



FOOD SAFETY MANAGEMENT SYSTEMS TO ACHIEVE ACTIVE MANAGERIAL CONTROL

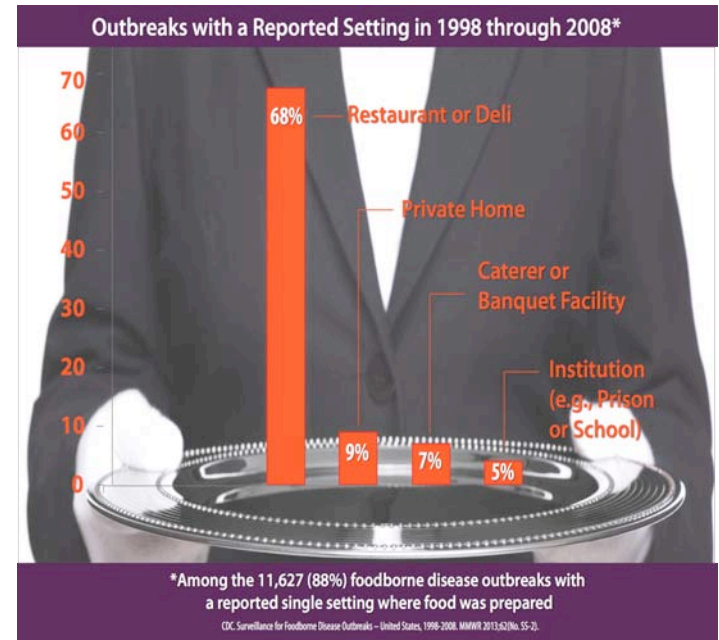
Hal King, Ph.D.
President and CEO

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Single Setting foodborne disease outbreak investigations

- According to the most recently published data from the U.S. Centers for Disease Control and Prevention (CDC), 88 percent of foodborne disease outbreaks in the United States between 2013 and March 26, 2015, were caused by a single food preparation location.
- As reported in previous years, retail foodservice establishments were again the most commonly reported locations leading to foodborne disease outbreaks in the United States.



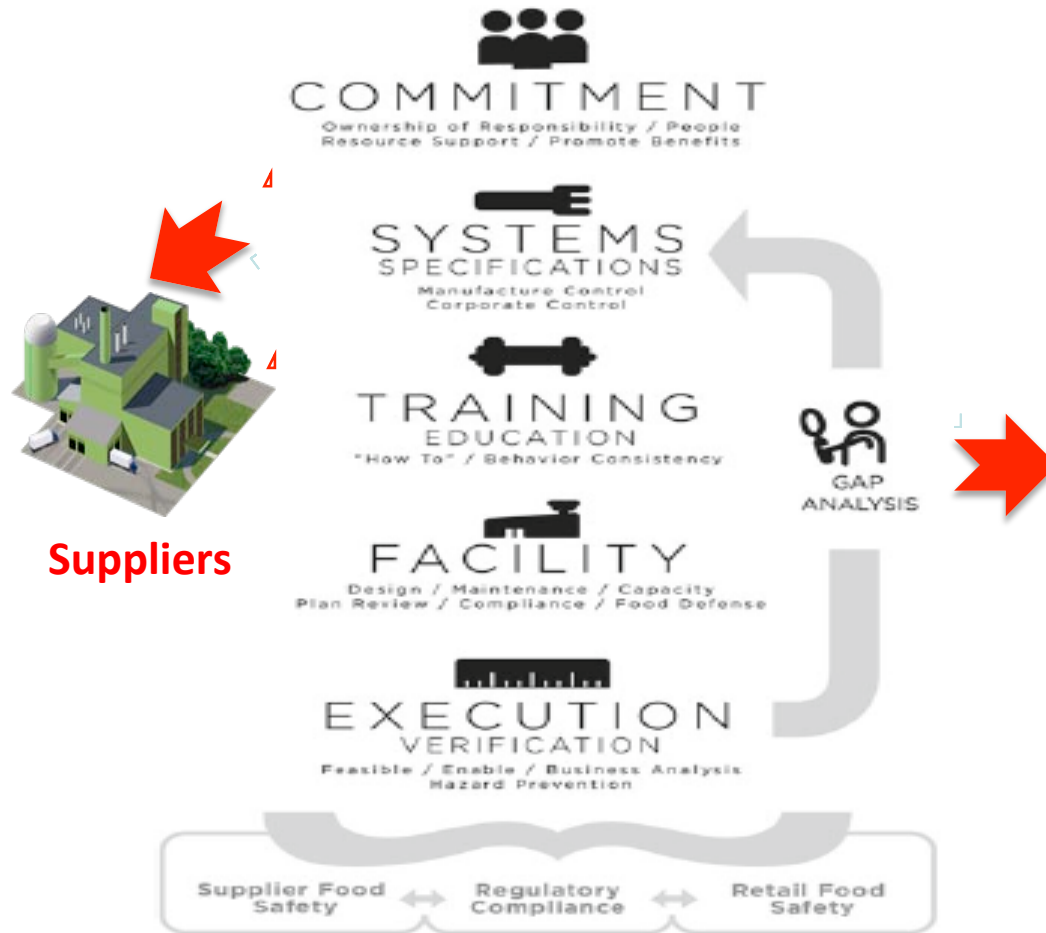
The Best Means to Prevent a Foodborne Disease Outbreak in Retail Food Service Establishments

A **Food Safety Management Program** in a retail foodservice business that is focused on the continuous identification of hazards and the implementation of **Food Safety Management Systems (FSMSs)** to prevent these hazards is the most important means to proactively ensure food safety in a food business



