

## Chapter 3 – Frontline Food Safety

Our customers and guests deserve safe food, clean surroundings and well-groomed Sandwich Artists™. We are fully committed to food safety so we minimize any potential dangers of unsafe food handling. Here are several of its key elements. Keeping yourself and the premises clean is a legal requirement.

### Handwashing



Employees **must** wash their hands when completing the following activities (this list includes but is not limited to):

1. Before returning from the restroom.
2. Before putting on gloves.
3. After cleaning assignments such as sweeping and mopping.
4. After coming in contact with any cleaning product and/or chemical.
5. After handling money or any other non-food item.
6. After touching hair, face, skin or clothes.
7. After coughing, sneezing, using a handkerchief or disposable tissue.
8. After using tobacco, eating or drinking.
9. Before and after treating a cut or wound.
10. After handling garbage.
11. If requested by customers.
12. After any non-food related tasks.



**Always wash your hands in front of a customer**, even if it means washing your hands twice. **Never** turn your back on the customer without explaining that you are washing your hands. You do not want to make the customer feel they are being ignored.



**Never** touch food with bare hands. Always use gloves or utensils (tongs).

## Glove Usage

First grade plastic gloves should always be worn during all food handling activities. Please remember the following:

- Do **not** blow into gloves
- **Never** reuse or wash the gloves, please discard once used
- Change gloves if ripped or soiled
- Change gloves if you touch non-food items, e.g. clothes, money, hair, face, the floor, the walls etc
- Change gloves if requested by customers (e.g. vegetarian/vegan/dietary requirements)
- Please discard gloves into the bin and not on the counter or floor
- Gloves should **not** be worn when carrying out **any non-food related tasks** such as Till system or when using the coffee machine.
- **Never** remove one glove to operate the till and then replace the glove. **Both** gloves must be removed and the hands washed before placing on a new set of gloves.

## Why should you change your gloves?

Gloves help reduce cross contamination from one food item/surface to another. Cross Contamination is the transfer of harmful microorganisms or substances to food and covers a multitude of potential food handling errors in all stages of food flow.

If employees do not change their gloves regularly the food particles/dirt from toaster oven, dirt from the POS system will remain on the gloves and then get passed into customer's food. This is not acceptable! Employees **must** wash their hands and change their gloves regularly!

