

# Food Safety & Sanitation

## Basic Hygiene



Philippines reviewed  
May 2012

### Food Safety and bacteria

The way you handle any food product can affect both the safety and the quality of the food. You can have a severe impact on the customer experience and the sales of a restaurant through improper food handling.

### What is food safety?

Effective procedures ensure McDonald's delivers food that is free of harmful bacteria, viruses, chemicals or foreign objects that could cause our customers to become sick.

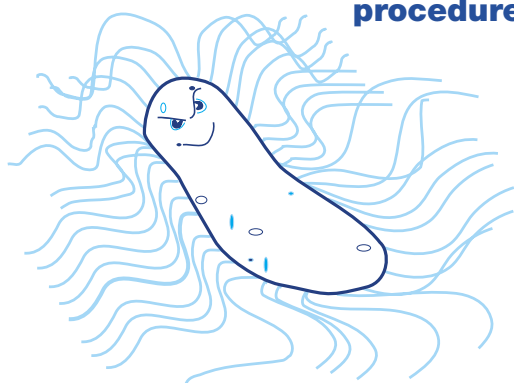
### How does food become unsafe?

Food can become unsafe to eat through contamination by:

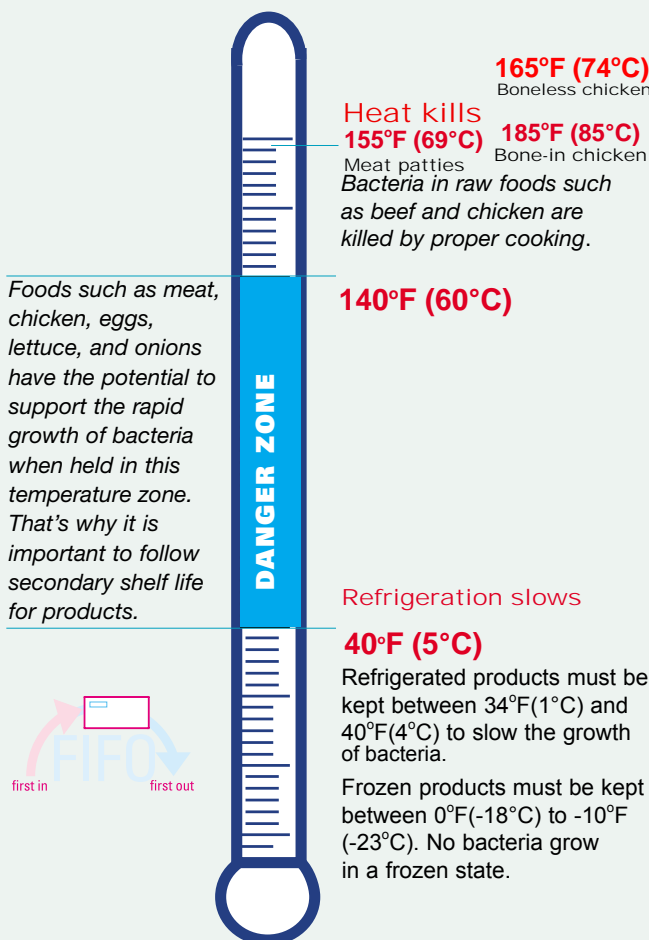
- Harmful bacteria or viruses
- Chemicals (if cleaning products are improperly used)
- Foreign objects such as metal shavings, glass, etc.

**Bacteria** are microscopic organisms found everywhere – on food, in water, in the air, even in and on you. Not all bacteria are bad, but some can cause food-borne illness.

**You eliminate bad bacteria when you do what is necessary to prevent bacteria from getting on food – such as washing your hands properly, wearing disposable gloves, using sanitized towels and handling food according to procedure.**



**Food temperature and storage** Bacteria can grow on food or spoil food that isn't kept at the proper temperature. That's why it's important to follow procedures when cooking and storing food. Keep cold products cold and hot products hot to prevent or slow bacteria growth.



Food can become contaminated in 2 ways:

- Direct contamination (eg. coughing or sneezing in a food preparation area).
- Cross contamination (eg. changing bins and then using the same disposable gloves to prepare food).

**If the product does not look right, don't serve it**

## – Basic hygiene practices

**Call in if you are ill.** Don't come to work when you are sick, such as with a severe cold or you are suffering from diarrhea or vomiting. You are at a higher risk for transferring bacteria to food or others.