Figure 2. Components of a Retail Food Safety Management Program²

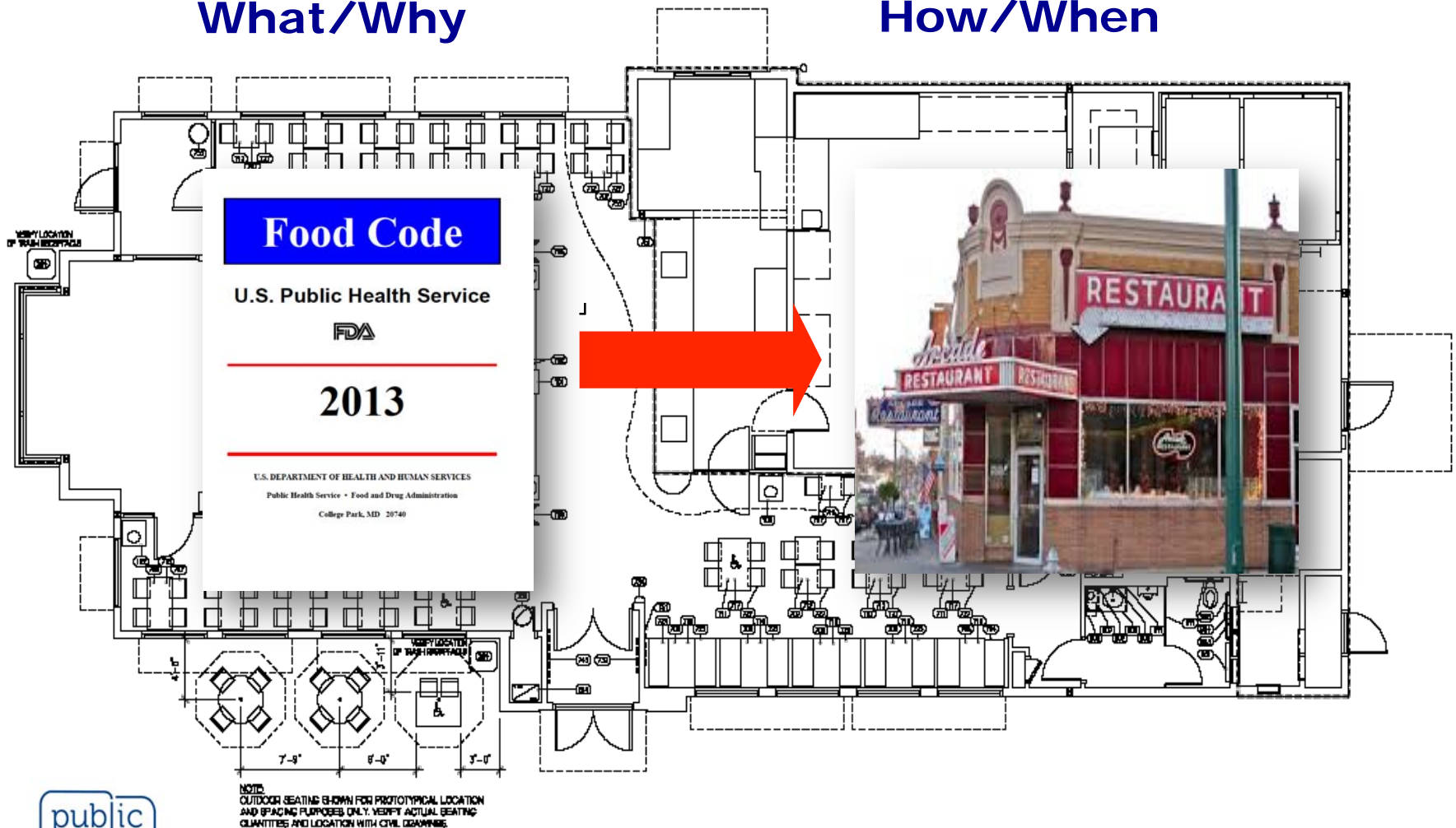
Implementing a Food Safety Management Program to Achieve Active Managerial Control



All Retail SOP's and Recipes Based on the Most Current FDA Food Code

What/Why

How/When



All Retail Training Based on the Most Current FDA Food Code and Company SOP's/Recipes



All Retail Training Based on the Most Current FDA Food Code and Company SOP's/Recipes

Owners



MANAGER TRAINING SERVSAFE®



Learn about foodborne illness, how to prevent it and how to train employees in food sanitation. Choose from several online, classroom and language options. Earn nationally accredited food safety certification from the National Restaurant Association.

EMPLOYEE TRAINING SERVSAFE® FOOD HANDLER



Learn basic food safety practices for preparing and serving food. Earn your food handler certificate from the foodservice experts, the National Restaurant Association.

- [What You'll Learn](#)
- [How to Get Started](#)

Restaurant Owner/Operator Training



- ❑ New Owner/Operators are trained in all food prep/food safety procedures before operating a restaurant
- ❑ Current Owner/Operators are re-certified on food safety:
 - All New product rollouts
 - Via a Beyond ServSafe course every three years



BEYOND SERVSAFE®

applying food safety principles in your restaurant

CFSM Level Training (PIC)

Managers online course

Always have a
**Certified Food
Safety Manager
(CFSM)** as your
Person in Charge
of the Restaurant

@Chick-fil-A > Food Safety > Food Safety Training > CFA ServSafe (Online for Managers).

