



2025 COTTON CULINARY SOP TABLE OF CONTENTS

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Allergen SOP

PURPOSE –

To respond promptly and efficiently to clients with allergies by serving them a special dietary restricted meal, knowledge of allergens in all food items, and prevent cross-contamination of allergens while preparing food.

PROCEDURE –

1. Read the alert for diet restrictions/accommodation if applicable. Otherwise, the customer must acknowledge allergy before serving.
2. Refer to the Allergen Recipe information on the designated menu for the customer's dietary restrictions.
3. Check the customer's plate to see if it contains any restricted ingredients/menu items the customer provided instructions to avoid.
4. When menu items contain the allergen or restricted ingredient on the plate:
 - a. Inform the customer that the menu item contains the ingredient and offer other menu choices that adhere to their dietary restrictions.
5. If the customer was not aware of the allergen or restricted ingredient, let them know their choices from the offered menu.

COOKING –

1. Take severe caution while preparing and cooking special diet items.
2. Before preparing a diet item free from allergens, properly clean and sanitize the working area and ensure utensils are also cleaned and sanitized. Special diet items cannot touch surface areas that have not been cleaned and sanitized.
3. Employees must wash their hands and wear new gloves when preparing serving items to avoid cross-contamination.
4. Separate utensils must be used while handling items and cooking. When cooking on the stovetop, properly clean equipment to prevent cross-contamination.

MONITORING –

Training on allergen protocol will be consistently reviewed. Managers should monitor employees while working for compliance. If a client asks whether an item contains a specific ingredient and the person in charge is unsure, the person in charge will contact the QA Department to assist in gathering the required information.

CORRECTIVE ACTION –

Retrain employees who are found not following the procedures in this SOP.

VERIFICATION AND RECORD-KEEPING –

The Quality Assurance Department is responsible for updating allergen information on the designated menu in response to any modifications in recipes, ingredients, or manufacturers. In the event of allergic incidents, a comprehensive record will be compiled and submitted to the Cotton Health, Safety, and Environment (HSE) Department. Incident Reports will be diligently maintained in our records for a minimum duration of one (1) year.



Calibrating Thermometers SOP

PURPOSE –

Thermometers will be calibrated routinely to confirm the accuracy of temperatures taken. Accurate thermometers are essential to ensure food is cooked to the appropriate temperature.

PROCEDURE –

Calibrating Thermometers – Ice Point Method (Preferred)

Note: The ice-point method of calibrating thermometers should be used unless a thermometer cannot read 32°F; the boiling-point method is sometimes less reliable due to variations in altitude and atmospheric pressure.

1. Fill a large glass (at least 6" in diameter) with crushed ice. Add cold, clean tap water until the glass is full. Stir the mixture well so that it will be at 32°F.
2. Put the end of the clean thermometer or probe stem into the ice water, so the sensing area is completely submerged, but the stem does not touch the bottom or sides of the glass. Wait 30 seconds. The thermometer stem or probe stem must remain in the ice water.
3. Hold the adjusting nut on a dial thermometer, located under the indicator head of the thermometer, secure with a small wrench or pliers, and rotate the head of the thermometer until it reads 32°F.
4. Press the reset button on the digital thermometer to adjust the readout.
5. Record in the Thermometer Calibration Log that the calibration was completed, including the date and initial of the person verifying.

Calibrating Thermometer – Boiling Point Method

1. Bring clean potable water to boil (212°F) in a deep pan.
2. Put the stem of a clean thermometer or probe into the boiling water so the sensing area is wholly submerged but does not touch the bottom or sides of the pan. The thermometer or probe stem must remain in the boiling water for 30 seconds. Use a hot pad to hold the thermometer in the boiling water.
3. Hold the adjusting nut on a dial thermometer, located under the indicator head of the thermometer, securely with a small wrench or pliers, and rotate the head of the thermometer until it reads 212°F.
4. Press the reset button on a digital thermometer to adjust the readout.
5. Record in the Thermometer Calibration Log that the calibration was completed, including the date and initials of the person verifying.

MONITORING –

1. Review the Thermometer Calibration Log to guarantee proper calibration.
2. Employee will check the accuracy of the food thermometers:
 - a. Daily before food preparation begins.
 - b. If dropped.
 - c. If used to measure extreme temperatures, such as in an oven.
 - d. Whenever accuracy is in question.



CORRECTIVE ACTION –

1. Retrain any employee found not following the procedures in this SOP.
2. For an inaccurate, bimetallic, dial-faced thermometer, adjust the temperature by turning the dial while securing the calibration nut (located just under or below the dial) with pliers or a wrench.
3. Adjust the thermometer according to the manufacturer's instructions for an inaccurate digital thermometer with a reset button.
4. If an inaccurate thermometer cannot be adjusted on-site, discontinue using it, and follow the manufacturer's instructions to calibrate the thermometer.
5. Retrain employees who are using or calibrating food thermometers improperly.

VERIFICATION AND RECORD-KEEPING-

Employees will record the calibration temperature and any corrective action taken, if applicable, on the Thermometer Calibration Log each time a thermometer is calibrated. The Manager on Duty will verify that employees are properly calibrating thermometers by making visual observations during the calibration process and all operating hours. The Manager will review and initial the Thermometer Calibration Log daily. The Thermometer Calibration Log will be kept on file for a minimum of one (1) year.



Cleanliness and Sanitation of Dining Room SOP

PURPOSE –

The facility is kept clean and sanitized correctly to reduce the risk of cross-contamination or foodborne illness.

PROCEDURE –

Before Service:

1. Clean and sanitize tables following the SOP.
2. Wash hands before handling place settings, food, or beverages.
3. If tableware is preset, it should be protected from contamination by wrapped, covered, or inverted.
4. Cloth napkins should be laundered between each use and free of food and/or soil residue.
 - a. Refer to the Laundry and Linen SOP for proper procedures.

During Service:

1. Handle all dishes, glasses, cups, and flatware by non-food contact surfaces only.
2. Change aprons and serving attire if they become soiled.
 - Aprons need to be removed/discarded before employees leave the service area.
3. Immediately wipe up spills as they occur. Use designated cloths and appropriate sanitizing solution after cleaning.
 - a. Quaternary ammonia – Manufacturer's recommendation
 - b. Iodine – 12.5 - 25.0 ppm
 - c. Chlorine – 50 ppm - 100 ppm

After Services:

1. Remove unused flatware after the meal, clean, and sanitize.
2. If tables are covered with linens, remove them after the meal and replace them with clean tablecloths.
 - a. Cloth linens, tablecloths, and napkins should be taken to the laundry and kept separate from other linens used in the establishment, such as housekeeping towels. Treat stains promptly.
3. If no tablecloth is used, remove all materials (salt and pepper shakers, sweetener, etc.), and clean and sanitize tables. Replace materials and reset tables.
4. Wipe table seats, if necessary, after cleaning and sanitizing tabletops.
5. Sweep and mop floors or vacuum carpet after meals.

MONITORING –

1. Verify that the facility is kept clean and sanitized correctly to reduce the risk of cross-contamination or foodborne illness.
2. Check the Cleaning Routine Log to ensure that the facility is cleaned and sanitized before, during, and after meal service times.

CORRECTIVE ACTION –

1. Retrain any employee found not following the procedures in this SOP.
2. Surfaces that are not adequately cleaned and sanitized must be cleaned and sanitized again.



VERIFICATION AND RECORD-KEEPING-

The Manager on Duty will verify employees are properly cleaning and sanitizing the dining room by visually monitoring employees during the shift and reviewing, initialing, and dating the Cleaning Routine Log. Cleaning Routine Logs will be stored for a minimum of one (1) year.



Controlling Time and Temperature During Preparation SOP

PURPOSE –

To prevent foodborne illness by limiting the amount of time potentially hazardous foods are held in the temperature danger zone (41°F-135°F) during preparation. Any conflict between food quality and food safety then the safest decision must always be decided to ensure food safety. When in doubt about food safety, discard the food products in question.

PROCEDURE –

1. Train employees on using the procedures in this SOP.
 - Refer to the Calibrating Thermometers SOP for guidance on thermometer use.
2. Wash hands before preparing and cooking food.
 - Refer to the Hand Washing SOP.
3. Use clean and sanitized equipment and utensils while preparing food.
4. Separate raw foods from ready-to-eat foods by keeping them in separate containers until ready to use and use different dispensing utensils.
 - Refer to the Preventing Cross-Contamination During Storage and Preparation SOP.
5. Pre-chill ingredients for cold foods, such as sandwiches, salads, and cut melons, to 41°F or below before combining them with other ingredients.
6. Prepare foods as close to serving times as the menu will allow.
7. Prepare food in small batches.
8. Limit the time to prepare any batches of food, so ingredients are not at room temperature for more than 30 minutes before cooking, serving, or being returned to refrigeration.
9. Food ingredients should be exposed to room temperature for no more than 2 hours during preparation or assembly. Keep in refrigeration or hot-holding units until needed.
 - The TOTAL time foods should be exposed to room temperatures shall not exceed 4 hours.
10. Quickly chill potentially hazardous foods that are not cooked or served immediately after preparation.
 - Refer to the Cooling Potential Hazardous Foods SOP.

MONITORING –

1. Use a clean, sanitized, and calibrated probe thermometer.
2. Take at least two internal temperatures from each batch of food or pan by inserting the thermometer into the thickest part of the product.
3. Monitor the amount of time the food is in the temperature danger zone. It should not exceed 4 hours.

CORRECTIVE ACTION –

1. Retrain any employee found not following the procedures in this specific SOP.
2. Begin the cooking process immediately after preparation is complete for any foods being served hot.
3. Rapidly cool ready-to-eat foods or foods that will be cooked later.
4. Immediately return ingredients to the refrigerator if the anticipated preparation completion time is expected to exceed 30 minutes.



- a. Ensure the product is adequately covered, dated, and labeled with the time and temperature.
5. Discard food products held in the temperature danger zone for more than 4 hours.

VERIFICATION AND RECORD-KEEPING-

Employees will record the product name, time, temperatures, the amount of food prepared, and any corrective action taken on the Food Temperature logs. Employees will label each container with the product name, time, and temperature, and if any corrective action is taken to the product, then it will need to be recorded on the Damage and Discard Product Log. The Manager on Duty will verify employees are taking the required temperatures and following the proper preparation procedure by visually monitoring employees during the shift and reviewing, initialing, and dating the Food Temperature Logs. Maintain the Food Temperature Logs for as long as one (1) year or longer as directed by Local and State Agency.



Cooking Potentially Hazardous Hot Food

PURPOSE –

To prevent foodborne illness by ensuring all foods are cooked to the appropriate internal temperature.

PROCEDURE –

1. Train Cotton Culinary employees on using the procedures in this SOP.
 - Refer to the Calibrating Thermometers SOP for guidance.
2. Wash hands before preparing and cooking food.
 - Refer to the Hand Washing SOP.
3. If a recipe contains a combination of meat products, cook the product to the highest required temperature.
4. Cook products to these minimum end-point temperatures or the recipe direction. Use a calibrated thermometer to check product temperature. Measure at least two times per batch of food and measure at the product's thickest portion.

Poultry	165°F for 15 Seconds
Stuffing, stuffed meats, casseroles, and other dishes combining raw and cooked foods	165°F for 15 Seconds
Temperature controlled for Food cooked in Microwave	165°F; let food stand for 2 minutes after cooking, stir during the cooking process
Ground or flaked meats, shell eggs hot-held for service	155°F for 15 seconds
Injected and mechanically tenderized meats	155°F for 15 seconds
Beef and Pork Roast	145°F for 4 minutes
Beef steaks, pork, veal, lamb	145°F for 15 seconds
Commercially raised game animals	145°F for 15 seconds
Fish and food containing fish	145°F for 15 seconds
Shell Eggs (for immediate service)	145°F for 15 seconds
Vegetables (canned, frozen, fresh), fruits, grains, and legumes hot held for service	135°F for 15 seconds, held above 135°F
Ready-to-eat commercially processed and packaged food	135°F for 15 seconds, held above 135°F

5. Temperature Control for Safety (TCS) foods must be cooked to these minimum internal temperatures unless the customer requests otherwise. Disclosures regarding undercooked TCS foods and a reminder of a potential risk should be communicated in writing to customers on the menu.
6. Take end-point temperature using a calibrated thermometer and record in the Final Temperature Log.
7. Reduce the holding time of foods before serving by using batch cooking. Prepare batches of products to improve quality and safety.
8. Do not use hot-holding equipment to thaw, cook, or reheat foods.



9. Food ingredients should be exposed to room temperature for no more than 2 hours during preparation or assembly. Keep in refrigeration or hot holding until needed. The TOTAL time foods should be exposed to room temperatures shall not exceed 4 hours.
10. Prepare products that will not be cooked or heated away from other products.