**If you start to feel ill,** tell your manager. Good health is important throughout your shift. You are at a higher risk for transferring bacteria to food or others.

**Don't touch or prepare food** if you have cuts or sores on your hands. Open cuts or sores can easily become infected with bacteria, which might then be transferred to food.

### Adhesive strips

Any open cut, infected wounds or sores on hands or fingers must be covered with a McDonald's approved Blue Adhesive Strip and a glove.



When handling straws ensure fingers are placed in the center of the straws and not at the ends.

**Keep fingernails trimmed.** Long nails are difficult to keep clean with normal hand washing and can hold bacteria between the nail and the skin. This could be transferred to food when you touch it.

**Keep long hair pulled up and restrained.** Long hair that hangs loosely has the potential of getting into food during preparation. Though this is not a critical food safety issue, it can have an enormous impact on Customer Delight.

# Food Safety & Sanitation

## Hand Washing/Product Storage & Handling Procedures



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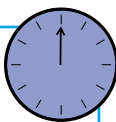
### Hand washing

#### The first step

when beginning work is washing your hands for 20 seconds with **AMH Handwash (AMH)**. Using this soap helps remove bacteria and viruses that may be on your hands.

**If your hands become contaminated** with harmful bacteria or viruses, you can pass the contamination on to any surface or food you touch. Safe food handling begins with clean hands.

**Wash your hands at least once every hour.**



1. Wet your hand with warm water.
2. Dispense 1 portion of **AMH Handwash** into your palm.
3. Lather to the middle of your forearm and really scrub. Use your fingertips as 'bristles'. This helps to clean under your fingernails.
4. After 20 seconds rinse thoroughly.
5. Use paper towel or the hot air drier to dry your hands thoroughly.



**Proper and frequent hand washing is the key activity in promoting good food-handling procedures and serving safe food.**

### Hand washing is required:

1. **After using the restroom**
2. **Before starting work**
3. **After coughing, sneezing or using a handkerchief or tissue**
4. **After taking a break or snacking**
5. **After handling rubbish, mopping, or performing any cleaning jobs**
6. **After picking something off the floor**
7. **After touching your face, your hair or your clothes**
8. **Before putting on disposable gloves**
9. **After handling money**
10. **Before making up clam boxes/packageing**

### 'Use thru' date

Food products that are processed by a nationally approved supplier have a "use thru" date on the packaging.

It shows the month, day and year. Knowing and observing product holding times, stock rotation & refrigeration temperatures is the key. All food at McDonald's has a holding time. And that includes the condiments at the dress table.

So always check with your back area manager for the proper amounts of these condiments to stock.

At the end of the holding time, they must be discarded and their containers washed and rinsed, sanitized and air dried before being refilled with fresh product.

Avoid mixing fresh product with product that's already stocked. Mixing could lead to cross contamination.

### Rotation and storage



Follow the rule of First in, First out when storing, rotating and using food products. In other words, use items in the same order in which they were put into storage.

### Never turn off refrigeration units when receiving a delivery.

Refrigerated and frozen product should be moved to the proper storage environment immediately. Rotate products in the coolers and freezers **before** receiving the delivery. Product starts to deteriorate as soon as it is exposed to warm temperatures.

The freezer temperature should be 0°F to -10°F (-18°C to -23°C) and no higher than **10°F for grill side, and overhead.**

And all refrigerated areas should be 34°F - 40°F (1°C - 4°C). These include the walk-in refrigerator, shake and sundae mix reservoirs. If you notice that a temperature is out of the range, notify your shift manager immediately.

### Physical contamination

Food can become unsafe through physical contamination, by foreign objects, which can cause injury if they accidentally get into food.

One example is metal shavings that may get into the food from spatulas and

grill scrapers that have not been sharpened correctly.

**Follow the Spatula Sharpening station guide** to make sure you are avoiding this type of contamination.

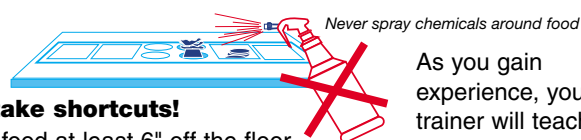
**Avoid creating situations where contamination might occur.** For example, cover food and packaging that comes into contact with food properly before storing, keep food cases off the floor, and, if you are working grill, do not remove carton flaps from meat cases when storing them in the grillside freezer.

