

FOOD



Australian Certification Program – Level 1

Version 1 - 2009



COSTCO. WHOLESALE



SAFETY





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Welcome to Costco's Food Safety Program

Costco believes that food safety is a priority, and all food products should be "Handled with Costco Care." This means we have a responsibility to keep food at safe temperatures (hot food should be kept hot and cold food should be kept cold). It also means that every Costco employee in a food area should always have clean hands. This requires proper hand washing.

Costco Care includes ensuring that food is purchased, received, stored, prepared and kept **Costco Clean** and **Safe** by adhering to Costco food safety policies and procedures. You, your friends and family, as well as our members, deserve the very best.

WHY? Because people can get sick if food sits at room temperature for extended periods of time and bacteria can begin to grow and multiply. "Clean" is not the same as "Safe," yet the two should <u>always</u> go hand in hand. Your hands may look clean, but if microorganisms are present, they are not safe. Food can smell and taste good, but if dangerous bacteria are in the product, it is not safe.

Every employee must learn how to prevent illness by using safe food-handling procedures. Your effort in practicing safe habits in your work environment will help keep everyone safe and healthy.

After reading the **Level 1 Food Safety Certification Program** handbook or reviewing the information on Costco Online University, and then passing the food safety quizzes located throughout the program, you will be officially **Costco** Food Safety certified. **Costco Care** consists of the following:

- Preventing foodborne illness/food poisoning that could result in illness or death.
- Keeping food at safe temperatures.
- Preventing contamination of food products.
- Being aware of product handling procedures prior to receiving product in your work area
- Cleaning and sanitising your work areas often.



Member Service

One of the most important services you will perform is to anticipate any potential problems that may threaten the well-being of our members. It is your responsibility to comply with all food safety guidelines. Most cases of foodborne illness are caused by food that has been:

- exposed to unsafe temperatures
- handled by infected food handlers who practice poor personal hygiene
- exposed to cross-contamination

As a Costco employee, you must realise that foodborne illness is preventable if the basic rules of food safety are routinely followed.

FOODBORNE ILLNESS PREVENTION MUST BE A GOAL FOR EVERYONE!

Our members, employees, managers, supervisors, shareholders and the community in general can benefit from high standards of food safety. You can offer better member service by:

- boxing cold products with other cold products
- separating raw and ready-to-eat food items in boxes and carts
- practicing good personal hygiene
- keeping conveyor belts clean by using a multi-purpose cleaner to avoid cross-contamination



You: The Food Surgeon

Hand Washing

Wash your hands often when working with food – this will help to eliminate microorganisms that can make people sick. Good personal hygiene is essential for those who handle food. The cleanliness and personal hygiene of food handlers is extremely important. If a food handler is not clean, the food can become **contaminated.**

As you know, even healthy people can be a source of harmful bacteria. Washing your hands properly is one of the most important habits to be practiced.

It sounds too easy, but hand washing is **mandatory** to get rid of microorganisms on your hands. Costco restrooms and all hand-washing stations should be clean and equipped with soap, hot water and single-use paper towels at all times.

Remember to always wash your hands:

BEFORE:

- starting work
- touching anything used to prepare food
- touching food that will not be cooked
- putting on disposable gloves

AFTER:

- working with raw meat, fish or poultry
- handling the trash
- using the rest room both men and women!
- eating
- touching your face, hair or body, or blowing your nose
- coughing or sneezing, as you must cover your mouth!



WHENEVER ANY TYPE OF CONTAMINATION MAY OCCUR

The proper hand-washing procedure is as follows:

- 1. Wet your hands with warm water.
- 2. Use soap.
- 3. Rub your hands briskly together to loosen any dirt. Pay special attention to your fingernails, where microorganisms can hide. Take plenty of time at least 20 seconds!
- 4. Rinse your hands under clean, warm water.
- 5. Dry your hands using a single-use paper towel.

Every food department has a hand-washing sink equipped with hot water, soap and single-use paper towels. Never use your apron or cleaning cloth to dry your hands.

Microorganisms such as bacteria and viruses grow easily, so you need to be proactive and always think of your hands as "contaminated." Just because your hands look clean, does not mean that they are clean. Microorganisms are invisible to the naked eye.

Bacteria reproduce when one bacterial cell divides to form two new cells. It is important not to allow bacteria an opportunity to grow or multiply. Properly storing, preparing and handling foods, and washing your hands when necessary, will help to prevent bacteria from multiplying. Under ideal conditions (high protein, high moisture), bacterial cells can double in number every 15 to 30 minutes.

In addition to proper hand washing, fingernails should be trimmed, filed and maintained so that washing your hands will effectively remove soil from underneath and around them.

Hand-sanitising lotions and chemical hand sanitiser solutions may be used in addition to hand washing, but NEVER as a replacement for hand washing.

You are required to WASH YOUR HANDS using the proper technique to remove visible dirt and bacteria as well as avoid cross-contamination to food, which could result in a "foodborne illness" to our members, employees or you!

Disposable Gloves

When using non-latex disposable gloves to reduce bare hand contact with ready-to-eat foods, remember to:

- Wash your hands.
- Put on a new pair of gloves.
- Replace gloves often
- Wash your hands every time you change gloves.
- Gloves must be discarded and replaced each time you handle raw meat or an unclean item, or if you otherwise contaminate your gloves.