MONITORING –

1. Employees will use a clean, sanitized, and calibrated probe thermometer to monitor the internal final cooking temperature.
2. Avoid inserting the thermometer into pockets of fat or near bones when taking internal cooking temperature.
3. Insert the thermometer at the product's thickest portion.
4. Final cooking temperatures will be recorded on the Final Temperature Log.
5. Kitchen Managers or Project Managers will monitor employees to assure food reaches the proper final temperature.

CORRECTIVE ACTION –

1. Retrain any employee found not following the procedures in this specific SOP.
2. Continue cooking food until the internal temperature reaches the required temperature.

VERIFICATION AND RECORD-KEEPING-

An employee will record the product name, time, temperature, and any corrective action taken on the Final Temperature Log. The Manager on Duty will verify the employees have taken the required cooking temperatures by visually monitoring employees and preparation procedures during the shift and reviewing, initialing, and dating the temperature log at the close of each day. Final Temperature Log is to be kept on file for a minimum of one (1) year.



Cooling Food SOP

PURPOSE –

To prevent foodborne illness by limiting the amount of time that potentially hazardous foods are held in the temperature danger zone (41°F-135°F) during preparation. When cooked food will not be served right away (or is leftover and can be saved), it must be cooled as quickly as possible. Temperatures will be taken during the cooling process to ensure timely, and temperature standards are met to ensure the safety of the food. Any conflict between food quality and food safety must always be decided in favor of food safety. When in doubt about food safety, keep in mind, throw it out.

PROCEDURE –

1. Train Cotton Culinary employees on using the procedures in this SOP. Refer to the Calibrating Thermometers SOP.
2. Follow State or local health department requirements.
3. Modify menus, production schedules, and staff work hours to implement proper cooling procedures.
4. Prepare and cool food in small batches.
5. Chill food rapidly using an appropriate cooling method:
 - a. Place food in shallow containers no more than 4 inches deep and uncovered on the top shelf in the back of the walk-in or reach-in cooler.
 - b. Use a quick-chill unit such as a blast chiller.
 - c. Stir the food in a container placed in an ice-water bath.
 - d. Add ice as an ingredient.
 - e. Separate food into smaller or thinner portions.
 - f. Pre-chill ingredients and containers used for making bulk items such as salads.
6. If State or local requirements are based on the 2022 FDA Food Code, chill cooked - hot food from:
 - a. 135°F to 70°F within 2 hours. Take corrective action immediately if food is not chilled from 135°F to 70°F within 2 hours.
 - b. 70°F to 41°F or below in the remaining time. The entire cooling process from 135°F to 41°F may not exceed 6 hours. Take corrective action immediately if food is not chilled from 135°F to 41°F within the 6-hour cooling process.
7. Chill prepared, ready-to-eat foods such as tuna salad and cut melons from 70°F to 41°F or below within 4 hours. Take corrective action immediately if ready-to-eat food is not chilled from 70°F to 41°F within 4 hours.
8. Designate an upper shelf of a refrigerator or walk-in cooler as the "cooling" shelf. Uncover containers of food during the initial quick cool-down phase to facilitate cooling.
 - a. Containers of food that are being cool-downed need to be clearly labeled as cooling, along with the time and temperature that it was placed in the cooler.

MONITORING –

1. Use a clean, sanitized, and calibrated probe thermometer.



2. Monitor the temperature of products every hour throughout the cooling process by inserting a probe thermometer into the center of the food and at various locations in the product.
3. Take at least two internal temperatures from each batch of food or pan by inserting the thermometer into the thickest part of the product.
4. Monitor the amount of time the food is in the temperature danger zone. It should not exceed four (4) hours.

CORRECTIVE ACTION –

1. Retrain any food service employee found not following the procedures in this specific SOP.
2. Discard food held in the temperature danger zone for more than 4 hours.
3. Reheat cooked, hot foods to 165°F for 15 seconds and start the cooling process again using a different cooling method when the food is:
 - a. Above 70°F and 2 hours or less into the cooling process, and
 - b. Above 41°F and 6 hours or less into the cooling process.
4. Discard cooked, hot food immediately when the food is:
 - a. Above 70°F and 2 hours or less into the cooling process, or
 - b. Above 41°F and 6 hours or less into the cooling process.
5. Discard prepared ready-to-eat foods when the food is above 41°F and more than 4 hours into the cooling process.

VERIFICATION AND RECORD-KEEPING-

The Manager on Duty will verify employees are taking the required temperatures by visually monitoring employees during the shift and reviewing, initialing, and dating the Final Temperature Log. The Final Temperature Log is to be kept on file for a minimum of one (1) year.



Cotton LCE Employee Potential Infectious Disease SOP

PURPOSE –

To prevent foodborne illness by identifying individuals who potentially are infected with an infectious disease.

PROCEDURE –

1. If an employee notifies the Person in Charge about illness (symptoms or diagnosis) or the Person in Charge recognizes symptoms of an employee, then the Person in Charge notifies the HR Representative of potential infectious diseases. If an employee has jaundice, the employee is immediately sent to a local doctor in the United States for diagnosis and additional testing.
 - a. Symptoms –
 - a. Jaundice
 - b. Fever
 - c. Vomiting
 - d. Diarrhea
 - b. If an employee is diagnosed or tested positive for infectious disease, the employee should be on the local/county health department response team's radar. However, it is good diligence to continue with the following steps.
 - c. If employee symptoms worsen, the employee is sent to a local doctor in the United States for diagnosis and additional testing.
2. The HR Representative will notify the following response team via conference call of the potential infectious disease –
 - a. Leadership – Johnny Slaughter, Travis Bice, Kraig Junck
 - b. QA/QC – Ciara Gerick, Amber Landry
 - c. HSE – Chasity Mester
 - d. Legal – Jeff Erler
3. The HR Representative will provide the following information to the response team within 24 hours of being notified:
 - a. Initial Timeline of Symptoms
 - b. Gender
 - c. Ethnicity
 - d. Doctor's Notes/Statements
 - e. Location of the Employee currently
 - f. Facility the employee was the last working
4. The response team will notify the correct local or regional health departments regarding the notifiable condition of confirmed cases or suspected case conditions.
5. The local and regional health departments will guide employee and client communication, clean-up procedures and protocols, employee reinstatement, and additional support.
 - a. Client and Employee Communication – Cotton HR team will communicate any necessary information to employees or clients under the direction of the Regulatory Authority and support from the Cotton Legal Team.



- b. Decontamination procedures – depending on the potential infectious disease, Cotton Environmental Support Services can provide extensive cleaning and sanitation.
- c. Employee Reinstatement – Under the direction of the Regulatory Authority, an employee must present a return to work note from a doctor from the United States.



Cotton LCE Client Response to Potential Infectious Disease SOP

PURPOSE –

To prevent foodborne illness by communicating with the client to gather the necessary information to ensure food safety.

PROCEDURE –

- 1) Cotton LCE Client informs Cotton contact (BD or PM) of potential infectious disease.
Collecting the following information –
 - a) Have regulatory Authorities been contacted?
 1. If not, when will this be reported?
 - b) Type of potential infectious disease and duration of symptoms.
 - c) Facility and room number the client has recently stayed in.
 - d) Where is the client currently residing? (i.e., in the camp or personal residence)
- 2) The Cotton contact person will notify the following response team via conference call –
 - a) Leadership – Johnny Slaughter, Travis Bice, Kraig Junck
 - b) QA/QC – Ciara Gerick, Amber Landry
 - c) HSE – Chasity Mester
 - d) Legal – Jeff Erler
 - e) HR – Ben Munnell
- 3) Referring to the notifiable condition of confirmed cases or suspected case conditions for that state, notify the correct local or regional health departments below to ensure they have the case in their report system.
- 4) The local and regional health departments will guide employee and client communication, clean-up procedures and protocols, employee reinstatement, and additional support.
 - a) Client and Employee Communication – The Cotton HR team will communicate any necessary information to employees or clients under the direction of the Regulatory Authority and support from the Cotton Legal Team.
 - b) Decontamination procedures – depending on the potential infectious disease, Cotton Environmental Support Services can provide extensive cleaning and sanitation.
 - c) Employee Reinstatement – Under the direction of the Regulatory Authority, an employee must present a return to work note from a doctor from the United States.



Cut Prevention SOP

PURPOSE –

Prevent lacerations and cuts while cutting raw or cooked products and opening items such as cans, boxes, and food packaging.

PROCEDURE –

Raw or Cooked Products:

1. Wash hands before preparing food products.
 - a. Refer to the Hand Washing SOP.
2. Ensure your area is clear of obstructions and distractions while cutting.
3. An employee is to never:
 - a. Try to catch a falling knife
 - b. Use a knife as a can opener
 - c. Carry knives with other objects
 - d. Engage in horseplay with knives
 - e. Carry a knife in their pockets
4. An employee is only to use knives, slicers, and utensils that are clean, sanitized and sharpened and are designated for the task they are completing.
 - a. Dull knives cause more pressure to be used while cutting, which may lead to a severe incident.
5. Clean and sanitize knives, slicers, and utensils between tasks. Never use the same knife for different tasks.
 - a. Refer to the Preventing Cross-Contamination During Storage and Preparation SOP.
6. Only use clean, sanitized, and proper color-coded cutting boards to prevent cross-contamination. Do not use the same gloves, knives, or cutting boards for both cooked and raw products without thoroughly cleaning.
7. Only use knives for cutting food; never use open bags, boxes, or pouches.
 - a. If using cut-resistant gloves, single-use gloves should be put on to cover the knife-resistant gloves after the employee has completed proper handwashing procedures.
8. Always cut food away from the body, not towards the body.
9. An employee always needs to be conscious of hand placement.
10. Never leave knives in the sink, always clean immediately after use.
11. Clean and sanitized knives are stored in either a protective sheath or a safe storage area with all handles facing the same direction.
 - a. The storage container must be labeled as Knife Storage.
12. In the event of a cut, seek immediate first aid.

Canned:

1. Wash hands before opening canned food products.
 - a. Refer to the Hand Washing SOP.
2. Sanitize the lid of the can prior to opening by using a cloth that is fully submerged in a sanitizing solution.
3. Only use manual or automatic can openers to open cans.
4. Rotate the can opener until the lid completely separates from the can.



5. Push one edge of the lid into the can so the other edge tilts up for easy removal, ideally with a pair of tongs.
 - a. Store a pair of tongs near the can opener for effortless action.
 - b. If tongs are not used, the employee must be wearing single-use gloves.
6. Do not use your fingers to pry up a can lid if separation is not completed.
7. Do not use knives to open or extract lids out of cans.
8. After removing the food product from the can, drop the lid at the bottom of the empty can for disposal.
9. Never store opened cans stacked on one another, as an accident could occur when removing one can from the other.

Boxed/Bagged/Pouch:

1. Place items in an area free of obstructions and distractions while opening.
2. Always use a box cutter when opening boxes.
 - a. Never use other sharp implements such as knives.
3. Scissors may be used to open food bags or pouches.
 - a. The scissors must be adequately cleaned and sanitized before usage.
4. When using cutting utensils, cut away from the body. Keep hands and fingers clear of the cutting path.
5. Flatten empty boxes for recycling or disposal using caution.
 - a. Be aware the edges of cardboard may be very sharp.

MONITORING –

The Managers should monitor employees to ensure they use proper procedures and methods of opening cans, boxes, bags, and pouches.

CORRECTIVE ACTION –

Retrain any employee found not following the procedures in the SOP.

VERIFICATION AND RECORD-KEEPING -

The Manager on Duty will verify employees are using the proper procedures for opening cans, pouches, boxes, and bags. The manager will complete the Safety Toolbox Meeting Log. The Safety Toolbox Meeting Log is to be kept on file for a minimum of one (1) year.



Employee Health and Personal Hygiene SOP

PURPOSE –

To prevent biological, chemical, or physical contamination of food by employees.

PROCEDURE –

1. Train employees on using the procedures in this SOP.
2. Follow State or local health department requirements.
3. Follow the Employee Health Policy.

Personal Hygiene:

1. Report to work in good health, clean, and dressed in clean attire.
2. Change aprons every four hours or as needed to minimize the risk of cross-contamination.
 - a. Aprons and cloths are not to leave the designated food preparation area (i.e., outside, restroom, etc.)
3. Wash hands properly, frequently, and at the appropriate times.
4. Refer to Washing Hands SOP
5. Keep fingernails trimmed, filed, and maintained, so the edges are cleanable and not rough.
 - a. Avoid wearing artificial fingernails and fingernail polish.
6. Do not wear jewelry except for a plain ring, such as a wedding band.

