



JOSOP 520 – Food Safety Standard

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Contents

1.0 Introduction, Purpose and Scope.....04

2.0 Definitions 05

3.0 Requirements09

3.1 Premises, Sanitary facilities and Equipment.....09

3.2 Approved Food and Beverage Suppliers 12

3.3 Receipt of Foods..... 13

3.4 Storage of Non-Perishable Foods 14

3.5 Storage of Perishable Foods14

3.6 Preparation, Processing and Cooking of Foods.....15

3.6.1 Preparation and Processing of Foods.....15

3.6.2 Cooking of Foods.....17

3.7 Holding of Cooked and Ready-to- Eat Foods prior to dispatch/ service..... 18

3.8 Buffet Display and Service..... 19

3.9 Packaging, Dispatch, Transport and Delivery of food/ meals 20

3.10 Cleaning and Sanitizing..... 21

3.11 Pest Control21

3.12 HAZCOM Requirements..... 22

3.13 Food Handler Requirements 23

3.14 Microbiological Testing 25

3.15 Emergency Closures and Food borne Illness outbreak.....25

4.0 Guidelines for Business related meals from Non-contracted Vendor.....26

5.0 Roles and Responsibilities..... 27

6.0 Training Requirements..... 27

7.0 References... 28

8.0 Management Systems..... 29

8.1 Support Resources.....29

8.2 Record Keeping..... 29

8.3 Inspections and Audit Requirements..... 29

8.4 Standard Renwal Process 29

8.5 Deviation Process 29

Appendix-A: Standard Acceptance Criteria for foods..... 31

Appendix- B: Standard Storage Criteria for Perishable foods 33

Appendix-C: Cleaning and Sanitizing Frequencies and Procedures..... 35

Appendix-D: Daily and Weekly Monitoring Logs.....40
 Form No. - 1: Product Receiving and Inspection Log.....41
 Form No. - 2: Non Conformance Log - Perishable Foods.....42
 Form No. - 3: Non Conformance Log - Non Perishable Foods.....43
 Form No. - 4: Weekly Storage Inspection - Non Perishable Foods.....44
 Form No. - 5: Weekly Storage Inspection - Perishable Foods.....45
 Form No. - 6: Freezer Temperature Record.....46
 Form No. - 7: Chiller Temperature Record.....47
 Form No. - 8: Cooking Temperature Log.....48
 Form No. - 9: Re-heating Temperature Log.....49
 Form No. - 10: Chill Log- Cooked Food.....50
 Form No. - 11: Weekly Personal Health and Hygiene Log.....51
Appendix- E: Inspection Forms.....52
 Weekly/ Monthly Food Safety Inspection Form53
 Semi-Annual/ Annual Food Safety Inspection Form.....57

1.0 Introduction, Purpose and Scope

Introduction

Unsafe practices regarding food in Food Catering Service can cause food borne illnesses to consumers. Risk factors related to food borne illnesses in Food Catering Service are categorized into the following five categories:

- Food from unsafe sources
- Inadequate cooking
- Improper holding temperatures
- Cross contamination (from contaminated food, equipment, utensils, and food contact surfaces),
- Poor personal hygiene

It is the obligation and responsibility of Company Food Catering Service (JO Catering Contractor) to provide safe, wholesome, quality, and aesthetically acceptable food to customers.

Hazard Analysis Critical Control Points (HACCP) system (Codex 1997), is a systematic approach to identifying, evaluating and controlling food safety hazards. It uses the following seven principles:

1. Conduct a hazard analysis: Identify and assess potential microbiological, chemical and physical hazards and risks associated with food at all stages and practices of product purchase, receipt, storage, processing and distribution until the point of consumption.
2. Determine the critical control points (CCPs): Determine the points, procedures, or operational steps that can be controlled to eliminate or minimize the risk.
3. Establish critical limits to ensure CCP is under control.
4. Establish a monitoring system to demonstrate that the CCP is under control.
5. Establish a procedure for corrective action when monitoring indicates that a particular CCP is not under control.
6. Establish procedures to verify and confirm the effectiveness of the HACCP system.
7. Establish documentation and records appropriate to these principles and their application.

Food safety management system based on HACCP principles will ensure that hazards are prevented, eliminated or reduced to an acceptable level before a food reaches the consumer, and food products meet consumers' safety expectations with an acceptable risk.

Purpose

The purpose of this Joint Operations Safe Operating Procedure (JOSOP) is to ensure that food/meals and beverages prepared, packed, delivered and/or served by JO Catering Contractor are wholesome, high quality, safe, and to aesthetic satisfaction of consumers.

This SOP sets standards for food safety management system based on HACCP principles that JO Catering Contractor is required to implement to identify, and evaluate risks in food catering service in Joint Operations (JO) and have controls in place to prevent, eliminate and control the risk of microbiological, chemical and physical hazards associated with food and beverages.

This SOP also complies with the requirements of Chevron Food Safety Standard and State of Kuwait's food hygiene and safety regulations. The most stringent requirements of these standards shall be applied.

Objectives

- Identify and assess potential physical, chemical and microbiological hazards associated with food and beverages at every stage of flow of food in food catering service.
- Establish risk management system and eliminate or control risk factors that have potential to cause food borne illnesses.
- Establish a monitoring system that demonstrates key risk factors are under control.
- Ensure wholesomeness and safety of food served to consumers.
- Establish documentation and records to verify that Food Safety Management System is functioning effectively.
- Establish Risk Communication

Scope

This JOSOP is applicable to food prepared, delivered or served by JO Catering Contractor for consumption in JO on-site facilities (JO mess hall, canteen) and JO off-site facilities (locations in Administration Camp, Industrial Camp, and Wafra Field).

Out of Scope:

1. Business related food/meals ordered with non-contracted external vendors and served in the food establishment of the external vendor or in JO facilities.
2. Food prepared and/or brought in by employees for personal consumption.
3. Business travel meals.

Non-contracted vendors and private persons have been left out of scope of this SOP, as JO does have contract with them and hence cannot enforce the requirements of this SOP on them.

However guidelines are provided in this SOP for use by JO person(s) when they order business related food/ meals with non-contracted external vendors to be served in the food establishment of the external vendor or in JO facilities.

2.0 Definitions

Ambient temperature: Refers to the temperature in a room, or the temperature which surrounds an object under discussion.

Approved supplier: Vendor/s approved by the Superintendent, General Services, in Joint Operations to supply food, beverages, materials and services required in the preparation of food, to JO Catering Contractor/ JO. Vendor/s shall be in compliance with applicable local food safety laws and regulations.

Biological Hazard: Illness caused by consumption of food containing harmful micro-organisms (e.g. salmonella bacteria), or their toxins (e.g. Staphylococci).

Conformity: All actions in relation to particular guidelines, standards or legislation which are carried out according to established procedures.

Contamination: Transfer of physical substance (e.g. hair), microorganisms (e.g. Bacteria), or chemicals (e.g. pesticide) from a source such as raw food, storage container, equipment, food-contact surface, food handler, or the environment to food that is received, under storage, under processing, or after it is cooked. For example, juice from raw meat held in the top shelf of a refrigerator can drip and contaminate food kept in the bottom shelf.

Critical Control Point: A point or step at which control/s can be applied to prevent a food safety hazard or reduce it to an acceptable level, e.g. cooking temperature and time for a raw chicken product. Any loss of control at this point may result in an unacceptable hazard to consumers of food.

Critical limit: The value to which a physical, biological, or chemical parameter must be controlled at a Critical Control Point to minimize the risk of occurrence of hazard to consumers of food.

Danger Zone: The temperature range under which most microorganisms grow and multiply in foods. Temperature range between 5 and 60 °C (41 and 140 °F) is considered as danger zone. Potentially hazardous foods should not be stored at temperatures in this range in order to prevent food borne illness.

Disinfectant: A chemical used to reduce number of microorganisms but not necessarily microbial spores from a surface other than food-processing equipment, or food contact surface, such as floor, to a safe or acceptable level.

Equipment: An article used in the operation of a food establishment such as a freezer, grinder, hood, ice maker, meat block, mixer, oven, reach-in refrigerator, scale, sink, slicer, stove, table, temperature measuring device for ambient air, vending machine, or ware washing machine. Equipment does not include apparatuses used for handling or storing large quantities of packaged foods that are received from a supplier in a cased or overwrapped lot, such as hand trucks, forklifts, pallets, racks, and skids.

Flow of Food: The path food takes through establishment including purchasing, receiving, storage, preparation, cooking, holding, display, transport, and serving. The flow of food is unique to each establishment.

Food: Means a raw, cooked, or processed edible substance, ice, beverage, or ingredient used or intended for use or for sale in whole or in part for human consumption, or chewing gum.

Food Borne disease/ Illness: Illness causes by consumption of food or drink contaminated with micro-organisms (e.g. Salmonella) or their products, or chemicals (e.g. pesticide), or containing natural toxins such as poisonous mushrooms. It is commonly referred as food poisoning.

Food borne disease outbreak: The occurrence of two or more cases of a similar food borne illness resulting from the ingestion of a common food.

Food-contact surface: Surface that may come in direct contact with food, including surface of equipment or utensil, or surface used for cutting or processing food.

Food Establishment: An operation that stores, prepares packages, serves, vends food directly to the consumer, or otherwise provides food for human consumption, such as a restaurant, or catering operation that provides food to a consumer either directly, or indirectly through a delivery service that can include an element of transportation vehicle that supplies food to consumers at satellite locations.

Food Handler/ Food employee: Individual working with unpackaged food, food equipment, utensils, or food-contact surfaces.

Food Hygiene: All measures necessary to ensure the safety and quality of food at every stage of flow of food including receiving, storage, preparation, processing, cooking, holding, packing, display and serving of food.

Good Manufacturing Practice: Quality and safety requirements aimed at ensuring that foods are prepared in a consistent manner according to agreed specifications.

Hand washing sink: A wash basin or a plumbing fixture designed for washing of hands.

Hazard to Food Safety: Presence of substance or agent in food with the potential to cause an adverse health effect to consumers of that food. Food hazards are categorized into 3 main categories: (a) Biological hazard: Illness caused by consumption of food containing harmful micro-organisms (bacteria, parasites and viruses), e.g. salmonella bacteria, or their toxins e.g. Staphylococci. Biological hazards cause the most food borne illness outbreaks in catering service and are of the greatest concern. (b) Chemical Hazards: Illness caused by chemicals naturally occurring or added to food during processing. Examples of naturally occurring chemicals are scrombrotoxin in tuna fish, toxins in shell fish, aflatoxins in peanuts, and toxic mushroom species. Some of the examples of chemicals that may be added to food are pesticides, metals that could leach from cook ware or containers into food, food additives and preservatives.(c) Physical hazards: Physical contaminants are additional matter or alien objects normally not existing in food that could cause injury or illness. Examples include hair, dirt, stones, metals, glass, plastic, fiber, weeds, leaves, stems, and insects. Radioactive contaminants are also considered as physical hazards.

Hazard Analysis Critical Control Point (HACCP) system: Seven principles developed by Codex Alimentarius Commission (1977). Adhering to these principles assure that food products meet consumer's safety expectations with an acceptable risk.

JO Catering Contractor: Catering contractor selected by JO following due process of Contractor Health, Environment and Safety Management (CHESM) process and procedures, signs agreement with JO to prepare, deliver and serve meals, beverages, and provide other services in conformity with the contract.

JO Responsible Person: JO employee responsible for overseeing day to day operations of JO Catering Contractor, and work of Person in charge of Food Service. Responsibilities include scheduling/ conducting inspections, verifying record keeping, and corrective actions. Superintendent General Services is responsible for appointing the JO Responsible Person.

JO On-site location or facility: JO owned or operated place of business where food is cooked and served to consumers, for example, JO Cafeteria.

JO Off-site location or facility: JO owned or operated places of business lacking cooking facilities, where food is delivered or served to consumers, for example locations in Wafra field, Administration Camp and Industrial Camp.

Material Safety Data Sheet (MSDS): It provides organized basic information on individual chemicals for risk appraisal in internationally agreed 16 section format. The sections provide information on product and company name, composition, toxicology, hazards, first aid, handling and storage, protecting workers and environment, disposal, transport, and emergency response in case of spill or fire.

Micro-organisms: These include bacteria, viruses and molds.

Non-Conforming Product/Non-Conformity: A product or procedure that does not meet the required standard or specification.

Perishable Foods: A term applied to foods with a short shelf-life which include meat, fish, milk and milk products, eggs, vegetables and fruits.

Person in charge of Food Service (Location Manager): The person employed by JO Catering Contractor to work as in charge of food catering operations in JO. Responsibilities include planning and overseeing daily food catering operations, food safety, and supervision of employees. He shall be assisted by Food Safety Officer/s whose primary responsibility shall be to ensure food safety.

Potentially Hazardous Food: Food that is capable of supporting rapid growth of harmful microorganisms that can cause food borne illness/ food poisoning. Potentially hazardous foods require time/temperature control for safety to destroy or reduce numbers of organisms to a safe level prior to consumption. Potentially hazardous foods include: (a) Meat, poultry, seafood, and soy protein foods. (b) Dairy products and eggs. (c) Baked or boiled potatoes. (d) Cooked rice, beans or other heat treated plant foods. (e) Raw seed sprouts. (f) Chopped cut or sliced tomatoes. (g) Cut melon. (h) Freshly prepared salads and leafy greens. (i) Garlic-in-oil mixtures.

Ready-to-Eat Food: Food that is in a form that is edible without additional preparation by consumer to achieve food safety, and it is reasonably expected to be consumed in that form. Ready-to-eat foods include: (a) Potentially hazardous food that is cooked to the temperature and time required for the specific food. (b) Raw fruits and vegetables that are washed. (c) Vegetables and fruits that are cooked for hot holding. (d) Plant food for which further washing, cooking, or other processing is not required for food safety, cooking is not required, and from which rinds, peels, husks, or shells are removed. (e) Substances derived from plants such as spices, seasonings, and sugar. (f) A bakery item such as bread, cakes, pies, fillings, or icing for which further cooking is not required for food safety. (g) Products that are produced in accordance with food safety guidelines and that have received a lethality treatment for pathogens: dry, fermented sausages, such as dry salami or pepperoni; salt-cured meat and poultry products; and dried meat and poultry products.

Sanitization: means the application of 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 representative disease microorganisms of public health importance.