- ANSI standards for a Certified Food Safety Manager (CFSM)
- Trains managers to apply Company specific requirements
- A requirement for all PICs

*At all times to ensure
corrective actions
management*

SOP's

employee illness response guidelines

how to respond to a team member infectious disease illness report

It is important that we respond to each situation where a Team Member is sick (with a possible foodborne illness or other infectious disease) as if it were a potential public health risk. Following these procedures is a key first step to protecting our Team Members, customers and the brand.

a team member illness that requires action is defined as follows:

1. When the health department contacts a Chick-fil-A Restaurant about a Team Member with a confirmed foodborne illness from the infectious diseases listed below.
2. When a Team Member reports to the Operator or Person in Charge (PIC) a possible illness from the infectious diseases listed below OR the Operator/PIC observes signs/symptoms of these illnesses.

foodborne infectious diseases

- Hepatitis A*
- Hepatitis E*
- Norovirus*
- Salmonella typhi*
- Other Salmonella
- Shigella spp.*
- E. coli O157:H7 (and other EHEC or STEC)*
- Staph wound infection on hands/arms
- Strep wound infection on hands/arms

* Requires a medical practitioner to report a confirmed case to the local health department to protect the public health.

more common infectious diseases

(not considered foodborne but contagious to other Team Members/customers via other means)

- Chickenpox
- Measles
- Meningitis (Bacterial or Viral)
- Tuberculosis
- Strep Throat

signs and symptoms of infectious diseases

- Vomiting (past 48 hours)
- Diarrhea
- Jaundice (yellowing of the skin and/or eyes)
- Sore throat with fever
- Infected wound or pustular/boil

CONFIDENTIAL: Hal King, Ph.D. (t 52508) or Jessica Jones (t 53459) | 1

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CFSM Level Training (PIC)

SOP's

health policy guidelines



establish. verify. document.

Every Restaurant should have a health policy. Use as a reference in the event that your local health department asks for evidence of a health policy during a routine inspection and/or foodborne illness claim investigation. It is the responsibility of the Restaurant Operator to create and enable their individual health policy.

what is a health policy?

A health policy is a public health program developed by the FDA to reduce the risk of a restaurant employee causing a foodborne disease outbreak, and enables full compliance to the FDA Food Code requirement to monitor employee health in a verifiable manner.

2009 Food Code
2-201.11 Responsibility of Permit Holder, Person in Charge, and Conditional Employees.

(A) The PERMIT HOLDER shall require FOOD EMPLOYEES and CONDITIONAL EMPLOYEES to report to the PERSON IN CHARGE information about their health and activities as they relate to diseases that are transmissible through FOOD. A FOOD EMPLOYEE or CONDITIONAL EMPLOYEE shall report the information in a manner that allows the PERSON IN CHARGE to reduce the RISK of foodborne disease transmission, including providing necessary additional information, such as the date of onset of symptoms and an illness, or of a diagnosis without symptoms.

what should your health policy include?

□ A means to monitor employee health

- Person in Charge (PIC) should be trained on how to restrict or exclude employees from working with food if they have certain symptoms, injuries, and infectious diseases.

2009 Food Code
1-201.10 Statement of Application and Listing of Terms.

"Person in charge" means the individual present at a FOOD ESTABLISHMENT who is responsible for the operation at the time of inspection.

- Team Members should also be trained on when to report these symptoms, injuries and infectious disease to the PIC, and must comply to exclusion or restriction orders until they can show they are no longer a risk.

□ A means to ensure additional barriers are in place to protect food

- Use proper hand washing procedures and eliminate bare hand contact with foods that are ready-to-eat (RTE).
- These basic procedures are important components of a health policy in situations where a Team Member may not report an illness or injury to the PIC or the PIC may not notice a Team Member illness.



□ A means to monitor employee health

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2009 Food Code

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CFSM Level Training (PIC) Health Policy

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see also: Health Policy Guidelines

employee illness response guidelines

actions to be completed in the following order:

foodborne infectious diseases

- ☐ Exclude the Team Member from the Restaurant and on the work schedule until written permission to return to work is received from the medical practitioner or health department.
- ☐ Determine if anyone else (relative or other) working in your Restaurant or other Chick-fil-A Restaurant lives under the same roof as the Team Member in question. Exclusion of that person would be advisable until there is clearance for them to return to work from the health department or medical practitioner.
- ☐ Determine if the Team Member in question works at other Chick-fil-A Restaurants (including yours if you have more than one Restaurant). If yes, contact those Operators about this immediately and reference this document.
- ☐ Re-evaluate your food safety program with an emphasis on hand hygiene (hand washing requirements, proper glove use/no bare hands contact with food) and cleaning and sanitation procedures (proper sanitizer use on all food contact and high touch surfaces); verify each via the eRQA Daily Food Safety Verification process. Regardless of the source of the illness (foodborne or other), good hand hygiene and cleaning and sanitation are the best means to prevent its spread.
- ☐ Request Team Member and/or health department to provide you with written confirmation of the infectious disease diagnosis (with exact name of disease). For example, if you are verbally told the diagnosis is Hepatitis A (foodborne), then request medical record from Team Member showing proof of Hepatitis A diagnosis (some medical practitioners may verbally state Hepatitis but may not clarify if type A (which is foodborne) or types B/C, which are not foodborne). In rare cases, Team Members or their guardian, if a minor, may not know how to provide you with this information in a timely manner. In these cases, request the Team Member or guardian provide consent to review medical diagnosis in compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy rule (Standard for Privacy of Individually Identifiable Health Information). The Team Member's medical practitioner should be able to provide a form to sign that enables them to release this information to you.
- ☐ If illness is confirmed as foodborne, notify Chick-fil-A, Inc. Food Safety (Hal King, Ph.D., cell phone 404-713-5534), the Public Relations Department (PR Helpline – 1-800-404-7196), and your Business Consultant to make them aware of the illness and actions being taken by the health department, if any. Most foodborne illnesses require the health department to alert the community (usually via the media) of the potential for exposure to the foodborne illness in a Restaurant (e.g., Hepatitis A can be prevented if a person receives passive immunization with immune globulin (IG) within two weeks post exposure).
- ☐ Prepare response to your Team Members (and guardians if applicable), the health department, your customers, and media as needed.
- ☐ The ill Team Member (whether confirmed or not) should not be permitted to return to work until a medical practitioner or health department provides written release for this Team Member to work at your Restaurant.



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Employee Level Training (food handler)

Importance of Food Safety

The goal of Food Safety is to serve safe food to customers. When Team Members are properly trained and follow correct procedures/regulations, we greatly reduce the risk of customers becoming seriously ill because of improper food handling.

It is important to follow both Chick-fil-A, Inc., food safety requirements and local Health Department regulations. If there is a discrepancy between the two, always follow the more stringent requirement. When in doubt, seek guidance from your Supervisor or Operator.

