



Basic Good Manufacturing Practices

FOOD SAFETY PROGRAM

GUIDEBOOK
Version 1.0



Canada

Growing Forward 
A federal-provincial-territorial initiative

Manitoba 

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Introduction

This guidebook and the attached CD are designed for small- to medium-sized businesses. They can be used to help you create and implement a basic food safety program that includes personnel practices and sanitation programs.

Important note

These templates were created in Microsoft Word 1997-2003 and 2007 because it is currently the most common program for written documents. To use the templates in this guide, you must be familiar with the Microsoft Word computer program. Manitoba Agriculture, Food and Rural Initiatives (MAFRI) offers a **Computer Skills to Develop Food Safety Programs** training course for beginners on how to use Microsoft Word. To find out about a training workshop, go to: manitoba.ca/agriculture/foodsafety; or contact your local MAFRI GO Office.

The CD included in this package contains electronic versions that can be used on a PC or Macintosh having Microsoft Word. Samples of policies, procedures and checklists are provided. Templates must be customized to fit your operation and facility.

Cover pages

It's a good idea to customize a cover page for each section of your program. It will help you to start building ownership of your written programs. Cover pages can include the program title, name and logo of your company.

Definitions of the common terms used in food safety programs

At the end of this guidebook, the glossary explains the meaning of common terms to help you become familiar with them as they are used in the guidebook and CD and the food industry.

Need more food safety information?

For more food safety information or to obtain a copy of this publication:

- phone: 204-795-7968 or 204-945-7669 in Winnipeg
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Table of Contents

Basic Good Manufacturing Practices Program	1
1. Who should use these templates	1
2. How to use these templates	1
3. Documents and records	1
4. Management commitment	2
Personnel Practices Program	3
1. Getting started	3
2. Setting up the program	3
3. Personnel practices templates	5
4. Documenting your program	11
5. Documentation templates	12
Sanitation Program	19
1. Getting started	19
2. Sanitation standard operating procedures	20
3. Sanitation program templates	23
4. Documentation templates	26
Training Program	29
1. Getting started	29
2. Who to train	29
3. How often to train	30
4. How to train	32
5. Training challenges	32
6. Training program templates	33
7. Documentation template	35
Glossary	37



CHAPTER 1 Basic Good Manufacturing Practices Program





CHAPTER 1

Basic Good Manufacturing Practices Program

1. Who should use these templates

This guidebook and the attached CD will be most valuable for small- to medium-sized food operations, including:

- plant owners
- plant management
- production supervisors
- production workers
- quality assurance personnel
- anyone interested in food safety

The basic food safety program templates have been designed to support food processors who have a provincial government permit (provincially permitted facility) to process food for sale to the public.

2. How to use these templates


The electronic version of the templates has bolded fields in brackets (ex: [xxxxxxx]) throughout the documents. These fields indicate that specific information needs to be filled in, so you can tailor the forms to your needs.

Some of these bolded fields may not apply to your operations. You can omit them or change them to fit with the needs of your facility/operations. You can also add fields (information) that will have a direct impact on your program. The templates are only a guide to setting up your own, basic, food safety program.

3. Documents and records

The key difference between documents and records is that documents can be changed; records cannot.

Documents are the written policies, procedures and record keeping forms that are developed when writing a food safety program. They can be changed to improve the way information is collected. You must ensure that the most current versions are used and that the old versions are removed from the system.



Records are the information collected in the documents and used to measure, monitor, and revise your food safety program.

The templates provided contain document control elements to help you manage your documents. The information for your document control should be entered on your templates, either as a header or footer and can be customized if needed.

To ensure consistency, accuracy and accountability, designated management should approve all documents. Your documents should also have a space for the managers' signatures when they sign off or verify information in a document. Example: Include a line at the bottom of your record, indicating **Record verified by:** _____

To access the document control elements, go to the main menu tabs in your software and locate the header or footer commands.

4. Management commitment

Management commitment is the ongoing support and involvement from the facility's top management (usually the owner or president) in maintaining the basic food safety program. It includes making sure the funds, resources and staff are available to implement and run the food safety program effectively.

Management must be fully aware of what's involved in a food safety program and the many benefits it provides.