Sanitizer: A chemical substance or process designed to kill micro-organisms. It is designed for use especially on food-processing equipment, or food contact surface.

Standard Operating Procedure: A procedure of controlling a food operation in accordance with agreed specifications to obtain a safe quality food product. SOPs are essential food safety practices that shall be in place as a pre-requisite before a HACCP plan is implemented.

Tableware: Means eating, drinking, and serving utensils for table use such as flatware including forks, knives, and spoons; hollowware including bowls, cups, serving dishes, and tumblers; and plates.

Temperature measuring device: Means a thermometer, thermocouple, thermistor, or other device that indicates the temperature of food, air, or water.

Use-by Date: It is the date till which a food can reasonably be expected to be safe to consume if kept under the correct storage conditions. “Use by” date is placed on high-risk foods such as meat products, prepared salads, and dairy products. Food and drink should not be used after the end of the 'use by' date on the label, even if it looks and smells fine. Using it after this date can put consumer’s health at risk.

3.0 Requirements

3.1 Premises, Sanitary facilities and Equipment

A well designed physical premises, sanitary facilities, and equipment are important to prevent spoilage and contamination of food, and prepare and serve safe food. The following are general requirements:

Premises

1. Exterior walls and roofs of food establishment shall effectively protect the food establishment from the weather and the entry of insects, rodents, and other animals.
2. All outside doors and windows shall be close-fitting. If doors, windows, or ventilation openings are kept open, these shall be screened by 16 mesh to 2.54 cm screens, and properly maintained. Doors to kitchen shall be self-closing.
3. Interior surface of walls, ceilings and floors shall be smooth, and easily cleanable. Surfaces for areas subject to moisture such as food preparation areas, walk-in refrigerators, ware washing areas, toilet rooms, and areas subject to flushing or spray cleaning methods, shall be made of non-absorbent material.
4. Carpet or similar material should not be installed as a floor covering in food preparation areas, walk-in refrigerators, and other areas where the floor is subject to moisture, flushing, or spray cleaning methods, such as ware washing areas, toilet rooms, and refuse storage rooms.
5. Floor covering may be installed in areas other than specified above, and shall be designed to be removable and easily cleanable.
6. Adequate non- glaring lights are provided to facilitate maximum visibility in all the areas. The light intensity at a height of 30 inches above the floor shall be at least : (a) 108 lux in walk-in refrigeration units, dry food storage store, and other areas during period of cleaning, (b) 216 lux in areas where food is sold, served or consumed, inside equipment such s reach-in refrigerators, and areas used for hand washing, ware washing, equipment and utensil storage, and toilet rooms, (c) 540 lux where an employee is working with food, utensils, or sharp equipment such as knives, slicers, grinders, saws, where safety is a factor.

7. Light bulbs shall be shielded or shatterproof above food contact surfaces, in food packaging, areas where there is exposed food, and areas where there are clean equipment, utensils, linens, and un- wrapped single-service and single use articles.
8. Insect control devices that are used to electrocute or stun flying insects shall be designed to retain the insect within the device and shall be so installed that dead insects are prevented from falling on exposed food, clean equipment, utensils, linens, and un-wrapped single-service and single use articles. The devices shall not be located over a food preparation area.
9. Heating, ventilating, and air-conditioning system shall be installed to provide adequate ventilation and maintain correct temperature, and ensure air intake and exhaust vents do not cause contamination of food, food contact surfaces, equipment or utensils. If necessary, mechanical ventilation system of sufficient capacity shall be provided to prevent built up of heat, steam, condensation, vapors, obnoxious odors, smoke and fumes in rooms. Hood and exhaust of sufficient capacity shall be provided over cooking ovens to prevent built up of smoke in the kitchen.
10. High and Low risk areas regard to food safety must be separated and maintained to prevent cross contamination. The flow of work should be unidirectional.
11. Dressing room/ area and lockers, separate from the food storage and preparation areas, shall be provided so that food service employees can change their clothes and store belongings.
12. Separate storage areas shall be provided for utensils, cleaning materials, and equipment related to cleaning.
13. Use of tobacco shall be prohibited inside the cafeteria building/ mess hall, and pantries, and signs or posters notifying smoking is prohibited shall be displayed at suitable locations. Smoking should be allowed in a designated smoking booth outside the cafeteria building/mess hall, and pantries, which do not share exhaust ventilation with cafeteria building/mess hall, and pantries.

Sanitary facilities

1. **Water supply:** There shall be an approved piped water supply within the establishment. Water shall be obtained from an approved source and water shall meet Kuwait EPA drinking water quality standard. Water under pressure shall be available to all fixtures and equipment that are required to use water. Water shall be sampled and tested as required by Kuwait EPA/ State of Kuwait water quality regulation.
2. **Plumbing and sewerage system** shall be designed, constructed and installed to sanitary standards and according to law. The floor in areas where plumbing fixtures (wash basin, sink, toilet, urinal) are installed and/or water flush cleaning method is used, shall be provided with underground drains and be graded to allow smooth flow of waste water and sewage to the point of disposal through a sanitary sewerage system, according to law. All drain openings are covered with traps and vents, which shall allow only the waste water to drain off and stops all other solid wastes. The drains and waterline pipes shall be laid in such a manner that will not create a cross connection between the two anywhere in the premises.
3. **Hand wash basin** (hand wash sink/ lavatory) shall be equipped to provide running potable water at a temperature of at least 43⁰C with through a mixing valve or combination faucet. Liquid or bar soap, and individual disposable paper towels or a continuous towel system that supplies user with a clean towel, or a heated-air hand drying device, and a waste receptacle shall be provided as part of hand wash facility. Hand wash basin shall be provided in kitchen, food preparation areas and in toilet rooms. A sign or a poster that notifies employees to wash their hands shall be provided at all hand wash basins/lavatories. Hand wash facility shall not be used for purpose other than hand washing. If hands wash

- sink and a sink for washing vegetables share the same water tap, these should be marked for designated purpose and proper sign or poster shall be displayed.
4. **Toilet block** with adequate number of toilets and urinals shall be provided in an area separate from areas where food is stored, prepared, and served. Toilets must be well ventilated and free of bad odor and maintained clean and in good working condition. Toilet tissue rolls and a waste receptacle shall be provided at each toilet. Toilet block shall have hand wash facilities.
 5. **Separate sinks**, with running water and drain, shall be provided for washing vegetables, utensils, and cleaning mops and wet floor cleaning tools, and shall be used for designated purpose only.
 6. **Refuse storage and disposal:** (a) Receptacles: Refuse shall be deposited in foot operated receptacles (bins) with lids so that refuse is inaccessible to insects, rodents and cats. Receptacles for refuse shall be durable, leak proof, non-absorbent and to clean. Polyethylene liners (plastic bags) should be used to line receptacles used for storage of garbage (food waste), for easy removal. Receptacles used for storage of garbage shall be kept covered with lids when they are not in continuous use, after they are filled, and when kept outside food establishment. (b) Location: Sufficient number of receptacles shall be provided in each area of the food establishment where refuse is generated or where recyclables or returnable are placed to adequately hold peak levels of refuse. Receptacles shall be located separate from food, equipment, utensils, linens, and single-service and single-use articles, and should not create a public health hazard or nuisance or interfere with cleaning of adjacent space. (c) Internal removal and storage: Receptacles shall be emptied when three fourth full, and every four hour, and at the end of every shift. Refuse and garbage bags shall be moved to storage area with a smooth concrete floor, located outside the building. Refuse should be segregated into garbage and rubbish (cans, bottles, paper, cartons), and stored in separate receptacles with tight-fitting lids. Storage area shall be kept clean and in good repair. Cardboard or other packaging material that does not contain food residue and that is awaiting regular scheduled delivery to a disposal site may be stored outside without being in a covered receptacles, if stored in a way that it does not create a rodent harborage. (d) Cleaning receptacles: Garbage bins inside the premises shall be washed and air dried daily, and containers in storage area shall be washed and air dried at least once a week to prevent them from developing a buildup of soil or becoming attractants for insects and rodent. (e) Removal: Refuse shall be removed from the storage area by a contracting company in suitable transport vehicles operated according to law, and disposed according to law. Record of handing over of refuse to contracting company shall be maintained.

Use of catering premises and facilities

Entry into Company Catering premises and use of catering facilities is restricted to JO employees, JO Catering contractor employees, and authorized representatives of JO Catering contractor and authorized company guests. Persons unnecessary to the food catering operations should not be allowed in the food preparation, food storage, or ware washing areas, except that the visits by delivery and maintenance persons, pesticide applicator, auditors, and others deemed required and authorized by the Person in-charge/ JO Responsible Person. Person in-charge shall ensure that visitors wear suitable clothing, hair restraint, face masks, and shoes, and steps are taken to ensure that exposed food, clean equipment, utensils, linens, and unwrapped single service and single-use articles are protected from the contamination. Animals must not be allowed on the Company Catering premises.

Equipment

1. All equipment and utensils shall be so designed and of such material and workmanship as to be safe for food contact, be smooth, easily cleanable, durable, and maintained in a good state of repair.
2. The installed equipment should be safe to operate and it should be easy to clean under, around, and between the equipment.
3. Food contact surfaces of equipment and utensils shall be easily accessible for cleaning, non-toxic, corrosion resistant, and impermeable. Exceptions are cutting boards, cutting blocks, baker's table, and rolling pins, of wood construction, which require strict adherence to cleaning schedule and signs of disrepair.
4. Equipment, cookware, bake ware, and utensils must be made of material that is safe for food contact. The use of copper and other hazardous metals that could leach into the food must be avoided.
5. Equipment, including icemakers and ice storage equipment shall not be located under exposed or unprotected water lines, sewer lines, or other sources of contamination.
6. Fan units, vents and piping in refrigeration units shall show no signs of condensation or leaking in a way that food or food packaging can become contaminated.
7. Equipment that is placed on tables or counters, unless portable, shall be sealed to the table or counter or elevated on legs to provide at least 4 inch clearance between the equipment and the table or counter surface.
8. Floor-mounted equipment, unless easily moved, shall be sealed to the floor, or elevated on legs to provide at least 6 inches of clearance between the floor and the equipment.
9. The space between fixed equipment and adjoining fixed equipment and adjacent walls or ceiling shall not be more than 1/3 inch, unless sufficient space is provided for easy cleaning between, behind and above the fixed equipment.
10. Aisles and working spaces between units of equipment and between equipment and walls shall be unobstructed and sufficient width to permit employees to perform their duties without contamination of food-contact surfaces by clothing or bodies. Movable storage equipment such as pallets racks and dollies shall be positioned to provide accessibility to working areas.
11. Food temperature measuring devices that are scaled only in Celsius or duly scaled in Celsius and Fahrenheit shall be accurate to +/- 1⁰C in the intended range of use. Ambient air and water temperature measuring device that is are scaled in Celsius or duly scaled in Celsius and Fahrenheit shall be accurate to +/- 1⁰C in the intended range of use.

3.2 Approved Food and Beverage Suppliers

Food and beverages purchased by JO/ JO Catering Contractor and served in JO facilities shall be from approved vendors and suppliers. JO Catering Contractor shall provide list of food and beverage suppliers to General Services Division at the start of the contract. Superintendent, General Services, in JO shall approve the suppliers/ vendors after confirming that that the suppliers/ vendors are licensed by Regulating Authority in Kuwait, and making sure that the suppliers are implementing Sate of Kuwait's food hygiene and safety regulations at their premises, storage facilities, food processing areas, and distribution points. The purpose is to: (a) ensure food purchased meets food safety standards, (b) ensure hygienic standards of the supplier products and premises (c) ensure that the supplier is implementing the State of Kuwait food hygiene and safety regulations, and (d) track the source of food items in case of non-compliance. Food purchased from sources other than the approved suppliers is forbidden.

JO Catering Contractor shall make list of approved food and beverage suppliers with contact information, available to Person in charge of Food Service at JO. The Person in charge/

authorized person shall place order for supplies to JO with JO Catering Contractor's central store in Kuwait. Ordered supplies should be delivered to the Catering facility at JO either by the central store or by the vendor. The supplier shall transport the food items in temperature controlled vehicles.

3.3 Receipt of Foods

Supervisor/ Person in charge to receive food supplies shall ensure that food supplies are received from suppliers/vendors approved by Joint Operations, and that the food received is wholesome, in sanitary condition, within correct temperature requirements, and without any physical damage and spoilage. Delivery of food and beverages should be planned so that supplies can be inspected and handled promptly.

Receiving area

All incoming food supplies should be received in the receiving area which should be minimum 15 cm height from the floor or pallets should be used to receive the food. The signage should be displayed.

Inspection

- Trained assigned person shall carry out inspection of the incoming food supplies and record findings on the "Product Receiving and Inspection Log" (Appendix-D, Form No. -1). Store Keeper or Person in Charge (Location Manager) will verify that employee/s have taken the required temperatures by visually monitoring employees during product receiving, and initial and date the log at the close of each day.
- Frozen potentially hazardous Foods must be transported/ held at temperatures below 0°F (-17.8°C), and fresh Potentially Hazardous Foods and beverages must be transported/ held at temperature at temperatures of 41 °F (5°C) or below.
- Working and inside temperature of freezer and chiller units of vehicles delivering frozen and refrigerated foods, and sanitary condition of all delivery vehicles should be checked. Temperature of chilled and frozen food should be checked upon receipt and recorded on Product Receiving and Inspection Record form (Appendix-D, Form No.-1), and potentially hazardous food whose temperature falls outside the accepted range should be rejected.
- Persons who come in contact with food during transportation, delivery or receipt of food should observe strict personal hygiene.
- Received food should be checked to ensure that it confirms to relevant specifications and Kuwait standards. Food packages should be checked to ensure they carry proper labels complying with Kuwait Government labeling regulation, and date of production and date of expiry/ use by date is displayed with original print. Rubber seals indicating date of production or expiry are not accepted. Packages should be in good condition and protect the integrity of the contents so that the food is not exposed to adulteration or contaminants. Canned food should be inspected for signs of damage. Seam dented/rusted or blown canned goods should not be accepted. Food items should be checked for signs of spoilage and pest infestation. Individual food items should meet the Standard Acceptance Criteria given in Appendix-A.
- Containers used for receipt of goods must be clean and supplier crates should not be allowed in the establishment.
- All refrigerated and frozen food materials must be stored at appropriate temperature within 10 minutes of receipt.
- Food items/deliveries not meeting the criteria must be rejected. Non confirming products are documented in Non- conformance log, separately for non-perishable food (Appendix-D, Form No. – 2), and perishable food (Appendix-D, Form No. – 3), returned back to the

supplier. Non-conformance shall be verified by Storekeeper, reviewed by Safety officer and approved by Person in Charge (Location Manager).