Another method to reduce bare hand contact in an effort to avoid cross-contamination is to use utensils such as metal scoops, tongs, spoons or disposable papers.



Personal Hygiene

Every employee should look clean and be clean upon reporting to work. When working in a food preparation area:

- Keep your hair clean and neat. A hair net and beard net must be worn at all times. ALL hair must be completely covered (to include moustaches and beards).
- Always wash your hands upon entering a food department and after donning a hair net.
- Fingernails must be kept trimmed and short.
- No fingernail polish or artificial nails may be worn.
- All clothes must be clean, and your apron should be fresh.
- Avoid wearing loose-fitting clothes for safety purposes around equipment.
- Wash your hands before returning to work after smoking or taking a break.
- No jewellery of any kind can be worn, including your watch. Only approved medical bracelets may be worn. Refer to the Employee Agreement for further information.

Work Only When You Are Well

If you feel sick, do not handle any food and notify your supervisor immediately. You should be reassigned to a non-foods area or sent home depending on the severity of the illness. The germs you bring to work can spread when you sneeze or cough, and when you touch food, dishes, utensils, counters, pots, pans and other people. When working in a foods area, please adhere to the guidelines below when you are sick:

- If you have any of the following symptoms, you should not work with food: cold, flu, runny nose, sore throat, diarrhoea or vomiting.
- If you have been diagnosed with an illness that can be transmitted through food handling, e.g. Salmonellosis (Salmonella typhi), Shigellosis, Escherichia coli (E. coli), Enteritis, Viral Hepatitis A, or Norovirus, notify management. Refer to the Employee Agreement for further details.
- If you have an infected cut, burn or sore on your hands, the wound must be covered with both a company approved, brightly coloured watertight bandage and non-latex disposable gloves.
- If someone at home is sick, be sure to wash your hands carefully before you start work. Washing your hands frequently at home also will help prevent the spread of illness there.



QUICK QUIZ #1

1. When are you required to wash your hands?

- a. before starting work
- b. before putting on disposable gloves
- c. after using the rest room
- d. all of the above

2. What is the minimum time required to wash your hands properly?

- a. 10 seconds
- b. 20 seconds
- c. 30 seconds
- d. none of the above

3. Most cases of foodborne illness are caused by food that has been:

- a. exposed to unsafe temperatures
- b. handled by infected food handlers
- c. exposed to cross-contamination
- d. all of the above

4. What is the proper procedure when you have a cut or burn on your hands?

- a. watertight bandage
- b. disposable non-latex gloves
- c. both (a) and (b)
- d. do not work in a foods area

OUR MISSION IS POSSIBLE: PREVENTION

Foodborne Illness

Foodborne illness is a disease caused by the consumption of contaminated food. People can get sick when the food they eat contains harmful microorganisms. These microorganisms can cause foodborne illness or food poisoning. Foods that are more likely than others to grow microorganisms that cause food poisoning are called Potentially Hazardous Foods (PHF).

"Danger Zone"

Bacteria and other microorganisms need time, food and moisture to grow. Most bacteria will not grow when kept out of the "Danger Zone" (4°C – 60°C). Potentially Hazardous Foods (PHF) must be kept out of the "Danger Zone;" otherwise bacteria can grow fast and make poisons that can cause illness. There are three types of hazards associated with foods, which are identified below:

1. Physical Hazards

Physical hazards are foreign objects not normally found in food. Physical hazards affect food safety and quality and can cause injury (e.g., metal fragments, staples, equipment parts, small pieces of jewellery, glass, wood splinters or plastic).

2. Chemical Hazards

Chemical hazards are classified as either naturally occurring or man-made. Naturally occurring chemical hazards include toxins produced by plants or animals. Man-made chemical hazards include substances that are added, intentionally or accidentally, to a food during processing.

Chemicals such as pest bait or cleaners can result in food poisoning. You must be sure to keep all chemicals away from food products.

3. Biological Hazards

Biological hazards are responsible for the majority of foodborne illnesses. Biological hazards include the following: bacteria, bacterial toxins, viruses, molds and parasites. Of the biological hazards, bacteria pose the biggest threat to food safety.

Microorganisms grow easily in foods such as meat, fish, poultry, milk, eggs and foods that are moist and have a high protein content. These are characteristics that bacteria need to grow. Bacteria also grow well in other foods that are kept warm in the "Danger Zone" (4°C - 60°C).

It is part of your job to protect food so no one will get sick from food purchased at Costco. Most outbreaks of foodborne illness occur because food is mishandled.

Microorganisms and bacteria are everywhere; they grow fast, and can spoil food or cause foodborne illness. In most cases, the food will look and smell good, but it may contain enough bacteria to make someone sick.

Two examples of this are: potato salad that has not been kept cold enough and rotisserie chicken that has not been kept hot enough, which can result in illness due to product temperature abuse. Remember that you cannot see or taste a foodborne illness.

Listed below are some common foodborne microorganisms and viruses:

Salmonella is found in the intestinal tract of humans and warm-blooded animals and can grow with or without oxygen. It frequently gets into foods such as dairy products, poultry and eggs and it can cause very serious food poisoning. The onset time is six to 48 hours after food consumption. Symptoms include abdominal pain, headache, nausea, vomiting, fever and diarrhea.