Hygienic Practices:

1. Treat and bandage wounds and sores immediately. When hands are wrapped, single-use gloves must be worn.
2. Cover a lesion containing pus with a bandage. If the lesion is on a hand or wrist, cover it with an impermeable cover such as a finger cot or stall and a single-use glove.
3. Employees can only eat, use tobacco, or chew gum in designated break areas where food products or food contact surfaces may not become contaminated.
4. Employee may drink from a covered beverage container if the container is handled to prevent contamination of the employee's hands, container, exposed food product, clean equipment, utensils, linens, and unwrapped single-service items.
5. Employees are to keep personal food and beverage items in a designated area away from the food preparation area.
 - a. The area will be identifiable with signage.
6. Taste food the correct way.
 - a. Refer to the Tasting Method SOP
7. Employees in the kitchen area must wear either a hairnet, clean hat, or beard restraint. Hair must be off the shoulders and tied back.

MONITORING –

1. Manager on Duty will inspect employees when they report to work to ensure that each employee is following this SOP.
2. Employees will record whether they adhere to the above requirements on the Personal Hygiene Log.



3. Manager on Duty will monitor and ensure all food service employees adhere to the personal hygiene company policy during all hours of operation.

CORRECTIVE ACTION –

1. Retrain any employee found not following the procedures in this SOP.
2. Send an employee home who is not following the Employee Health Policy. Discard any affected food.

VERIFICATION AND RECORD-KEEPING -

The Manager on Duty will verify employees are following this SOP by visually observing the employees during all hours of operation. Employees will record any discarded food on the Damage and Discard Product Log. Damage and Discard Product Logs are to be kept on file for a minimum of one (1) year. Managers will record any health and personal hygiene issues on the Personal Hygiene Log. Personal Hygiene Logs will be kept on file for a minimum of one (1) year.



Employee Eating and Drinking Workplace SOP

PURPOSE –

All Cotton Culinary employees will eat or drink in designated areas outside the kitchen to ensure food safety and prevent cross-contamination.

PROCEDURE –

1. Eat and drink in designated areas only, never in the work area. Eating (except for tasting foods to ensure food quality) is NOT allowed in the production and service areas.
2. Eat, use tobacco, or chew gum only in designated break areas where food or food contact surfaces may not become contaminated.
3. Drinking from a closed beverage container is permitted in the production area if the drink is kept where it cannot be spilled onto food.
 - a) Employee may drink from a covered beverage container if the container is handled to prevent contamination of the employee's hands, container, exposed food product, clean equipment, utensils, linens, and unwrapped single-service items.
4. Employees are to keep personal food and beverage items in a designated area away from the food preparation area.
 - a) The area will be identifiable with signage.

MONITORING –

The Manager on Duty will inspect employees and ensure that each employee is following this SOP.

CORRECTIVE ACTION –

1. Retrain any Cotton Culinary employee found not following the procedures in this SOP.
2. Discard any affected food.

VERIFICATION AND RECORD-KEEPING -

The Manager on Duty will verify food service employees are following this SOP by visually observing the employees during all hours of operation. Employees will record any discarded food on the Damage and Discard Product Log. Damage and Discard Product Logs are to be kept on file for a minimum of one (1) year.



Equipment Cleaning and Sanitizing SOP

PURPOSE –

To prevent or reduce the risk of foodborne illness by contaminated equipment.

PROCEDURE –

Employees who use equipment will be responsible for washing and sanitizing removable parts after each use. Equipment in contact with temperature-controlled foods is cleaned at least every four hours. Steps include:

1. Unplug equipment if currently plugged into an electrical outlet. Disassemble removable parts from equipment.
2. Use the three-compartment sink method to wash, rinse, and sanitize all parts. Verify sanitizer concentration, temperature, time, and document on the Manual Warewashing Log.
 - a) Quaternary ammonia – Manufacturer's recommendation and immerse for at least 30 seconds
 - b) Iodine – 12.5-25.0 ppm and immerse for at least 30 seconds
 - c) Chlorine – 50-99 ppm and immerse for 7 seconds
3. Wash, rinse, and sanitize all food contact surfaces of the equipment that are stationary.
4. Allow all parts of the equipment to air dry.
5. After being rinsed and sanitized, equipment and utensils should not be rinsed before air-drying unless the rinse is applied directly from a ware washing machine or the sanitizing solution calls for rinsing off the sanitizer after it has been used in a commercial warewashing machine.
6. Re-assemble the equipment.

MONITORING –

1. A Manager on Duty will visually inspect the equipment to ensure it was cleaned properly and initial the Cleaning Routine Log.
2. Monitor the concentration levels of sanitation agents throughout the shift and record them on the Manual Warewashing Log.

CORRECTIVE ACTION –

1. Retrain any employee found not following the procedures in this SOP.
2. Wash, rinse, and sanitize dirty equipment. Sanitize equipment if it is discovered that the equipment was not properly sanitized. Discard any food that comes in contact with equipment that has not been appropriately sanitized.
3. In a 3-compartment sink:
 - a) Drain and refill compartments periodically and as needed to keep the water clean.
 - b) Adjust the water temperature by adding hot water until the desired temperature is reached.
 - c) Add more sanitizer or water, as appropriate, until the proper concentration is achieved.
 - d) Refer to the Manual Warewashing SOP for more information and for further instructions.



4. In a dish machine:
 - a) Drain and refill the machine periodically and as needed to keep the water clean.
 - b) Refer to the Machine Warewashing SOP for more information and further instructions.
 - c) Contact the appropriate individual(s) to have the machine repaired if the machine is not reaching the proper wash temperature indicated on the data plate.
 - d) For a hot water sanitizing dish machine, retest by rerunning the machine. If the appropriate surface temperature is still not achieved on the second run, contact the appropriate individual(s) to repair the machine. Wash, rinse, and sanitize in the 3-compartment sink until the machine is repaired, or use disposable single service/single-use items if a 3-compartment sink is unavailable.
 - e) For a chemical sanitizing dish machine, check the level of sanitizer remaining in the bulk container. Fill in, if needed. "Prime" the machine according to the manufacturer's instructions to ensure that the sanitizer is being pumped through the machine. Retest. If the proper sanitizer concentration level is not achieved, stop using the machine and contact the appropriate individual(s) to repair it. Use a manual 3-compartment sink to wash, rinse, and sanitize until the machine is repaired.

VERIFICATION AND RECORD-KEEPING -

The Manager on Duty will verify employees have taken the required temperatures and tested the sanitizer concentration by visually monitoring employees during the shift and reviewing, initialing, and dating the Manual Warewashing or Machine Warewashing Log. The log will be kept on file for at least one (1) year.



Facility and Equipment Maintenance SOP

PURPOSE –

The facility and equipment will be maintained for the protection of health and safety, and food safety purposes.

PROCEDURE –

1. Monitor the maintenance of toilet facilities to function correctly and are clean. This includes verifying that adequate supplies of liquid soap and disposable towels are always available.
2. Water temperature should be taken and recorded periodically to ensure water at every sink is tempered (100°F-110°F).
3. Check to make sure there is no possible back-siphonage; for more information, refer to Facility and Equipment Maintenance SOP for further instructions, corrective action procedure, and record-keeping policy.
 - a. All hose bibs with threads should have back-siphon protection on them or upstream on the pipe.
 - b. Pre-rinse nozzle at the dishwasher must automatically hang above the sink so that the nozzle is above the flood rim.
 - c. Floor drain openings must be at least twice the diameter of any drainage hoses inserted in them.
 - d. Check to ensure that all food waste and trash are stored in rodent and insect-proof containers with tight-fitting lids.
4. Monitor the maintenance of ventilation systems, ensuring adequate and regular cleaning according to the set schedule in the Cleaning Routine Log.
5. Installed equipment that is fixed because it is not easily movable will be:
 - a. Spaced to allow access for cleaning along the sides, behind, and above the equipment.
 - b. Spaced from adjoining equipment, walls, and ceilings.
 - c. Sealed to adjoining equipment or walls if the equipment is exposed to spillage or seepage.
 - d. Elevated on legs that supply at least 6 inches of clearance between floor and equipment.
6. Equipment should be kept in good repair, operation, and sound condition:
 - a. Equipment components will be kept intact and adjusted according to the manufacturer's specifications.
 - b. Cutting or piercing parts will be kept sharp to minimize the creation of metal fragments that can contaminate food.
 - c. Surfaces, such as cutting blocks and boards, are subject to scratching and scoring. Resurface boards when they can no longer be cleaned and sanitized effectively. Discard if they are not capable of being resurfaced.
 - d. All equipment and food surfaces of equipment should be free of breaks, cracks, chips, pits, and imperfections.



MONITORING –

1. A Manager on Duty will conduct a visual inspection of the equipment to ensure that the equipment is up to date in maintenance.

CORRECTIVE ACTION –

1. A Manager on Duty will schedule any maintenance needs when equipment is not fully functional. The equipment will not be utilized until repairs are completed.

VERIFICATION AND RECORD-KEEPING -

The Manager on Duty will report any maintenance issues to the Facility Managers, Asset Manager, and Operations Manager.



Fire Safety SOP

PURPOSE –

To prevent fires in the kitchen.

PROCEDURE –

Fire Prevention:

1. Keep the cooking area clear of combustibles (paper, oils, chemicals, and aprons).
2. Inspect extension/equipment, and cords, especially on the floor, to ensure no exposed wires or frayed edges.
3. Frequently check extinguishers to ensure they are full. The needle in the gauge should be in the green zone.
4. Inspect the fire extinguisher to ensure the inspection is within date.
5. Keep ovens clean and free from debris and grease buildup.

At first sight of a fire:

1. Notify the Manager on Duty, and HSE team members.
2. Dial the emergency number if available, otherwise call 911.
3. Alert everyone in the immediate area.
4. Use a suitable fire extinguisher if the fire is small.
5. Evacuate the area if the fire is widespread.

Extinguisher:

1. Red: Multipurpose dry chemical extinguisher used for electrical, combustible liquids, and paper/wood. Only use this extinguisher on small fires that can be diminished in only 20 seconds. Use PASS to help you remember the steps:
 - P – Pull the pin
 - A – Aim at the base of the fire
 - S – Squeeze the trigger
 - S – Sweep from side to side at the base of the fire
2. Silver (K): Foam Extinguisher used for oil/grease fires. Use the PASS to remember the steps.
3. Ansul System: located under silver hoods. All kitchens are equipped with Ansul systems for dire emergencies only. The system will release foam through the sprouts located under silver hoods
4. Do not attempt to move the fire if it is in a pan or movable object; this can cause the fire to spread. If possible, turn off the equipment.
5. Fire extinguishers are for small fires. Do not fight the fire; pull the alarm and get out if you have any doubts

MONITORING –

Training on fire safety and prevention will be consistently reviewed. Managers on Duty should monitor employees while using stovetops and grills to ensure there is no grease build-up and they are using proper oils with stoves. Monitor the concentration levels of sanitation agents throughout the shift.

CORRECTIVE ACTION –

Retrain any employee found not following the procedures in this SOP.

VERIFICATION AND RECORD-KEEPING –

Fire Extinguishers will be checked and recorded with Cotton HSE Department.



Food Purchasing

PURPOSE –

Prevent foodborne illness by using responsible and approved vendors.

PROCEDURE –

It is recommended best practices for those employees' purchasing food:

1. Understand regulations for specific foods:
 - Purchase packaged or processed foods only from an approved supplier who receives their product from licensed and reputable purveyors and manufacturers who adhere to good manufacturing and sanitation practices.
 - Only pasteurized dairy products shall be purchased. Pasteurized shells or processed eggs should be purchased for menu items not receiving heat treatment or not reaching 140F. Only pasteurized apple juice and cider should be purchased for meal service.
2. Observe delivery vehicles to guarantee cleanliness and temperature control.
3. Complete the Receiving Log when receiving products from vendors.
4. Use written specifications to confirm that the vendor knows what is to be ordered and delivered each time.

MONITORING –

1. Develop and implement written product specifications to ensure products purchased consistently meet department expectations.
2. Request a written letter from approved vendors indicating they follow either a HACCP program or good manufacturing and sanitation practices.
3. Coordinate delivery times with vendors/suppliers to ensure deliveries are made when they can be checked, including product temperatures.
4. Review orders and delivery information to ensure orders and product specifications are being met.

CORRECTIVE ACTION –

1. Retrain any employee found not following the procedures in this SOP.
2. Rewrite specifications, as necessary.

VERIFICATION AND RECORD-KEEPING -

Invoices from suppliers should reflect any discrepancies.



Food Safety in Emergency Situations SOP

PURPOSE –

In case of emergencies, employees will be knowledgeable about food handling procedures to prevent foodborne illness.

PROCEDURE –

1. All employees must:
 - a. Follow established procedures related to handling food safely during emergencies.
 - b. Maintain confidentiality when security is an issue.
2. Be aware of implications when the following issues arise:
 - a. Menu changes
 1. Staff notification systems – contact tracing, phone tree, etc.
 - b. Transportation of food to remote locations
 - c. Food disposal procedures
 - d. When food is no longer wholesome because of improper holding temperatures, fire, smoke, chemicals, fumes, natural or other disasters, etc.