- All empty containers and packaging boxes should be de-boxed in the de-boxing area and disposed of promptly.
- Non-food items should be accepted separately to avoid any chances of contamination.

3.4 Storage of Non-Perishable Foods

The purpose is to ensure satisfactory conditions of temperature and humidity during storage to prevent spoilage, cross contamination and pest infestation of food products, and to ensure that food is issued well within expiry date. Storage of chemical agents, pesticides, and other non-food items are prohibited in the store.

Requirements

- Storage area should be dry, free of dust, and clean. Floor must be smooth and kept clean.
- Food in packages and working containers should be stored at least 15 cm above the floor on clean shelves, racks or pallets. Storage of food packages should be organized and neat. Under no circumstances food is stored under plumbing or sewer lines.
- All incoming food materials should have proper labels with product name and expiry or use by date.
- New inventory is placed behind the older inventory and First in and First out (FIFO) system must be followed.
- Dry goods are checked for condition of food, packaging, expiry date/use by date, proper labeling and any signs of infestation.
- Food should be stored in original package. Food item, such as flour, cereals, cooking oil, salt, and sugar, that is removed from the original package must be stored in a food grade working container with tight closing lid. The working container must carry proper label that identifies the food item by common name.
- No-perishable food should be stored at temperatures from 10 to 24 degree Celsius.
- Food should be protected from pests. Pest control should be carried out by licensed Pest Control Company using pesticides and baits recommended for food industry.

Inspections of Non-perishable foods in storage area should be carried out weekly using Weekly Storage Inspection - Non Perishable Foods form (Appendix-D, Form No.-4) and any non-conformity is recorded and action taken.

3.5 Storage of Perishable Foods

Standard Storage Criteria for perishable foods are given in Appendix-B. Frozen foods shall be stored at 0°F (-17.8°C) or below and chilled foods should be stored at 41°F (5°C) or below. Storage area should be accessible to receiving, food preparation and cooking areas, away from warehousing areas and garbage areas. Freezer and refrigerator units shall be equipped with calibrated mercury free temperature measuring device with accuracy of +/- 1°C, the sensor of the device shall be located to measure the air temperature in the warmest part of the unit and positioned for easy access. Temperature of freezer and refrigerator units shall be checked at least four times a day and recorded on Freezer Temperature Record form (Appendix –D, Form No. - 6) displayed on the door of freezer, and Chiller Temperature Record form (Appendix –D, Form No. – 7) displayed on the door of Chiller, respectively. Each cold storage unit (Freezer and refrigeration unit) shall be spaced to maximize air circulation. Shelves should be slotted to allow circulation of air. Food shall be stored in shallow containers or trays to facilitate rapid cooling and properly covered to prevent contamination. Foods shall not be stored directly on the floor, in aisles or against walls. Regular cleaning and defrosting of units shall be done to

maximize cooling efficiency. There should be no condensation, leaks, or ice build-up observed on ceiling, walls, fan units and fan pipes located in refrigeration units, cold holding units or freezers.

Products are marked with use by or expiry date and FIFO system is followed. Date on which fresh vegetables/ fruits are kept in refrigerator unit should be displayed on stickers placed on storage boxes containing vegetables/fruits. Date on which a food item is frozen for future use should be displayed on sticker placed on its storage container.

Raw meat, poultry and fish should not be allowed to contaminate ready to eat food, dairy items, bakery items or produce during storage. Raw meat, poultry, and fish should not be stored in a freezer or refrigerator near or above ready to eat foods, dairy items, bakery items or produce. Frozen raw animal foods shall be thawed in a separate refrigerator for this purpose. In any case frozen raw animal foods shall not be thawed in a refrigerator near or above ready to eat foods, cooked foods, dairy items, bakery items or produce.

Inspections of perishable foods in storage area should be carried out weekly, using Weekly Storage Inspection - Perishable Foods form(Appendix-D, Form No.-5), and any non-conformity is recorded and action taken.

3.6 Pre-preparation, Processing and Cooking of foods

The contractor shall ensure that foods (snacks, sandwiches, salads, meals, dessert/sweets, fruits) and beverages prepared and/ or served are wholesome, high quality meet specifications, safe, and to aesthetic satisfaction of consumers. A list of selection foods and meals beverages, and a monthly menu for meals to be served shall be prepared by the Contractor in advance and approved by Superintendent General Services. Contractor shall ensure that proper recipes, cooking methods, cooking temperature and holding time are followed, and high standards are maintained.

3.6.1 Pre-preparation and Processing of foods

It is the most elaborate process in the food flow. It should be done to minimize handling, prevent cross contamination and maintain proper temperature. It should be accomplished quickly.

- Specific locations should be assigned and designated as pre-preparation areas for meat (butchery), sea food, salad and other pre-preparation areas, with separation of equipment, utensils and working surfaces.
- All food items and ingredients should be inspected prior to use in food preparation.
- Food quantities should be removed from refrigeration as much as can be prepared at one time.
- Correct sized containers and utensils should be provided and used to minimize handling.
- Separate cutting boards, knives and equipment should be used for processing raw meat, raw fish, and raw vegetables, and for preparation of salad. Color coded cutting boards and knives should be used for different products. For example, green cutting boards and green handle knives for vegetables.
- Food handlers processing raw foods should be trained to wash hands at the beginning of the task, on completion of the task, and before they touch other food.
- Food contact surfaces, cutting boards, equipment, and knives should be sanitized after each use.
- Persons assigned to handle raw meat, raw fish, and vegetables must not enter kitchen, or cook food, or serve food.

- Food thermometers are used to verify internal temperature of salad and processed meat, poultry and seafood.
- Employees should be trained on how to handle food properly and prevent cross contamination during thawing, preparing, cooking, holding cooked food, cooling or reheating potentially hazardous foods, and corrective action to be taken.

Raw Fruits & Vegetables

Except banana, all raw fruits and vegetables must be thoroughly washed in running potable water to remove soil and other contaminants, before peeled, cut, cooked or served. Peeled vegetables are kept in separate holding containers. The peeled skin of vegetables must be intermittently cleared from the work surface.

Salads

Salads should be considered potentially hazardous foods since raw vegetables, meat, poultry, and eggs may contain harmful bacteria and can be a good medium for growth of microorganisms. Vegetables used for making salads should be washed under running potable water in an automatic vegetable washer or in a designated sink to remove soil and other contaminants. Washed vegetables should then be sanitized with 50 ppm hypochlorite solution to eliminate the microbial content, and finally rinsed with potable water to remove excess chlorine.

All salad ingredients should be refrigerated before the salad is made. Any meat, poultry, seafood and egg used as ingredient must be properly cooked and chilled before adding to salad.

Individuals preparing salads should not be interrupted and should not perform other tasks while making salads. If unintended interruptions occur, salads shall be refrigerated during the interruptions. Salad preparation area should be considered as restricted area, and entry of persons not related to salad preparation to the area should be restricted.

Thawing

Thawing of frozen meat, poultry, fish and seafood should be done using one of the following methods:

- In a separate refrigerated unit at a temperature not to exceed 41 °F (5°C). Monitoring of temperature should be done to avoid any temperature abuse. Frozen foods shall not be thawed in a refrigerated unit near or above ready to eat foods, cooked foods, dairy items, bakery items or produce.
- If food is wrapped and submerged under potable running water at a temperature 70°F (21°C) or below for not more than 2 hours. Temperature of product shall be between 5°C to 15 °C after the completion of thawing.
- In a microwave oven only when the food will be immediately transferred to a conventional cooking facility as part of continuous cooking process or when the entire, uninterrupted cooking process takes place in the microwave.

Thawed food should be refrigerated and used within 24 Hours.

Milk Products

Liquid milk, dry milk and milk products shall be obtained pasteurized. Reconstitution of dry milk and milk products shall be according to manufacturers' instruction with only 12 hour supply prepared in advance. Milk products and reconstituted milk shall be refrigerated at 41 °F (5°C), or below.

Bakery product fillings

Custards, cream fillings, including synthetics, and similar products shall be rapidly cooled to a temperature of less than 41⁰F (5⁰ C) and held there during storage, transportation and display. Synthetic cream is an emulsion of vegetable oil, milk or milk powder, egg yolk, and sugar, or water with methyl cellulose and monoglycerides.

Liquid, frozen, and dry eggs and egg products shall be obtained pasteurized, and used in the preparation of salad, mayonnaise, ice cream, and for cooking and baking purposes.

Ice shall be made or obtained from drinking water.

3.6.2 Cooking of foods

Cooking is the critical and the most effective step in killing microorganisms. Right cooking temperature and time ensures that not only food is adequately cooked but it also becomes microbiologically safe.

Raw animal foods such as eggs, fish, meat, poultry and foods containing raw animal foods, shall be cooked to let internal temperature reach all parts of the food for a minimum holding time corresponding to specified internal temperature for various animal foods are given in table below.

Table: Minimum Internal Temperature and Minimum Holding Time for Cooking foods of animal origin

Food	Internal Temperature to reach all parts of the food (in degree C)	Holding Time corresponding to cooking temperature (in seconds)
Fish, meat, beef	63	15
Raw shell eggs broken and prepared for immediate service	63	15
Steak	63	15
Beef roasts	63	180
Sea food, ground meat, ground beef	68	15
Poultry, ground poultry, stuffed poultry	74	15
Stuffed fish, stuffed meat	74	15

- Rolled joints of products, and minced meat should be adequately cooked to reach the core temperature of at least 75 degree C for a minimum time of 4 minutes.
- Stuffing used in meat products should be prepared just prior to cooking and shall be cooked in open pans separate from the meal.
- Vegetables and fruits that are cooked for hot holding shall be cooked to a temperature of 57⁰C.
- When cooking foods in pans or vessels, lids should be used to retain heat and to ensure that no cold air or draughts are created while cooking.
- Baking of products should be carried at 180 °C to 220°C and the internal core temperature of product shall reach above 75 °C.
- Internal core temperature of cooked food items should be checked with metal stem type numerically scaled in Celsius or duly scaled in Celsius and Fahrenheit or digital thermometer accurate to ±1°C to verify attainment of internal cooking temperature. Internal

temperature of cooked food should be recorded on the “Cooking Temperature Log” (Appendix-D, Form No. 8).

- Knives, utensils and equipment used for cooking food or handling cooked food should be separate from that used to process raw food.
- Persons assigned to prepare or handle cooked food should not enter areas marked for processing raw foods.
- Kitchen should have a hand wash basin with liquid soap dispenser and paper roll for exclusive use of employees working in the kitchen.
- Chef/ cook must not use a utensil more than once to taste a dish under preparation, provided JO Catering Contractor develops a procedure approved by JO Responsible Person to this effect, and it is carried out as per procedure.

3.7.0 Holding of Cooked and Ready-to-Eat Foods prior to dispatch/ service

Cooked food and ready to eat food awaiting dispatch or service should be held either hot (at or above 60°C) or chilled (at or below 5°C). Holding of such food at ambient room temperature should be minimized to prevent growth of microorganisms, and should not exceed 1 hour. Hot hold or refrigerate food, as appropriate, within one hour of preparation/ display/ delivery, else it should be discarded. Cooked food and ready to eat food left from previous meal must be discarded.

3.7.1 Reheating for Hot Holding

Potentially hazardous food that is cooked, cooled and reheated for hot holding shall be reheated so that all parts of food reach a temperature of at least 74°C(165° F) for 15 seconds. Reheating for hot holding shall be done rapidly and the minimum temperature must be reached within two hours. Internal temperature of re-heated cooked food should be recorded on the “Re-heating Temperature Log” (Appendix-D, Form No. 9).

3.7.2 Hot holding of Food

The objective of hot holding is to ensure that following cooking or reheating food items are held at the required hot holding temperature to prevent growth of microorganisms.

Standards

Potentially hazardous cooked food required to be served hot should be held at 60⁰C (40° F) or above, except that roasts maybe held at a temperature of 54⁰C (130⁰F) or above.

- Hot holding cabinets, bain-marie or hot plate service counters should be preheated to a temperature which will maintain the food out of danger zone. Water used in bain-marie should be discharged after single use since it may contaminate food if kept stagnated for next day.
- Internal core temperature of food should be checked periodically using a probe thermometer.
- Hot holding food unit should be fitted with one permanently affixed temperature measuring device that is located to allow easy viewing of the device’s temperature display. The sensor of the device shall be located to measure the air temperature in the coolest part of the unit.
- Cooked foods should be covered all the times when kept in hot holding, except at the time of service.
- Liquid foods such as soups, sauces, gravies etc. should be stirred intermittently to avoid the formation of cold spots.

3.7.3 Cold holding of Food

The objective of cold holding is to ensure that food items required to be served cold are held at the required cold holding temperature to prevent growth of microorganisms.

Standards

- Food should be cooled as quickly as possible. Cooked potentially hazardous food should be cooled from 60°C to 21°C within 2 hours and from 21°C to 5°C or lower within additional 4 hours, for a maximum cooling time of 6 hours. Large batches should be cooled by dividing into smaller batches using shallow pans. Food should be stirred in a container placed on an ice water bath. Specific employee or position should be assigned to record temperatures of food every hour during the cooling cycle, and record time temperature and corrective action as needed on Chill Log-Cooked Foods (Appendix-D, Form No. 10). If no food items are chilled on any working day, indicate “No Foods Chilled” in the Food item column. Chef or Location Manager shall verify that employees are chilling food properly by visually monitoring employees during the shift, initialing and date the log at the close of each day.
- Salads, cold cuts, pastries and sweets shall be held below 5°C, both before dispatch and at the time of service. Salads and sandwiches should be stored below 5°C for maximum period of 6 hours.
- Chillers, cold cupboards and cold service counters should be pre chilled to a temperature, which shall maintain the temperature of food below 5°C.
- Cold holding food unit should be fitted with one permanently affixed temperature measuring device that is located to allow easy viewing of the device’s temperature display. The sensor of the device shall be located to measure the air temperature in the warmest part of the unit.
- Adequate temperature monitoring should be done to the track any temperature abuse.
- Foods kept in chillers should be covered.
- Ice creams are stored in the freezer at -18°C or below and to be served frozen.

