitizer solution.
10. Allow interior to air dry.
11. Scrub pans and brackets in the 3-compartment sink using a nonabrasive pad, rinse, and then sanitize for at least 1 minute in a sanitizer solution greater than 75°F, per FDA *Food Code* requirements.
12. Allow items to air dry.
13. Reassemble case.



HOT HOLDING CASE—WITHOUT HEATING ELEMENT WELLS (INTERIOR)

1. Remove all food products.
2. Turn lamps off. Adjust hot plate controls until the case reaches 90°–120°F.
3. Spray hot case interior with company approved, heat activated degreaser, concentrating on soiled areas. Let stand 5 minutes.
4. Using heat resistant gloves and a day-use disposable towel or nonabrasive scour pad, scrub heavy soils.
5. Repeat steps 4 and 5 until case is clean. Turn off case.
6. Where applicable, remove doors. Wash with pot and pan soap or degreaser, rinse, and sanitize.
7. Rinse case using a rinse bucket filled with clean, hot water and disposable wiping cloth.
8. Spray case interior with sanitizer solution.

APPENDIX C DELI SANITATION PROCEDURES

9. Allow interior to air dry.
10. Scrub pans and brackets in the 3-compartment sink using a nonabrasive pad, rinse, and then sanitize for at least 1 minute in a sanitizer solution greater than 75°F, per FDA *Food Code* requirements.
11. Allow items to air dry.
12. Reassemble case.

HOT HOLDING CASES (EXTERIOR)

1. Clean case exterior with approved degreaser or multi-surface and glass cleaner and a disposable towel or disposable wiping cloth. Exterior surfaces include case fronts, case knobs/dials, kick plates, and chrome.
2. Clean interior and exterior of all glass surfaces or plexiglass using multi-surface and glass cleaner and a disposable towel.
3. Chrome and black molding are polished using approved stainless steel cleaner polish applied with a disposable paper towel.



FRYER

The fryer area should be cleaned on a daily basis. Deep cleaning of the fryer must be conducted on a monthly basis. The Boil-out procedure must be conducted when fryer oil indicator identifies that fryer oil is in need of changing.

DAILY MAINTENANCE:

1. Turn power switch off.
2. Close fryer lid.
3. Slide out filter reservoir and perform filter maintenance.
4. Return the filter reservoir to the underside of the fryer.
5. Where applicable, unscrew and remove dead weight cap at the back of the fryer. Wash, rinse, and sanitize in the 3-compartment sink.
6. Using the large and small black dead weight brushes, scrub the inside of the dead weight valve with an approved heat activated degreaser or pot and pan solution. Using a spray bottle, rinse, and sanitize.
7. Open the fryer lid and remove the fryer basket using heat resistant gloves. Wash, rinse and sanitize the basket at the 3-compartment sink. The basket must be completely dry before returning it to the fryer.
8. Wash, rinse and sanitize dead weight brushes in the 3-compartment sink.

APPENDIX C DELI SANITATION PROCEDURES

9. Close the fryer lid and wipe the entire outside area of the fryer, fryer lid, and backsplash with a clean, sanitized cloth. Approved degreaser may be used to remove grease build up.
10. Carefully unplug and move fryer forward until floor surface is exposed. Apply no rinse floor and drain cleaner/sanitizer to the floor under the fryers and let sit for 5-10 minutes.
11. Scrub the floor with a deck brush to remove heavy soils.
12. Remove excess water using a mop and bucket.
13. Allow to air dry.



BOIL-OUT PROCEDURE:

1. Put on protective equipment (apron, goggles and heat-resistant gloves); then, drain fryer oil and close drain valve.
2. Turn power switch off.
3. Remove fryer basket.
4. Close fryer lid.
5. Remove fryer oil into filter reservoir.
6. Slide out filter reservoir, discard fryer oil, and filter.
7. Add about ¼ of a gallon of full strength approved fryer cleaner into fryer bowl. Fill fry vat with clean water to fill-line with this mixture.

! NOTE: To recover a heavily soiled fryer, 1 gallon of approved fryer cleaner should be used during this procedure.