### Chemical contamination

Food can become unsafe to eat through chemical contamination. By not properly using chemicals in the restaurant, or by improper storage of chemicals, you could cause food to become contaminated.

#### Don't take shortcuts!

- Store food at least 6" off the floor.
- Follow instructions on cleaning products.
- Keep chemicals in their designated storage areas, never around food storage areas.
- Keep chemicals in properly labelled containers.



As you gain experience, your trainer will teach you more about handling chemicals and proper cleaning procedures for your particular station.

# Food Safety & Sanitation

## Disposable Gloves & Sanitation Procedures



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### Disposable gloves

Disposable, loose-fitting polythene gloves must be worn by all McDonald's employees handling ready-to-eat food in the restaurants.

In addition, a 'blue glove' procedure has been developed and implemented for the handling of raw products. Blue gloves are used to minimize the potential for cross-contamination from raw to cooked food. Always check promotional folder or ask your manager if promotional products require blue gloves.

Gloves merely form a barrier between the hands and the surfaces they are touching. **Gloves do not prevent cross contamination if used incorrectly.** Disposable gloves offer the best protection against human contamination when used appropriately for single functions. However, gloves can be a source of contamination when used during multiple functions. When gloves are worn, it is important to remember that they have the same chance as hands of becoming unsanitary when a person continues to work at a particular station. It is imperative that consideration is given to all food and packaging products as well as surfaces in contact with a gloved hand.



### Putting gloves on

When putting on gloves, you should only handle the glove from the top (wrist area) and the inside of the gloves. The sections that primarily come in contact with the food should not be handled as this can contribute to cross contamination.

### Changing gloves

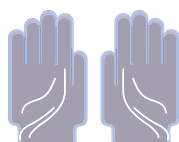
Gloves must be changed on a regular basis. At a minimum:

1. Change every hour;
2. Change when you move between different functions, such as sweeping floors or doing stock up or rotating stations;
3. If gloves are soiled or damaged in any way, such as if they have holes or tears;
4. After using or cleaning the restrooms;
5. As often as necessary to maintain hygienic food handling.

### Changing gloves

Wear a blue glove at the grill/fryer when

- You remove a raw product from the grillside freezer or over head freezer and place them on the grill or fryer.
- You crack and drop shelled eggs into the cooking ring
- You handle the any **raw** products for any reason



### You must remove blue gloves before:

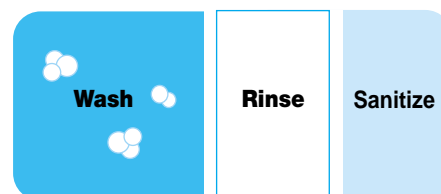
- Touching trays or cooking utensils
- Removing cooked products from the grill/fryer
- Transferring cooked products to the UHC
- Breaking yolks on round eggs
- Preparing UHC trays

Remove the blue glove by grabbing the tips halfway out of the hand dropping one glove into the glove pan and inserting ungloved hand under the glove of the other hand and drop gloves into the glove pan.



### Equipment

**All equipment** that comes in contact with food, must be washed, rinsed and sanitized and air dried **at least once a day.**



### 3 Sink Method

Fill the 1st compartment (wash) of the 3 compartment sink in the wash up area to the fill line, with a solution of hot water and one sachet/one push of **Heavy Duty Multi-Purpose Sink Detergent.**

Leave the middle compartment empty for spray rinsing.

Fill the 3rd compartment (sanitize) to the fill line with lukewarm water and then add the packet of **Sink Sanitizer.** Lukewarm means the water is tolerable enough to put your hand into 70°F to 90°F (21°C to 32°C).

Do not use hot water as it weakens the chlorine in the Sanitizer, or cold water as it slows down the sanitizing action.

Hand mix the solution to make sure all the Sanitizer is dissolved.

Do NOT use cloths for drying because they might carry bacteria.

Do NOT place equipment in the walk-in cooler for air-drying.

It's too moist in there for them to get really dry.

# Food Safety & Sanitation

## Clean As You Go



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### Clean As You Go (CAYG)

Our customers expect a clean environment—even if they cannot see all areas of our restaurant!