3.8 Buffet Display and Service

Buffet displays can be arranged during functions, parties, meetings and gatherings held in mess hall and other locations within JO. Food can be displayed according to buffet style, and serving of food is carried out on special occasions. Contractor shall provide waiters for serving in mess hall, and at other locations as directed by Superintendent General Services. Protecting food on display from contamination, and holding food at correct temperature shall be two important considerations to ensure serving of safe food to customers.

Standards

- Food should be displayed and protected from contact with bare hands, dust, pest, and sneeze, by use of display cases, counter service lines, salad bar food guards, service lines and other effective means. These should be 14 inches above the food and extend a minimum of 7 inches beyond the food.
- Potentially Hazardous Food must be displayed under temperature control. Foods required to be served hot are held at an internal temperature of 60°C or higher during display except that roast beef can be held at an internal temperature of 54°C (130°F) or above. Foods required to be served cold are held at or below 5°C. Cold food items such as green salads and custard desserts can be placed on beds of ice. Frozen foods shall be held at temperature of -17°C or below. Either refrigerate or remove perishable food within one hour of display at room temperature, and it should not be left for others to eat.

- Condiments shall be protected from contamination by being kept in dispensers that are designed to provide protection.
- Consumer self service operations shall be provided with sanitized utensils and single-service and single-use articles displayed, dispensed or handled to prevent the likelihood of contamination.
- Only tongs, forks, spoons and disposable gloves should be used to touch food. The same tong, fork or spoon is not used for more than one dish.
- Care must be taken that the personnel do not come in contact with the food contact surface of crockery and serving utensils. Knives, forks, and spoons that are not pre-wrapped shall be presented so that only handles are touched by employees and consumers. Single-service articles that are intended for food or lip contact shall be furnished for consumer self-service with original individual wrapper intact or from an approved dispenser. Waiters must hold the plates from rim, glass from bottom and cups from handles.
- If tableware is pre-set it shall be protected from contamination by being wrapped, covered, or inverted. Exposed, unused settings shall be removed when a consumer is seated. Exposed, unused settings shall be cleaned and sanitized before further use if the settings are not removed when a consumer is seated.
- Soiled table ware shall be removed from consumer eating and drinking areas and handled so that clean table ware is not contaminated.
- Damaged dishware, i.e. chipped, cracked or scarred, should not be used for food service.
- In self-service buffets, the customers should not be allowed to reuse plates, bowls, table wares etc. Extra serving plates should be available for additional serving. Aluminum foils and packs should not be re-used.
- Display and serving areas must be kept clean.
- Display and self service operations shall be monitored by food employees trained in food safety.

3.9 Packing, Dispatch, Transport and Delivery of food/ meals

Catering Contractor shall ensure that the food/ meals packed and delivered or served to Consumers are wholesome, high quality, safe, and to aesthetic satisfaction of consumers and Superintendent General Services.

Packing of food

The purpose is to ensure food is packed hygienically in insulated trays.

Food shall be packed by trained food employees in an air-conditioned room.

- Only tongs, forks, spoons and disposable gloves should be used to touch food. The same tong, fork or spoon is not used for more than one dish.
- Foods should be held at proper temperatures prior to packing.
- Each food item shall be first packed in a separate disposable aluminum/ food grade plastic container/ plastic bag as appropriate
- Snacks, sandwiches, salads, meals, dessert/sweets, fruits, and beverages prepared shall be packed in insulated clear disposable two part trays made up of PET that fit each other to close.
- Containers and plastic bags containing packed food, and clear plastic bag containing a fork, knife and spoon made up of clear plastic, paper napkin, refreshing tissue in a sachet, tooth pick wrapped, iodized salt in a sachet, black pepper in a sachet, and tomato ketchup in sachet, shall be placed and arranged in insulated trays as per menu,

and trays closed and sticker label indicating the menu/order placed, on cover of the tray.

Dispatch, Transport and Delivery of food/ meals

The purpose is to ensure food: (a) is dispatched within stipulated time, (b) is transported under hygienic conditions and proper temperature is maintained during transportation, and (c) delivered in insulated trays to employees on time.

- Food/ meals should be dispatched within one hour of preparation/ cooking, unless ready to eat food items are held either hot (at or above 60°C) and/ or chilled (at or below 5°C), as appropriate. Meals shall reach consumers in all locations, between 11:30 to 12:30 Hours for lunch, and 19:00 Hours to 21:00 hours for dinner.
- Food delivery vans shall be air-conditioned and have temperature indicator. Vans should have side sliding and rear full open cargo doors, and insulated against loss and gain of heat. The vehicle should be designed and constructed in a manner to facilitate easy cleaning. The vehicles should be solely used for the purpose of carrying meals/ ready to eat food, and must not be used to transport raw food or personnel. The vehicle or unit should be lockable
- Food delivery van must be cleaned prior to loading.
- Driver of food delivery van should ensure that inside of the van has reached the required temperature before loading trays containing meal, and required temperature is maintained during transportation.
- Individual trays containing meals should be properly placed in the van and stacked with tight securing belts to secure the trays from upward and lateral movements.
- Cold beverages shall be placed in portable ice box container in the cabin.
- Driver and employees working in food delivery vans should be made aware of hygiene requirements and shall undergo training in the Basic Food Hygiene.
- Individual trays in insulated boxes and cabinets should be delivered to nearby pantries/ meal distributor who in turn should deliver individual trays containing meals to the concerned individual customers. It is important that employees receive ordered food on time and that food is safe, aesthetic, and supplied in clean individual trays.
- Individual trays from all locations shall be collected back by contractor's meal distributor and transported back to the mess hall in Administration camp for disposal.

3.10 Cleaning and Sanitizing

Contractor shall continuously maintain a high standard of cleanliness, sanitization, and housekeeping in the food receipt area, stores, offices, food processing areas, kitchen, mess hall, toilets, other physical facilities, equipment, furniture, and utensils, seven days a week, all days of the year, inclusive of holidays. Frequency and procedures of cleaning and sanitization of (a) food contact surfaces of equipment and utensils, (b) non-food contact surfaces including physical facilities, (c) cleaning tools, and (d) linen and wiping clothes are given in Appendix-C. Cleaning and sanitization should be carried out at frequencies mentioned in Appendix-C of this SOP and as often as necessary to keep them clean and sanitized. Cleaning and sanitizing should be carried out using procedures mentioned in Appendix-C of this SOP or USPHS Food Code 2009, whichever is stringent.

3.11 Pest Control

An integrated pest management (IPM) strategy that uses preventive measures to keep pest out and control measures to eliminate any pests inside the catering establishment should be used. Pest entry and harborage should be prevented by the following means:

- The premises should be designed and constructed to preclude pest entry. Outer openings in the building shall be protected against the entry of rodents and insects by: (a) Filling or closing gaps along walls, ceilings, and floors, (b) Tight fitting doors and windows.
- Windows and doors if kept open shall be protected against the entry of rodents and insects by 16 mesh to 1 inch screens, and/ properly designed and installed air curtains.
- Plumbing fixtures and manholes should be provided with traps, water seals and covers.
- Denying pest food and water and hiding and nesting places. The measures include: (a) Food is kept in sealed containers and packages. (b) Garbage and discarded food are deposited in receptacles (bins) with lids so that food waste is inaccessible to insects, rodents and cats, and disposed properly. (c) Source reduction of food and food waste. (d) The inside of catering facility and area around is regularly cleaned as per cleaning schedule.(e) Unused equipment, furniture and containers should be removed from the premises and stored in a separate room/ building away from the catering facility.

Presence of insect, rodents and other pest shall be controlled to minimize their presence by:

- Routinely inspecting incoming shipment of food and supplies for presence of pests.
- Routinely inspecting the premises for evidence of pests.
- Using methods of pest control, such as trapping devices and insect control devices that electrocute or stun flying insects, such as electronic fly killers.
- Use of Pesticides: Only pesticides and baits that are permitted by the Ministry of Health for use by food establishments should be used. A tracking powder pesticide may not be used and rodent bait shall be contained in a covered, tamper-resistant bait station.

Pest control activities in JO catering premises should be carried out by Pest control agency licensed with the Ministry of Health and approved by JO. Records of use of pest control methods, pesticides and baits used shall be documented in the weekly report from the Pest control agency. MSDS of pesticides used by the agency should be made available to JO Catering facility, and in any other location where pesticides are used.

3.12 HAZCOM Requirements

Only those chemicals those are required for the operation and maintenance of a food catering service, such as for cleaning and sanitizing equipment, utensils and floor, and control of pests shall be allowed. JO Catering Contractor shall comply with all the requirements of JOSOP - 505 Hazard Communication. Key requirements are summarized below:

- At the start of the contract, JO Catering Contractor shall provide a list of chemicals and Material Safety Data Sheets (MSDS) of chemicals that the contractor plans to bring for use in JO, to HAZCOM Process Advisor, through JO Contract Owner (Superintendent General Services). Chemicals include all chemicals including detergents, sanitizers, disinfectants and pesticides, but do not include soap, food items and medicines.
- Maintain MSDS in a folder and inform employees.
- Bring new chemical in JO only after getting approval of Product Acceptance and Evaluation Form (PAEF) from Superintendent EH&S, in JO.
- Ensure Chemicals are stored in primary containers which carry proper labels.
- Chemicals shall be stored properly. It should be ensured that storage or use of chemicals should not contaminate food, equipment, utensils, linens, and single service and single use articles. Empty containers should be disposed properly, and must not be used to store, transport or dispense food.
- Ensure contractor employees receive training in HAZCOM initially and thereafter yearly, and whenever a new chemical is introduced.

3.13 Food Handler Requirements

3.13.1 Employee Health

Fitness Examination and Medical Card

All food handlers in JO must undergo fitness examination for food handlers every year, conducted by the Ministry of Health (MOH). They should possess a valid Medical card, issued by the MOH, at the time of placement in JO and throughout the course of employment in JO. The card serves as a proof that the holder of card underwent fitness examination on a date mentioned on the card, and was found free of Tuberculosis disease, and free of illness or carrier status due to Hepatitis A, Typhoid, Shigella, E coli species O157:H7. Validity of medical card is one year and holder of the card can work as food handler for one year.

Reporting of disease or medical condition by employee

Person working as food handler in JO must report to JO Responsible Person, if he/she develops:(a) Symptom/s caused by gastro-intestinal illness such as diarrhea, fever, and vomiting, or jaundice, or sore throat with fever. (b) Boil or infected wound that is open on the hands, wrists, or exposed parts of the arms, unless the boil or wound is protected by an impermeable cover such as water proof bandage or single use glove, or boil/ wound on other parts of the body, unless it is covered by dry, durable, tight-fitting bandage. (c) Diagnosed or suspected to be suffering from, illness due to Hepatitis A, Typhoid, Shigella, E coli species O157:H7, or given sick leave for any of these illnesses while he is working or when he was on leave. (d) Suspected of causing or being exposed to any one of these diseases listed under (c) above, or prepared or consumed food implicated in the outbreak.

JO Responsible person shall refer a food handler to a physician licensed to practice medicine, if he is suspected to suffering from symptom /s of gastro-intestinal illness such as diarrhea, fever, and vomiting, or jaundice, or sore throat with fever, or cough with sputum.

Exclusion from food handling

JO Responsible person shall exclude a food employee from a food establishment/ food handling if the food employee is suspected of suffering or diagnosed by physician to be suffering from Tuberculosis, or illness or carrier status due to Hepatitis A, Typhoid, Shigella, E coli species O157:H7, or suspected of being exposed to any one of these diseases.

Return to work: JO Responsible person shall allow the food employee excluded as specified above, to return to work and handle food only after the concerned employee submits a written medical documentation from a physician licensed to practice/ regulatory authority, certifying such person can return to work in a food establishment and handle food. JO Responsible person/ Person in-charge shall maintain records of sick leaves/medical documentation issued to food employees by a physician licensed to practice medicine.

3.13.2 Personal Cleanliness

Clothing and uniforms

Catering Contractor Food employees shall wear clean laundered uniforms and shoes for their job category, approved by Superintendent General Services. Persons entering or working in food processing and kitchen shall wear hair restraint such as disposable plastic hair covering or net, face mask, and disposable hand gloves. Hair restraints, face masks and hand gloves are not applicable to counter staff who serve wrapped or packaged food, and to waiters. Waiters shall

wear a brass name tag approved by Superintendent General Services, all times, while on duty. Suitable protective clothing shall be worn by persons working in walk in deep freezers and walk in chillers. Persons, who wash utensils, spray water, or work in wet/ moist areas shall wear water proof boots and water proof apparel. Persons using knife to cut or process food should wear cut resistant gloves, and persons working on oven should wear heat resistant oven gloves. Catering employees shall not wear uniform outside the working hours.

Finger nails: Food handlers shall keep their finger nails trimmed short, and filed so that the edges and surfaces are clean, and smooth. Food handler must not use fingernail polish or artificial nails, when working with exposed food.

Jewelry and perfumes: Food handlers must not wear jewelry on their arms and hands in food preparation area, except a single plain ring. Food handler must not use strong perfume or lotion while on duty.

3.13.3 Hygienic Practices

Hand washing: Food handlers shall wash their hands and exposed portion of their arms, using liquid soap or cleaning compound in a hand washing sink as follows: (a) Rinse hands and arms under clean running warm water. (b) Apply soap/ cleaning compound. (c) Rub vigorously for at least 10 to 15 minutes while paying particular attention to removing soil from underneath the finger nails, and creating friction on the surfaces of the hands and arms, finger tips, and areas between the fingers. (d) Thoroughly rinse under clean, running warm water. (e) Immediately follow the cleaning procedure with through drying using individual disposable paper towels, or a clean towel from a continuous towel supply device, or a heated-air hand drying device. Food handlers shall wash their hands and exposed portions of arms, at following occasions: (a) Immediately before engaging in food preparation including working with exposed food, clean equipment and utensils, and unwrapped single-service and single-use articles. (b) After touching bare human body parts other than clean hands and clean exposed portions of arms. (c) After using the toilet room. (d) After coughing, sneezing, using a handkerchief, or disposable tissue, using tobacco, eating or drinking. (e) After handling soiled equipment or utensils. (f) During food preparation, as often as necessary to remove soil and contamination, and prevent cross contamination when changing tasks. (g) When switching between working with raw food and working with ready-to-eat food. (h) Before donning gloves for working with food. (i) After engaging in activities that contaminate the hands.