8. Turn fryer ON. Set temperature to 200°–215°F. Bring solution to a gentle boil.
9. Allow solution to boil for 20-30 minutes with the fryer lid open. Scrub vat/bowl, heater coils at the bottom of the vat, and lid with an approved heat resistant brush.
10. Place fryer basket in boil-out solution. When clean, wash basket in WASH compartment of 3-compartment sink with fresh warm pot and pan detergent solution; rinse with clean, warm water; then sanitize for 1 minute in lukewarm sanitizer solution. Allow to air dry.

After boil-out is complete (solution has boiled for 20-30 minutes):

11. Carefully add cool water to fry vat to fill-line to cool solution.
12. Drain solution into a heat-resistant bucket. Close drain valve.
13. Rinse fryer thoroughly using hot water. Dry fry vat thoroughly using a clean towel. Close drain valve.
14. Refill fry vat with fry oil. Turn fryer ON; then set to correct temperature.

APPENDIX C DELI SANITATION PROCEDURES

FRYER

DEEP CLEANING:

1. Turn power switch off.
2. Remove fryer basket.
3. Close fryer lid.
4. Remove fryer oil into filter reservoir.
5. Slide out filter reservoir, discard fryer oil, and filter.
6. Where applicable, unscrew and remove dead weight cap at the back of the fryer.
7. Wash, rinse, and sanitize filter reservoir, dead weight valve cap, and fryer basket in 3-compartment sink.
8. Using the large and small black dead weight brushes, scrub the inside of the dead weight valve with an approved, heat activated degreaser.
9. Spray stainless steel areas of fryer exterior of the fryer (including sides, door, and back side of fryer) and interior of door and fryer filter cabinet area with approved heat activated degreaser. Allow about 5-10 minutes of contact time.
10. Scrub surfaces with hot water and approved short or long handled bristle brush or nonabrasive scour pad.
11. Rinse all surfaces with hot water and disposable paper towels or day-use disposable towel.
12. Sanitize all surfaces by spraying approved sanitizing solution from a spray bottle or wipe down with sanitizer applied to disposable paper towels or day-use disposable towels.
13. Perform boil out procedure as described above.
14. Carefully unplug and move fryer forward until floor and wall surfaces are exposed. Apply no rinse floor and drain cleaner/sanitizer to the floor under the fryers and let sit for 5-10 minutes. Scrub with a deck brush. Remove excess water with a mop and bucket. Allow to air dry.
15. Remove exhaust hood filters from exhaust hood. Wash, rinse, and sanitize filters in the 3-compartment sink.
16. Apply/spray approved degreaser to exhaust hood surfaces and allow about 5 minutes of contact time. Remove grease build up using a wet disposable towel or day-use disposable towel.
17. Spray approved no rinse cleaner/sanitizer solution from a spray bottle to exhaust hood surfaces using a wet disposable towel or day-use disposable towel.
18. Reinstall exhaust hood filters.
19. Reassemble dead weight valve. Return the filter reservoir to the underside of the fryer with a new filter. Refill fryer with fresh oil and return fryer basket.



APPENDIX C DELI SANITATION PROCEDURES

ROTISSERIE OVEN

1. Remove skewers and other rotisserie components. In a 3-compartment sink, wash, rinse, and then sanitize for at least 1 minute in a sanitizer solution greater than 75°F, per FDA *Food Code* requirements.
2. Allow skewers and other components to air dry on designated storage rack.
3. Remove all food and other debris from the water pan.
4. Open the drain valve, then rinse the water pan.
5. Close the drain valve.
6. Press "Clean" and then "Enter". The unit will cool down and begin Auto Clean cycle.
7. Clean grease or other residue on the exterior of the oven using approved, heat activated degreaser and a disposable towel or disposable wiping cloth.
8. Use multi-surface and glass cleaner on the interior and exterior of the glass door after Auto Clean cycle is completed and unit has shut itself off.