Staphylococcus aureus ("staph") bacteria are commonly found on human skin, hands and hair and in the nose and throat. They also may be found in burns, infected cuts and wounds, pimples and boils. Since humans are the primary reservoir, contamination from the worker's hands is the most common way the organism is introduced into foods. Make certain that you wash your hands thoroughly before working with foods and whenever your hands become contaminated.

Listeria is a bacterium that can grow with or without oxygen. This organism is everywhere and has been isolated in many foods. It is most common in raw meats, raw poultry, dairy products, cooked luncheon meats and hot dogs, raw vegetables and seafood. Transmission to foods can occur by cross-contamination or if foods are not cooked properly.

Listeria also has been detected in floor drains, so please adhere to the company procedure for properly cleaning and sanitising floors and floor drains. A virus is another type of infection that can cause disease. Some viruses can travel through the air, in liquids and foods touched by a sick person.

Hepatitis A is a virus and can be spread by someone who may not know he or she has it. When a food worker with a virus does not wash his or her hands properly after using the rest room, the virus is carried to the food handled by the worker.

Norovirus - Norovirus is like Hepatitis A in that it is passed by someone who may not know he or she has it. Again, it is passed when a food worker with the virus does not wash his or her hands properly after using the rest room and the virus is carried to the food handled by the worker.

Parasites are tiny worms or bugs that live in fish and meat. They die if they are frozen long enough or cooked long enough. By keeping food out of the "Danger Zone" (4°C - 60°C), you will keep food safe.

Food Allergens cause a person's immune system to overreact, symptoms can occur in as little as five minutes. Allergies can be very serious; therefore, you need to know which foods in your location contain these ingredients that can cause an allergic reaction.

There are 9 regulated allergens in Australia:

- 1. Milk and milk products
- 2. Fish and fish products
- 3. Shellfish (crustaceans and molluscs)
- 4. Soy and soy products
- 5. Egg and egg products
- 6. Peanut and peanut products
- 7. Tree nut and tree nut products
- 8. Wheat (gluten)
- 9. Sesame

In accordance with the Food Standards Australia New Zealand (FSANZ), the label on a package of food for retail sale or for catering purposes must be appropriately labelled as per the Australia New Zealand Food Standards Code. Where an item is not required to have a label (e.g. items from a food court or fresh food areas), information must be provided to the member on request.

What to do when someone gets sick from food

When people get sick from food, common symptoms include vomiting (nausea), chills, cramps (pain in their belly), loose bowels (diarrhoea) and fever.

When a food source has been identified as the cause of illness, all affected product must be pulled, shrink-wrapped, marked "do not sell" and held at the required temperature until notified of disposal. Your department manager is responsible for this procedure.

An employee with a contagious disease must have a doctor's release before reporting back to work.

QUICK QUIZ #2

- 1. Microorganisms grow easily in foods such as:
 - a. meat
 - b. poultry
 - c. eggs
 - d. all of the above
- 2. The temperature "Danger Zone" is between:
 - a. 0°C 54°C
 - b. $4^{\circ}C 60^{\circ}C$
 - c. $10^{\circ}\text{C} 66^{\circ}\text{C}$
 - d. $16^{\circ}C 70^{\circ}C$
- 3. The best prevention of the Hepatitis A virus is:
 - a. cook foods thoroughly
 - b. cool foods properly
 - c. wash your hands after using the rest room
 - d. wear a hair net

FOOD TEMPERATURES

Now that you will be preparing food for other people, our members will trust that you will do everything possible to prevent them from getting sick. Controlling temperature is the most critical way to ensure food safety. Most cases of foodborne illness can in some way be linked to temperature abuse. The term temperature abuse is used to describe situations when foods are:

- exposed to temperatures in the "Danger Zone" (4°C 60°C) for enough time to allow growth of harmful bacteria.
- food that is not cooked or re-heated sufficiently to destroy harmful microorganisms.

There are unavoidable situations during food production when foods must pass through the temperature "Danger Zone" $(4^{\circ}C - 60^{\circ}C)$ such as:

*Cooking *Cooling *Re-heating *Food Preparation

During these activities, you must minimise the amount of time foods are in the temperature "Danger Zone" to control microbial growth. When it is necessary for a food to pass through the "Danger Zone," do it as guickly as possible.

Washing your hands carefully, and cooking and cooling foods properly, are the most important factors to help keep our members safe and healthy.

Temperature Control

This section is about how to kill microorganisms with heat during cooking and how to stop their growth by keeping the food hot or cold. This is called temperature control, and you will need a properly calibrated thermometer to check food temperatures.

Thermometers are used to measure the temperature of stored, cooked, hot-held, cold-held and re-heated foods. Thermometers should be calibrated at the beginning of each workday or when dropped.

Maintaining safe food temperatures is an essential and effective part of food safety management. You should know how and when to measure food temperatures correctly to prevent temperature abuse.

Thermometers

WHEN TO CALIBRATE:

- Before their first use of the day
- If dropped
- Whenever accuracy is in question

The Costco HACCP plan requires thermometers to be calibrated daily and recorded on a thermometer verification form. For instructions on how to calibrate a thermometer refer to your department specific SSOP.

ALWAYS REMEMBER TO SANITISE YOUR THERMOMETER PRIOR TO USING AND BETWEEN PRODUCTS.