MONITORING –

1. Develop procedures that address food safety concerns during emergencies.
2. Instruct staff and review those procedures regularly, at least once a year.
3. Provide specific directions regarding safe food handling for all emergencies.
4. Manager on Duty or designated alternate shall observe all employees to ensure procedures are being followed.
5. Manager on Duty shall inform the local health department (or equivalent) if an emergency affecting food safety occurs.
6. Manager on Duty will follow up, as necessary, with employees and food safety professionals.
7. Phone trees and contact lists shall be updated as necessary and once annually at the beginning of the fiscal year for accuracy.
8. Evaluate and update procedures as appropriate.

CORRECTIVE ACTION –

Retrain any employee found not following the procedures in this SOP.

VERIFICATION AND RECORD-KEEPING -

The Manager on Duty will verify employees are following procedures by visually monitoring employees during all hours of operation. The Manager will complete the Final Temperature Log to indicate that monitoring is being conducted as specified. The Final Temperature Log is to be kept on file for a minimum of one (1) year. The designated employee responsible for monitoring will record any discarded food on the Damage and Discard Product Log record, which is kept on file for a minimum of one (1) year.



Glove and Utensil Usage

PURPOSE –

Gloves or utensils will be used to handle all ready-to-eat foods, except for those added to food products containing raw animal foods that will be fully cooked or other foods heated to 165°F to prevent foodborne illness. Gloves or utensils must be used when there are cuts, sores, burns, or lesions on the hands of food handlers.

PROCEDURE –

1. Wash hands thoroughly before putting on gloves and when gloves are changed.
 - Refer to the Washing Hands SOP for further instruction.
2. Change gloves when:
 - Beginning each new task (i.e., opening a refrigerator door, building a new tray, cutting different products).
 - They become soiled or torn.
 - They are in continual use for 4 hours.
 - Finished handling raw meat and before handling cooked or ready-to-eat foods.
3. Utensils such as spatulas, tongs, and deli tissue may be used as an alternative to gloves when serving food.
4. Cover cuts and sores on hands, including fingernails, with clean bandages. If hands are bandaged, clean gloves or finger cots (protective coverings) should always be worn to prevent the bandage from falling into food.

MONITORING –

1. A Manager on Duty will inspect employees throughout the shift to ensure each employee follows this SOP.
2. A Manager on Duty will routinely check that every employee adheres to the Washing Hand SOP during all hours of operation.

CORRECTIVE ACTION –

Retrain any employee found not following the procedures in this SOP.

VERIFICATION AND RECORD-KEEPING -

The Manager on Duty will verify that employees are following this SOP by visually observing the employees during all hours of operation. Employees will record any discarded food on the Damage & Discard Food Log. Damage & Discard Logs are to be kept on file for a minimum of one (1) year. Managers will record employees who have washed their hands before their shift on the Personal Hygiene Log. Personal Hygiene Logs are to be kept on file for a minimum of one (1) year.



Grey Water SOP

PURPOSE –

To prevent bacteria, viruses, and fungi growth by adequately storing and discarding Grey Water.

PROCEDURE –

1. Train employees on using the procedures in this SOP.
2. Follow up with the municipal regulations on disposing of Grey Water.
3. Locate approved Grey Water Facilities. Place your holding tank drain valve as close to the opening of the dump station as possible.
4. Place latex gloves, then remove the sewer hose.
5. Check to ensure the hose is securely clamped to the adapter that attaches to the holding tank drain outlet. Remove the cap and attach the sewer hose, ensuring the adapter is completely secured.
6. Insert the other end of the sewer hose into the dump station's hole about four to six inches.
7. Once secured, close the grey tank valve.
8. Flush, rinse tank, and apply cleanser.
9. Disconnect the sewer hose from the tank outlet. Replace the tank outlet cover.
10. Lift the end of the sewer hose to drain the hose into the dump station completely. If no potable hose is available, run the water through the sewer hose. Remove the sewer hose from the dump station hole and rinse the outside of the hose. Rinse the area around the hole to ensure any spillage has been cleaned up and cover the dump station.

MONITORING –

The Manager on Duty will observe employees to ensure proper cleaning techniques.

CORRECTIVE ACTION –

Retrain any employee found not following the procedures in this SOP. Reclean and sanitize the Grey Water truck.

VERIFICATION AND RECORD-KEEPING –

The Manager on Duty will verify employees are properly maintaining and cleaning grey water containers by visually monitoring employees during the shift and reviewing initialing the Cleaning Routine. The Cleaning Routine Log will be kept for at least one (1) year.



Holding Food SOP

PURPOSE –

To prevent foodborne illness by limiting the amount of time potentially hazardous foods are held in the temperature danger zone (41°F-135°F) during preparation. Any conflict between food quality and food safety must always be decided in favor of food safety. When in doubt about food safety, keep in mind, throw it out.

PROCEDURE –

Holding Hot Food:

1. Prepare and cook food amounts as needed. Batch cooking is ideal for controlling production amounts and maintaining food temperature and quality.
2. Use hot-holding equipment that keeps hot food at 135°F or higher.
3. Follow the manufacturer's instructions in using hot-holding equipment.
4. Keep foods covered to retain heat and protect food from airborne contaminants.
5. Measure internal food temperatures during holding once an hour using a calibrated thermometer. Record temperatures in the Holding Temperature Log. If temperatures are below 135°F, reheat to 165°F for at least 15 seconds.
6. The time and temperature of hot foods must be recorded at the beginning of holding.
7. Discard hot Temperature Controlled for Safety (TCS) foods after 4 hours if they have not been served or sold.
8. Do not mix freshly prepared food with prepared foods being held for service.

Holding Cold Food:

1. Use cold-holding equipment that can keep cold foods below 41°F. Some beverages are considered TCS food, such as dairy products.
2. Measure internal food temperatures once an hour using a calibrated thermometer. Record temperatures in the Holding Temperature Log. If temperatures are above 41°F, then refrigerate.
3. Protect cold food from contaminants with covers or food shields.
4. Discard hard time/temperature-controlled foods after 4 hours if they are not adequately held below 41°F.
5. Monitor temperatures and discard any TCS foods that exceed 70°F.
6. Place cold food in pans or on plates first, never directly on ice. The only exceptions are whole fruits and vegetables that will be washed after holding.
7. Ice used on display should be self-draining. Wash and sanitize drip pans after each use.

MONITORING –

1. Use a clean, sanitized, and calibrated probe thermometer.
2. Take at least two internal temperatures from each batch of food or pan by inserting the thermometer into the thickest part of the product.
3. Monitor the amount of time the food is in the temperature danger zone. It should not exceed 4 hours.



CORRECTIVE ACTION –

1. Retrain any employee found not following the procedures in this SOP.
2. Discard food held in the temperature danger zone for more than 4 hours.

VERIFICATION AND RECORD-KEEPING –

An employee will record the product name, time, temperature, amount of food, and any corrective action taken on the Food Temperature Log. The Manager on Duty will verify employees are taking the required temperatures by visually monitoring employees during the shift and reviewing, initialing, and dating the Holding Temperature Logs daily. Holding Temperature Logs are to be kept on file for a minimum of one (1) year.



Ice Machine Usage SOP

PURPOSE –

To prevent or reduce the risk of foodborne illness through the use and consumption of ice.

PROCEDURE –

Employees involved in production or service must observe the following procedures to guarantee the safety of the ice used –

1. Wash hands before handling the scoop or portioning ice.
2. Use a scoop to transfer ice to a clean and sanitized container.
 - The scoop should be stored in a sanitary manner adjacent to the ice machine.
 - It should never be stored in the ice storage bin.
 - Scoop should be cleaned and sanitized daily.
3. Keep the ice machine lid closed when not in use.
4. Do not use bare hands to collect ice or insert a glass directly into the ice storage bin as cross-contamination or an introduction of a physical hazard (glass) could occur.
5. Store and transport ice in designated containers only. Do not use containers that formerly held chemicals or time/temperature-controlled foods.
6. Discard ice used for display (salad bars) or ice baths. Do not use it for consumption.
7. Clean and sanitize parts of ice machines considered “food contact surfaces” according to manufacturer’s guidelines.
 - Record the date of cleaning and the employee’s initials on the Cleaning Routine Log.

MONITORING –

Monitor employees to confirm proper ice handling techniques are being followed. Ice machine cleaning schedule will be found in the Cleaning Routine Log following manufacturing guidelines.

CORRECTIVE ACTION –

1. Retrain any employee found not following the procedures in this SOP.
2. If the ice becomes contaminated, all ice should be discarded.

VERIFICATION AND RECORD-KEEPING –

Managers will verify food service workers are following procedures by visually monitoring employees during all hours of operation and reviewing, initialing, and dating the Cleaning Routine Log. Cleaning Routine Logs will be stored for a minimum of one (1) year.



Laundry and Linen Use SOP

PURPOSE –

Prevent cross-contamination by using clean and sanitized cloths, towels, aprons, table linens, and mop heads.

PROCEDURE –

All Employees must:

1. Use wiping cloths and other cleaning cloths to clean and sanitize, as needed.
2. Wiping cloths in use should be stored in a sanitizing solution in an appropriate container.
3. Change cloths and aprons every 4 hours or as needed to minimize the risk of cross-contamination. Soiled cleaning linens and aprons should be placed in a designated container by use and taken to the laundry area at the end of each shift.
4. Place soiled table linens in a designated container for transportation to the laundry area at the end of each meal period.
5. Transfer wet mop heads to a separate designated container to be transported to the laundry at the end of each shift. This will minimize mold growth and infestation by pests.

In the laundry, the following procedures are recommended: (if applied)

1. Linens should be washed in temperatures appropriate for the color and type of fabric; generally, wash water of 120°F is recommended.
2. Detergent appropriate for water type is recommended. Other cleaning agents might include a pre-soak solution and a product to minimize mold growth, particularly humid conditions.
3. Clean and soiled linens must be kept separate in the laundry. Employees should wash their hands before handling clean linens.
4. Any linen that comes in contact with human blood or other bodily fluids, including vomit, should be discarded.
5. Best practice is to avoid linen contact with food.

MONITORING –

The Manager on Duty will monitor employees to comply with the procedures. Provide sufficient containers to store clean and soiled linens separately.

CORRECTIVE ACTION –

1. Retrain any employee found not following the procedures in this SOP and correct violations immediately.
2. Rewash any linens that were not adequately utilized.

VERIFICATION AND RECORD-KEEPING –

The Manager on Duty will monitor and verify lines and laundry are maintained and cleaned properly. The manager will complete the Cleaning Routine Log. The Cleaning Routine Log is to be kept on file for a minimum of one (1) year.



Machine Warewashing SOP

PURPOSE –

To prevent foodborne illness by ensuring that all utensils, flatware, and serving dishes are washed, rinsed, and sanitized correctly.

PROCEDURE –

1. Fill the dish machine before using the automatic filler.
2. Run the dish machine after being filled, but before being used, until it reaches at least 150°F.
3. Check to ensure the soap and chemical sanitizer dispensers have enough product for the day's use.
4. Scrape and rinse all items before placing them in the machine.
5. Load the dishwasher racks. Avoid overloading or improper loading.
6. Place the rack in the machine and close the door. Check that the wash cycle is maintained to at least 150°F and runs for a minimum of 2 minutes.
7. Record the temperature for the wash and rinse cycles and water pressure on the Machine Ware washing Log. Temperature and pressure should be at least:
 - a. Wash – 150 - 160°F and run for a minimum of 2 minutes
 - b. Rinse – 180 - 195°F
 - c. Minimum water pressure for final rinse should be at least 15-25 psi.
8. Check sanitizer concentration using appropriate test strips.
9. Record the date, temperature, water pressure, and sanitizer concentration and initial the Machine Warewashing Log.
 - a. The above critical control points will be recorded at least once per meal service time.
10. Run racks of trays, dishes, and flatware through the dish machine.
11. Use clean hands, remove dishes from the machine, and allow an adequate amount of time to air dry before storing completely.

MONITORING –

1. Verify the warewashing machine is functioning correctly.
2. Check the Machine Warewashing Log to ensure temperatures, sanitizer concentration, and water pressure meet standards and are recorded daily.

CORRECTIVE ACTION –

1. Retrain any employee found not following the procedures in this SOP.
2. Flatware, serving dishes, and utensils not appropriately washed must be rewashed through the machine.

VERIFICATION AND RECORD-KEEPING-

The Manager on Duty will verify employees are taking the required temperatures and following the proper preparation procedures by visually monitoring employees during the shift and reviewing, initialing, and dating the Machine Warewashing Log. Machine Warewashing Logs will be stored for a minimum of one (1) year.



Manual Warewashing SOP

PURPOSE –

To prevent or reduce the risk of foodborne illness by poorly cleaned equipment.