The Centers for Disease Control and Prevention (CDC) estimates that each year in the United States foodborne illnesses result in an average of:

- 76 million illnesses
- 325,000 hospitalizations
- 5,000 deaths

A foodborne illness is one that is spread to people by means of the food they eat.

A 2004 study by the U.S. Food and Drug Administration (FDA)¹ found that the most common ways in which restaurants put their customers at risk are:

- ▶ Poor personal hygiene – especially incorrect or inadequate hand washing.
- ▶ Improper holding times and temperatures – especially incorrect holding of refrigerated, cooked/ready-to-eat (RTE)², potentially hazardous food (PHF).
- ▶ Contaminated equipment and surfaces – especially improper cleaning and sanitizing of food contact surfaces before use.

¹From "FDA Report on the Occurrence of Foodborne Illness Risk Factors in Selected Institutional Foodservice, Restaurant, and Retail Food Store Types, 2004."

²The term ready-to-eat (RTE) food refers to any food that will not be cooked to kill microorganisms prior to being served to customers (e.g., wraps and salads).

³The term potentially hazardous food (PHF) refers to food that requires time and temperature controls to limit growth of harmful microorganisms. It includes food rich in protein, high in moisture and low in acid content (e.g., raw chicken) and certain vegetables such as cut tomatoes and cut leafy greens. (Potentially hazardous food is also called "time/temperature control for safety food" in current FDA Food Code.)

Additional food safety information and helpful tools may be found on [Chick-fil-A \(Search: food safety\)](#).

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Personal Hygiene and Health

Dealing with Illness and Injuries

Dealing with Illness



Avoid putting yourself or others at risk when you are ill.

- ▶ Let your Supervisor or Operator know immediately if you do not feel well while at work.
- ▶ Stay home if you have the following symptoms: fever, sore throat with fever, flu symptoms, severe cold symptoms (e.g., uncontrolled cough), vomiting, diarrhea or if you are jaundiced (yellowing of skin). Notify your Supervisor or Operator as soon as possible so your position can be covered.
- ▶ Consult with your Supervisor or Operator before coming to work in the circumstances listed below. Your Supervisor or Operator will then determine whether it is safe for you to come to work.
 - If you have seen a doctor within the past few days for an illness with symptoms listed above (e.g., fever).
 - If you have been diagnosed within the last three months as having an illness from *Salmonella* Typhi, *Shigella* spp., shiga toxin-producing *Escherichia coli*, Hepatitis A virus or Norovirus (a type of severe stomach flu).
 - If you live with someone who has been diagnosed with one of these illnesses.
 - If you have worked in another setting where there was or is a confirmed disease outbreak from one of these illnesses.
- ▶ If you have no fever and feel well enough to come to work but are sneezing, coughing or have a runny nose, you must not work with exposed food or in customer service areas.
- ▶ If you accidentally contaminate food by coughing or sneezing, you must:
 - Discard contaminated food.
 - Clean and sanitize utensils and work surfaces.
 - Wash and sanitize hands.
- ▶ Keep medications in a locker. Never open medications near food. If it is necessary to take medications at work, they must be taken in break area.



Remember that you can carry and transfer disease-causing bacteria and viruses before symptoms appear and even after symptoms go away. If you are not sure whether it is safe for you to work, discuss it with your Supervisor or Operator.

Employee Level Training (food handler)

□

- Certification Test**
Food Safety
- Which of the following statements is a food safety rule that should be followed throughout the flow of food?
 - Maintain good personal hygiene
 - Prevent cross-contamination
 - Monitor time and temperature
 - All of the above
 - You must wash your hands twice after using the restroom. First in the restroom (because of customer perception) and then again at your designated work station.
 - True
 - False
 - Which of the following is not true regarding handwashing procedures?
 - Rinse hands with cold water (45°-50°F)
 - Apply antibacterial soap to palms of hands
 - Scrub hands and wrists, 20 seconds thoroughly
 - Turn water off using paper towel used to dry hands
 - What are some of Chick-fil-A's basic requirements for team member appearance?
 - Hair must be clean and worn in good taste.
Gentle — Hair that falls around the face must be tied back.
Able — Hair must not be below mid-point of collar.
 - Facial hair other than a neatly trimmed mustache is unacceptable
 - Hair and nails must comply with local health requirements
 - All of the above
 - What is the most critical element to consider in controlling the growth of bacteria?
 - Time
 - Storage location
 - Temperature
 - Both a and c
 - What is the temperature DANGER ZONE?
 - The temperature range of 40°-140°F
 - The area in the Unit in which there is the potential of physical danger
 - The area in the Unit in which food has the most potential to be damaged
 - All of the above
 - After being cooked, what is the minimum ~~internal~~ product temperature required by Chick-fil-A for holding hot products to help prevent bacterial growth?
 - 135°F
 - 140°F
 - 175°F
 - There is no minimum internal temperature

Safety and Security - December 2005

1



Food Allergies and Intolerances



Answering Questions about Allergens



1. Listen and understand. Listen carefully to make sure you understand exactly what customer is allergic to and if possible comply with their request exactly as requested.

2. Have ingredient information available at all times.

- Have copies of Chick-fil-A® Nutrition Guide available at Front Counter and/or displayed. (If the Restaurant has a Nutrition Panel with literature holder, keep it stocked with copies of Nutrition Guide at all times.)

- If customers inquire about ingredients or mention food allergies, offer nutritional and ingredient information (e.g., POS printout or copy of the Nutrition Guide) and encourage them to review ingredients to determine whether product is safe for them to eat.

- Inform customer that information on all Chick-fil-A menu items is available from the Chick-fil-A website (www.chick-fil-a.com).

Note that POS printout is available for all menu items, but cannot be customized to reflect special orders.



3. Never tell customers that a product is free of certain allergens. See examples that follow for appropriate ways to respond when asked about allergens.