The sensing portion of a food thermometer is at the end of the stem or probe. On the bi-metal thermometer, the sensing portion extends from the tip up to the "dimple" mark on the stem. The average of the temperature is measured over this distance. The sensing portion for digital and thermocouple thermometers is closer to the tip.

Accurate readings are only possible when the sensing portion of the thermometer is inserted deeply into the food. For bi-metal thermometers, immerse the needle tip at least 5 centimetres into the product to be measured.

For digital and thermocouple thermometers, the tip must be immersed 2.5 centimetres or more. Always insert the sensing element of the thermometer into the center or thickest part of the food. When measuring the temperature for soft or liquid foods, stir the food before measuring the temperature to ensure the most accurate reading.

Receiving

Once refrigerated product is received, remember to "Handle with Costco Care."

- Inspect the truck delivering the product to see if it is clean and at the proper temperature.
- Check the temperature of the product by using a sanitised, properly calibrated thermometer.
- Check the temperature of product throughout the truck (front, middle, back, top, middle, bottom).
- For refrigerated product, check the temperature between packages. If the temperature is questionable, open a package and check the product's internal temperature. Discard the sample.
- To reject damaged or temperature-abused product, ask your supervisor for the appropriate procedure, as this involves recording the rejected product.
- Once product is accepted, store temperature-sensitive product immediately. This will ensure better quality product for our members.

Thawing Frozen Food

There are only ONE safe way to thaw frozen food.

PLAN AHEAD TO ALLOW ENOUGH TIME TO DO IT RIGHT!

Thaw food under refrigeration in the cooler. It may take hours or a few days. This is the safest way. Be sure to put meat in a container/lugger to catch the meat juices and to keep them from dripping or contaminating any other food. It is important to keep raw foods stored below the ready-to-eat foods.

Never thaw food at room temperature, in a microwave, on a counter or in warm/cold, still/running water. Using the correct thawing method reduces the chances for bacterial growth. It also decreases shrinkage and maintains product quality.

Preparing Food

When using potentially hazardous foods, wash your hands. Then, only remove the ingredients needed at that time. Do not allow the temperature of the food to reach the "Danger Zone."

If using temperature-sensitive ingredients, store in a container of ice in order to maintain the proper temperature. In-process items being held for food production should be stored properly in the cooler until needed.

Example: Production rooms are at 10° C so food still reaches the "Danger Zone." Only remove what you need from the cooler and return unused product quickly.

Cooking Food

Use a properly calibrated thermometer to measure the internal temperature of food for correct cooking temperature. Different foods require different temperatures to be considered safe. The only way to be sure food is cooked properly is to insert a thermometer in the center of the food product. Never rely on the oven thermostat or cooking process to ensure cooked food is safe to eat.

An internal temperature should be taken from at least one item from each batch produced and recorded on the temperature verification logs (e.g., rotisserie chicken, hot dogs, etc).

NOTE: Please be aware of the Costco standards for your respective department.

Between the time you cook the food and the time you put the cooked food away in a cooler or freezer, the product temperature can fall into the "Danger Zone" (4°C - 60°C). This section is about the ways to keep food safe while it gets past the "Danger Zone."

Cooling

There is always a risk of temperature abuse during the cooling process. The best way to have safe food is to make it fresh each day. Leftover ingredients or food made in advance must be cooled properly and stored safely. The No. 1 rule to remember about cooling is to cool hot food products to below 4°C and out of the "Danger Zone" within four hours.

The following are 6 steps to cool soft foods such as meats, refried beans, rice, potatoes, lasagna, macaroni & cheese, ribs, rotisserie chicken, meat loaf, thick soups or chowders:

- 1. Wash your hands.
- 2. Before putting food away, portion food into smaller sizes.
 - a. Place product in shallow metal pans with the product depth less than 6.5 centimetres deep.
 - b. For very thick foods like refried beans or chowder, the product depth should be no more than 5 centimetres deep.
 - c. For large roasts and turkeys cut into pieces no larger than 2 kilograms.
 - d. When you cool soup, sauces and gravy, use a shallow 6.5 centimetre metal pan. Remember, you want food to cool as fast as possible to below 4°C.
- 3. Do not cover food until it has cooled to 4°C in the refrigerator
- 4. Put all meats and other hot food in the cooler or refrigerator right away; do not let the food sit at room temperature for more than 30 minutes.
- 5. Do not stack pans, leave space for air to circulate.
- 6. Wait until the food has cooled to below 4°C before covering product.



Cold Holding

Do not let food stand at room temperature, as this will allow microorganisms to grow. Store foods in a cooler, refrigerated display cases, in ice or other approved methods.

Always maintain cold foods at 4°C or less. Fish, seafood, poultry, milk and red meat will stay safe and fresh longer if kept in cold storage below 4°C.

When using ice to keep food cold while on display, (e.g., Seafood Road Show), be sure that the ice comes up to the level of the food that is being displayed and cooked product should be separate from raw. Food must be colder then 4°C when put on ice.

Cold Salads, Sandwiches and Prepared Meals

You have learned about potentially hazardous foods and how bacteria can grow very easily in them. Foods like salads, pastas, pizzas and soups have to be kept cold enough to keep microorganisms from growing. When preparing potentially hazardous foods, chill all ingredients (including canned items) prior to mixing.

- Wash your hands before handling the salad ingredients.
- Make cold salads with cooked foods that have been chilled.