PROCEDURE –

Employees who use the warewashing sinks will be responsible for knowing how to use them properly and document concentrations and temperatures. Steps include:

1. Rinse, scrape, or soak all items before washing. Organic materials break down the effectiveness of detergent and sanitizer solutions.
2. Record the date, service time, sanitizer water temperature, test strip results, and the initial record on the Manual Warewashing Log.
 - These items should be recorded every time the three-compartment sink is set up. A new 3-compartment sink should be set up for every meal service, anytime the sanitizer solution is below the proper PPM, and anytime the Wash/Rinse water becomes unusable. Hot water can be added to raise the temperature of the wash/rinse compartments if the water is still usable.
3. Wash items in the first sink in a detergent solution. Water temperature should be at least 110°F. Use a brush, cloth, or scrubber to loosen the remaining soil.
4. Replace detergent solution when suds are gone or dirty water.
5. Immerse or spray-rinse items in the second sink. Water temperature should be at least 110°F. Remove all traces of food and detergent. If using the immersion method, replace water when it becomes cloudy, dirty, or sudsy.
6. Immerse items in the third sink filled with hot water or a chemical-sanitizing solution.
 - If hot water immersion is used, the water temperature must be at least 180°F. Items must be immersed for 30 seconds. Proper personal protective equipment should be worn, and temperatures taken to ensure sanitization occurs.
 - If chemical sanitizing is used, the sanitizer must be mixed at the proper concentration. (Check at regular intervals with a test kit and record on the Manual Warewashing Log.) Concentration levels will vary depending on the type of chemical sanitizing agent used, water temperature, and water hardness. Water must be the correct temperature for the sanitizer used. Review manufacturer recommendations for the concentration and temperature of chemical sanitizers.
7. To avoid recontamination of clean and sanitary items:
 - Air dry all items on a drainboard.
 - Wash hands before returning to storage.

Wash	Rinse	Sanitizer
110F Soapy Water	120F Clear Water	180F or Chemical Sanitizer



Chemical Solution	Concentration Level	Minimum Temperature	Minimum Immersion Time
Chlorine Solution	50-99 PPM	110F	7 Seconds
Iodine Solution	12.5 – 25 ppm	68F	30 Seconds
Quaternary Ammonium Solution	Manufacturer's recommendation	75F	30 Seconds

MONITORING –

Monitor employees using manual warewashing sinks to ensure they are being used properly. Periodically check throughout the shift to confirm temperatures and chemical concentrations meet standards and are recorded at the state frequency.

CORRECTIVE ACTION –

1. Retrain any employee found not following the procedures in this SOP.
2. Wash, rinse, and sanitize dirty equipment. Sanitize equipment if it is discovered the equipment was not properly sanitized. Discard food that comes in contact with equipment that has not been appropriately sanitized.
3. In a 3-compartment sink:
 - Drain and refill compartments periodically and as needed to keep the water clean.
 - Adjust the water temperature by adding hot water until the desired temperature is reached.
 - Add more sanitizer or water, as appropriate, until the proper concentration is achieved.

VERIFICATION AND RECORD-KEEPING –

Employees will record monitoring activities and any corrective action taken on the Manual Warewashing Log. The Manager on Duty will verify employees have taken the required temperatures and test the sanitizer concentration by visually monitoring employees during the shift and reviewing, initialing, and dating Manual Warewashing Log. The log will be kept on file for at least one (1) year.



New Employee Orientation SOP

PURPOSE –

To prevent foodborne illness by ensuring all employees have a foundational knowledge of food safety.

PROCEDURE –

1. Train employees on using the procedures in this SOP.
2. Employee meets with the Quality Assurance team to receive basic food safety procedures training during Cotton Academy.
3. Employee reviews each Quality Assurance log with the new Manager on Duty. Each procedure will be discussed thoroughly, with implications for food safety described.
 - Cleaning Routine
 - Damage and Discard Product Log
 - Freezer and Refrigerator Temperature Log
 - Machine Warewashing Log
 - Manual Warewashing Log
 - Personal Hygiene Log
 - Receiving Log
 - Food Temperature Logs:
 - Food Temperature- Final & Holding Log
 - Government Final Food Temperature Log
 - Government Holding Food Temperature Log
 - Thermometer Calibration
4. Employee may ask questions if any uncertainty of policy or procedure.
5. Employee reads, signs, and dates the end of the training, indicating understanding and agreement with the stated procedure.
6. The Quality Assurance team then receives a signed copy of the document within the month of employment.

MONITORING –

Keep personal records updated with food safety requirements for food safety training. Reviewing training if any changes to procedures occur.

CORRECTIVE ACTION –

Retrain any employee found not following the procedures in this SOP.

VERIFICATION AND RECORD-KEEPING –

The Manager on Duty will verify employees understand the company procedures and protocols by reviewing, initialing, and dating the training program. Maintain food safety records for the duration of employment.



Pest Control SOP

PURPOSE –

Efforts will be made to guarantee pests are controlled within the operation, including the use of a licensed pest control operator (PCO).

PROCEDURE –

Deny access to pests:

1. Use reputable suppliers for all deliveries.
2. Check all deliveries before they enter the facility.
3. Refuse shipments that have signs of pest infestation.
4. Keep all exterior openings closed tightly. Check doors for proper fit as part of the regular cleaning schedule.
5. Report any signs of pests to the Manager on Duty.
6. Report any openings, cracks, broken seals, or other opportunities for pest infestation to the Manager on Duty.

Deny pests food, water, and hiding or nesting place:

1. Dispose of garbage quickly and correctly. Keep garbage containers clean, in good condition, and tightly covered in all areas (indoors when not in repeated use and outdoors). Clean up spills around garbage containers immediately. Wash, rinse, and sanitize containers regularly.
2. Store recyclables in clean, pest-proof containers away from the building.
3. Store all food and supplies as quickly as possible.
 - Keep all food and supplies at least six inches off the floor and six inches away from walls.
 - Refrigerate foods such as powdered milk, cocoa, and nuts after opening or storing in NSF-approved storage containers. These foods attract insects, but most insects become inactive at temperatures below 41°F. Store flour and cornmeal products under refrigeration during long breaks to prevent weevil eggs from hatching.
4. Use FIFO (First In, First Out) inventory rotation.
5. Wet towels and mop heads should be taken to the laundry area at the end of each shift to minimize the risk of infestation by pests. Store mop heads and broom ends off the floor.
6. Clean and sanitize the facility thoroughly and regularly. Careful cleaning eliminates the food supply, destroys insect eggs, and reduces pests' number of places to shelter.

The PCO should decide if and when pesticides should be used in the facility. PCOs are trained to determine the best pesticide for each pest and how and where to apply it. The PCO should store and dispose of all pesticides used in the facility. If any pesticides are stored, follow these guidelines:

1. Keep pesticides in their original containers.
2. Store pesticides in locked cabinets away from food storage and food preparation areas.
3. Store aerosol or pressurized spray cans in a cool place. Exposure to temperatures higher than 120°F could cause them to explode.



4. Check local regulations before disposing of pesticides. Many are considered hazardous waste.
5. Dispose of empty containers according to manufacturers' directions and local regulations.
6. Keep a copy of the corresponding safety data sheets (SDS) on the premises.

MONITORING –

1. Supervise daily cleaning routines.
2. Monitor the daily completion of all cleaning tasks on the Cleaning Routine Log.
3. Review and change the Cleaning Routine Log every time there is a change in procedures or equipment.
4. Request employee input in the program during staff meetings.
5. Conduct routine inspections of the facility.
6. Review infestation and control issues with PCO, and take necessary steps to control and eliminate pests.
7. Follow up with staff observations and PCO as necessary.

CORRECTIVE ACTION –

Retrain any employee found not following the procedures in this SOP

VERIFICATION AND RECORD-KEEPING –

The Manager on Duty will verify workers are following procedures by visually monitoring employees during all hours of operation. The Manager on Duty will complete the Cleaning Routine Log. The Cleaning Routine Log is to be kept on file for a minimum of one (1) year.



Prepare Cold Food SOP

PURPOSE –

To prevent cross-contamination and foodborne illness by taking the temperatures of all cold foods during preparation to ensure all food safety.

PROCEDURE –

Prepare Cold Foods:

1. Pre-chill ingredients for foods served cold (sandwiches and salads) to 41°F or below before combining.
2. When preparing foods at room temperature, do so within 2 hours or less, working with small batches of food items.
3. Prepare raw products away from other products. This reduces the opportunity for cross-contamination with any ready-to-eat foods.
4. Discard thawed potentially hazardous foods that have been above 41°F for more than 4 hours. Record on Damage and Discard Log.

Maintain Food Contact Surfaces:

1. Use color-coded cutting boards designated for products not receiving further heat treatment. (i.e., green for vegetables or fruits)
2. Clean and sanitize all surfaces, cutting boards, and utensils that have been used in the preparation of raw meats, poultry, and fish before using them for fruits, vegetables, and ready-to-eat foods. Cleaning and sanitizing steps **MUST** be done separately to be effective.

Take Temperatures:

1. Use a calibrated thermometer to take the temperatures of designated food products.
2. Wipe the thermometer stem with alcohol wipes before and after taking the temperatures of each food, or wash the stem, rinse, and sanitize.
3. Record temperatures in the Holding Temperature Log.

MONITORING –

1. Monitor Holding Temperature Logs.
2. Review the Holding Temperature Log to ensure there are no temperature deviations.
3. Document all corrective action on appropriate forms.

CORRECTIVE ACTION –

1. Retrain any employees found not following the procedure in this SOP.
2. Discard all food found to be unsafe or at improper temperature.

VERIFICATION AND RECORD-KEEPING –

An employee will record the product name, time, temperature, and any corrective action taken on the Holding Temperature Log. The Manager on Duty will verify employee has taken the required temperatures by visually monitoring employees during the shift and reviewing, initialing, and dating the Holding Temperature Log. The Holding Temperature Logs are kept on file for a minimum of one (1) year.



Preventing Cross-Contamination During Storage and Prep SOP

PURPOSE –

To reduce foodborne illness by preventing cross-contamination of food during preparation and storage.

PROCEDURE –

1. Train employees on using the procedures in this SOP.
2. Wash hands properly.
 - Refer to the Washing Hands SOP.
3. Avoid touching ready-to-eat food with bare hands.
4. Separate raw animal foods, such as eggs, fish, meat, and poultry, from ready-to-eat foods, such as lettuce, cut melons, and lunch meats during receiving, storage, and preparation.
5. Separate different types of raw animal foods, such as eggs, fish, meat, and poultry, from each other, except when combined in preparing recipes.
6. Store raw animal foods in refrigerators or walk-in coolers by placing the raw animal foods on shelves in order of cooking temperatures. The highest cooking temperature, such as chicken, is placed on the lowest shelf.
7. Separate unwashed fruits and vegetables from washed fruits and vegetables and other ready-to-eat foods.
8. Use only dry, cleaned, and sanitized equipment and utensils. Refer to Equipment Cleaning and Sanitizing SOP for proper cleaning and sanitizing procedures.
9. Touch only those surfaces of equipment and utensils that will not come in direct contact with food.
10. Place food in covered containers or packages, except during cooling, and store in the walk-in refrigerator or cooler.
11. Food that must be stored in a container other than the original package must be labeled with the common name and date of opening.
12. Designate an upper shelf of a refrigerator or walk-in cooler as the "cooling" shelf. Uncover containers of food during the initial quick cool-down phase to facilitate cooling.
 - Containers of food that are being cool-downed need to be clearly labeled as cooling, along with the time and temperature that it was placed in the cooler.
13. Food stored for hot and cold storage must be fully covered and labeled with the time, common name, temperature, and date.
14. Clean the exterior surfaces of food containers, such as cans and jars, of visible soil before opening.
15. Discard Damaged or contaminated food. Record on the Damage and Discard log.

MONITORING –

A designated employee will continually monitor food storage and preparation to ensure food is not cross-contaminated.



CORRECTIVE ACTION –

1. Retrain any employee found not following the procedures in this SOP.
2. Separate foods found improperly stored.
3. Discard ready-to-eat foods contaminated by raw eggs, raw fish, raw meat, or raw poultry.

VERIFICATION AND RECORD-KEEPING –

The Manager on Duty will visually observe employees, make sure they follow these procedures and take all necessary corrective actions during all hours of operation. The Manager will periodically check the storage of foods during hours of operation and complete the Freezer and Refrigerator Temperature Logs. The Freezer and Refrigerator Temperature Logs will be kept on file for a minimum of one (1) year. Employees will document any discarded food on the Damage and Discarded Product Log. The Manager will verify that appropriate corrective actions are being taken by reviewing, initialing, and dating the Damaged and Discard Product Log each day. The Damage and Discarded Product Log is to be kept on file for a minimum of one (1) year.



Recall Policy SOP

PURPOSE –

To prevent foodborne illness and protect food safety by ensuring all products are disposed of properly and securely in the event of a recall initiated by USDA, Distributer, or Supplier.