BLAST CHILLER (INTERIOR)

1. Remove rack and other components. In a 3-compartment sink, wash, rinse and then sanitize for at least 1 minute in a sanitizer solution greater than 75°F, per FDA *Food Code* requirements.
2. Allow the rack and any other components to air dry on designated clean equipment storage rack.
3. Remove all food and other debris from inside the unit using a disposable wiping cloth.
4. Spray interior surfaces with company-approved no rinse cleaner/sanitizer solution.
5. Wipe interior surfaces with clean day-use disposable towel.
6. Apply company-approved no rinse cleaner/sanitizer solution to the interior again.
7. Place plastic foot at the bottom of the door in the "Out" Position to prop door open.
8. Allow to air dry.

APPENDIX C DELI SANITATION PROCEDURES

BLAST CHILLER (EXTERIOR)

1. Remove all food products and materials from the top of the unit.
2. Spray exterior surfaces with company approved no rinse cleaner/sanitizer solution.
3. Scrub with nonabrasive scour pad or nylon scrub brush.
4. Wipe away soils and food debris with a clean disposable towel or disposable wiping cloth.
5. Spray surfaces with no rinse cleaner/sanitizer solution again.
6. Allow to air dry.
7. Apply approved stainless steel cleaner/polish (door, sides, and back) with a disposable towel or disposable wiping cloth.



NOTE: Do not use stainless steel cleaner/polish on the table top or inside of the Blast Chiller.

COMBI-OVEN UNIT

1. Remove stainless steel pans from rack. In a 3-compartment sink, wash, rinse and then sanitize for at least 1 minute in a sanitizer solution greater than 75°F, per FDA Food Code requirements.
2. Allow pans to air dry.
3. Remove all food debris from the rolling cart with grid and chicken racks. Discard debris in trash.
4. Using the key pad on the unit, select the icon that looks like a picture of the combi-oven on the bottom of the key pad panel.
5. Select "Clean Jet." If unit is not cooled to at least 150°F, select the "down arrow" on the bottom center of the key pad control panel.
6. Select "Strong Cleaning."
7. Place 2 combi-oven rinse aid tablets in the fan housing area (do not remove from blue colored wrapper) followed by 8 cleaning tablets (remove from red colored wrapper).
8. Move rolling cart with grid and chicken racks into combi-oven unit. Auto Cleaning cycle will start automatically.
9. Clean grease or other residue on the exterior of the oven using approved, heat activated degreaser and a wet disposable towel or disposable wiping cloth.
10. Use multi-surface and glass cleaner on the interior and exterior of the glass door after Auto Clean cycle is completed and unit has shut itself off.
11. Inspect rolling cart with grid and chicken racks to identify if additional cleaning is required. If additional cleaning is needed, use mobile cleaning cart and a nonabrasive scour pad to remove grease and/or food residue, rinse, and sanitize cart.
12. Return cart to combi-oven.

APPENDIX C DELI SANITATION PROCEDURES

BOAT RACK & CHICKEN PREP TABLE (SUPPLIED WITH ROTISSERIE OVEN)

1. Wash removable parts in 3-compartment sink; rinse; then sanitize.
2. Spray all surfaces with approved no rinse cleaner/sanitizer.
3. Use scrub brush, if necessary, to loosen soil build-ups.
4. Wipe away soils and debris with a disposable towel or disposable wiping cloth.
5. Spray all surfaces again with approved no rinse cleaner/sanitizer solution.
6. Allow to air dry.



SALES FLOOR AREA

CAFÉ AREA (COFFEE MACHINE, MICROWAVE, TABLES)

1. Wipe down tables using no rinse cleaner/sanitizer solution and a disposable towel or disposable wiping cloth throughout the day to ensure a clean and inviting area for customers and Team Members.
2. Check the interior of the microwave frequently throughout the day and clean interior and exterior with multi-surface and glass cleaner.
3. Wipe down stationary parts of coffee station and wash, rinse, and sanitize coffee pots and other removable parts in the 3-compartment sink.

FOUNTAIN SODA MACHINE

1. Remove nozzles and diffusers from the dispensing valves, and removable parts of drip pan. In a 3-compartment sink, wash, rinse and then sanitize for at least 1 minute in a sanitizer solution greater than 75°F, per FDA *Food Code* requirements. Allow to air dry.
2. Clean all exterior surfaces of the Fountain Express machine to include drip pan reservoir, ice bin, ice chute using approved no rinse cleaner/sanitizer and a disposable wiping cloth.
3. Wet a disposable towel or disposable wiping cloth with no rinse cleaner/sanitizer and wipe all exterior surfaces again.
4. Allow to air dry.
5. Maintenance throughout the day should be conducted with a wet paper towel or day-use disposable towel with no rinse cleaner/sanitizer solution.