Hot Holding

After the food is cooked and ready to serve, keep it warm enough to stop microorganisms from growing. Special equipment should be used for this process (e.g., rotisserie chicken hot-holding case).

The temperature for hot holding should be at least 60°C, and you must check the food with a metal stem thermometer. Never use hot-holding units to heat cold foods.

Re-heating

Food that has been cooked and then cooled may need to be heated again. When re-heating food, it should be done quickly (within one hour) to 74°C. Use a metal stem thermometer to check the temperature.

All potentially hazardous foods that have been cooked, cooled and then re-heated must be maintained at 60°C or above. Food should only be re-heated only once. If not consumed after one re-heating, the food must be discarded.

Equipment Breakdowns or Power Outages

Stop food preparation immediately and notify the department manager if:

- the electric power goes off.
- the water supply is compromised / interrupted.
- there is no hot water.
- the sewer or waste systems back up in the drains.

If problems occur with any equipment that keeps food safe (refrigerator, freezer, display cooler, oven or hot holding cabinet) you must:

- 1. keep hot foods hot (60°C or higher) AND/OR keep cold foods cold (4°C or below)
- 2. record the temperature of the product with a calibrated thermometer.
- 3. if product falls within the "Danger Zone" contact your manager IMMEDIATELY

QUICK QUIZ #3

1. Most cases of foodborne illness can be linked to:

- a. temperature abuse
- b. cross-contamination
- c. over eating
- d. improper thawing of foods

2. To stop the growth of harmful bacteria by keeping food hot or cold is called:

- a. personal hygiene
- b. temperature control
- c. "Danger Zone"
- d. cross-contamination

3. When should thermometers be sanitised?

- a. before the first use of the day
- b. between products
- c. if dropped
- d. all of the above

4. When preparing food that may be potentially hazardous:

- a. remove ingredients for the day's production
- b. allow product to sit at room temperature
- c. only remove what you need from the cooler
- d. all of the above

FOOD STORAGE

Costco is committed to providing safe, high-quality food products to our employees and our members. All food should be safe right from the start.

Costco buyers purchase safe, high-quality food products. This is a commitment Costco makes to you and our members. This section covers where the food comes from, how to check it, how to store it and how to properly handle it.

Safe Foods Needs Proper Storage

- Keep all food off of the floor (15 centimetres or on a pallet).
- Store foods so you can use older food first. "First In, First Out" (FIFO) is a good rule to follow.
- Cover, label and date all foods no longer held in their original containers.
- Store food in clean, safe containers. Include the date and content.
- Take special care of frozen and refrigerated foods.
- Place raw meat and unwashed food on the lowest shelf below washed and cooked food.
- Refrigerated Cooler temperatures should be 0°C 4°C.
- Freezer temperatures should be -18°C to -23°C.

Cross-contamination

Cross-contamination happens when microorganisms from raw or unwashed foods contaminate food that is ready-to-eat and will not be cooked again before being served.

- Wash your hands before handling food.
- In the cooler: do not let raw meat, fish or poultry drip onto foods that will not be cooked before eating.
- Store raw meat, fish and poultry on the lower shelves in the cooler.
- Never store foods that will not be cooked before serving in the same container as raw meat, fish or poultry.
- Wash, rinse and sanitise the cutting surface and all the utensils and knives every time you finish. cutting raw meat, fish or poultry.
- Use utensils to mix food. If you must use your hands, first wash them properly. (See hand-washing section.) Wear gloves.

Bulk Foods

When transferring bulk items, such as flour, sugar and grains, all containers must be food-safety approved, equipped with tight-fitting lids, dated and labeled.

Scoops and other utensils that are used to remove food from bulk food containers must be constructed of non-toxic, non-absorbent and easy-to-clean material.

QUICK QUIZ #4

1.	Α	good	rule	for	storage	is?
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- a. HACCP
- b. FIFO
- c. ASAP
- d. none of the above

2. Product stored out of original containers should have a:

- a. cover
- b. label
- c. date
- d. all of the above

3. Which of the following situations could result in cross-contamination?

- a. storing raw product over ready-to-eat product
- b. changing gloves without washing hands
- c. using the same cutting board for cutting raw meat and cheese
- d. all of the above

4. Product that is not being stored on a pallet must be a minimum of how many centimetres off of the floor?

- a. 5 centimetres
- b. 10 centimetres
- c. 15 centimetres
- d. 20 centimetres

A CLEAN WORKPLACE IS SAFER

Sanitation requires more than soap and water to keep a clean and safe food environment. Chemicals are also an important step to keep our food safe. Chemicals that are used include detergents, sanitisers and pesticides. Sanitation will help stop the growth of bacteria.

Cleaning and sanitising are two distinct processes used for different purposes.

Cleaning is the physical removal of soil and food residues from surfaces of equipment and utensils.

Sanitising is the treatment of a surface that has been cleaned. This process will help reduce the number of disease-causing microorganisms to safe levels.