CHAPTER 2 Personnel Practices Program



CHAPTER 2

Personnel Practices Program

1. Getting started

An effective personnel practices program includes procedures for:

- personal cleanliness
- personal behaviour
- hygienic work practices
- personal health
- training
- monitoring
- accurate record keeping


A bacterial outbreak or incident can damage or destroy a food processing business. Hygienic personnel practices are critical for a successful basic, food safety program. Food processors must be aware of how important hygiene is in a food facility and understand the importance of implementing proper hygiene procedures.

Proper hygiene greatly reduces the potential for food contamination. Contaminated food can transmit foodborne illness. For example, about 30 per cent to 50 per cent of adults carry pathogenic bacteria in their noses. About 20 per cent to 35 per cent carry pathogenic bacteria on their skin. This pathogenic bacteria can be transferred to food from employees' hands or by coughing or sneezing over food.

2. Setting up the program

Personnel practices programs include the food safety rules to be followed in your facility by management, employees, contractors and visitors. The basic program topics include practices for:

- personal hygiene
- hand washing
- clothing, footwear, headwear
- injuries and wounds
- evidence of illness
- access and traffic patterns
- monitoring



It is extremely important for you to do regular, periodic reviews of your basic food safety program and your records to ensure your personnel practices program is up to date and reflects the operations of your plant. You will find the Personnel Practices Program template on the CD. You can customize it to fit your operations. The next few pages outline a complete Personnel Practices Program with template examples you can use as a guide to implement your program.

3. Personnel practices templates

[Company logo (if available)] [Company name]

PERSONNEL PRACTICES PROGRAM

Personal Hygiene Practices

A high standard of personal cleanliness is required for all personnel in this facility. Proper hygiene can prevent contamination of ingredients, products or packaging. All employees must follow the rules for working in food handling areas.

Employees at [company name] must follow these practices:

- Come to work clean.
- Keep fingernails trimmed and clean.
- Do not wear fingernail polish, false eyelashes or fingernails, badges, pins, etc.
- Avoid touching body parts, including hair, nose, arms, eyes, etc. If hands become contaminated, wash them.
- Turn away from food, ingredients, packaging materials and food contact surfaces, when coughing or sneezing. Use the crook of your elbow or shoulder.
- Do not eat, drink, smoke, chew gum or tobacco, spit or use medication in any food handling, processing, storage or packaging areas. **[Specify that these actions are conducted in designated areas, ex: lunch room]**
- Do not taste test in production or storage areas. **[Specify how taste testing is to be done]**
- Do not wear loose items in breast pockets or on shirt collars **[or smocks, overalls, lab coats, etc.]** This includes pens, thermometers, etc.
- Do not bring personal items into food production or storage areas, this includes gum, candy, tobacco, keys, phones, etc.
- Do not store waste on or near food, ingredients, packaging materials or food contact surfaces.
- **[Throw out any ingredient or product that falls on the floor.]**
- Do not store ingredients or packaging materials directly on the floor.

Date prepared [date the policy was prepared/revised] Authorized by [manager responsible] Page [X of Y]

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- Do not store food in lockers.
- **[Do not wear any exposed jewellery, including watches. The only exception is a medic alert bracelet or necklace, if it's covered or tucked inside clothing.]**
- Do not bring glass into food processing and storage areas, except those specifically used for production or packaging products. **[Specify to fit your operation – Specify a list of glass and brittle plastics within your food processing and storage areas, if applicable. Customize it using the Glass and Brittle Plastics Inventory and Inspection in Food Processing and Storage Areas template.]**
- **[Follow the glass and brittle plastic breakage procedure. Specify to fit your operation, using the Glass and Brittle Plastics Breakage Procedure template.]**

Hand Washing Practices

Proper hand washing is critical in preventing the spread of bacteria. It greatly reduces the chances of contaminating food and food contact surfaces. All employees must wash their hands thoroughly and frequently.

Hand Washing Procedure

Wash your hands at the designated hand washing station. For proper hand washing, follow these steps:

- Pre-rinse hands with warm clean water.
- Apply soap.
- Rub hands, fingers, nails and wrists to form a lather for a minimum of 20 seconds.
- Rinse hands with warm clean water.
- Dry hands hygienically (ex: disposable paper towel).
- **[If there is not an automatic tap, use the paper towel to turn the tap off.]**
- **[Use the paper towel to open the bathroom or station door.]**
- **[Throw paper towel in a designated waste bin.]**
- **[Same steps apply when wearing rubber or plastic gloves.]**

Date prepared [date the policy was prepared/revised] Authorized by [manager responsible] Page [X of Y]

[Company logo (if available)] [Company name]

Note: A poster with hand washing instructions is located by the hand washing sink.