Disposable hand gloves must be worn when handling un-wrapped ready-to-eat food.

Eating, drinking, chewing gum and using tobacco: Catering employees shall eat, drink or chew gum only in designated area provided by the management where contamination of exposed food, clean equipment, utensils, and linens, unwrapped single-service article and single-use articles cannot result. Use of tobacco shall be prohibited inside the cafeteria building/ mess hall, catering premises, and pantries, and signs or posters notifying smoking is prohibited shall be displayed at suitable locations. Use of tobacco should be allowed in designated smoking booths outside the cafeteria building/mess hall, and pantries, which do not share exhaust ventilation with cafeteria building/mess hall, and pantries.

Storage of personal items: Food employees shall store personal items like clothes, purses, and medicine in locker or in designated areas away from food, food contact surfaces and food packaging.

Sneezing and coughing: Food handlers should use disposable ply tissues when sneezing, coughing or wiping runny nose, and wash hands immediately thereafter. Food handlers experiencing persistent sneezing, coughing or runny nose must not work with exposed food, clean equipment, utensils, linens, or unwrapped single-service or single-use articles.

Chef and Head waiter shall carry out weekly checks on personal health, personal cleanliness, and hygienic practices of individual food employees and record in Weekly Personal Health and Hygiene Log (Appendix D, Form No. – 11) and verified by Food Safety officer.

3.14 Microbiological Testing

As part of HACCP to identify, evaluate, and control/ eliminate the occurrence of microbiological food hazards, JO Catering Contractor shall develop and implement a protocol to periodically monitor microbial testing of raw and ready to eat potentially hazardous foods and food contact surfaces. The protocol should include (a) identification of critical control points, (b) foods and food contact surfaces to be sampled, (c) sampling plan, including number of samples, (d) procedure of sample collection, (e) protocol for ordering aerobic colony count tests and indicator organism tests such as Enterobacteriaceae/ coliform, E. coli, Shigella, Salmonella, Staphylococcus aureus, and others, (f) procedure for sending samples to laboratory accredited to analyze samples as per UK Public Health Laboratory Service (PHLS) or US FDA's Bacteriological Analytical Manual, or standard followed by Regulatory Authority in Kuwait, (g) guidelines to interpret results of microbiological analysis, as satisfactory, acceptable, unsatisfactory, and unacceptable/ significant potential risk to health. JO Contractor shall propose corrective action plan for unsatisfactory and unacceptable results to JO Responsible Person, implement the corrective action, and following the implementation of the corrective action, collect follow-up samples for microbiological testing of the same/ similar food items from the same critical control point, to ensure reduction of risk to acceptable level.

3.15 Emergency closures and Food borne illness outbreak

Emergency Closure

If an imminent health hazard exists, such as a complete lack of refrigeration or sewage back-up into the establishment, the food facility shall immediately cease operations until the health hazard is corrected. Once the health hazard is corrected, measures should be taken to re-open the food catering service. Example: Food that is spoiled due to lack of refrigeration is discarded. If sewage backs up, floors, floor coving, shelving, counters, equipment, utensils, etc. must be cleaned and sanitized before kitchen begins operating.

Measures in the event of a Food borne Illness Outbreak

If two or more people experience the same illness after eating the same food, the suspected food and/ or all ingredients used for the suspected food outbreak shall be pulled, stored safely under refrigeration and clearly marked "Not allowed for consumption". The hazard should be reported and JO Responsible Person, Person in charge of Food Service (JO Catering Contractor) and Medical should be notified. Immediate action should be taken to ensure that Food Catering Services operated without causing risk to health of consumers.

The incident should be investigated following the JO incident investigation process. Suspected food shall be tested to identify causative agents and type of disease. The laboratories must be accredited for the competence of testing for the test performed. The illness must be confirmed by laboratory analysis. Corrective action should be taken.

4.0 Guidelines for Business related meals from Non-contracted Vendor

4.1 Guidelines for Business related meals to be served in JO facilities

JO person ordering business meals, snacks or beverages from non-contracted external vendor for serving in JO facilities should ensure the following:

- The vendor should be licensed by Regulatory authority in Kuwait and can provide a photo copy of registration number with health department.
- The vendor should provide a photo copy of good food safety practices, e.g., recent food safety inspection and rating by the local health authority.
- JO person ordering or wanting to order food from a particular vendor may consider assessing the vendor's food safety practices.
- Select food items based on food safety principles and requirements described in this SOP.
- Ensure food is delivered and served at temperatures meeting requirements of this SOP. The caterer should verify temperatures of Potentially Hazardous Foods upon delivery (for example temperature logs).
- Reheat and hot hold food or refrigerate food, as appropriate, within one hour of delivery. Food that is displayed at room temperature for period exceeding one hour following the delivery should be removed and discarded. It should not be served to consumers.
- If there is any concern or doubt about food safety (e.g., food temperature and time) contact Industrial Hygienist/ EHS Resource person for advice.
- Ensure food is displayed and served as per requirements given in this SOP.

4.2 Guidelines for Business related meals to be served at Vendor's premises

JO person ordering business meals snacks or beverages from non-contracted external vendor for consuming at the vendors' premises, e.g. restaurant should ensure the following:

- The vendor has applicable business license and registration number with health department.
- The vendor has documentation of good food safety practices e.g., recent food safety inspection done and rating by the local health authority. JO person ordering or wanting to order food from a particular vendor may consider assessing the vendor's food safety practices.
- If record of restaurant's inspection report is not available for review, consumers can make visual observations of food safety conditions and practices upon entering a restaurant and determine for themselves whether the restaurant appears to be appropriate place and to eat. If there is any concern or doubt about food safety (food temperature, time, lack of bottled water, lack of hygienic practices by food handlers), select another vendor or reach out to Industrial Hygienist/ EHS Resource for advice.
- Restaurant appears clean and has sanitary facilities like tap water, sanitary toilets and wash basins.
- There is no evidence of insects and rodents.
- Bottled drinking water and soft drinks are available.
- Food handlers wear clean outer garments, have trim and clean finger nails, and exhibit good personal hygiene.
- Hot food is served hot and cold foods are served cold.

5.0 Roles and Responsibilities

Superintendent General Services in JO is designated as owner of this JOSOP. He will ensure elements of the SOP are implemented as designed. JO Responsible person shall oversee implementation of the SOP and ensure Person in charge of Food Service (JO Catering Contractor) implements food management system that incorporates HACCP as per this SOP, potential hazards associated with food and beverages are identified, assessed and eliminated, employees are trained and they carry out tasks related to food safety, inspections and audits are carried out regularly, and logs and records are maintained.

6.0 Training Requirements

All persons working in Food Service must have adequate knowledge, skills and ability to perform their required tasks/ duties in a manner that ensure safety of food. The following are the training requirements.

JO Responsible Person, Person in charge of Food Service (Location Manager), and Assistant Person in charge (Assistant Location Manager) should successfully complete an accredited “Food Safety Manager course” conducted in class room or on online, recognized by the regulatory agency in Kuwait. Validity of the certificate is 3 years. The course should cover food safety including:

- Personal Hygiene and Illness
- Microbiology (growth requirements, reductions and elimination)
- Cross Contamination and Allergens
- Time and Temperature
- Flow of Food
- Receiving and Storage
- Preparations – cooking, processing, service, holding, cooling, reheating of food and drink
- Transporting Food
- Cleaning and Sanitation
- Food Safety Management Systems (including Record Keeping)
- Employee Training
- Pest Management

Continuing education: Following Food Safety Manager Course they should attend accredited 5-hour class room/ online training in Food Safety/ HACCP every year, or complete an accredited “Food Safety Manager course” every three years.

Food Safety Officer shall successfully complete an accredited “HACCP course”/ “Food Safety Manager course” conducted in class room or on online, and recognized by the regulatory agency in Kuwait. Validity of the certificate is 3 years.

Continuing education: Following “HACCP course”/“Food Safety Manager Course”, Food Safety Officer should attend accredited 5-hour class room/ online training in Food Safety/ HACCP every year, or complete an accredited HACCP/ Food Safety Manager course” every three years.

Food Handler shall attend and complete an accredited “Food Handler Certificate course” conducted in class room or on online, and recognized by the regulatory agency in Kuwait. Validity of the certificate is 1 year. The training shall include the following:

- Personal Hygiene and Illness
- Basic Food Safety
- Cross Contamination and Allergens

- Time and Temperature
- Cleaning and Sanitation

If approved by Superintendent Catering, in lieu of an accredited “Food Handler Certificate Course”, JO Catering Contractor may arrange training for food handlers covering the above topics and equivalent to the same number of contact hours, spread over a year, and conducted by a qualified and trained person such as Food Safety Officer.

Person/s assigned to inspect incoming food supplies and stored non-perishable and perishable food shall attend an accredited “Food Inspection course” conducted in class room or online, and recognized by regulatory agency in Kuwait. Validity of the certificate is 3 years. The course should cover:

- Food standards
- Inspection to ensure food meets the standards.
- Microbiology (growth requirements, reductions and elimination)
- Risk assessment
- Sampling for specific contaminants

Continuing education: Following Food Inspection Course, the person assigned to inspect food shall attend accredited 3-hour class room/ online training in Food Safety/ HACCP every year, or complete an accredited “Food Inspection Course” every three years.

Responsibility

Superintendent General Services shall be responsible for the training of JO Responsible Person. JO Catering Contractor shall be responsible to ensure Person in charge, Assistant Person in charge, Food Safety Officer, Person/s assigned to inspect food, and food handlers have received appropriate training and training records are current.

Training Resources

The following are sample websites for on-line Food Safety Manager and Food Handler food safety training. Contact local regulatory agencies to verify accreditation and/or listing of agency’s recognized food safety training courses.

ServSafe: Food Manager and Employee Training www.servsafe.com

NEHA (National Environmental Health Association): Food Handler Training, on-line training available <http://www.nehatraining.org/>

NSF International (National Sanitation Foundation): Food Manager Safety Training, on-line training available www.nsf.com

Food Safety: Food safety education, on-line training available www.foodsafety.com

7.0 References

- Chevron Food Safety Standard. Version 1.0. November 2010
- [Food Code. US Public Health Service 2009.](#)
- [Hazard Analysis & Critical Control Points \(HACCP\) System \(Codex 1977\).](#)
- [World Health Organization. Food Safety Programs and Projects.](#)
- [Kuwait Municipality. Ministerial Resolution No. 21/92. Concerning Food Regulations.](#)

8.0 Management Systems

8.1 Support Resources

JO EH&S is available to assist with implementation of this SOP. Industrial Hygienist will provide subject matter expertise in food safety. EH&S resources will perform inspections and audits required to be performed by EH&S.

8.2 Record Keeping

Records must be stored and maintained in such a way that they are retrievable and protected against damage, deterioration or loss. The person in charge shall ensure that daily and weekly logs are filled on time by the concerned persons who carry out particular task or assigned the responsibility, and verified by the employee's Supervisor, Food Safety Officer, or Person in Charge, and made available for review to Chevron Responsible Person and to members of Inspection team. Records of daily weekly logs and inspections shall be maintained for one year.

8.3 Inspections and Audit Requirements

Inspections should be carried out to verify that the food service management has a system in place that will prevent, eliminate or reduce the risk of Foodborne Illness, it is implemented properly, standards in this SOP are met, and logs and records are maintained.

Food Safety Officer shall perform weekly inspections every week and submit to Person in-charge and JO Responsible person.

Team nominated by Superintendent EH&S/ General Service/ Management shall perform JO first party inspection/ audit semi-annually and submit audit findings and recommendations to Superintendent General Services. Superintendent General Services is authorized to revise the requirement on frequency of inspections and members of audit team. JO can hire a third-party auditor to perform an annual evaluation of food facility.

Daily and Weekly monitoring logs are located in Appendix D and Inspection forms are located in Appendix E.

8.4 Standard renewal process

- JOSOP shall be reviewed/ endorsed by JO Operational Excellence Leadership Team (OELT) and approved by the General Manager.
- The latest approved version of this JOSOP shall be maintained on JO Intranet.
- This document will be reviewed and revised every 3 years from the date of issue, or earlier if work conditions or regulatory requirements change.
- JOSOP validity can be extended for another term if work conditions or regulatory requirements have not changed within the validity period. The JOSOP shall be endorsed on the cover page.

8.5 Deviation process

Deviation from this document requirement must be authorized by the General Manager JO after consultation with Superintendent EH&S division and legal department, and after obtaining no objection from KPC OH Committee. Deviations must be documented, and the documentation must include the relevant facts supporting the deviation decision. Deviation authorization must be reviewed periodically and no less frequently than every 3 years.

Document Control Information

Description	JO OELT	JO-Owner
Approval Date	26 December 2013	EH&S
Next Revision Due	26 December 2016	
Control Number	1.0	

Table 1: Document History

Version Number	Date	Notes
1.0	26 December 2013	Initial Release

Appendix-A

Standard Acceptance Criteria for foods

These criteria should be followed while selecting to order any food or beverage from approved sources. The criteria have been drafted in line with Chevron Food Safety Standard and guidelines issued by International Food Safety Organizations.

Raw fruits & Vegetables

Raw fruits and vegetables should be from farms that do not use human or animal waste. Vendors should ensure and provide guarantee to this effect. Fruits and vegetables must be fresh and of best quality. Fruits and vegetables should be checked for premature decomposition, spoilage, cuts and bruises, and should be at chilled temperature during transportation and receipt.

Milk & Dairy products

Pasteurized fluid milk and fluid milk products shall be obtained and used or served. Use of raw milk is prohibited. Commercially processed dry milk and dry milk products made from pasteurized milk are acceptable in case of non-availability pasteurized fluid milk and its products. Dry milk and milk products shall be reconstituted with approved drinking water meeting JO Water quality standard. Ice cream, custards, cream puff fillings, whipped cream, desserts, and sherbets shall be prepared using pasteurized milk or obtained pasteurized.

Eggs

Eggs shall be clean and free from dirt and cracks and received only from approved sources, supplied under refrigeration. Eggs with dirt and cracks should be rejected. Eggs should be washed in 50 ppm chlorine solution and thereafter rinsed in running potable water, prior to use.