Important Guidelines

- Understand the directions for using chemicals prior to usage.
- Keep all chemicals away from food. Store below food and never on a shelf above food, or above any area where you prepare food. It is preferable to store outside a food preparation area when possible.
- Keep all chemicals in the bottles or boxes they come in. If you put chemicals in a different container, the container must be labelled. **NEVER REUSE A FOOD CONTAINER.**

How to Get It Clean and Keep It Clean

- Use a wiping cloth to clean countertops, tables, cutting boards and equipment. Set up a red bucket of sanitiser to store cleaning cloths when not in use. Change the sanitising solution often: do not let it become dirty.
- Clean and sanitise whenever there is a chance of cross-contamination. Sanitise at the start and end of the workday, and clean as you go.
- Wash, rinse and sanitise each surface that food will touch (e.g., meat slicer/grinder and cutting boards). Sanitise equipment after each use. Follow the directions in the Sanitation Standard Operating Procedures (SSOP) Manuals so you reach all the areas where microorganisms can hide and grow.



The Right Way to Wash by Hand

Dishes, utensils and equipment that touch food must be washed in five steps. This is the only way you can wash by hand. You must **wash**, **rinse and sanitise** these items in the three-compartment sink. The three-compartment sink is the only place where this process can take place. Prior to setting up the three-compartment sink, you must first clean and sanitise the sinks. The five steps to correctly wash dishes by hand are as follows:

- 1. Scrape leftover food and grease from the dishes into the rubbish bin.
- 2. In the first compartment, wash the dishes with hot water and detergent.
- 3. In the second compartment, rinse them with clean, warm water.
- 4. In the third compartment, sanitise the dishes to destroy bacteria. Always check the sanitiser with a chemical sanitiser strip to ensure you have the correct mixture. Cleaned equipment needs to be completely submerged in the sanitiser solution for a minimum of 60 seconds. Refer to department specific SSOP for further instructions.
- 5. Air dry washed items on a clean, sanitised surface never towel dry.

The Right Way to Wash in a Pan Washer

Never use cleaning equipment that is not clean. There are 4 steps you must follow when you wash by machine:

- 1. Scrape leftover food and grease into the rubbish.
- 2. Load dishes into the machine.
- 3. Run the full cycle. Refer to SSOP.
- 4. Air dry never towel dry.

AT THE END OF THE DAY ALL EQUIPMENT MUST BE THOROUGHLY CLEANED AS OUTLINED IN THE SSOP MANUAL.

Don't Set it Down - Put it Away!

Housekeeping – now that everything is clean and dry, store properly in areas that also are clean and dry. This will protect items from re-contamination.

Keep equipment and utensils off of the floor, away from drains, water lines and open stairs. Equipment should be put away upside down and on a clean surface.

Cleaning Never Stops

Cleaning is to be done after food has been properly stored. However, you should clean work surfaces and equipment as they are used. **Clean as you go!**

Pests

Cockroaches, flies, birds, mice and rats are some of the pests that can get into the warehouse and are common sources for food contamination. Rodents and pests usually enter food establishments during delivery or when garbage facilities are not properly maintained. Be on the lookout and report any sightings.

One method of pest prevention is to keep the warehouse clean at all times. Cover garbage with lids that fit well and remove rubbish often. Keep the areas around rubbish bins clear of rubbish and litter to eliminate rodents and flies.

One female fly can produce 700 eggs in a single week! Each fly can carry in excess of 3 million bacteria and parasitic worm eggs. As well as being responsible for the spread of harmful bacteria, flies also can transmit serious diseases. The cleaner your warehouse, the less chance you will have for pest management issues!

QUICK QUIZ #5

1. Where should cleaning cloths be stored when not in use?

- a. on the counter
- b. in the food prep sink
- c. in a red bucket of sanitiser
- d. in the cooler

2. What is the proper cleaning sequence for the three-compartment sink?

- a. sanitise, rinse, wash
- b. rinse, wash, sanitise
- c. wash, sanitise, rinse
- d. wash, rinse, sanitise

3. One method of pest prevention would be to:

- a. keep the warehouse clean at all times
- b. have a pellet gun on site
- c. set traps
- d. report any sightings

4. Equipment and utensils should be kept:

- a. off of the floor
- b. away from drains
- c. away from open stairs
- d. all of the above

HAZARD ANALYSIS CRITICAL CONTROL PROGRAM (HACCP)

Now that you know the basics, the next step is to apply them everyday in your work. To do this, standardised policies and procedures are put together with these basics built right in. HACCP is the program which ensures our Food Safety program is working and we are doing everything we can to "Handle with Costco Care."

WHAT IS HACCP?

It was designed for NASA to ensure the astronauts didn't get sick in space. It checks all the steps in a process where things could go wrong and puts safety measures in place to ensure everything going out the door isn't going to make anyone sick.

It answers the following questions:

- 1. What could go wrong?
- 2. How could it happen?
- 3. How can we keep it from happening?
- 4. What steps need to be watched?
- 5. How do we know the safety measures are working?
- 6. If something goes wrong, what do we do?
- 7. How can we learn from our experience?

To do your part, follow the fresh food programs including filling out the paperwork accurately. If you take shortcuts, you could be causing a food safety issue without knowing it.

Some HACCP steps you'll see:

- 1. Calibrating your thermometer and recording the results.
- 2. Recording the temperatures of coolers, freezers and display cases.
- 3. Recording the final temperatures of cooked items.

Your department manager will provide you with all the program information specific to your department.