*What does clean mean?*

**Clean means there is no visible debris on counter or equipment surfaces. No crumbs, shredded lettuce, onions, cheese slices, grease, etc. There is also no debris on the floor. No fries, napkins, boxes, fry bags, or grill slips.**

Clean equipment prevents bacteria from growing and then possibly being passed on to other areas or to the food.



*What does sanitary mean?*

**Sanitary means free of harmful levels of contamination, such as disease-causing bacteria.**

That's why sanitizer is used in towel buckets to help sanitize surfaces, and in the third compartment of the back sink to sanitize utensils and equipment after washing them. Sanitizer solution kills bacteria.

#### Sanitary surfaces

Clean surfaces with **Heavy Duty Multi-Purpose Sink Detergent** solution at least once per day. Continue to wipe surfaces throughout the day with clean sanitized towels to help keep the surfaces free of harmful bacteria.

#### Prevent transfer

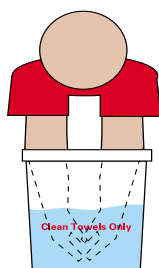
By sanitizing surfaces, you prevent bacteria from being transferred from one place to another.

Use a spray bottle with **Sanitizer/Cleaner** and a sanitized towel to keep area clean at all times. **Spray Sanitizer/Cleaner onto towel. Do not spray directly onto areas that may cause contact with food products** (ice bin, production bin, etc.) as this could increase the risk for overspray onto food products.

In food preparation areas, sanitized towels can only be used for one cleaning activity and then must be placed in the soiled towel bucket.

#### Stop bacteria

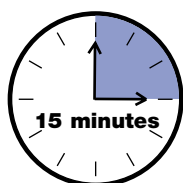
The transfer of bacteria, or cross-contamination, is reduced when surfaces are wiped down with sanitized towels.



#### Reach deep

When you reach into the clean-towel bucket, get your hands all the way down into the solution.

You can kill bacteria that may be on your hands in between hand washings.



#### Refresh often

Don't use the same towel for your entire shift! Exchange it for a new one at least every 15 minutes. If you are cleaning up big spills or cleaning your whole work area, exchange towels more often. When a towel gets soiled, put it in the soiled towel bucket.

#### Keep it strong

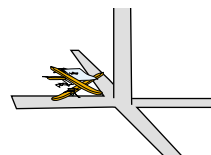
The sanitizer will not hold up for a long period of time once the towel is out of the solution and used. Also, it will not be effective in killing bacteria if the towel is heavily soiled. If the sanitizer solution in the clean towel bucket looks dirty, replace it with clean solution.

#### Floors

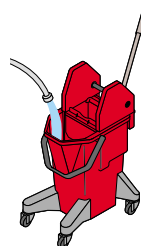
Sweep and mop as appropriate.



**Begin by sweeping up debris.** Sweep in one direction.



Don't push debris around under tables and chairs! Pull it all toward a single location, and use the dust pan to pick it up.

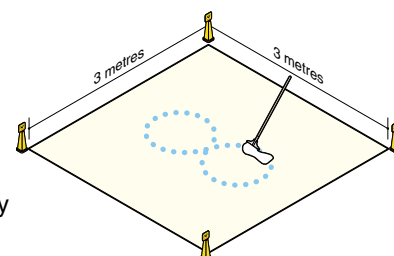


#### Fill a clean mop bucket

with **Heavy Duty Multi-Purpose Sink Detergent Floor solution** from the portion control dispenser. Use hot water.

#### Mops & Mop Bucket

*Red Mop and Bucket - ONLY to be used in food preparation areas.  
Blue Mop and Bucket - lobby area  
Green Mop and Bucket - restroom*



**Mop a 10 meter x 10 meter area** in a figure 8 pattern. Flip the mop over after each figure 8. Return mop to bucket to refresh with **Heavy Duty Multi-Purpose Sink Detergent Floor Solution.**



Always place a Wet Floor sign around the perimeter of the area being mopped.

#### Dry Wipe Procedures

All food scraps and solids should be placed in a solid waste bin and not down the sink or floor waste.

When cleaning grease, oil or milk/milk products from equipment or surfaces, first wipe off with dry towel. For large spills use dry mop first, then finish cleaning with a sanitized mop as required or towel.

*Protect our environment*