APPENDIX C DELI SANITATION PROCEDURES

SELF-SERVICE CASES & ISLANDS (SALSA/HUMMUS PREPACK, PREPACK SALADS, GRAB AND GO, CHEESE ISLANDS, PIZZA CASE, ETC.) (INTERIOR)

1. Lift out racks and set aside.
2. Lift out lower trays and set aside.
3. Shut off refrigeration valve on the case to be cleaned.
4. Shut off any case lighting (where applicable).
5. Unplug the case fans. Tape female outlets for fans to prevent water from entering outlets.
6. Apply approved degreaser from foaming gun to bottom of case interior, racks and lower trays. Avoid spraying light fixtures, fan outlets and fan motors. Use a scrub brush to remove dried blood and debris. Remove all price tags and other debris and **DO NOT** allow them to enter drain. Allow foam to remain on surfaces for 5 minutes. In upright cases, wipe all shelves clean with a disposable towel.
7. Rinse off foam from racks, trays and lower case interior with rinse nozzle.
8. Apply approved sanitizing solution from sanitizing gun to rinsed surfaces. Make certain all drain holes remain open.
9. Plug in case fans, turn on any case lighting, turn on refrigeration valve, and replace trays and racks.
10. After allowing the case to return to normal operating temperature, return product to the case.

SELF-SERVICE CASES & ISLANDS (EXTERIOR)

1. Clean case exteriors with approved multi-surface and glass cleaner and a disposable paper towel.
2. Clean both sides of all glass surfaces using glass cleaner and a disposable paper towel.

RACKS AND FLOOR DISPLAYS

1. Remove all food products from island/wall/table/rack.
2. Sweep/vacuum large food debris.
3. Spray surfaces with company-approved all surface cleaner.
4. Wipe surfaces down with clean wiping cloth.
5. Apply company-approved furniture/wood polish with a clean, soft cloth to island and tables.



APPENDIX C DELI SANITATION PROCEDURES

WALK-IN COOLERS AND FREEZERS

WALK-IN COOLERS

1. **Daily**—Wipe down doors with a wet paper towel or disposable wiping cloth with no rinse cleaner/sanitizer solution, removing all soils.
2. Spray all surfaces again with no rinse cleaner/sanitizer solution and allow to air dry.
3. **Weekly**—Wipe down door seals with a wet paper towel, disposable wiping cloth, or nonabrasive scour pad with no rinse cleaner/sanitizer solution, removing all soil and debris.
4. Spray all surfaces again with no rinse cleaner/sanitizer solution and allow to air dry.
5. Quarterly - Move all products and miscellaneous storage to one side of the cooler. Cover exposed products to prevent contamination.
6. Scrape and sweep the floor to remove loose material. Dispose of sweepings in trash.
7. Apply degreaser foam from foaming gun to walls on empty side of cooler. Use a scrub brush to loosen food debris, scale, and mildew. Allow foam from walls to cover the floor.
8. Allow foam to remain on walls for 5 minutes.
9. Rinse foam from all surfaces using rinse nozzle. Use broom and/or squeegee to push foam to drain. Any remaining debris should be picked up and placed in a trash container. **DO NOT** flush debris into drain.
10. Apply sanitizing solution from sanitizing gun to walls and floor.
11. Squeegee excess liquid to drains in coolers.
12. Move all products to the other side of the cooler and repeat the cleaning and sanitizing process.