PROCEDURE –

1. Receive recall notice from manufacturer or supplier. Notify all Managers of the scope of the Recall. Depending on the type of recall, there are different ways of responding to the recall. Types of Recalls:
 - Class 1 - A health hazard situation where a reasonable probability of eating the food will cause serious, adverse health consequences or death.
 - Class 2 - A health hazard situation with a remote probability of adverse health consequences from eating the food.
 - Class 3 - A situation where eating the food will not cause adverse health consequences.
2. Recall with Distributor Pick up –
 - Product is removed from production. The recalled product will not be used in any upcoming meals.
 - Product is labeled “Do Not Use – Recall.”
 - Product is stored properly and away from food currently in production.
 - Product is picked up from the Distributor.
 - Discarded product logged in Discard & Damaged log.
3. Recall with Discard –
 - Product immediately discarded.
 - Product logged in Discard & Damaged Log.

MONITORING –

The Quality Assurance team monitors all recalls and will help facilitate proper procedures for the disposal of products.

VERIFICATION AND RECORD-KEEPING –

Employees will document any discarded food on the Damage and Discard Product Log. The Manager on Duty will verify that appropriate corrective actions are being taken by reviewing, initialing, and dating the Damage and Discard Product Log for each incident. The Damage and Discard Product Log is to be kept on file for a minimum of one (1) year.



Receiving Deliveries SOP

PURPOSE –

To confirm that all food is fresh and safe when it enters the operation and transfer food to proper storage as quickly as possible.

PROCEDURE –

1. Train employees on using the procedures in this SOP.
2. Follow State or local health department requirements.
3. Schedule deliveries to arrive at designated times during operational hours.
4. Post the delivery schedule, including the names of vendors, days and times of deliveries, and drivers' standings. Verify the credentials of the delivery person upon arrival.
5. Use the following rejection policy to ensure accurate, timely, consistent, and effective refusal and return of rejected goods. If a product is rejected, the Manager on Duty must mark the invoice.
 - Check to ensure refrigerated foods are received at or below 41°F. If above 41°F, then reject the product. The temperature of the milk should be 45 °F or below.
 - Check to make sure frozen food is solid and does not show evidence of thawing and re-freezing. If evidence of thawing and re-freezing, reject the product.
 - Check a use-by date and best-by date to ensure the date is applicable. If dates are not applicable, then reject the item.
 - Reject foods with damaged packaging such as torn bags or cans with swelled tops or bottoms, leakage, incomplete labels, flawed seals, rust, or dents.
 - Evaluate quality of products by odor, sight, and touch. If any foods are deemed unacceptable, reject the product.
 - Check products for leaks, flaws, or broken packages. Dry goods should be dry, free of mold, and free of insects. All packages should be free of mold and insects. If the packages are flawed, they should be rejected.
 - Complete the Receiving Log noting the temperature and quality of products received.
 - Products that are rejected need to be recorded on the Damage and Discard Log.
6. Organize freezer and refrigeration space, loading docks and storerooms before deliveries.
7. Gather product specification lists and purchase orders, Receiving Logs, calibrated thermometers, pens, flashlights, and clean loading carts before deliveries.
8. Keep the receiving area clean and well-lit.
9. Do not touch ready-to-eat foods with bare hands, instead handle products with single-use gloves.
10. Determine whether foods will be marked with the date of arrival or the "use by" date and mark accordingly upon receipt.
11. Compare delivery invoices against products ordered and products delivered.
12. Transfer foods to their appropriate locations as quickly as possible.
13. Use First In First Out (FIFO) inventory rotation of products in all storage areas to ensure that the oldest products are used first. Products with the earliest use-by or



expiration dates are stored in front of products with later dates. Mixing older food with newly received food in storage containers is not acceptable.

14. Keep products in their original package until used.

MONITORING –

1. Inspect the delivery truck when it arrives to ensure clean, free of putrid odors, and organized to prevent cross-contamination. Be sure refrigerated foods are delivered on a refrigerated truck.
2. Check the interior temperature of refrigerated trucks.
3. Confirm vendor name, day, and time of delivery, as well as driver's identification before accepting delivery. Contact the vendor immediately if the driver's name is different from what is indicated on the delivery schedule.

CORRECTIVE ACTION –

1. Retrain any food service employee found not following the procedures in this SOP.
2. Reject the following and record on the Damage and Discard Log:
 - Frozen foods with signs of the previous thawing.
 - Cans with signs of deterioration, such as swollen sides or ends, flawed seals or seams, dents, or rust.
 - Punctured packages.
 - Foods with out-of-date expiration dates.
 - Foods out of the safe temperature zone or deemed unacceptable by the established rejection policy.

VERIFICATION AND RECORD-KEEPING –

Record the temperature on the delivery invoice and record the corrective action with the temperature on the Receiving Log. The Manager on Duty will verify employees are receiving products using the proper procedure by visually monitoring receiving practices during the shift and reviewing the Receiving Log at the close of each delivery. Receiving Logs are kept on file for a minimum of one (1) year.



Recycling SOP

PURPOSE –

Meet Cotton Culinary's Goal of Sustainability and minimize the carbon footprint of operations.

PROCEDURE –

1. Dispose of cardboard boxes immediately in properly labeled recycle bins to deny pest storage, water, hiding places, or nesting places. Also, discard immediately to establish a clean and safe workspace.
2. Always keep lids to recycle bins closed.
3. Clean up spills around recycling bins immediately. Wash, rinse, and sanitize containers regularly and record on the Cleaning Routine Log.
4. Dispose only of recyclable materials in the recycle container. Only cardboard boxes marked for recycling should be recycled. Recycled cardboard boxes should be clean and free from liquids, food, and grease.

MONITORING –

The Manager on Duty will monitor the disposal of products to confirm proper disposal.

CORRECTIVE ACTION –

Retrain any employee found not following the procedures in this SOP.
Discard all materials properly.

VERIFICATION AND RECORD-KEEPING –

The Manager on Duty will verify employees are following proper recycling procedures. There is no verification or record-keeping for this SOP.



Reheating Potential Hazardous Food SOP

PURPOSE –

To minimize bacterial growth and prevent foodborne illness by ensuring that all foods are reheated to the appropriate internal temperature.

PROCEDURE –

1. Train employees on using the procedures in this SOP.
2. Follow State or local health department requirements.
3. Reheat the food product using an oven, stove, microwave, or steamer until all parts of the food reach 165°F and hold for 15 seconds.
 - The goal is to take the food through the temperature danger zone (41°F - 135°F) as quickly as possible.
 - Discard food that has not reached this temperature within 2 hours.
 - Place the food in a steam table or a pre-heated hot cart and recheck the temperature to make sure the temperature is held at or above 135°F.
 - Check the food temperature before serving if the food has been held.
4. Reheat the following products to 165°F for 15 seconds.
 - Any food that is cooked, cooled, and reheated for hot holding
 - Leftovers reheated for hot holding
 - Products made from leftovers, such as soup
 - Precooked, processed foods that have been previously cooled
5. Reheat food for hot holding in the following manner if using a microwave oven:
 - Heat processed ready-to-eat foods from a package or can to at least 135°F for 15 seconds.
 - Heat leftovers to 165°F for 15 seconds.
 - Rotate (or stir) and cover foods while heating.
 - Allow to sit for 2 minutes after heating.
6. Reheat all foods rapidly. The total time the temperature of the food is between 41°F and 165°F may not exceed 2 hours.
7. Commercially processed and packaged ready-to-eat foods (such as cheese sticks) must be reheated to a minimum internal temperature of 135°F.
8. Follow any manufacturer recommendations on reheating their processed food products.
9. Serve reheated food immediately or transfer it to an appropriate hot holding unit. Hot holding unit temperatures should be taken frequently to ensure the temperatures are at or above 135°F

MONITORING –

1. Use a clean, sanitized, and calibrated probe thermometer.
2. Monitor temperatures of reheated products to be certain that 165°F was achieved and that the products are held at 135°F or higher.
3. Take at least two internal temperatures from each pan of food.
4. Complete the Final Temperature Log to ensure that all products achieve proper reheating temperatures.



CORRECTIVE ACTION –

1. Retrain any employee found not following the procedures in this SOP.
2. Continue reheating and heating food if the internal temperature does not reach the required temperature.
 - If the internal temperature does not reach the required temperature in less than two hours, discard the product.

VERIFICATION AND RECORD-KEEPING –

Employees will record the product name, time, temperatures, and any corrective action taken on the Final Temperature Log. The Manager on Duty will verify employees have taken the required reheating temperatures by visually monitoring employees during the shift and reviewing, initialing, and dating the Final Temperature Log at the close of each day. The Final Temperature Logs are kept on file for a minimum of one (1) year.



Responding to a Foodborne Illness Complaint SOP

PURPOSE –

All personnel will promptly respond to a foodborne illness complaint and show concern for the individual making the complaint.

PROCEDURE –

When a complaint is received related to a foodborne illness, employees will:

1. Indicate concern for the individual and let that person know the complaint will be referred to the Manager on-site.
2. Contact the Manager if they are offsite.
3. Write down information about the complaint if the manager is not on-site by filling out all the information at the top of the Foodborne Illness Incident Report.

The Manager on Duty will:

1. Post the following note on all sample trays from seven (7) days before the complaint, "HOLD UNTIL AFTER FOODBORNE ILLNESS INVESTIGATION." Separate these trays from all other sample trays in a location in the cooler to themselves.
2. Talk with the individual making the complaint. Get the basic information required to complete the Food Borne Illness Incident Report.
3. Notify the Director of Quality Assurance and Divisional Directors as soon as possible.
4. Remove all food from service related to the suspected illness and store it in the refrigerator – seal the box/container then label it "DO NOT EAT," and date it.

The Quality Assurance Team will:

1. Call the local Health Department to report the suspected outbreak and obtain assistance with the foodborne illness investigation.
2. Call the on-call medical group to be on the scene to assess and document:
 - Symptoms.
 - Names and phone numbers, and address of people affected.
 - Physician's names and phone numbers.
 - Notify the Culinary Leadership, if appropriate. Provide pertinent information needed to answer questions.
 - Work with the media should they become involved.

MONITORING –

Providing training on how to fill out foodborne illness incident reports. Follow up if necessary.

CORRECTIVE ACTION –

Retrain any employees found not following the procedures in this SOP.

VERIFICATION AND RECORD-KEEPING –

Any Foodborne Illness Complaint will be stored for a minimum of one (1) year.



Responding to Physical Hazard Found in Food SOP

PURPOSE –

Any Cotton Culinary Employee will respond to a complaint of a physical hazard found in food promptly and will show concern for the individual making the complaint.

PROCEDURE –

1. Employees involved in the production or service of food must observe the following procedures when a foreign object or physical hazard is found in food.
2. Apologies for the inconvenience of finding a foreign object in the food.
3. Determine if the foreign object did any harm to the individual, such as a broken tooth, cut, etc.
4. Save the object and the box/bag from which it came if known.
5. Record the manufacturer, codes, and dates listed on the box.
6. Report the incident to the Culinary divisional director and the Quality Assurance team so appropriate follow-up can be done.
7. Pull the remainder of the food, if appropriate. (ex. glass in food)
8. Report the incident to the Health Department if it is thought the foreign object was in a commercially prepared food item before opening the case, box, or package. The health department will see that a trace is completed to see if similar products are contaminated.

MONITORING –

1. Monitor employees to ensure proper procedures are followed when responding to a foreign object complaint.
2. Provide training and procedures in completing an Illness Report.

CORRECTIVE ACTION –

1. Retrain any employee found not following the procedures in this SOP.
2. Complete the Illness Report.
3. Follow up if necessary.

VERIFICATION AND RECORD-KEEPING –

Any Foodborne Illness Complaint will be stored for a minimum of one (1) year.



Responding to First Aid, Vomiting, or Diarrheal Events SOP

PURPOSE –

To prevent the spread of bloodborne pathogens, Norovirus, Bacteria, or Viruses in the event of a Vomit or Diarrheal incident.

PROCEDURE –

1. Remove the hurt/ill person or persons. Apply first aid if needed.
2. Block off the area to prevent anyone from coming near. Typically, a 25-foot radius of the event. Use signage and/or an employee to block entry into a contaminated area, whether in the food prep or dining areas.
3. Put on personal protective equipment, including disposable gloves, face masks, eye shields, disposable aprons, and shoe covers as needed.
 - Use double gloves to further protect against any viruses or bacteria pathogens.
4. Remove any contaminated items such as food or linens that may have been contaminated and place them in the appropriate containers to minimize further contamination.
5. Using the Spill Kits, available in all kitchens, scrape and/or scoop up the absorbent and place without agitation or movement into a disposable bag.
 - If an incident occurs on a carpeted surface, this presents a special circumstance as the carpet may absorb some of the spills. Refrain from vacuuming a contaminated area before disinfectant, as this will allow the pathogens to become airborne and spread.
6. Immediately clean and sanitize any surfaces with a chlorine bleach solution at 1000-5000 ppm, per gallon of water. Pour or use pump bottles rather than spray bottles, so the chlorine does not become aerosolized and inhaled. Allow the disinfectant to stand for the manufacturer's recommended time. Do not use quaternary ammonium to clean since quaternary ammonium will not eliminate viruses such as norovirus.
7. Use paper towels or disinfectant wipes to clean up the disinfectant and place it into a disposable bag.
8. During the cleanup process, constantly wash hands and exposed arms.
9. Dispose of items used to clean and sanitize that cannot be sanitized themselves. If an item such as a tablecloth, apron, or uniform is contaminated, do not shake the item but fold it and place it in an isolated laundry bag to be removed to a laundry area without causing further airborne particles. Do not launder contaminated articles with other items. Wash contaminated items separately with a prewash and then regular wash with detergent. Dry at a temperature on a high heat cycle that reaches 170F.
10. Discard any food that has any possibility of being contaminated, whether it was in the process of preparation, cold holding, hot holding, or being served. Discard any single-service items, portion packages, and condiments like ketchup bottles that have been contaminated.
11. Remove PPE and place it into a disposable bag, being careful to remove gloves last so that hands are not contaminated.
12. Close the bag with the twist tie and immediately transfer it to a dumpster outside, away from food and people.