Hand Washing Frequency

All employees must wash their hands:

- when starting or returning to work
- after using the washroom
- after handling ingredients, utensils, packaging materials and touching food contact surfaces
- after handling raw foods **[Specify examples for your facility, ex: eggs, meat]**
- before putting on gloves
- **[change disposable gloves regularly, in the same way you would wash your hands regularly if not wearing gloves]**
- after handling food allergens **[Specify examples for your facility, ex: peanuts]**
- after touching hair, ears, nose, mouth, etc.
- after handling garbage or waste bins
- after lunch and breaks
- every time hands become contaminated

Clothing, Footwear, Headwear

Employees must wear clean clothing that is designed for the operation to prevent contamination of food ingredients, packaging and food contact surfaces (ex: aprons, smocks, overalls, uniforms). All employees must follow these rules:

- Come to work in clean clothing.
- Put on **[Specify ex: apron, gloves, uniform]** before starting your shift.
- Keep designated work clothing clean and in good repair (ex: no holes, loose threads, loose buttons, etc.)
- Wear clean shoes/boots inside the facility. **[Specify ex: must put on designated work shoes before starting a shift and take them off after the shift.]**

Date prepared **[date the policy was prepared/revised]** Authorized by **[manager responsible]** Page **[X of Y]**

[Company logo (if available)] [Company name]

- Wear suitable hair covering or restraint to prevent hair from directly or indirectly touching food, equipment, utensils, etc. **[Specify what's proper for your plant]**
- Wear designated clothing for each different operation in the plant to minimize cross-contamination. **[Specify what is needed in your facility ex: colour coded clothing for areas such as maintenance, production, etc.]**
- Keep clothing designated for specific areas (ex: raw ingredients area) in those areas and don't wear or take them into another area. **[Specify examples for your facility]**
- Do not wear designated work clothing in washrooms, lunchrooms or outside the production facility. **[Specify where to put clothing, ex: designated area with hooks]**
- Do not store designated work clothing in washrooms, lunchrooms, offices or lockers.
- Change designated work clothing if it gets soiled during a shift.
- **[Specify storage area in the facility for soiled and clean clothing.]**
- **[Specify how designated clothing will be cleaned.]**
- Store street clothes and shoes in **[Indicate a storage area within the facility for street clothes and footwear].**

Note: All visitors to our facility, including suppliers and contractors, must **[Specify the rules ex: enter through main office or receiving area]** and they must wear **[Specify requirements for your facility, ex: smocks, hair nets, shoe coverings, gloves]**. When visitors leave, they must **[Specify where the clothing is to be put after visitors leave]**.

Injuries and Wounds

All employees must follow these rules:

- Report all work related injuries to management immediately.
- When someone is injured or wounded, immediately apply first aid. **[Specify procedures to be used in your facility]**

Date prepared **[date the policy was prepared/revised]** Authorized by **[manager responsible]** Page **[X of Y]**

[Company logo (if available)] [Company name]

- Ensure anyone with an open cut or wound has it securely and hygienically covered if working with food, packaging or food contact surfaces (ex: waterproof bandage covered with a glove).
- Determine which food, ingredients, packaging materials and food contact surfaces were contaminated as a result of the injury or wound.
- Ensure contaminated items are disposed of and food contact surfaces are cleaned and sanitized, using company sanitation procedures.
- Record the incident on the company's incident report form. **[Tailor the Incident Report Form in this guidebook to fit your facility]**
- Ensure any visitor with an exposed open cut or wound securely and hygienically covers it before entering the facility.

Evidence of Illness

- Any employee who shows or suffers from symptoms of a disease or illness that can be transmitted through food is not allowed in food handling areas.
- To prevent the transfer of disease or illness, all employees who have symptoms of an illness or disease that can be transmitted through food must report it to their supervisor or manager immediately.
- Symptoms include, but are not limited to:
 - jaundice
 - diarrhea
 - vomiting
 - fever
 - sore throat with fever
 - visibly infected skin lesions (ex: boils, cuts)
 - discharge from ear, eye, nose

Access and Traffic Patterns

Access and traffic patterns can control the movement of employees, visitors, products, ingredients, **[Specify rework if applicable]** and packaging materials to reduce cross contamination. The following are the rules covering procedures for visitors' and employees' movements throughout the facility.