Appropriate Responses

Because of the potential for misunderstandings, the complexity of food allergies and intolerances, and potential life-threatening outcomes, always use one of the following responses when asked by a customer if one of our products contains a particular ingredient. Also be sure to provide customer with nutritional and ingredient information (e.g., POS printout or copy of Chick-fil-A® Nutrition Guide).

► Say, "Yes..."

- If you know that ingredient is in product.

- Examples:

— Question: Does the bread on your chicken have egg in it?
Answer: Yes, all our breaded products are dipped in a milk and egg wash.

— Question: Do you cook your chicken in peanut oil?
Answer: Yes, we cook our chicken in refined peanut oil.



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FOOD SAFETY MANAGEMENT SYSTEMS TO ACHIEVE ACTIVE MANAGERIAL CONTROL

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Restaurant Operations Food Safety Management Systems

Preventive Controls of Hazards in Recipes/ SOPS

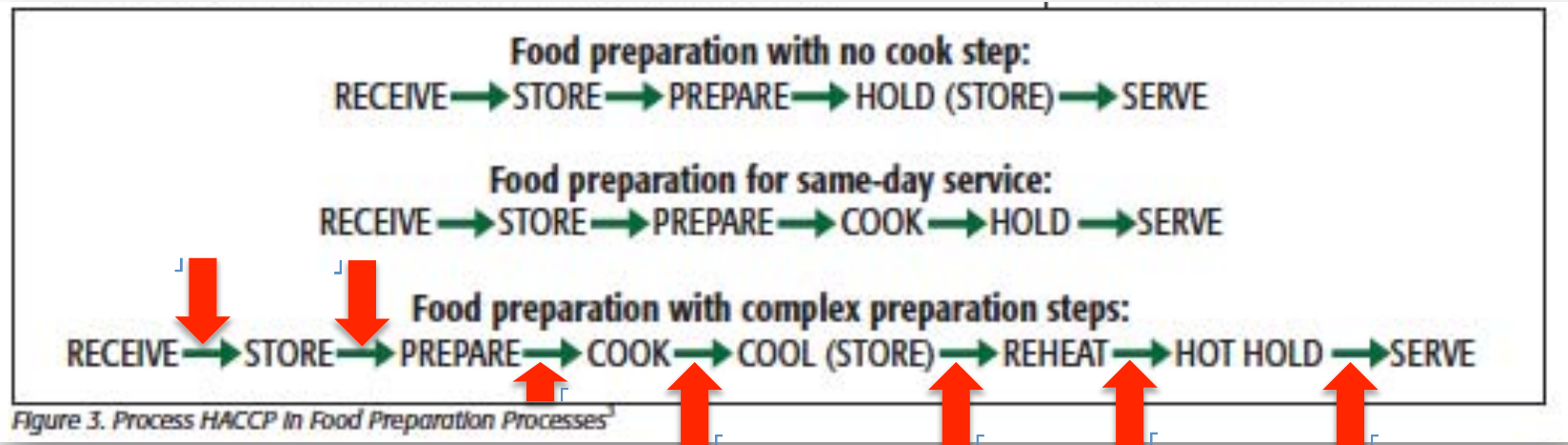
HAZARD	ASSOCIATED FOODS	CONTROL MEASURES
Bacteria		
<i>Bacillus cereus</i> (intoxication caused by heat-stable, preformed emetic toxin and infection by heat-labile, diarrheal toxin)	Meat, poultry, starchy foods (rice, potatoes), puddings, soups, cooked vegetables	Cooking, cooling, cold holding, hot holding
<i>Campylobacter jejuni</i>	Poultry, raw milk	Cooking, handwashing, prevention of cross-contamination
<i>Clostridium botulinum</i>	Vacuum-packed foods, reduced-oxygen packaged foods, underprocessed canned foods, garlic-in-oil mixtures, time/temperature-abused baked potatoes/ sautéed onions	Thermal processing (time plus pressure), cooling, cold holding, hot holding, acidification and drying, etc.
<i>Clostridium perfringens</i>	Cooked meat and poultry, cooked meat and poultry products including casseroles, gravies	Cooling, cold holding, reheating, hot holding
<i>Escherichia coli</i> O157:H7 (other Shiga toxin-producing <i>E. coli</i>)	Raw ground beef, raw seed sprouts, raw milk, unpasteurized juice, foods contaminated by infected food workers via fecal-oral route	Cooking, no bare-hand contact with RTE foods, employee health policy, handwashing, prevention of cross-contamination, pasteurization or treatment of juice
<i>Listeria monocytogenes</i>	Raw meat and poultry, fresh soft cheese, pâté, smoked seafood, deli meats, deli salads	Cooking, date marking, cold holding, handwashing, prevention of cross-contamination
<i>Salmonella</i> spp.	Meat and poultry, seafood, eggs, raw seed sprouts, raw vegetables, raw milk, unpasteurized juice	Cooking, use of pasteurized eggs, employee health policy, no bare-hand contact with RTE foods, handwashing, pasteurization or treatment of juice
<i>Shigella</i> spp.	Raw vegetables and herbs, other foods contaminated by infected workers via fecal-oral route	Cooking, no bare-hand contact with RTE foods, employee health policy, handwashing
<i>Staphylococcus aureus</i> (preformed heat-stable toxin)	RTE, PHF touched by bare hands after cooking and further time/temperature-abused	Cooling, cold holding, hot holding, no bare-hand contact with RTE food, handwashing
<i>Vibrio</i> spp.	Seafood, shellfish	Cooking, approved source, prevention of cross-contamination, cold holding
Parasites		
<i>Anisakis simplex</i>	Various fish (cod, haddock, fluke, Pacific salmon, herring, flounder, monkfish)	Cooking, freezing
<i>Toenia</i> spp.	Beef and pork	Cooking
<i>Trichinella spiralis</i>	Pork, bear and seal meat	Cooking
Viruses		
Hepatitis A and E	Shellfish, any food contaminated by infected worker via fecal-oral route	Approved source, no bare-hand contact with RTE food, minimizing bare-hand contact with foods not RTE, employee health policy, handwashing
Other viruses (rotavirus, norovirus, reovirus)	Any food contaminated by infected worker via fecal-oral route	No bare-hand contact with RTE food, minimizing bare-hand contact with foods not RTE, employee health policy, handwashing