LET'S REVIEW

- 1. Food safety begins the moment you enter Costco. Every employee has a responsibility to "Handle with Costco Care" to ensure that our members receive safe food.
- 2. All Costco employees must practice good personal hygiene and wash hands and fingernails thoroughly before working with food, especially after using the rest room and whenever hands may become contaminated.
- 3. Fingernails must be kept trimmed and short. No nail polish, artificial nails or jewellery may be worn.
- 4. Hair nets and beard nets must be worn with no hair exposed.
- 5. Avoid contamination of food from bare hands. If you have an infected cut, burn or wound, apply a company approved, brightly coloured watertight bandage and non-latex disposable gloves.
- 6. Immediately report the following symptoms to your supervisor; abdominal pain, diarrhoea, vomiting, nausea or fever. If traveling outside the country these symptoms should be reported immediately after your return.
- 7. If you have been diagnosed with a contagious disease, you will need to have a doctor's release before working in a food department.
- 8. Keep food covered and refrigerated until used.
- 9. Separate raw and uncooked foods at all times this include receiving, preparing, stocking and boxing items.
- 10. Follow time and temperature directions and maintain temperature logs.
- 11. Clean food contact surfaces and wash hands thoroughly after handling raw foods.
- 12. Hand-washing sinks are to be used for hand washing only, the two-compartment sink is to be used for food processing only and the three-compartment sink is to be used for cleaning equipment and utensils only. These sinks are not interchangeable.
- 13. Remove and dispose of food waste and trash frequently throughout the day.
- 14. Report any pest sightings immediately to your manager.
- 15. Keep approved cleaning chemicals in a secure, clearly labeled container separate from food storage.
- 16. Use sanitiser test strips to verify approved strength.

FOODBORNE ILLNESS REFERENCE CHARTS

INTOXICATIONS			
Bacteria	Source	Symptoms	Onset Time
"Staph"	Human body –	Abdominal pain or	1 – 6 hours
staphylococcus	especially skin,	abdominal cramps	
aureus	nose, mouth, cuts and boils	and vomiting	
Botulism Clostridium botulinum	Soil, canned food, vacuum packed fish, meat products, raw fish, meat, vegetables and smoked fish	Difficulty in breathing and the ability to swallow, and paralysis	12 – 36 hours
Bacillus cereus	Cereals (especially rice), soil and dust	Abdominal pain, some diarrhea and vomiting	1 – 5 hours or 8 – 16 hours depending on the form of the illness

INFECTIONS				
Bacteria	Source	Symptoms	Onset Time	
Salmonella	Raw poultry, eggs, raw meat, milk, and animals including pets	Abdominal pain, diarrhoea, vomiting and fever	12 – 36 hours	
Campylobacter	Raw poultry, raw meat, milk and animals including pets	Diarrhoea, often bloody, abdominal pain, nausea and fever	48 – 60 hours	
Listeria	Soft cheese, cheese made from unpasteurised milk, salad, vegetables and pâté	Flu-like symptoms	1 – 7 days	
Shigella	Water, milk, salad, vegetables, beans, prawns, turkey and apple cider	Diarrhoea, sometimes bloody, fever, abdominal pain and vomiting	1 – 7 days	

INFECTIONS / INTOXICATIONS			
Bacteria	Source	Symptoms	Onset Time
E.Coli: 0157	Human and animal guts, sewage, water and raw meat	Abdominal pain, diarrhoea, vomiting, fever, kidney damage or failure	12 – 24 hours (or longer)
Clostridium Perfringens TMI	Raw poultry, raw meat, milk and animals including pets	Abdominal pain and diarrhoea	12 – 18 hours

GLOSSARY

ACID – a substance with a pH less then 7.0.

ADDITIVES – natural and man-made substances added to food intentionally purpose (such as preservatives and colors) or unintentionally (such as pesticides and lubricants).

ADULTERATED – the deliberate addition of inferior or cheaper material to a supposedly pure food product in order to stretch our supplies and to increase profits.

AT RISK – the term used to describe individuals such as infants, children, pregnant women and the elderly. A foodborne illness can be very severe, even life threatening to those individuals with a weakened immune system.

BACTERIA – single-celled microscopic organisms.

CALIBRATE – to determine and verify the scale of a measuring instrument with a standard. Thermometers used at Costco Wholesale in food areas are calibrated daily or when dropped, using the ice slush method.

CARRIER – a person who harbours, and may transmit, pathogenic organisms without showing signs of illness.

CLEAN – free of visible soil but not necessarily sanitised. Surfaces must be clean before they can be sanitised.

CLEANING AGENT – a cleaning compound formulated to remove soil and dirt.

COLD HOLDING – this refers to the storage of foods at temperatures below 4°C.

CONTAMINATION – the unintended presence of harmful substances or conditions in food that can cause illness or injury to people who eat the infected food.

COOKING – the act of providing sufficient heat and time to a given food to affect a change in food texture, aroma and appearance. Cooking assures the destruction of foodborne pathogens basic to that food.

COOLING – the act of reducing the temperature of properly cooked food to 4° C or below.

CRITICAL CONTROL POINT – a point or procedure in a specific food system where loss of control may result in an unacceptable health risk.

CRITICAL LIMIT – means the maximum or minimum value to which a physical, biological or chemical standard must be controlled at a critical control point to minimise the risk that the identified food safety hazard may occur.

CROSS-CONTAMINATION – the transfer of harmful organisms between items.

DANGER ZONE – temperatures between 4° C and 60° C.

DEHYDRATE – to remove water.