Date prepared **[date the policy was prepared/revised]** Authorized by **[manager responsible]** Page **[X of Y]**

[Company logo (if available)] [Company name]

- Visitors, suppliers, contractors, etc. must read the facility's visitors' policy and sign the visitors' log book **[Specify where]** before they are allowed in the facility. **[Tailor your policy and log book using the templates in this guidebook]**
- Employees must follow the facility traffic pattern rules and follow the rules for moving products (ex: cooked, raw, non-allergenic, waste, chemicals, etc.)
- Employees and visitors must use specific entrance and exit doors at specific times of day. **[Specify where]**
- **[Create a map of the whole facility and show required traffic patterns for each area. Specify points of possible cross-contamination and find solutions. (ex: one-way traffic from clean to less clean; schedule activities at different times to avoid cross contamination).]**

Monitoring Personnel Practices

Personnel Practices are monitored **[Specify frequency (ex: daily, weekly)]** by **[Specify employee position]** and must document the process on the personnel practices check list. **[Tailor the monitoring template to fit your facility]**

Date prepared **[date the policy was prepared/revised]** Authorized by **[manager responsible]** Page **[X of Y]**

4. Documenting your program

Personnel practices programs include a process to monitor all employees to ensure they all follow the policies and rules set up for this facility.

Record keeping is critical to monitoring and maintaining an effective food safety program. Well maintained records provide:

- evidence your program has been implemented effectively
- evidence your facility is following the program
- evidence employees have been trained properly
- evidence management is committed to food safety
- ability to identify trends and opportunities for improvement

The Personnel Practices Program templates have some documents you can tailor for certain activities and others to record your program monitoring. The templates are on the attached CD, under the Sample template file folder. They include:

- List of Glass and Brittle Plastics Inventory and Inspection in Food Processing and Storage Areas
- Glass and Brittle Plastics Breakage Procedure
- Incident Report Form
- Visitor Policy
- Visitor Log
- Personnel Practices Monitoring Record (two examples)

The employees designated to complete documents/forms must be trained to do them accurately.

The following pages outline the examples of the templates described earlier.

5. Documentation templates

[Company logo (if available)] [Company name]

GLASS AND BRITTLE PLASTICS INVENTORY AND INSPECTION IN FOOD PROCESSING AND STORAGE AREAS

Completed by: _____ Date: _____

Instructions: On a [insert frequency, ex: weekly, monthly] basis, inspect items listed below for cracks or breakage. Record the condition in the last column. ***Any items not in satisfactory condition must be repaired or replaced.**

Put a check in the box if OK or SATISFACTORY.

Put an X in the box if something is WRONG.

Item/Location	Checked	Corrective Action
Clock on east side of production		
Glass gauges		
Shatterproof lights		
Plexiglass		
Hard plastic scrapers, etc.		
[Specify others for your facility]		

Indicate action required, person responsible and completion date. [Ex: "None" or "John replaced hard plastic scraper on September 15, 2011"]

Date prepared [date the policy was prepared/revised] Authorized by [manager responsible] Page [X of Y]

[Company logo (if available)] [Company name]

GLASS AND BRITTLE PLASTICS BREAKAGE PROCEDURE

Who: trained personnel

When: if glass or brittle plastics break

Procedure:

1. When a glass or brittle plastic is broken or damaged and food may have been affected, stop the line and notify [**Specify position title, ex: Supervisor, food safety co-ordinator**].
2. Place all potentially affected items on hold.
3. Remove or protect all food, ingredients, processing aids or packaging.
4. Clean up the broken item with dedicated tools. [**Specify what to use ex: a colour coded broom and dust pan or glass dedicated broom and dust pan**]
5. Clean and sanitize the area following procedures from the Sanitation Program.
6. [**Supervisor or food safety co-ordinator**] must inspect the area to ensure it is clean and safe and then give permission to resume production.
7. Supervisor or food safety co-ordinator must do a food safety assessment to decide on the best way to throw out any product that could potentially be affected product.
8. [**Specify title**] must fill out the Incident Report Form and identify the broken or damaged, product and how it was thrown out.