APPENDIX C DELI SANITATION PROCEDURES

PREPARED FOODS FREEZER

1. Relocate frozen food items to a designated walk-in freezer.
2. Shut off frozen case.
3. Lift out racks and set aside.
4. Lift out lower trays and set aside.
5. Apply approved degreaser from foaming gun to interior of freezer and door(s). Avoid spraying light fixtures and fans. Use a scrub brush or nonabrasive scour pad to remove food and other debris. Allow foam to remain on surfaces for 5 minutes. In upright cases, wipe all shelves clean with a disposable towel.
6. Rinse off foam from freezer with rinse nozzle.
7. Apply approved sanitizing solution from sanitizing gun to rinsed surfaces.
8. Turn on freezer, and reassemble unit.
9. Wipe down exterior of stainless steel door(s) with approved stainless steel cleaner and polish.
10. After allowing the case to return to normal operating temperature, return product to the case.



HOT FOODS FLOOR FREEZER

1. Relocate frozen food items to the Prepared Foods Freezer or Walk-in Freezer.
2. Shut off frozen case and defrost unit.
3. Disassemble drawers and take removable parts to the 3-compartment sink for washing, rinsing, and sanitizing.
4. Apply approved degreaser from foaming gun to interior of freezer and door(s). Use a scrub brush or nonabrasive scour pad to remove food and other debris. Allow foam to remain on surfaces for 5 minutes. Rinse off foam from freezer with rinse nozzle.
5. Apply approved sanitizing solution from sanitizing gun to rinsed surfaces.
6. Turn on freezer, and reassemble unit.
7. Wipe down exterior of stainless steel drawer(s) with approved stainless steel cleaner and polish.
8. After allowing the case to return to normal operating temperature, return product to the case.

APPENDIX C DELI SANITATION PROCEDURES

ENVIRONMENTAL AREA CLEANING AND MAINTENANCE

If EPA-registered sanitizers are used to on food contact surfaces, they must be cleaned by the following method:

PRE-SCRAPE—WASH—SANITIZE—AIR DRY

CLEANING FLOORS

Frequency—daily

Floors should be swept throughout the day and washed daily. Keeping floors clean will reduce accidents; minimize cross-contamination and the attraction of unwanted pests.

FOR ALL FLOOR CLEANING PROCEDURES:

Make sure all food is stored and properly covered prior to starting cleanup. Sweep up all food solids, trash and debris from floors.

1. Soak the floors with approved floor and drain cleaner applied from a foamer or using a properly maintained (washed) mop and a bucket.
2. Use a stiff, nylon deck brush to scrub the floor. Rinse floors with potable water.
3. Squeegee excess water into floor drains; if you do not have floor drains, remove excess water with a properly maintained (washed) mop and bucket.
4. Apply sanitizer at a proper EPA registered concentration, do not rinse. Allow to air dry.

CLEANING FLOORS—USING A CLEANER/SANITIZER

1. Soak the floors with approved no rinse floor and drain cleaner/sanitizer using a foamer or a properly maintained (washed) mop and bucket, or any other approved chemistries. Follow EPA registered label instructions.
2. Allow the solution to soak for approximately 5 to 10 minutes to break down the soils and grease build-up.
3. Use a stiff, nylon deck brush to scrub the floor.
4. Squeegee excess water into floor drains; if you do not have floor drains, remove excess water with a properly maintained (washed) mop and bucket.
5. Allow to air dry.



Photo Credit: Ecolab

APPENDIX C DELI SANITATION PROCEDURES

CLEANING FLOOR DRAINS

1. Put on tight fitting disposable gloves.
2. Remove the grate and basket (where applicable) from the drains and clean out all large pieces of debris.
3. Replace grate and basket (where applicable).
4. Apply the no rinse floor and drain cleaner/sanitizer to the drain using the approved pump sprayer. **DO NOT RINSE SOLUTION FROM DRAIN, ALLOW TO AIR DRY**

WARNING: To avoid sewage back ups, avoid sending grease down the drains. Even if your department has a grease trap, it can easily be overloaded if excessive grease is dispensed into the drains.