13. Employees who cleaned up the event must wash their hands and any exposed arms using soap and water.
 - Refer to Washing Hands SOP.
14. After the immediate spill is disinfected, other surfaces in the area may also be disinfected. This includes but is not limited to tables, chairs, service counters, bathrooms, condiment stations, walls, etc. Focus first on the areas closest to the event.
15. If an employee is ill, implement restrictions or exclude them until the doctor has cleared the individual to return to work.

MONITORING –

1. Manager on Duty and Employees will ensure the event is cleaned up properly.
2. Manager on Duty will complete an incident report and send it to the Quality Assurance team.

CORRECTIVE ACTION –

Clean the area again if not cleaned thoroughly.

VERIFICATION AND RECORD-KEEPING –

An Incident Report will be stored for a minimum of one (1) year.



Service of Food SOP

PURPOSE –

To prevent cross-contamination and foodborne illness by serving food in a sanitary matter

PROCEDURE –

Only employees trained in proper sanitation and safety procedures are allowed in the food production area. Employees involved in the service of food must observe the following procedures to ensure its safety:

Good personal hygiene:

1. Wash hands before handling utensils, dinnerware, trays, food, etc.
2. Do not touch cooked or ready-to-eat foods with bare hands. Use gloves or utensils.
3. Wash hands between each different task. For example, if the same employee is loading dirty dishes and taking out clean dishes, a thorough hand washing must be done between the two tasks. Refer to the hand washing SOP.
4. Do not eat in food production or service areas unless taste-testing foods. At select facilities a beverage is allowed in the food service area provided the cup has a lid and a straw, and it is stored below the production area, such as on a shelf below the table, to ensure it will not fall and contaminate the food being prepared.
5. Wash hands before putting on gloves, and each time gloves are changed.
6. For more detailed instructions, refer to the Personal Hygiene SOP.

Service utensils and service ware:

1. Clean and sanitize utensils before using them. Use separate utensils to serve each food item.
2. Store utensils properly with the handle extended above the container or on a clean and sanitized food-contact surface.
3. Use serving utensils with long handles to keep hands away from the food item.
4. Handle all glassware without touching the outer or inner rim. Trays and dishes should be handled by the bottom or outer rim only. Avoid touching any surface that may contact food. Trays should be stored bottom-up.
5. Hold flatware and utensils by the handles.

Cleaning/Sanitation:

1. Clean the area on and around the service line using warm soapy water and clean cloths. Thoroughly rinse the area after cleaning.
2. Sanitize the area on and around the service line using an approved sanitizer.
3. Maintain area cleanliness before service begins and as needed throughout service
4. Use only designated cloths for cleaning food spills

Service:

1. Take the temperatures of foods at the beginning of each service period.
2. Hold potentially hazardous food at the proper temperature.
3. Date mark and cool potentially hazardous foods or discard leftovers.
4. Once a potentially hazardous food has been served, even in a commercial wrapper that has been unopened, the food cannot be retrieved, reserved, and/or reused for any reason.



MONITORING –

The Manager on Duty will visually observe that food is being served to prevent contamination during all hours of service.

CORRECTIVE ACTION –

1. Retrain any employee found not following the procedures in this SOP.
2. Replace improperly handled plates, cups, or utensils with clean items.
3. Discard ready-to-eat food that has been touched with bare hands.
4. Follow the corrective actions identified in the Washing Hands; Cooking Potentially Hazardous Foods; Cooling Potentially Hazardous Foods; and Holding Foods SOPs.

VERIFICATION AND RECORD-KEEPING –

The Manager on Duty will verify employees have followed the procedure by visually monitoring employees during the shift. The manager will complete the Holding Temperature Log and Cleaning Routine Log. The Holding Temperature Log and Cleaning Routine Log are kept on file for a minimum of one (1) year.



Service Temperature SOP

PURPOSE –

To prevent foodborne illness and ensure food safety by serving food at the correct temperatures.

PROCEDURE –

1. Use a calibrated thermometer to take the temperatures of food products.
 - a. Refer to Calibrating Thermometer SOP & Use of Thermometer SOP.
2. Wipe the thermometer stem with a new alcohol wipe or other approved sanitizing method before taking any food item's temperature and allowing dry airing.
3. Take the temperatures of all hot foods as soon as they are put on the serving line.
4. Take the temperatures of all cold foods as they are put on the serving line or salad bar.
5. Take the temperature of the milk before the serving line begins.
6. Record hourly temperatures on the Holding Temperature Logs with employee initials.
7. Verify that all temperatures are within the critical limits:
8. Hot foods are at or above 135°F
9. Cold foods are at or below 41°F
10. Take corrective action if needed. If hot foods are below 135°F, they must be heated to above 165°F and held for 15 seconds before serving. If cold foods are above 41°F, they must be chilled to below 41°F before serving.

MONITORING –

Use a clean, sanitized, and calibrated probe thermometer to measure the internal temperature of the food at the beginning of the serving period. Monitor temperatures of products every hour throughout the serving period by inserting a probe thermometer into the center of the food and at various locations in the product. Record the thermometer readings on the Food Temperature Logs.

CORRECTIVE ACTION –

1. Retrain any employee found not following the procedures in this SOP.
2. Remove foods from the serving line whose temperatures are not within the critical limits.
3. If hot foods are below 135°F, they must be heated to above 165°F and held for 15 seconds before serving.
4. If cold foods are above 41°F, they must be chilled to below 41°F before serving.

VERIFICATION AND RECORD-KEEPING –

An employee will record the product name, time, temperature, amount of food, and any corrective action taken on the Holding Temperature Log. A Manager on Duty will verify employees are taking the required temperatures by visually monitoring employees during the shift and reviewing, initialing, and dating the Holding Temperature Logs daily. Holding Temperature Logs are to be kept on file for a minimum of one (1) year.



Slips/Trips/Falls SOP

PURPOSE –

To prevent slips/falls/trips caused by walking surfaces, improper footwear, and hazards blocking pathways and assure a safe work environment for all Cotton Culinary Employees.

PROCEDURE –

1. Slip-resistant safety footwear is recommended before entering the kitchen. Look for a certified, slip-resistant label/logo on shoes designed with this safety feature.
2. Maintain a clean and organized kitchen to prevent hazards. Items left in the aisle are a trip hazard.
3. Immediately correct all hazards such as food on the floor, spills, and equipment in the way. If the spill cannot be cleaned immediately, place a caution sign to warn others until the mess can be attended to.
4. Report all dangerous situations, incidents, and injuries immediately to the Manager on Duty or/and HSE to prevent it for a co-worker.
5. When removing grates for cleaning, section off the area with caution signs or leave someone to guard the areas.
6. Do not carry objects higher than your chest level, so vision is not obstructed.
7. If an accident occurs immediately, report the incident to the Manager on Duty and HSE filling out proper documentation (incident report, SWOP).

MONITORING –

Training on slip/trip/fall prevention will be consistently reviewed. Managers should monitor employees while working to ensure they are following this procedure. HSE will do routine audits and walk-throughs to ensure that all employees follow this SOP.

CORRECTIVE ACTION –

1. Retrain any employee found not following the procedures in this SOP.
2. Send an employee home who is not in proper PPE

VERIFICATION AND RECORD-KEEPING –

Incident reports will be filed with the Cotton HSE department. Employees will complete the Personal Hygiene Routine before starting their shift to confirm that proper PPE is worn. A Manager on Duty will review the employee's dress and the Personal Hygiene Routine for compliance. Personal Hygiene Routine logs will be kept on file for a minimum of one (1) year.



Steamer and Oven Safety SOP

PURPOSE –

To prevent burns when operating the steamers or ovens.

PROCEDURE –

1. Before removing items, plan where you will place your pans.
 - Be aware of your surroundings.
 - Ensure the path is clear and free of debris/spills.
 - Ensure the prep table is clear and ready to set the pan on.
2. When opening the door, stand to the side while keeping hands, arms, and face well away from the door opening; if using a steamer, allow the steam to release before proceeding.
3. Always use hot pads and burn sleeves when removing/placing items in ovens and make sure the door is completely open.
4. When possible, never put liquids above chest level, including saucy items. The saucy pan drips when even slightly tilted.
5. Place items on the lowest rack when possible. Do not place pans above chest level.
6. Be aware of condensation build-up on the top of the lids or other coverings; pull the pan out slowly to avoid tilting and sloshing liquids on your hands and arms.
7. Walk with caution, keeping the pan as steady as possible. While placing the pan down, set it softly to prevent splattering.
8. Communicate with the staff in the danger area that there is a hot pan being moved.

MONITORING –

Managers should monitor employees to ensure they practice correct procedures when removing and placing items in ovens or steamers.

CORRECTIVE ACTION –

Retrain any employee found not following the procedures in this SOP.

VERIFICATION AND RECORD-KEEPING –

The Manager on Duty will verify that employees use proper procedures when removing and placing items in ovens or steams. The manager will complete the Safety Toolbox Meeting Log. The Safety Toolbox Meeting Log is to be kept on file for a minimum of one (1) year.



Storage SOP

PURPOSE –

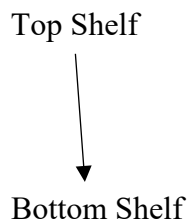
Prevent foodborne illness and cross-contamination by storing food, chemicals, and supplies in a manner that protects the quality and safety of the food.

PROCEDURE –

Employees who will be receiving and storing food must maintain the storage areas, including dry, refrigerated, and freezer storage, by following these steps:

Storage Upon Receiving:

1. Place foods in the proper storage area (refrigerator or freezer) quickly to avoid bacterial growth:
 - 41°F or lower – refrigerator temperatures
 - 26°F to 32°F or below – deep chill storage temperatures
 - 0°F or below – freezer temperatures
 - 50° to 70°F at 50 to 60% humidity – dry storage temperatures
2. Food products must be stored in a secured location with limited access.
3. Place foods into appropriate storage areas immediately upon receipt in the following order:
 - Refrigerated foods: Store foods in designated refrigerators. If food products are stored together in a refrigerator, they should be placed on shelves in the following order:
 - Prepared or ready-to-eat foods
 - Fish and seafood items
 - Whole cuts of raw beef
 - Whole cuts of raw pork
 - Ground or processed meats
 - Raw poultry
 - Frozen Foods
 - Dry Foods
4. Keep all food items on shelves at least 6” above the floor to facilitate air circulation and proper cleaning.
5. Store food out of direct sunlight.
6. Place chemicals and supplies in appropriate storage areas, away from food.
7. Use First In First Out (FIFO) rotation of products in all storage areas to assure the oldest products are used first. Products with the earliest use-by or expiration dates are stored in front of products with later dates. Mixing old food with new food is not acceptable.
8. Make sure all goods are dated with receiving date and use-by date, as appropriate
9. Store food in the original container if the container is clean, dry, and intact. If necessary, repackage food in clean, well-labeled, airtight containers. This also can be done after a package is opened. Food is NEVER put in chemical containers, and chemicals are NEVER placed in food storage containers. Store potentially hazardous foods no more than seven days at 41°F from the date of preparation.
10. Store pesticides and chemicals away from food handling and storage areas.
11. Pesticides and chemicals must be stored in original, labeled containers.





Storeroom Sanitation:

1. Maintain clean and uncluttered storage areas. Storage areas should be positioned to prevent contamination from areas where garbage is stored.
2. Dispose of items beyond the expiration or "use by" dates.
3. Store all items on shelves at least 6" above the floor to facilitate air circulation and proper cleaning.
4. Check for signs of rodents or insects. If there are signs of rodents or insects, notify the manager.