Date prepared [date the policy was prepared/revised] Authorized by [manager responsible] Page [X of Y]

[Company logo (if available)] [Company name]

INCIDENT REPORT FORM

Completed by: _____

NOTE: When an incident occurs, management must be notified immediately. Follow up by filling in this form and giving it to management.

Information on the incident

Date: _____

Time of incident: _____

Nature of incident: _____

Location of incident: _____

Employee name: _____

Description of the incident: _____

(Complete this section only if the incident affected food safety.)

Supervisor's name: _____

Shift: _____

Product affected: _____

Lot # & Case #: _____

Action taken: _____

Additional comments: _____

Supervisor's signature: _____

Date prepared [date the policy was prepared/revised] Authorized by [manager responsible] Page [X of Y]

[Company logo (if available)] [Company name]

VISITOR POLICY

All visitors to the [name of company/facility] must wear designated clothing, headwear and footwear when entering the food handling and processing areas.

- No exposed jewellery can be worn [or must be covered].
- Hands must be washed thoroughly.
- No eating, drinking, smoking, chewing gum or tobacco, spitting, or using medication is allowed.
- Anyone that has or shows symptoms of a disease or illness that can be transmitted through food, is not allowed inside [Specify the areas, ex: processing areas].
- Anyone with a cut or open wound must cover the area with [Specify, ex: a waterproof protective bandage and glove].
- Visitors must not wear [Specify, ex: white smocks, aprons] outside processing areas.
- All visitors must be accompanied by an employee. This employee will ensure that visitors follow the company's personnel practices program.
- [Visitors must keep all production information confidential.]

Date prepared [date the policy was prepared/revised] Authorized by [manager responsible] Page [X of Y]

VISITORS LOG

By signing this log, I acknowledge that I have read the Visitor Policy.

[illegible]

Date prepared [date the policy was prepared/revised] Authorized by [manager responsible] Page [X of Y]

Following are two examples of personnel practices monitoring records.

Example 1

ABC Company Limited

PERSONNEL PRACTICES MONITORING RECORD

Put a check in the box if OK or SATISFACTORY. Put an X in the box if something is WRONG.

Date: _____ Checked by: _____

#	Requirement	Checked	Corrective Action
1.	Employees come to work clean and follow good personal hygienic practices during work. Ex: no eating, drinking, smoking or chewing gum.		
2.	No glass inside the facility.		
3.	Employees follow hand washing procedures and wash hands frequently when entering processing area or when hands get contaminated.		
4.	Employees wear designated clothing in good repair and follow clothing, footwear and headwear procedures. Ex: hair covering, clean shoes.		
5.	Employees report to management any injury occurred during work and cover it to prevent cross contamination.		
6.	Employees with a disease transmittable to food do not handle food or work in production area.		
7.	Employees follow traffic patterns to prevent cross contamination.		
8.	Visitor access to the facility is controlled.		
9.	Visitors follow personnel practices policy.		
10.	Complete as needed.		

Record verified by: _____

Monitoring Procedure: [Daily] during production, designated monitor watches to ensure each requirement is met and records it on this form.

Corrective Actions: If requirements aren't met, the monitor takes corrective action and records it on this form. Example: If employees do not wash their hands, they are stopped, re-trained and hands are washed before resuming to work.

Date prepared [date the policy was prepared/revised] Authorized by [manager responsible] Page [X of Y]

Example 2

ABC Company Limited

PERSONNEL PRACTICES MONITORING RECORD

Instructions:

Monitoring procedure: [Daily] during production, the designated monitor watches to ensure each requirement is met.

Put a check in the box if OK or SATISFACTORY. Put an X in the box if something is WRONG.

Corrective actions: If requirements are not met, the monitor takes corrective action (ex: retraining, verbal warning) and records it on this form.