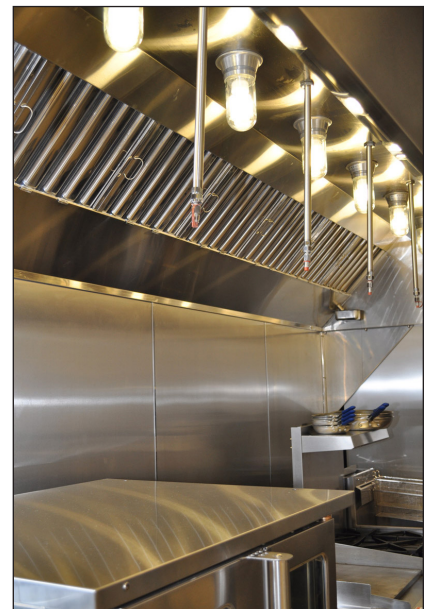
NOTE: This procedure will help mitigate unpleasant odors, inhibit pest reproduction, and reduce the likelihood of a back up in your drains.

CLEANING DOORS (EXTERIOR DEPT. AND COOLER)

1. Frequency—as needed; scheduled cleaning monthly
2. Spray no rinse cleaner/sanitizer on the door surface, and allow the product to sit for a couple of minutes.
3. Scrub dirt and debris with a clean towel. Use a brush to remove stubborn buildup.
4. Re apply no rinse cleaner/sanitizer to surfaces.
5. Allow to air dry.

WALLS AND FANS

1. Remove all exposed food and packaging supplies.
2. Apply hot company approved degreaser solution or all purpose cleaner to washable walls. Use caution around electrical outlets.
3. Scrub heavy soils with a nylon scrub brush or deck brush.
4. Rinse walls thoroughly with clean hot water to remove cleaner residue.
5. Apply company-approved sanitizer solution to walls. Allow walls to air dry.
6. If possible, turn off power to fans.
7. Remove fan guards. Wash, rinse, and sanitize them in a 3-compartment sink.
8. Re-install fan guards.



CEILINGS

1. Spot clean using degreaser, as necessary.
2. You may need to contact a professional cleaning company for scheduled quarterly cleaning.

APPENDIX D GLOSSARY

CLEANING:

The physical removal of visible soil from surfaces of equipment and utensils; Retailers frequently use soaps and detergents to clean food contact and non-food contact surfaces).

DISINFECTION:

Thermal or chemical destruction of pathogenic and other types of microorganisms. Disinfection destroys most recognized pathogenic microorganisms but not necessarily all microbial forms, such as bacterial spores.⁵

SANITATION PROGRAM:

A program that incorporates cleaning and sanitization methods to ensure all food-handling activities will protect customer health. A good sanitation program is a preventive program that anticipates and eliminates potential hazards before they become serious problems.⁴

SANITIZATION:

The application of cumulative heat or chemicals on cleaned food-contact surfaces that, when evaluated for efficacy, is sufficient to yield a reduction of 5 logs, which is equal to a 99.999% reduction of microorganisms.¹ Non-food contact surface sanitizers, usually used on floors, efficacy requirements require a 99.9% reduction and a contact time is usually 5 minutes. Cleaner sanitizers do not require a rinse step between cleaning and sanitizing steps.⁴

STERILIZATION:

Validated process used to render a product free of all forms of viable microorganisms. In a sterilization process, the presence of microorganisms on any individual item can be expressed in terms of probability. Although this probability can be reduced to a very low number, it can never be reduced to zero.⁵ Sterilization is not required, or possible, in food retail environments.

VALIDATION:

Obtaining evidence that a control measure or combination of control measures, if properly implemented, can control the hazard to a specified outcome.⁶

VERIFICATION:

The application of methods, procedures, tests and other evaluations, in addition to monitoring, to determine whether a control measure is or has been operating as intended.⁶

4 McSwane, D., Linton, R., Rue, N., Williams, A. (2019). "SafeMark Guide to Food Safety: Manager Certification Training (5th Ed.)." Published by Food Marketing Institute. Retrieved from <https://www.fmi.org/forms/store/ProductFormPublic/safemark-guide-to-food-safety-manager-certification-training-5th-ed>

5 Centers for Disease Control and Prevention. (2016, September 18). "Glossary." Retrieved from <https://www.cdc.gov/infectioncontrol/guidelines/disinfection/glossary.html#D>

6 University of California, Davis. (2008). "Guidelines for the Validation of Food Safety Control Measures." Retrieved from <http://ucfoodsafety.ucdavis.edu/files/172961.pdf>

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