Meat & Poultry products

Meat, beef and poultry products can be obtained fresh or frozen from approved suppliers. Fresh products must have been inspected under a governmental regulatory program and approval must be affixed. Fresh and frozen products should be inspected for wholesomeness, signs of spoilage, date of production and expiry should be held chilled or frozen temperature as appropriate, during transportation and receipt.

Seafood

Fish and shellfish such as shrimp, lobster, crab, octopus and squid shall be approved for sale the regulating agency in Kuwait and purchased from approved suppliers. Seafood shall be procured fresh or frozen according to the availability. Fish from Scombridae family, e.g. tuna, mackerel may cause allergic reactions due to histamine. Such fish should be purchased of good quality brand.

Bakery products

All bakery products should be purchased either from approved bakery or prepared locally within the bakery unit of catering in JO. Materials and filling shall be purchased from approved vendors, and fillings containing milk shall be prepared from pasteurized milk and dairy products. Left over materials shall be refrigerated and re-used within 7 days from opening of the lot. Baked breads should be obtained from Kuwait Flour and Mill Company, which is approved by food regulating agency in Kuwait. Left over and unused bakery product should not be used beyond 24 hours.

Hermetically sealed products

Food in hermetically sealed containers must have been processed in Food Processing Plant that is regulated by food regulating agency. No home canned foods shall be used in food service operations. Cans which are leaking, rusted, dented, blown must not be accepted. Mushroom shall be obtained from sources according to law.

Dry foods

All dry food materials received should be from approved sources. Food materials shall be checked for wholesomeness, physical contamination, and pest infestation, condition of packaging, and production/expiry dates. All dry food materials should be stored at ambient temperature.

Water

Only potable water shall be used for drinking, hand washing, cleaning, sanitization and cooking. Water supplied to the facility should meet JO Water Quality Standard and shall be periodically tested from approved laboratory.

Ice

Water used to prepare ice within the facility shall be from approved drinking water. Commercially purchased ice should be from approved suppliers and made from drinking water.

Juice

Fruit juice or vegetable juice in sealed containers (can, bottle, and tetra pack) must have been pasteurized in Food Processing Plant that is regulated. Juice squeezed fresh under hygienic conditions in JO cafeteria can be served if it is chilled immediately, and served chilled within 2 hours of preparation.

Appendix- B

Standard Storage Criteria for foods

Raw fruits and Vegetables

Except for banana, raw fruits and vegetables after receiving shall be immediately stored under refrigeration at 5⁰C (41⁰F) or below. Fruits and vegetables should be arranged in clean perforated crates and cartons in the walk in chillers on stainless steel racks and pallets. New inventory is placed behind the old and properly date coded indicating arrival and use by date. Fruits and vegetables should be checked daily for any decomposition, spoilage and storage temperature conditions. Banana should be stored at ambient room temperature in the cafeteria.

Meat, Meat products and Poultry

Fresh poultry and meat shall be refrigerated as soon as received. Refrigerated meat be hung or placed so that the air can circulate freely around the product.

Fresh poultry and meat can be stored in a walk in freezer at or below -17.8⁰C (0⁰F) for a period up to 90 days.

Poultry and meat poultry should be stored in designated storage areas in a manner to be protected from splash and contamination, viz., a minimum of 6 inches above the floor on clean racks or on moveable racks to allow proper floor cleaning. As far as possible, poultry and meat should not be stored in the same chiller or freezer in which ready to eat foods are stored, and in any case, raw poultry and meat must not be stored near or above ready to eat foods.

Frozen poultry and meat once thawed shall not be held longer than 24 hours at chilled temperature, and shall be cooked within 24 hours. Re-freezing of thawed poultry and meat is forbidden.

Seafood

Fresh fish and shell fish received at chilled temperature should be cleaned on the same day. Thereafter the product can be: (a) used the same day if not held in a chiller or freezer, or (b) stored in a chiller at below 5⁰C up to 72 hours, or (c) packed and stored in a freezer. The holding period at frozen temperature (-18⁰ C) is up to 90 days. Variations in storage should be avoided as seafood responds unfavorably to temperature variations in storage.

Seafood should be stored in designated storage areas in a manner to be protected from splash and contamination, viz., a minimum of 6 inches above the floor on clean racks or on moveable racks to allow proper floor cleaning. As far as seafood should not be stored in the same chiller or freezer in which ready to eat foods are stored, and in any case, must not be stored near or above ready to eat foods.

Once frozen fish/ seafood is thawed it shall be used within 24 hours. Re-freezing of thawed fish/ sea food is prohibited.

Milk

Pasteurized/Ultra pasteurized bottled milk shall be stored under refrigeration at 5⁰ C or below. Reconstituted milk shall be prepared fresh and discarded after 12 hours in refrigeration. Fresh milk and opened canned milk shall be stored under refrigeration at 5⁰ C or below.

Dry milk powder should be stored in a dry store used for storage of non-perishable food items. Dry milk powder can be transferred from original sac or tin to working container with air tight lid. The working container should be properly labeled with product name and use by date. Long life milk in unopened cans can also be stored in a dry store along.

Bottled or carton milk shall not be submerged in ice water as contaminated water may seep into the product.

Eggs

Shell and liquid eggs must be stored under refrigeration at 5⁰ C or below. Liquid egg is not been held for a period longer than 21 days under refrigeration from the date of delivery.

Appendix- C

Cleaning and Sanitizing frequencies and procedures

High standard of cleanliness, sanitization, and housekeeping should be maintained in the food receipt area, stores, offices, food processing areas, kitchen, mess hall, toilets, other physical facilities, equipment, furniture, and utensils all days of the year, inclusive of holidays. Frequency and procedures of cleaning and sanitization of (1) food contact surfaces of equipment and utensils, (2) non-food contact surfaces including physical facilities, (3) cleaning tools, and (4) linen and wiping clothes are given below.

1.0 Food contact surfaces of equipment, and utensils

Food contact surfaces of cooking and baking equipment, equipment used for storage of food such as chillers and freezers, and utensils shall be clean to sight and touch, and food contact surfaces of cooking and baking equipment and pans should also be kept free of encrusted grease deposits and other soil accumulations, lastly they should be sanitized.

1.1 Frequency of Cleaning and Sanitizing of food contact surfaces and utensils

Equipment food contact surfaces and utensils shall be cleaned and sanitized: (a) before each use with a different type of raw animal food such as beef, lamb, poultry, or fish, (b) each time there is a change from working with raw foods to working with ready-to-eat foods, (c) each time there is a change from working with raw fruits and vegetables to working with potentially hazardous food, (d) before using or storing temperature measuring device, and (e) anytime during the operation when contamination may have occurred, (f) equipment food contact surfaces and utensils in continuous use with potential hazardous food of the same kind, shall be cleaned at least every 4 hours. In addition, (a) food contact surface and cooking surface of equipment shall be cleaned and sanitized at least once a day after use, and (b) utensils shall be cleaned and sanitized after each use, and at least once a day if surfaces of utensils contact food that is not potentially hazardous.

Containers holding potentially hazardous foods in chillers and freezers shall be cleaned and sanitized when they are empty. Containers in serving situations, such as salad bars and cafeteria lines holding ready-to-eat potentially hazardous food chilled or frozen must be cleaned and sanitized at least every 24 hours.

Food contact surfaces of baking equipment shall be cleaned and sanitized at least every 24 hours. The cavities and door seals of microwave ovens shall be cleaned at least every 24 hours. Frequency of cleaning and sanitizing of other equipment is given in the chart in this appendix.

1.2 Procedure of Cleaning and Sanitizing of food contact surfaces of equipment and utensils

It can be done either manually or mechanically.

Manual washing and sanitizing

Step 1-Pre-cleaning: Scrape food debris on equipment and utensils over a waste disposal unit, scraper, or garbage receptacle to remove food particles, and if necessary prewash, soak or scrub with abrasive to remove food particles and soil.

A sink with three separate compartment shall be provided and used for the next three steps of manually washing, rinsing and sanitizing equipment and utensils.

Step 2 - Washing: After pre-cleaning, wash utensils with hot (43⁰C) soapy water in sink # 1. Equipment can be washed in hot soapy water, detergent, or other appropriate cleaner.

Step 3 -Rinsing: Washed utensils and equipment shall be rinsed in clean water in sink # 2 to remove all food particles, soap, detergent and cleaning chemicals.

Step 4–Sanitizing: Utensils and equipment shall be sanitized in sink # 3 by one of the following methods: (a) Hot water: Immerse in hot water maintained at 77°C. A thermometer should be available and temperature of water should be checked. (b) Sanitize by immersing in sanitizing solution containing 50 to 100 ppm chlorine solution at 31.6°C for minimum exposure time of 7 seconds. Equipment too large to treat by this method should be treated by (a) rinsing with hot water at least 82.2°C for 30 seconds, or by (b) spraying or swabbing with the chemical sanitizing solution of at least twice the minimum strength listed above for immersion.

Step 5–Air drying: Utensils and equipment after sanitizing shall be air-dried on corrosion resistant draining rack.



Mechanical washing and sanitizing

Mechanical dishwashers use high temperature or chemical injected in final rinse. The machine shall be operated in accordance with the manufacturer’s instructions manual and machine’s data plate and. (a) Scrape – prewash – soak as needed. (b) Wash as per manufacturer’s specifications and instructions. (c) Rise as per manufacturer’s specifications. (d) Sanitize: Check for proper sanitizing method. The temperature of the wash solution in spray type of ware washers that use hot water to sanitize is either 66°C or 71°C depending upon the specifications of the machine. The temperature of the wash solution in spray type dishwashers that use the chemicals to sanitize should not be less than 49°C. (e) Air dry.

Storing: Equipment, utensils and single-service and single-use articles shall be stored in a clean, dry location, at least 6 inches above the floor, where they are not exposed to splash, dust or other contamination. Single-service and single-use articles shall be kept in the protective package or stored by using other means that protect from contamination. Items kept in closed packages may be stored less than 6 inches above the floor on dollies, pallets, racks and skids. Equipment, utensils and single-service and single-use articles must not be stored in lockers rooms, toilet rooms, garbage rooms, mechanical rooms, under sewer lines and leaking water lines, or under other sources of contamination.

Lubrication and re-assembling: Lubricant shall be applied to food contact surface that require lubrication in a manner that does not contaminated food contact surfaces. Equipment shall be reassembled so that food contact surfaces are not contaminated. Thermometers shall be cleaned and sanitized after use.

2.0 Nonfood contact surfaces of equipment and Physical facilities

Nonfood contact surfaces of equipment shall be cleaned and sanitized at a frequency shown in a cleaning schedule chart in this appendix necessary to preclude accumulation of soil residues. Large size equipment - Hot plate, Cooking ranges, Tilting Pan, Electric Oven, Hot cabinets, Bakery equipment, Restaurant equipment, Walk in Chillers, Walk in Freezers, Oven trays and Pot should be cleaned weekly, in which the equipment should be inspected, hotplate, tilting pans should be opened with help of maintenance technicians, and cleaned from inside and food particles and grease are removed. Electric ovens should cleaned form inside after removing plates. Floor and walls of walk in chillers and freezers should be cleaned with hot water and sanitized with hypochlorite solution.

Physical facilities shall be cleaned as often as necessary to keep them clean and at least at a frequency shown in a cleaning schedule in this appendix. JO Catering Contractor shall develop a cleaning schedule which should be in compliance with the requirements and cleaning schedule given in this SOP, and get it approved from JO Responsible Person, follow the schedule and maintain records. The schedule shall cover the following: (a) what shall be cleaned, (b) when it shall be cleaned, (c) how it shall cleaned, and (d) who shall clean it. Cleaning should be done during periods when the least amount of food is exposed such as after closing of kitchen or dispatch of food. This requirement does not apply to cleaning that is necessary due to a spill or drippage which should be cleaned immediately. Only dustless methods of cleaning shall be used, such as vacuum cleaning and wet cleaning. Separate mops/ mop heads shall be used for cleaning floor of butchery, kitchen, and toilets. Spills or drippage on the floor maybe cleaned with the use of a small amount of absorbent compounds such as saw dust or diatomaceous earth applied immediately before spot cleaning.

Ventilation system: Intake and exhaust air ducts shall be cleaned and filtered changed so that they are not a source of contamination by dust, dirt, and other materials. If vented to the outside, ventilation system should not create a nuisance or unlawful discharge. Hood of exhaust ventilation over cooking range should be cleaned once a week to remove dirt and grease.

Toilet rooms, hand washing facilities, and dressing rooms shall be kept clean and toilet roll, soap, and paper towels replaced at the end of every shift and before the commencement of the next shift, and as necessary to maintain them clean. Person cleaning the toilets should record date and time of cleaning and signature each time immediately after completing the cleaning, on Toilet Cleaning Schedule posted on the door of the toilet block.

Accessible floor drains in the kitchen and dining facility should be cleaned daily as follows: Scrub with hot soapy water, rinse with hot water and flush with approved cleaner/ degreaser.

Chart showing frequency at which Physical facility, Food contact surfaces and Utensils, and Non-food contact surfaces shall be cleaned and sanitized

Location	Item	Frequency	Time
Cafeteria	Floor (except other floor areas mentioned in this chart below)	Daily	Morning
	Ceiling, Walls, Windows and Door	Weekly	Morning
	Garbage bins	Daily	Evening
Kitchen	Manholes and Floor drains	Twice a day	Morning, Evening
	Floor	Twice a day, and when required	Morning, Evening
	Work surfaces	Before food production begins, at every change in task, and every four hours.	Every shift
	Food Storage Containers and Shelves	Twice a day, and when required	Morning, Evening
	Utensils and Food contact surface of equipment	As mentioned under Item 3.10.1 in this SOP	Every shift
	Exhaust hood	Weekly	Morning
	Doors	Daily, and when required	Morning
	Vertical Freezers and Chillers: Inside and racks	Daily	Morning
Bakery	Floor, Sink, Equipment, Food Storage Containers, Chiller, Surface of oven	Twice a day, and when required	Morning, Evening
Salad Preparation	Floor, Sink, Knives, Chopping boards, Food Storage Containers, Chiller	Every shift, and when required	Start and End of shift
Butchery	Floor, Sink, Equipment, chopping boards	Every shift, and as and when required	Start and End of shift
Receiving area for food	Floor, Equipment and Table	Twice a day	Morning, Afternoon
Store for Non Perishable foods	Floor, Racks, Shelves and Containers	Daily	Morning
Food Packing area	Floor, table, conveyer, racks	Every shift	Start and End of shift
Dining Hall	Floor, Furniture and Toilets	Daily	Morning
Staff Room	Toilets, Wash basins, Floor, Dressing room	Twice a day, and as and when required	Morning, Evening
Outside Premises	General cleaning	Daily	Morning
	Storage containers for refuse	Weekly	Morning
	Floor used for storage of refuse	Weekly	Morning
Large equipment	Hot plate, Cooking ranges, Tilting Pan, Electric Oven, Hot cabinets, Bakery equipment, Restaurant equipment, Walk in Chillers, Walk in Freezers, Chiller Curtains, Oven trays, Pots.	Weekly	Morning

3.0 Cleaning tools

Cleaning of mops and similar wet floor cleaning tools should be carried out at the end of the shift under running water in a service sink with drain, used exclusively for this purpose and disposal of mop water and waste water. Sinks used for food preparation or ware washing, and lavatories should not be used for the purpose of cleaning tools and disposal of mop water and similar liquid wastes. After cleaning, mops shall be placed in a position that allows them to air dry without soiling walls, equipment or supplies. Maintenance tools such as brooms, mops, vacuum cleaners, and similar items shall be stored so that do not contaminate food, equipment, utensils, linens, and single-service and single-use articles, and stored in orderly manner that facilitates cleaning the area used for storing the maintenance tools.