Temperature Control:

1. Check the temperatures of all refrigerators, freezers, and dry storerooms at the beginning of each shift. This includes both internal and external thermometers, where appropriate.
 - Refrigerator temperatures should be between 36 and 41°F.
 - Freezer temperatures should be between -10 and 0°F.
 - Storeroom (dry storage) temperatures should be between 50 and 70°F.
2. Record temperatures on the appropriate temperature log with employee initial.
3. Notify unit supervisor immediately of any unacceptable temperatures.
4. Limit overloading refrigerated storage areas, as this prevents airflow and makes the unit work harder to stay cold.
5. Use caution when cooling hot food in the refrigerator, as this warms the unit and can put other foods into the temperature danger zone.
6. Keep units closed as much as possible to maintain proper temperatures.
7. Defrost all units regularly to aid in proper maintenance and air circulation.

MONITORING –

1. Monitor temperature logs of storage rooms, refrigerators, and freezers.
2. Review logs to ensure there are no temperature deviations.
3. Document all corrective actions on appropriate forms.
4. Include cleaning and sanitizing all storage areas in the master cleaning schedule.

CORRECTIVE ACTION –

1. Retrain any employee found not following the procedures in this SOP.
2. Discard all food found to be unsafe or at improper temperature.

VERIFICATION AND RECORD-KEEPING –

Employees will record all times, temperatures, and any corrective action on the corresponding Final Temperature Logs. The Manager on Duty will verify the employee has taken the required temperatures by visually monitoring employees during the shift and reviewing, initialing, and dating temperature logs. The temperature logs are kept on file for a minimum of 1 year. The manager will complete the Final Temperature Log, held on file for a minimum of one (1) year.



Tasting Method SOP

PURPOSE –

All restaurant employees will use the correct and sanitary tasting method to prevent contamination and ensure food safety.

PROCEDURE –

1. Clean hands
2. Remove a sample of a product from the container with one spoon.
3. Transfer the product sample onto a second spoon, away from the original food container or preparation area.
4. Sample the product by tasting.
5. Never reuse used spoons. Use clean and sanitary spoons for each tasting. Always use two spoons to ensure hygienic practices are being followed and the product is not contaminated.

MONITORING –

A Manager on Duty will inspect employees while tasting to ensure each employee follows this SOP.

CORRECTIVE ACTION –

1. Retrain any employee found not following the procedures in the SOP.
2. Discard any contaminated food product.
 - a. Record on the Damage & Discard Log

VERIFICATION AND RECORD-KEEPING –

The Manager on Duty will verify that employees are following this SOP by visually observing the employees during all hours of operation. Employees will record any discarded food on the Damage & Discard Log. Damage & Discard Logs are to be kept on file for a minimum of one (1) year.



Thawing Food SOP

PURPOSE –

Properly defrost frozen products to prevent cross-contamination and prevent foods from staying in the Danger Zone for an extended time.

PROCEDURE –

1. Use one of four acceptable methods for thawing food:
 - Thaw foods in the refrigerator at 41°F or below. NEVER thaw foods at room temperature.
 - Thaw foods needed for immediate service under potable running water at 70°F or lower. Prepare the product within 4 hours of thawing.
 - Thaw the product in the microwave if the product will be cooked immediately in the microwave or by conventional means.
 - There is no separate thawing – thawing occurs as part of the cooking process. According to the package directions, this should only be used for processed foods and never for bulk meats such as ground beef, roasts, turkeys, etc.
2. Use the lowest shelf in the cooler for thawing raw meat to prevent cross-contamination and separate raw products from cooked and ready-to-eat products.
3. Do not refreeze thawed foods unless they are first cooked

MONITORING –

1. Review thawing procedures to ensure they are done correctly.
2. Take corrective action as necessary.
3. Use labels to monitor pulled dates to ensure FIFO of freezer products.
4. Once the product is thawed, it must be used within the recommended manufacture guidelines.
5. Follow up, as necessary.

CORRECTIVE ACTION –

1. Retrain any employee found not following the procedures in this SOP.
2. Discard improperly thawed food, and record the Damage and Discard log.

VERIFICATION AND RECORD-KEEPING –

Managers will verify all employees are following procedures by visually monitoring employees during the shift. The Manager will record any discarded food on the Damage and Discard log. The Damage and Discard log will be kept on file for a minimum of one (1) year.



Transporting Food to Remote Sites SOP

PURPOSE –

To prevent foodborne illness by ensuring food temperatures are maintained during transportation and prevent contamination.

PROCEDURE –

1. Train employees on using the procedures in this SOP.
2. Follow State or local health department requirements.
3. If State or local health department requirements are based on the 2022 FDA Food Code:
 - Keep frozen foods frozen during transportation.
 - Maintain the temperature of refrigerated, potentially hazardous foods at 41°F or below and cooked foods that are transported hot at 135°F or above.
4. Use only food carriers for transporting food approved by the National Sanitation Foundation or that have otherwise been approved by the state or local health department.
5. Prepare the food carrier before use:
 - Ensure all surfaces of the food carrier are clean.
 - Wash, rinse, and sanitize the interior surfaces.
 - Ensure the food carrier is designed to maintain cold food temperatures at 41°F and hot food temperatures at 135°F or above.
 - Place a calibrated stem thermometer in the warmest part of the carrier to transport cold food or the coolest part of the carrier is used for hot food. Refer to the Using and Calibrating Thermometers SOP.
 - Pre-heat or pre-chill the food carrier according to the manufacturer's recommendations.
6. Store food in containers suitable for transportation. Containers should be:
 - Rigid and sectioned, so foods do not mix
 - Tightly closed to retain the proper food temperature
 - Nonporous to avoid leakage
 - Easy-to-clean or disposable
 - Approved to hold food
7. Place food containers in food carriers and transport the food in clean trucks, if applicable, to remote sites as quickly as possible.
8. Follow Receiving Deliveries SOP when the food arrives at the remote site.

MONITORING –

Check the air temperature of the food carrier to ensure the temperature suggested by the manufacturer is reached before placing food into it. Check the internal temperatures of food in different locations using a calibrated thermometer before placing it into the food carrier. Refer to the Holding Hot and Cold Potentially Hazardous Foods SOP for the proper procedures to follow when taking holding temperatures.

CORRECTIVE ACTION –

1. Retrain any employee found not following the procedures in this SOP.



2. Continue heating or chilling food carrier if the proper air temperature is not reached.
3. Reheat food to 165°F for 15 seconds if the internal temperature of hot food is less than 135°F. Refer to the Reheating Potentially Hazardous Foods SOP.
4. Cool food to 41°F or below using a proper cooling procedure if the internal temperature of cold food is greater than 41°F. Refer to the Cooling Potentially Hazardous Foods SOP for the proper procedures to follow when cooling food.
5. Discard foods held in the danger zone for greater than four (4) hours.

VERIFICATION AND RECORD-KEEPING –

Before transporting food to remote sites, employees will record food carrier temperature, food product name, time, internal temperatures, and any corrective action taken on the Final Temperature Logs. Upon receiving food at remote sites, employees will record receiving temperatures and corrective action taken on the Receiving Log.

The Manager on Duty at central kitchens will verify employees are following this SOP by visually observing employees and reviewing and initialing the Final Temperature Logs daily. The manager at the remote site(s) will verify that employees are receiving foods at the proper temperature and following the proper receiving procedures by visually observing receiving practices during the shift and reviewing and initialing the Receiving Log daily.



Use of Thermometer SOP

PURPOSE –

To prevent foodborne illness by confirming the appropriate type of thermometer is used to measure internal product temperatures, the thermometers used are correctly calibrated for accuracy. Temperatures will be taken at all steps in the food flow – receiving, storing, preparing, cooking, transporting, and serving – with calibrated thermometers to ensure the safety of food served to customers.

PROCEDURE –

How to Measure the Temperature of Food:

1. Use a calibrated thermometer. Calibrate thermometers daily, or when used in high temperature, dropped, or suffer a shock.
2. Sanitize the stem of the clean thermometer with an alcohol wipe or insert the stem into sanitizing solution for at least 5 seconds, then air dry.
3. Insert the end of the sanitized thermometer into one of the following locations, depending on the type of food:
 - the thickest part of the product for meat, poultry, or fish
 - the center of the item
 - between two packages of refrigerated or frozen packaged foods
 - until at least 2 inches are submersed in milk and other liquids
 - by folding the bag over the stem of the thermometer or probe for bulk milk or liquids
4. Make sure the thermometer's tip does not poke through the food.
5. Measure the temperature for at least 15 seconds.
6. Read the thermometer and record temperature.
7. Clean and sanitize the thermometer's stem and store it in an accessible location.

General Thermometer Guidelines:

1. Keep thermometers and their storage cases clean, stored safely, and easily accessible.
2. Use bi-metallic stemmed thermometers or digital thermometers. Do not use glass thermometers filled with mercury or spirits.
3. Wait at least 15 seconds for the thermometer reading to steady before recording the temperature (bi-metallic).
4. Take two temperatures in different locations because product temperatures vary throughout the food item.
5. Insert the thermometer into liquids and hold. Do not allow the thermometer's sensing area or probe to touch the sides or bottom of the container.

MONITORING –

Review logs daily to ensure temperature and corrective actions are taking place. Managers will verify that employees are using and calibrating thermometers properly by visually observing the employees while using or calibrating thermometers.

CORRECTIVE ACTION –

1. Retrain any employee found not following the procedures in this SOP.



2. Calibrate thermometers that might not be properly reading and record on the thermometer calibration log.
 - Refer to Calibrating Thermometer SOP
3. Retrain employees who are using or calibrating food thermometers improperly

VERIFICATION AND RECORD-KEEPING –

An employee will record the product name, time, temperature, amount of food, and any corrective action taken on the Final Temperature Log. The Manager on Duty will verify employees are taking the required temperatures by visually monitoring employees during the shift and reviewing, initialing, and dating the Final Temperature Logs daily. Final Temperature Logs are to be kept on file for a minimum of one (1) year.

The Manager on Duty will verify that employees are using and calibrating thermometers properly by making visual observations during the calibration process and all operating hours. A Manager will review and initial the Thermometer Calibration Log daily. The Thermometer Calibration Log will be kept on file for a minimum of one (1) year.



Washing Hands SOP

PURPOSE –

To prevent or reduce the risk of foodborne illness by contaminated hands.

PROCEDURE –

1. Train food service employees on using the procedures in this SOP.
2. Follow State or local health department requirements.
3. Post handwashing signs or posters in a language all food service staff understands near all handwashing sinks, food preparation areas, and restrooms.
4. Use designated handwashing sinks for hand washing only. Do not use food preparation, utility, and dishwashing sinks for handwashing.
5. Provide warm running water, soap, and a means to dry hands. Provide a waste container at each handwashing sink or near the door in restrooms.
6. Keep handwashing sinks accessible anytime employees are present.
7. Wash hands:
 - Before starting work
 - During food preparation
 - When moving from one food preparation area to another
 - Before putting on or changing gloves
 - After using the toilet
 - After sneezing, coughing, or using a handkerchief or tissue
 - After touching hair, face, or body
 - After smoking, eating, drinking, or chewing gum or tobacco
 - After handling raw meats, poultry, or fish
 - After any clean-up activity such as sweeping, mopping, or wiping counters
 - After touching dirty dishes, equipment, or utensil, ls
 - After handling trash
 - After handling money
 - After any time, hands may have become contaminated
8. Follow proper handwashing procedures as indicated below:
 - Wet hands and forearms with warm, running potable water at least 85°F and shall not exceed 120°F and apply soap.
 - Scrub lathered hands and forearms, under fingernails, and between fingers for at least 10-15 seconds. Rinse thoroughly under warm potable running water for 5-10 seconds.
 - Dry hands and forearms thoroughly with single-use paper towels.
 - Turn off the water using paper towels.
 - Use a paper towel to open the door when exiting the restroom.
9. Follow FDA recommendations when using hand sanitizers. These recommendations are as follows:
 - Use hand sanitizers only after hands have been properly washed and dried.
 - Use only hand sanitizers that comply with the 2022 FDA Food Code. Confirm with the manufacturers that the hand sanitizers are used to meet these requirements.



- Use hand sanitizers in the manner specified by the manufacturer.
- Hand sanitizers may supplement handwashing procedures for food employees but may not be substituted for cleaning procedures.

MONITORING –

Managers will visually observe the handwashing practices of the food service staff during all hours of operation. The designated employee will visually observe the handwashing sinks are adequately supplied during all hours of operation.

CORRECTIVE ACTION –

1. Retrain any employee found not following the procedures in this SOP.
2. Ask employees that are observed not washing their hands at the appropriate times or using the proper procedure to wash their hands immediately.
 - Dispose of food products that may have been contaminated and record on the damage and discard log.
3. Retrain employees to ensure proper handwashing procedure.

VERIFICATION AND RECORD-KEEPING –

The Manager on Duty will verify that employees are following this SOP by visually observing the employees during all hours of operation. Employees will record any discarded food on the Damage & Discard Food Log. Damage & Discard Log are to be kept on file for a minimum of one (1) year. Managers will record any employees who have washed hands prior to their shift on the Personal Hygiene Log. Personal Hygiene Logs are to be kept on file for a minimum of one (1) year.