RTE = ready-to-eat; PHF = potentially hazardous food (time/temperature control for safety)
Table 1. Selected Biological Hazards Found at Retail, Associated Foods and Control Measures^a



Restaurant Operations Food Safety Management Systems

Food Handling and Preparation per Recipes



Preventive Controls of Hazards in Recipes/SOPS

Verification of Restaurant Operations Food Safety Management Systems

- Employ three levels of assessments:
 - **Self-assessments** performed by a CFSM at restaurant operations level
 - Field staff consultant assessments
 - **Third-party assessments** performed by auditor trained on all SOP's and recipes
- Provide real-time actionable corrective actions at the restaurant level and track completion/resolution issues at corporate level
- Perform ongoing performance review, data mining, analysis, and menu change updates

Managerial Control Principles

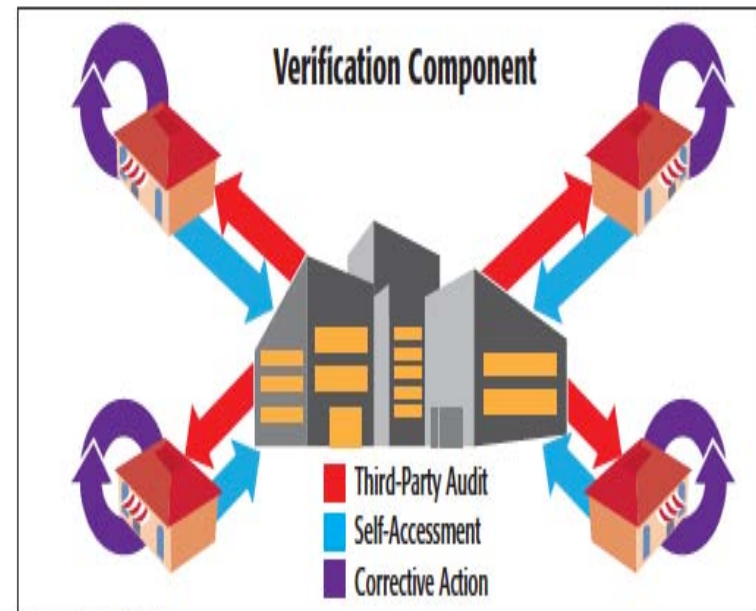


Figure 4. Verification

Daily/Weekly Verification of Restaurant Operations Food Safety Management Systems

Restaurant Self Assessments



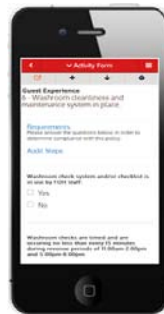
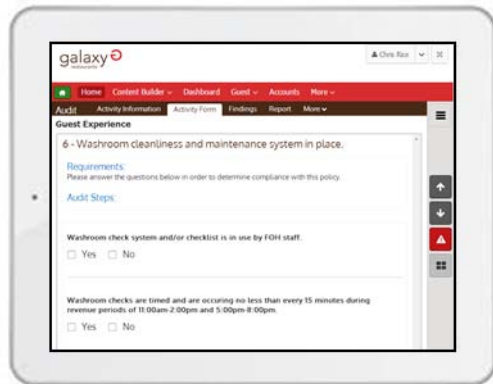
Critical Food Safety Validations: The re-designed Food Safety Evaluation in the RQA is intended to help create Team Member and Operator confidence in critical food safety practices and to help you prepare for local health department inspections. Critical Food Safety Validations will now showcase a new section at the beginning of each day's content, with different tasks for each day of the week. These Daily Food Safety Checks are now accompanied by icons, which visually depict each task. As these checks become routine, the icons will help identify tasks more quickly. A copy of this new Critical Food Safety Validation Summary is available in Appendix D of this communication.

A screenshot of a "Critical Food Safety Validation Summary" form. The form is titled "RQA Critical Food Safety Validation Summary" and "Checklist of CCPs". It contains a table for "Day 1" with various food safety tasks and checkboxes for "Result" and "Corrected".

Task	Result	Corrected
RS-1.1 Do all gully removals freeze and Taylor grills cook chicken to at least 160°F? (Last one that from wash)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/>
RS-1.2 Are clean food service gloves worn when preparing sandwich/cheese/other deli products in all areas used?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/>
RS-1.3 Are yellow food service gloves worn when working with raw chicken at broiling table?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/>
RS-1.4 Are hands washed and sanitized properly between food prep tasks? (All serve whether hands are washed immediately before food prep tasks.)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/>
RS-1.5 Is surface sanitizer 50-100 ppm chlorine concentration? (Test all sanitizer bottles after lunch period.)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/>
RS-1.6 Is a ServSafe accredited Server/Manager/supervisor scheduled for each work shift during the week ahead?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/>
RS-1.7 Is vegetable sink cleaned and sanitized before use, and used only for preparing produce?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/>

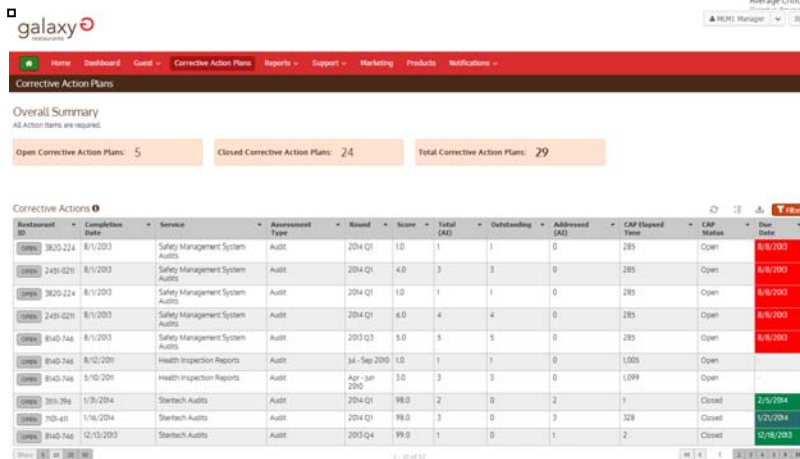
Daily/Weekly Verification of Restaurant Operations Food Safety Management Systems