DISINFECTANT – destroys harmful bacteria.

FIFO – acronym for first in, first out, used to describe stock rotation procedures of using older products first.

FOOD CODE – a systematic collection of regulations and procedures designed to protect the public.

FOOD CONTACT SURFACE – any surface of equipment or utensils that food normally touches.

FOOD ESTABLISHMENT – an operation that stores, prepares, packages, serves, vends or otherwise provides food for human consumption.

FOOD POISONING – a noticeable illness, usually with symptoms of acute diarrhoea and/or vomiting caused by the consumption of contaminated or poisonous food.

FOODBORNE DISEASE OUTBREAK – an incident in which two or more people experience a similar illness after ingesting a common food that is identified as the source of the illness.

FOODBORNE ILLNESS – an illness caused by the consumption of a contaminated food.

FSANZ – Food Standards Australia New Zealand. This is the government agency that dictates food standards.

HAZARD ANALYSIS CRITICAL CONTROL PROGRAM (HACCP) – a food safety assurance system that highlights potential problems in food preparation and service.

HAZARD – means a biological, chemical or physical property that may cause an unacceptable consumer health risk.

HAND WASHING – the proper cleaning of hands with soap and warm water to remove dirt, filth and disease germs.

HOT HOLDING – refers to the safe temperature range of 60°C and above to maintain properly cooked foods hot until served.

HYGIENE – a set of principles involved with the maintenance of health.

MICROBE - see Microorganism.

MICROORGANISM - bacteria, viruses, molds and other tiny organisms that are too small to be seen with the naked eye. The organisms also are referred to as microbes because they cannot be seen without the aid of a microscope.

MILDEW – a fungus similar to mold.

MOULD – various fungi that spoil foods and have a fuzzy appearance.

NUTRIENTS – carbohydrates, proteins, fats and other food components that cause organisms to grow. Bacteria and other microorganisms require nutrients to grow and multiply, just as humans and animals do.

PARASITE – an animal or plant that lives in or on another from whose body it obtains nourishment.

PASTEURISATION – a heat process used to reduce the number of microorganisms to a safe level. Pasteurised food must be stored under refrigeration.

PATHOGENIC (PATHOGENS) – harmful, disease-causing agents capable of causing disease.

PERISHABLE – quick to decay or spoil unless stored properly.

PERSONAL HYGIENE - healthy habits including bathing, washing hair, wearing clean clothing and proper hand washing.

PESTICIDE – a chemical used to kill pests.

pH – the symbol that describes the acidity or alkalinity of a substance, such as food. Potentially hazardous foods have a pH higher than 4.6.

POTENTIALLY HAZARDOUS FOOD - a food that is natural or man-made and is in a form capable of supporting the rapid and progressive growth of infectious and toxin-producing microorganisms. The foods usually have high protein and moisture content and low acidity.

PPM (PARTS PER MILLION) – unit of measurement for chemical sanitising solution concentrations.

READY-TO-EAT FOODS - foods that do not require cooking or further preparation prior to consumption.

RE-HEATING – the act of providing sufficient heat (at least 74°C) within a two-hour time period to assure the destruction of any foodborne pathogens that may be present.

RUBBISH – wet waste matter, usually food product, which cannot be recycled.

SANITATION – a term that refers to all the factors that promote personal hygiene and prevent foodborne illness by influencing the quality, safety of the food sold through a Costco Wholesale warehouse.

SANITATION STANDARD OPERATING PROCEDURES (SSOP) - the step-by-step procedures required to effectively clean the department.

SANITISER – approved substance or method to use when sanitising.

SPOILAGE - significant food deterioration, usually caused by bacteria and enzymes that produce a noticeable change in the taste, odour or appearance of the product.

SPORE – the inactive or dormant state of some bacteria.

TEMPERATURE ABUSE – allowing food to remain in the temperature "Danger Zone" for an unacceptable period of time.

THERMOMETER – a device that measures temperature.

TOXIN - a poisonous substance produced by microorganisms, plants and animals, which causes various diseases.

VIRUSES - any of a group of infectious microorganisms that reproduce only in living cells. They cause diseases such as Hepatitis A and can be transmitted through food.

WATER ACTIVITY - a measure of the free moisture in a food. Pure water has a water activity (Aw) of 1.0 and potentially hazardous foods have a water activity of 0.85 and higher.



Completed Training Record Payroll code - FOODSA

Food Safety Certification Program - Level 1

Employee Name:	Date of hire:	Employee #:		
Warehouse Name:	Warehouse #:	Training Commencement date:		
Learning Checklist:		once completed		
Receive and retain a copy of the Level 1 p	rogram			
Introduction to Costco's Food Safety Prog	ram			
You: The food surgeon				
Preventing foodborne illness / food poiso				
Keeping food at safe temperatures				
Preventing contamination of food produc				
Awareness of product handling & storage	Awareness of product handling & storage procedures			
Cleaning and santising the workplace				
Understanding HACCP				
Quick Quiz 1				
Quick Quiz 2				
Quick Quiz 3				
Quick Quiz 4				
Quick Quiz 5				
Food Safety Training Level One review	Food Safety Training Level One review			
This confirms that has successfully completed the Costco Wholesale Food Safety Certification Program – Level 1				
Employee signature Date	Trainer signature	Date		
Version		Training entered into payroll.		