4.0 Linen, wiping cloths, and gloves

Soiled linen shall be kept in clean, non-absorbent receptacles or clean washable laundry bags and stored and transported to prevent contamination of food, clean equipment, clean utensils and single-service and single-use articles. Laundered linen should be stored in a storage cabinet in a clean place away from sources of contamination.

Linen and napkins shall be mechanically washed in laundry facility on the premises of food establishment or part of general laundry outside. Clean linen and napkins shall be free from food residue and other soiling matter.

Linens and napkins shall not be used in contact with food unless they are used to line a container for the service of foods and the used linens and napkins are replaced with laundered linens and napkins each time the container is refilled for a new consumer. Linen that do not come in direct contact with food, shall be laundered between operations if they become wet, sticky or visibly soiled.

Wiping cloths, both dry and wet, shall be laundered in a mechanical washer or washed with soap and water in a sink designated for laundering wiping clothes, and air dried.

Dry wiping cloths shall be used for wiping spills from tableware and carry-out containers. Dry cloths that are used with raw animal foods shall be kept separate from cloths used for other purposes. Dry wiping cloths shall be laundered/ washed with soap and water as necessary to prevent contamination of food and serving utensils.

Wet wiping cloths shall be free of food debris and visible soil. Wet wiping cloths used for cleaning food contact surfaces of equipment, food spills, non-food contact surfaces of equipment, and dining tables shall be immersed for at least one minute in a freshly made sanitizing solution containing at least 50 ppm of available chlorine. Wet wiping cloths used for cleaning food contact and non-food contact surfaces should be separate and should be used exclusively for the allocated purpose and should be stored in the sanitizing solution between uses. Wet wiping cloths used with raw animal foods shall be kept in a separate sanitizing solution. Wet wiping cloths shall be laundered or washed with soap daily.

Single-use gloves shall be used for only one task only such as working with ready-to-eat food or raw animal food, and discarded when soiled, damaged or when interruption occur in the operation. Cloth gloves and slash-resistant gloves may not be used in direct contact with raw food unless that food is subsequently cooked such as frozen cut of meat. Cloth gloves shall be laundered before being used with a different type of raw animal food such as beef, lamb or fish.

Appendix- D
Daily and Weekly Monitoring Logs

Form No. - 6
FREEZER TEMPERATURE RECORD

MONTH:

FREEZER No.:

DATE	TEMPERATURE RECORDED AT				INITIAL	REMARKS
	8:00 AM	12:00 Noon	4:00 PM	8:00PM		
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Verified By:
 Safety Officer

Form No. - 7
CHILLER TEMPERATURE RECORD

MONTH:

CHILLER No.:

DATE	TEMPERATURE RECORDED AT				INITIAL	REMARKS
	8:00 AM	12:00 Noon	4:00 PM	8:00PM		
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Verified By:
 Safety Officer

Form No. - 8

COOKING TEMPERATURE LOG

DATE	FOOD ITEM	START TIME	INTERNAL TEMP °C	END TIME	CORRECTIVE ACTION	INITIAL

COOKING TEMPERATURE & TIME

Fish, Meat, Beef	630 C	15 Seconds
Steak	630 C	15 Seconds
Beef Roast	630 C	3 Minutes
Ground Meat, Ground Beef	680 C	15 Seconds
Poultry including Ground & Stuffed, Stuffed Fish, Stuffed Meat	740 C	15 Seconds

Instructions:

1. Cook shall record start time of cooking, internal temp., and end time of cooking against the food item.
2. Probe thermometer should be washed and disinfected after every single use.

Verified By:
EXECUTIVE CHEF

Form No. - 11

WEEKLY PERSONAL HEALTH AND HYGIENE LOG

MONTH

WEEK (Dates):

S No	NAME	HYGIENE ITEM									VMC	REMARKS
		H	U	P	Hr	N	C	J	D	E		
1												
2												
5												
6												
7												
8												
9												
10												
11												
12												
13												
14												
15												
16												
17												
18												
19												
20												
21												
22												
23												

ABBREVIATIONS:

H - Hand washing followed and Hands Clean

U - Wears clean Uniform

P- Good Personal Grooming

Hr- Hair net, Mask, Gloves worn

N- Nail short and clean

C- Cuts and boils covered

J-Jewelry & Perfume not used

D- No Infectious Disease

E- Eat, drink, Smoke in designated place

VMC- Valid Medical Card

Checked By:

Designation:

Verified By:

Safety Officer:

Appendix- E Inspection Form

- Weekly/ Monthly Food Safety Inspection Form
- Semi Annual/ Annual Food Safety Inspection Form

Weekly/ Monthly Food Safety Inspection Form

Facility Location:

Date:

Inspected By:

Initials:

A. Food Handlers		Yes	No	Comments
1.	Wear clean uniform, shoes, hair restraint.			
2.	Finger nails short and clean. Jewellery and watches not worn during processing, cooking and serving of food.			
3.	Eating, drinking, chewing gum, use of tobacco is done only in designated areas.			
4.	Hands are washed properly, and at appropriate times.			
5.	Employee locker room/ restrooms are operational and clean.			
6.	Appear in good health and carry valid medical card.			
7.	Food handlers with infection are restricted from food handling. Return to work allowed on production of return to work certificate from physician.			
8.	Burns, wounds, sores or boils are properly covered.			
B. Receipt of incoming Foods		Yes	No	Comments
1.	1 Food obtained from approved vendors.			
2.	2 Delivery/ dock area: Signage displayed. Free of debris and waste. No signs of pests.			
3.	3 Incoming delivery vehicles found clean and have refrigerated units. Food is received at correct temperature.			
4.	4 Product temperature recorded upon delivery and record maintained.			
5.	Food items are inspected and inspection log maintained. Non-conformity is recorded and action taken.			
C. Storage of Non-Perishable Foods		Yes	No	Comments
1.	Storage area is neat and clean. Products are stored on racks 6 inches above the floor.			
2.	Temperatures of dry storage area are between 10 °C and 24 °C.			
3.	Food items carry proper labels with product name and use by or expiration date. FIFO is followed.			
4.	Stored food is inspected once a week and record maintained. Non-conformity is recorded and action taken.			
D. Storage of Perishable Foods		Yes	No	Comments
1.	Temperature of cold storage unit is recorded four times a day and record is maintained.			
2.	Products are marked with use by or expiration date. FIFO is followed.			
3.	Date on which fresh vegetables/ fruits are kept in chiller is displayed on storage box containing vegetables/ fruits.			

4.	Date on which the cooked/ heated food item is frozen for future use, and use by date is displayed. The product is not stored with raw fish, chicken or meat.			
5.	Perishable food is checked once a week and record maintained. Non-conformity is recorded and action taken			
E. Processing of Raw Foods		Yes	No	Comments
1.	Correct colour coded cutting boards, knives, and equipment is used for each raw produce. Cutting boards, equipment and work surfaces are kept clean and sanitized after each use.			
2.	Persons processing raw food wash hands on completing the task and before they touch other foods. They do not enter kitchen, handle cook foods, or serve food.			
3.	Frozen foods are thawed away from cooked/ready to eat foods, using approved method.			
4.	Green vegetable products used for preparing salad are washed under running water, sanitized with hypochlorite solution, and rinsed.			
F. Cooking of Foods		Yes	No	Comments
1.	Cook log is in use and current			
2.	Knives, utensils, and equipment used for cooking food should be separate from that used in processing raw foods.			
3.	Persons assigned to prepare or handle cook foods do not enter area marked for processing raw foods.			
G. Holding of Cooked/ Ready-to-Eat Food		Yes	No	Comments
1.	Cooked food and ready to eat food not kept at room temperature longer than one hour.			
2.	Cooked hot food is held hot at or above 60 degree C for maximum period of 6 hours. Hot holding cabinet is kept clean.			
3.	Re-heating and Chill logs are in use and current.			
4.	Salads are stored below 5 degree C for maximum period of 6 hours.			
5.	Sandwiches are stored below 5 degree C for maximum period of 6 hours.			
H. Dispatch of Food/ Meal		Yes	No	Comments
1.	Meals are packed in food grade containers and not touched with bare hands. Meals are dispatched within one hour of preparation/ cooking, unless held hot/ chilled as appropriate.			
2.	Air conditioned food delivery vehicle, having temperature indicator, is used for transporting meals. Proper temperatures are maintained during transportation.			
3.	Containers, carts and delivery vehicles are cleaned prior to loading.			
4.	Meals reach consumers at right time.			
I. Buffet Display and Service		Yes	No	Comments
1.	Food displayed is protected from contact with bare hands, sneeze, dust and pest.			

2.	Food displayed is held hot, chilled, and frozen, as appropriate, and at appropriate temperature.			
3.	Only tongs, forks, spoons, disposable gloves used to touch food. The same tong, fork or spoon is not used for more than one dish.			
4.	Sanitized utensils, and single service and single use articles are provided.			
5.	Display, serving and dining area is found clean. Display and serving operations monitored by a trained employee			
J. Cleaning and Sanitizing Utensils, Equipment and Work Surfaces		Yes	No	Comments
1.	Cleaning and sanitizing is carried out as per schedule, and records are maintained.			
2.	Poster showing the steps of scrape, wash, rinse and sanitize displayed in utensil wash area. Caution sign for wet floor is displayed.			
3.	Following sanitizing, utensils and equipment are air dried and stored on clean racks or storage facility.			
4.	Thermometers are cleaned and sanitized after every use.			
5.	Food contact surfaces/ Work surfaces are cleaned and sanitized before food production begins, after each change in task/ production, and every 4 hours for continuous production.			
6.	Table tops and shelves/ racks are cleaned and sanitized twice a day and when required.			
K. Linen , Wiping cloths, Mops		Yes	No	Comments
1.	Laundry bags provided for storage of soiled and damp linen.			
2.	Linen and cloths received from laundry are stored in a storage cabinet in a clean place.			
3.	Wiping cloths are used for allocated purposes. Wet wiping cloths are kept in sanitizing solution between uses. Used dry and Wet wiping cloths are washed with soap and water or laundered as necessary and at least daily.			
4.	Separate mops are used for kitchen, butchery, and toilets. Mops and sponges are cleaned under running water in a service sink, and allowed to air dry, and stored properly.			
L. Sanitary Facilities		Yes	No	Comments
1.	Separate sinks designated for hand washing, product washing, utensil washing, and service sink for mops and cleaning tools.			
2.	Hand wash basins are clean, properly maintained, and provided with running hot and cold water, liquid soap dispenser, disposable paper towels/ paper roll, and trash bins. Common towels are not used.			
3.	Hand wash sink and sink for washing vegetables sharing the same water tap are marked for designated purpose, and proper sign or poster is displayed.			
4.	Toilets are kept clean. Toilet roll and trash bin is available at all times.			

5.	Garbage bins are emptied when three fourth full and frequently as necessary and garbage in bags is removed and stored in containers with tight fitting lids in storage area located outside the building.			
6.	Refuse is removed daily from storage area for disposal and record of waste manifest is maintained.			
7.	Garbage bins inside premises are washed and air dried daily. Containers in storage area are washed and air dried every week.			
8.	No evidence of flies, cockroaches, rodents and other pests observed.			
9.	Pest control is carried out by licensed Pest Control Company. Records are kept on file.			
M. Premises		Yes	No	Comments
1.	Floor in kitchen and food processing areas is cleaned twice a day. Floor in rest of the premises is cleaned once a day. Cleaning done with a wet mop or vacuum, and food items are not exposed to dust during cleaning. No standing water on floor.			
2.	Lighting is adequate in all areas. Light bulbs are shatter proof.			
3.	Ventilation system maintains correct temperature, and prevent built up of heat, odour, and smoke in kitchen and other rooms. Exhaust hood is weekly cleaned.			
N. Use of Chemicals		Yes	No	Comments
1.	Chemicals are kept in primary containers which carry proper labels, and stored away from food area.			
2.	MSDS of chemicals are available and employees know the location.			
3.	Employees receive training on chemical hazards (HAZCOM), initially and thereafter yearly, and records of training are available.			
O. Microbiological Testing		Yes	No	Comments
1.	Microbiological testing of potentially hazardous foods at critical control points like receipt, processing, and prior to serving, and food surfaces is carried out as per Protocol.			
2.	Records of Microbiological test results and corrective action are available.			
P. Other items		Yes	No	Comments
1.	First aid box available with all contents			
2.	Trained First aider is available in each shift to administer first aid and maintain first aid box			
Q. Recommendations:				
No	Action Item	Recommendations	Responsible Person	Expected Completion Date

Semi Annual/ Annual Food Safety Inspection Form

Facility Location:

Date:

Contractor Company Name:

Contract Owner:

Inspected By:

A. Food Handlers		Yes	No	Comments
9.	Wear clean uniform, shoes and hair restraint.			
10.	Fingernails are short, unpolished, and clean (no artificial nails).			
11.	Jewellery and watches on hand and arms not worn during processing, cooking and serving of food.			
12.	Eating, drinking, chewing gum, and smoking/ use of tobacco are allowed only in designated areas.			
13.	Hands are washed properly, and at appropriate times.			
14.	Use disposable ply tissues when coughing or sneezing and then immediately wash hands.			
15.	Employee locker room/ restrooms are operational and clean.			
16.	Appear in good health and carry valid medical card.			
17.	Food handlers with infection are restricted from food handling.			
18.	Employee illnesses are documented. Return to work following infectious illness allowed on production of return to work certificate from physician.			
19.	Burns, wounds, sores or boils are properly covered.			
20.	Supervisors carry out weekly checks on personal hygiene and records maintained.			
B. Receipt of incoming Foods		Yes	No	Comments
6.	5 Food items are supplied by approved vendors licensed by the Government.			
7.	6 Delivery/ dock area: Used exclusively for this purpose. 6 inch above the floor or pellets used. Signage displayed. Free of debris and waste. No signs of insects and rodents.			
8.	7 Incoming delivery vehicle found clean. Food products loaded to minimize physical damage and risk of contamination.			
9.	8 Delivery vehicle delivering perishable item have refrigerated units that maintain correct temperatures.			
10.	9 Food is received at correct temperature. Product temperature is recorded upon delivery and record maintained.			
11.	Food items are inspected for a) conformity of quality to specifications, b) evidence of spoilage, contamination, foreign matter, c) condition of packaging/ damage, and d) label and expiration/ use by date. Record of inspection is maintained.			
12.	Non-conformity is recorded and action taken.			