COLLECT

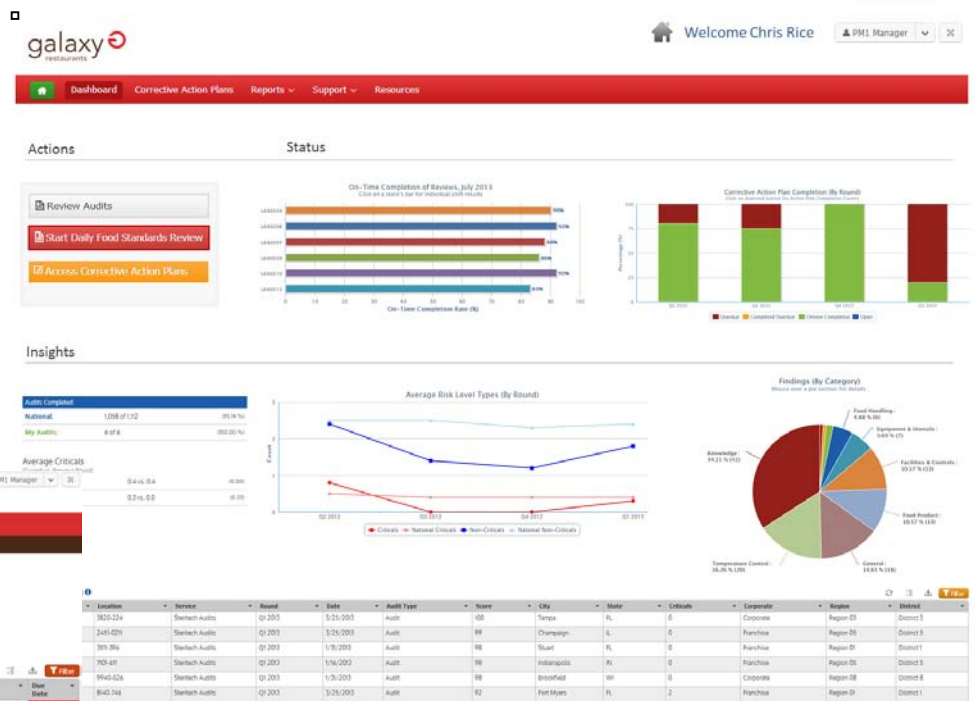


On ANY device

MANAGE



Enable Analytics and Root Cause Assessments



Daily/Weekly Verification of Restaurant Operations Food Safety Management Systems

eRQA Assessment Information Day 1 Day 2 Day 3 Day 4 Day 5 Day 6 Issues Reports

eRQA: Scheduled and In-Progress eRQAs >

Day 1 *Restaurant Self Assessments*

GUIDE ME

4/16/2012

Daily Critical Food Safety Verification

- Daily temperature verifications for pressure fryers and Taylor grills are required upon start-up each day. Use a clean, sanitized thermometer to probe thickest part of chicken immediately after it is cooked.
- Target different times of day for conducting these assessments throughout the week; also maintain awareness of these items throughout each day.

Do all pressure fryers and Taylor grills cook chicken to at least 165°F? (Test one filet from each pressure fryer and 3 Grilled Nuggets from each Taylor grill - from front, middle and back of grill.)

Fryers					Grills					
1	2	3	4	5	1	2	3			
6	7	8	9	10	4	5	6			

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Are clear food service gloves worn when preparing sandwiches/breakfast products in Boards area?

Are yellow food service gloves worn when working with raw chicken at breading table?

Are hands washed and sanitized properly between food prep tasks? (Observe whether hands are washed immediately before food prep tasks.)

Is surface sanitizer 50-100 ppm chlorine concentration? (Test all sanitizer bottles after lunch period.)

Corrective
and
Preventive
Action

Mobile device based

Daily/Weekly Verification of Restaurant Operations Food Safety Management Systems

The screenshot displays the 'eRQA' interface for 'Restaurant Self Assessments'. The top navigation bar includes 'Assessment Information', 'Day 1' (selected), 'Day 2', 'Day 3', 'Day 4', 'Day 5', 'Day 6', 'Issues', and 'Reports'. Below the navigation bar, the title 'Restaurant Self Assessments' is shown. The main content area is titled 'Daily Critical Food Safety Verification' for the date '4/16/2012'. A yellow highlighted box contains the text: **Corrective Action:** *Re-cook the chicken 1 minute and recheck temperature; Check next batch cooked before corrective action complete.*

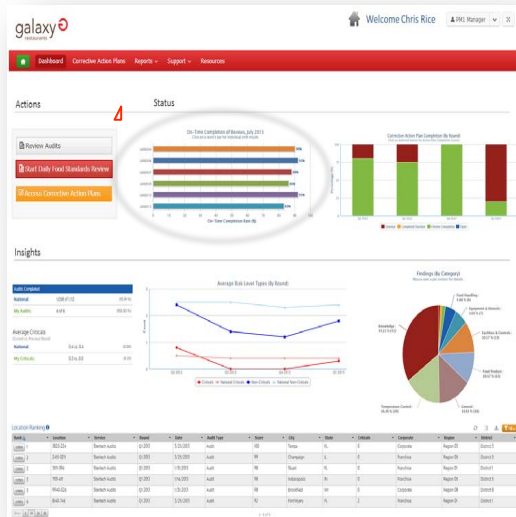
Below the yellow box, there is a section for 'Fryers' with a grid of 10 temperature input boxes. The values are: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10. The values 161 and 168 are entered in boxes 8 and 9 respectively. A red thermometer icon is located to the left of the grid. A circular inset image shows a hand holding a thermometer over a piece of chicken being cooked in a fryer.