C. Storage of Non-Perishable Foods		Yes	No	Comments
5.	Storage area is neat and clean. Products are stored on racks 6 inches above the floor.			
6.	Temperatures of dry storage area are between 10 °C and 24 °C.			
7.	Food items carry proper labels with product name and use by or expiration date. FIFO is followed.			
8.	Food is stored in original container. Food (rice, sugar, dry milk powder, grain) in opened bag is stored in a clean food grade container with tight fitting lid and is labelled.			
9.	Food is protected from pests. No evidence of flies, cockroaches, rodents and other pests observed			
10.	Stored food is inspected at least once a week and record is maintained. Spoilt food is placed in the non-confirming item location.			
11.	Non-conformity is recorded and action taken.			
D. Storage of Perishable Foods		Yes	No	Comments
6.	Each cold storage unit is kept clean. Shelves are slotted to allow circulation of air. Shelves are clean, free from corrosion and spillage.			
7.	Door gaskets working and latches in good working condition.			
8.	Each cold storage unit has a calibrated thermometer, temperature is recorded four times a day, and record is maintained.			
9.	Food for refrigeration is maintained at 5 degree C or below.			
10.	Frozen Food in Freezer is maintained at-18 degree C or below			
11.	Products are stored in covered containers/ sealed wrapped.			
12.	Products are marked with use by or expiration date. FIFO is followed.			
13.	Raw meat, fish, produce and dairy stored on separates shelves.			
14.	Cooked food items frozen for future use are not stored with raw chicken and meat. Date on which the product is produced and frozen, and use-by date displayed on storage box.			
15.	Date on which fresh vegetables/ fruits are kept in chiller should be displayed on storage box containing vegetables/ fruits.			
16.	Food quality is checked once a week and record maintained Non-conformity is recorded and action taken.			
E. Processing of Raw Foods		Yes	No	Comments
5.	Correct colour coded cutting boards, knives, and other equipment is used for processing raw meat, raw poultry, raw fish, and vegetables.			
6.	Cutting boards, equipment and work surfaces are kept clean and sanitized after each use.			
7.	Food handlers processing a raw food wash hands on completing the task and before they touch other foods.			
8.	Persons assigned to process or handle raw meat, raw poultry raw fish, and vegetables are not allowed to enter kitchen, cook foods, handle cook foods, or serve food.			

9.	Frozen foods are defrosted away from cooked/ready to eat foods. Frozen foods are thawed at 5 degree centigrade or below, or under cool potable water, or microwave. Frozen foods are not thawed at room temperature.			
10.	Vegetables and fruits are washed in potable water before peeling, cutting, cooking or serving.			
11.	Green vegetable products used for preparing salad are washed under running water of drinking quality, sanitized with hypochlorite solution, and finally rinsed.			
12.	Employees are aware of requirements to prevent cross contamination.			
F. Cooking of Foods		Yes	No	Comments
4.	Process and recipes are documented, in use, and followed accordingly.			
5.	Fish, meat, beef, fish, steak cooked to reach internal temperature of 63 degree C for 15 seconds.			
6.	Beef Roast heated to reach internal temperature of 63 degree C for 3 minutes.			
7.	Ground meat and ground beef heated to internal temperature of 68 degree C for 15 seconds.			
8.	Poultry, ground poultry, stuffed poultry, stuffed fish and stuffed meat heated to reach internal temperature of 74 degree C for 15 seconds.			
9.	Date, time and temperature of all products cooked are recorded and cook log is maintained.			
10.	All meat and poultry checked to make sure juices runs clear and no pink meat or blood present.			
11.	Knives, utensils, and equipment used for cooking food or handling cooked food should be separate from that used in processing raw foods.			
12.	If it is required, food is tasted without contaminating it.			
13.	Cooking range is provided with exhaust. There is no built up of smoke or carbon dioxide in the kitchen.			
14.	Persons assigned to prepare cook foods should not enter area marked for processing raw foods.			
15.	Kitchen is provided with hand wash basin, liquid soap dispenser and paper roll for exclusive use of employees working in the kitchen.			
16.	Kitchen area is kept clean.			
G. Holding of Cooked / Ready-to-Eat Food		Yes	No	Comments
6.	Cooked food required to be served hot and waiting to be dispatched/ served is held hot at or above 60 degree C for maximum period of 6 hours. Hot holding cabinet is kept clean.			
7.	Cooked food and ready to eat food is not kept at room temperature longer than one hour.			
8.	Salads are stored below 5 degree C for maximum period of 6 hours.			
9.	Sandwiches are stored below 5 degree C for maximum period of 6 hours.			

10.	Cooked food required to be served hot, if cooled, should be reheated to reach the internal temperature of 74 degree C for 15 seconds within 2 hours. Re-heating Temperature log is maintained.			
11.	Cooked food that is required to be chilled for future use should be cooled from 60 degree C to 21 degree C within 2 hours and from 21 degree C to 5 degree C or lower within additional 4 hours. Chill log is maintained.			
12.	Cooked food and ready to eat food left from previous meal is discarded			
H. Dispatch of Food/ Meal		Yes	No	Comments
5.	Food is packed in food grade containers. Food is not touched with bare hands.			
6.	Meals are packed and dispatched within one hour of preparation/ cooking, unless ready to eat food items are held hot/ chilled as appropriate			
7.				
8.	Air conditioned Food delivery vehicle, with temperature indicator, is solely used for transporting food meals.			
9.	Transport vehicle must be cleaned and inside temperature must reach the required temperature before trays are loaded. Proper temperatures are maintained during transportation.			
10.	Containers and carts are cleaned prior to loading. Trays containing meals are properly stacked.			
11.	Meals reach consumers at right time.			
12.	Driver and employees working in food delivery vehicles training in Basic Food Hygiene.			
I. Buffet Display and Service		Yes	No	Comments
6.	Food displayed is protected from contact with bare hands, sneeze, dust and pest.			
7.	Food displayed is held hot, chilled, and frozen, as appropriate, and at appropriate temperature.			
8.	Only tongs, forks, spoons, disposable gloves used to touch food. The same tong, fork or spoon is not used for more than one dish.			
9.	Sanitized utensils, and single service and single use articles are provided. Knives, forks, and spoons that are not pre-wrapped are presented so that only handles are touched by employees and customers.			
10.	Pre-set table ware shall be protected by being wrapped, covered, or inverted.			
11.	Customers should not be allowed to re-use plates, bowls, table ware etc. Aluminium foils and packs should not be re-used.			
12.	Display, serving and dining area is found clean.			
13.	Display and serving operations monitored by a trained employee.			
J. Cleaning and Sanitizing Utensils, Equipment and Work Surfaces		Yes	No	Comments

7.	Schedule of Cleaning and Sanitizing utensils, food contact surfaces of equipment, and non-food contact surfaces of equipment, in compliance with JOSOP on Food Safety, is available, and cleaning and sanitizing is carried out as per schedule and records are maintained.			
8.	Used utensils and equipment are cleaned to remove leftover food, then washed with hot soapy water in the first sink, rinsed in clean water in sink # 2, and sanitized in sink # 3 either by immersing in sanitizing solution (liquid chlorine 50 to 100 PPM), or by immersing in hot water at 77 degree C for 30 seconds.			
9.	Poster showing the steps of scrape, wash, rinse and sanitize displayed above sinks in utensil wash area. Caution sign for wet floor is displayed.			
10.	Utensils and equipment after sanitizing are air dried on corrosion resistant draining rack, and stored on clean racks.			
11.	Food contact surfaces/ Work surfaces are cleaned and sanitized before food production begins, and thereafter at each change in task/ production, and every 4 hours minimum for continuous production.			
12.	Thermometers are cleaned and sanitized after use.			
13.	Table tops and shelves/ racks are cleaned and sanitized twice a day and when required.			
14.	Cutting boards are cleaned and sanitized after each use and stored vertically for proper draining and quick air drying.			
K. Linen, Wiping cloths, and Mops		Yes	No	Comments
1.	Laundry bags provided for storage of soiled and damp linen.			
2.	Linen and napkins are washed in laundry. Linen and cloths received from laundry are stored in a storage cabinet in a clean place.			
3.	Wiping cloths are used exclusively for allocated purpose. Wet wiping cloths are kept in sanitizing solution between uses. Used dry and Wet wiping cloths are washed with soap and water or laundered as necessary, and at least daily.			
4.	Separate mops are used for kitchen, butchery, and toilets. Mops and sponges are cleaned under running water in a service sink, used exclusively for this purposes, and allowed to air dry.			
5.	Mops and other cleaning equipment are neatly stored to avoid contamination of food, utensils, linen and other clean items.			
L. Sanitary Facilities		Yes	No	Comments
10.	Piped water supply: Water tested and meets JO/ Kuwait EPA drinking water standard.			
11.	Plumbing and drains designed to sanitary standards. No overflow or back up.			
12.	Designated sinks: Separate sinks designated for hand washing, product washing, utensil washing, and service sink for mops and cleaning tools. Sinks are clean, and have hot and cold potable running water.			
13.	Hand wash basins are available in food processing area, kitchen, and in toilet rooms. Sign or poster reminding employees to wash hands posted.			

14.	Hand wash basins are clean, properly maintained and provided with running hot and cold water, liquid soap dispenser, disposable paper towels/ paper roll, and trash bins. Common towels are not used.			
15.	If a hand wash sink and sink for washing vegetables share the same water tap, these should be marked for designated purpose and proper sign or poster shall be displayed.			
16.	Enough numbers of toilets are provided.			
17.	Toilets are well ventilated and free of bad odour.			
18.	Toilets are kept clean and in good working condition. Toilet roll and trash bin is available at all times.			
19.	Adequate numbers of garbage bins with tight fitting lids are provided.			
20.	Garbage bins are emptied when three fourth full and frequently as necessary, and garbage in bags removed and stored in containers with tight fitting lids in storage area located outside the building.			
21.	Refuse in storage area is segregated into garbage, rubbish (cans, bottles, plastic), and stored in containers with tight fitting lids. Storage area is kept clean and protected from insect or rodent infestation. Cardboard can be stored without being placed in a closed container.			
22.	Garbage bins inside the premises are washed and air dried daily. Containers in storage area are washed and air dried every week.			
23.	Refuse is removed daily from storage area for disposal and record of waste manifest is maintained.			
M. Premises		Yes	No	Comments
1.	Walls and ceiling are smooth, in good repair, and cleaned weekly. No falling paint or leakage from ceiling or overhead pipes.			
2.	Outside doors and windows either close-fitting or properly screened, and cleaned weekly. Doors to kitchen are self-closing and cleaned daily and when required.			
3.	Floor in kitchen and food processing areas is cleaned twice a day. Floor in rest of the premises is cleaned once a day. Cleaning done with a wet mop or vacuum, and food items are not exposed to dust during cleaning. No standing water on floor.			
4.	Lighting is adequate in all areas			
5.	Light bulbs are shatter proof in areas where there is exposed food and clean equipment.			
6.	Insect control devices used to electrocute insects are so installed to retain dead insects within the device and prevent them falling on exposed food and clean equipment.			
7.	Ventilation system maintains correct temperature, and prevent built up of heat, steam, odour, and smoke in kitchen and other rooms. Exhaust hood is weekly cleaned.			
N. Pest Control		Yes	No	Comments
1.	Openings in the building to outside are properly sealed, screened or protected against entrance of insects and rodents.			
2.	Pest control is carried out by licensed Pest Control Company using pesticide/ baits recommended for food industry. Pesticides are not used during food preparation hours.			

3.	Records of use of pesticides/ baits and inspection reports by Pest control company are kept on file. Corrective action is documented.			
4.	No evidence of flies, cockroaches, rodents and other pests observed.			
O. Use of Chemicals		Yes	No	Comments
1.	Chemicals are kept in primary containers which carry proper labels, and stored away from food preparation, food storage and food service area.			
2.	Inventory of Chemicals and MSDS of chemicals are available and employees know the location.			
3.	Employees receive training on chemical hazards (HAZCOM), initially and thereafter yearly, and records of training are available.			
P. Microbiological Testing		Yes	No	Comments
1.	Microbiological testing Protocol is in place to monitor bacteriological quality of potentially hazardous foods like meat, fish, eggs, and salads at critical control points like receipt, processing, prior to serving, and food surfaces.			
3.	Records of Microbiological test results and corrective action taken are available.			
Q. Training Requirements		Yes	No	Comments
1.	JO Responsible Person, Location Manager and Food Safety Officer complete accredited course in "Food Safety management/ HACCP" every three years.			
2.	Food Handlers either complete an accredited course in "Food Handler Certificate" every year or receive in-house training for the same content and duration, every year. Records of training are maintained.			
R. Other Items		Yes	No	Comments
1.	First aid box available with all contents			
2.	Trained First aider is available in each shift to administer first aid and maintain first aid box			
S. Corrective Actions/ Recommendations:				
No.	Action Item	Recommendation	Person Responsible	Expected Completion Date