A circular callout on the left side of the screen contains the text: **Corrective and Preventive Action**.

Corrective Actions Defined and Implemented During Self-Assessments

Daily/Weekly Verification of Restaurant Operations Food Safety Management Systems

Alerts and root-cause analytics



A Case Study



Chicken not cooking to temp; In five Different Restaurants



Chicken size/weights not to SPEC; Does not thaw and cook in current SOP



Discover it's a supplier not operational issue;
Corrective Action = ensure size/weights in SPEC from suppliers

Corrective Actions Defined and Implemented During Corporate Management



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Health Policy to Achieve Active Managerial Control

Monitor employee health

- *Person in Charge (PIC)* must be trained on how to restrict or exclude employees from working with food if they have certain symptoms, injuries, and infectious diseases.
- Team members must also be trained on when to report these symptoms, injuries and infectious disease to the PIC, and must comply to exclusion or restriction orders until they can show they are no longer a risk.

Ensure personal hygiene

- Use proper hand washing procedures and eliminate bare hand contact with foods that are ready-to-eat (RTE).

These basic procedures are important components of a health policy in the off chance that an team member or PIC is not properly monitoring team member health. (i.e. a team member may not report an illness or injury to the PIC or the PIC may not notice a team members illness)



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Health Policy to Achieve Active Managerial Control

Verify daily and document

- Verify training of managers on *Employee Health Monitoring Requirements* and team members on *Employee Illness Reporting* as part of a restaurants health policy inspection. Keep updated records that show all PIC and team members have been trained.
- The PIC should be checking to verify employee health and personal hygiene daily
- The PIC should keep a “sick log” of employees who have called in sick and what actions were taken



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Daily/Weekly Verification of Restaurant Operations Food Safety Management Systems




Restaurant Self Assessments

1. Check employees during this shift for signs of illness ([click here for list of signs of illness](#))
2. Ask each employee if they have had any of the following symptoms today or within the last 48 hours ([click here for list of symptoms to review](#))

To complete Corrective Action for this issue review eTMDP resources

 eTMDP Video

 eTMDP Pamphlet



Corrective Action Taken?

☐ Issue corrected during assessment

Mobile device based



Daily/Weekly Verification of Restaurant Operations Food Safety Management Systems



Restaurant Self Assessments

Compliant **Not Compliant**

If Not Compliant:

CORRECTIVE ACTION

Exclude employee from work

- Record employee's name and symptoms in the Sick Log ([click here for current sick log](#))
- Require doctors note before employee may return to work

Corrective Action Taken?

☐ Issue corrected during assessment

Mobile device based



Value Proposition for Achieving Active Managerial Control

Retail Foodservice Businesses:

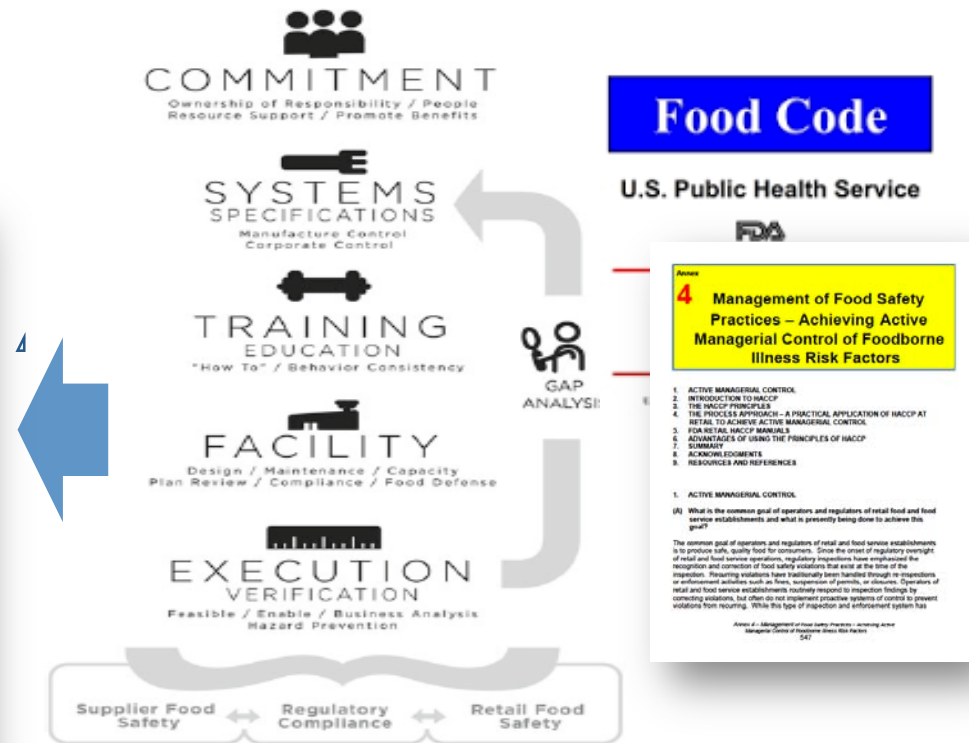
- Ensure the business always serves safe food and enhance the business's reputation as a safe place to eat
- Empower self-regulation to reduce health inspection violations and low health inspection scores/grades that negatively affect the business
- Enhance food quality and more consistent products in restaurant chains for consumers
- Due to better supplier management controls, reduce paying for defects and enable more rapid recall of ingredients and foods discovered to be adulterated



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For More Details on Food Safety Management to Achieve Active Managerial Control



H. King, *Food Safety Management: Implementing a Food Safety Program in a Food Retail Business*, Food Microbiology and Food Safety, DOI 10.1007/978-1-4614-6205-7_4, © Springer Science+Business Media New York 2013

Questions?



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