Requirement	DATE:	Mon	Tue	Wed	Thu	Fri	Sat	Sun
1 Employees come to work clean and follow good personal hygienic practices during work. Ex: no eating, drinking, smoking or chewing gum.								
2 No glass inside the facility.								
3 Employees follow hand washing procedures and wash hands frequently when entering processing area or when hands get contaminated.								
4 Employees wear designated clothing in good repair and follow clothing, footwear and headwear procedures. Ex: hair covering, clean shoes.								
5 Employees report to management any injury occurred during work and cover it to prevent cross contamination.								
6 Employees with a disease transmittable to food do not handle food or work in production area.								
7 Employees follow traffic patterns to prevent cross contamination.								
8 Visitor access to the facility is controlled.								
9 Visitors follow personnel practices policy.								
10 Complete as needed.								
Initials:								

Corrective Action

Date	Deviation	Corrective Action	Corrected by:
Mar 3, 2012	Hand washing not done properly	retrained employee	supervisor

Date prepared [date the policy was prepared/revised] Authorized by [manager responsible] Page [X of Y]



CHAPTER 3

Sanitation Program



CHAPTER 3

Sanitation Program

1. Getting started

Food processing facilities that are not adequately cleaned and sanitized can be a source of micro-organisms that cause foodborne illness. These micro-organisms may be bacteria, moulds, viruses or parasites. Unsanitary food processing surfaces provide an ideal environment for micro-organisms which can be transferred to food on contact. All areas of your facility must be kept clean – even office space where food processing employees may come and go. Good housekeeping and maintenance practices are integral to the facility's overall environment. Cleaning and sanitizing are different terms, even though they are often used interchangeably.

Cleaning is the removal of unwanted material (commonly called "soil") from production equipment and production areas. Removing leftover particles eliminates many microbes, their food sources and other physical debris that can contaminate future batches of food. Appropriate cleaning solutions may be applied manually or mechanically to stationary equipment (clean-in-place) or to equipment that can be taken apart (clean-out-of-place).

Sanitizing is the treatment of a clean surface with a chemical (ex: chlorine) or physical agent (ex: heat). Sanitizing reduces micro-organisms that cause disease and spoilage to acceptable public health standards. A sanitation program requires that trained personnel properly perform cleaning and sanitation activities.

An effective sanitation program includes procedures for:

- sanitation procedures
- housekeeping practices
- pre-operational assessment
- training
- monitoring
- accurate record keeping

The purpose of a sanitation program is to provide a clean and sanitary environment for food handling. The basics include:

1. Designating an employee/position to be responsible for sanitation.
2. Writing down cleaning procedures, step by step, for properly cleaning and sanitizing equipment in your plant. Develop written housekeeping procedures. **(See sanitation standard operating procedures for details.)**

3. Make a list of required supplies, equipment and personal protective gear to be used (ex: hoses, mops, brooms, cleaners, sanitizers, gloves, eye protection).
4. Set cleaning schedules to ensure each task is assigned and properly completed.
5. Regularly train employees in cleaning and sanitizing procedures.
6. Create self-inspection programs and assign responsibility for verification.
7. Document the completion of all cleaning and sanitation procedures, inspections and corrective actions taken on a recording sheet.
8. Do periodic reviews of the program and the records to ensure the sanitation program is current and fits the operations of your plant.

2. Sanitation standard operating procedures

Detailed sanitation standard operating procedures (SSOPs) are written procedures that describe sanitation practices, before and during operations. They describe cleaning and sanitizing procedures, tools and utensils to be used, any assembly/disassembly instructions, details on the chemicals to use, etc.

SSOPs should be:

- concise, in plain language and easy to follow, may include diagrams or visual aids
- detailed and follow logical steps
- specific to your facility and your daily operations
- reviewed and updated regularly to ensure they are accurate and current

Other supporting documentation include:

- **List of Chemicals** must indicate the ones that have been authorized for use in your facility. [**Specify, using the List of Chemicals template.**] It is recommended to use chemicals approved by the Canadian Food Inspection Agency (CFIA) under the Reference Listing of Accepted Construction Materials and Non-Food Chemical Products.
- **Master Sanitation Schedule** shows all equipment that does not have to be cleaned daily but must still be included on the schedule to ensure that it is cleaned when needed or required. [**Specify, using the Master Sanitation Schedule template.**]

The following box outlines an example of a SSOP:

SSOP # 1 Cleaning and Sanitizing Food Contact Surfaces

Written by: _____ **Approved by:** _____

Date: _____

Objective: to prevent foodborne illness by ensuring all food contact surfaces are properly cleaned and sanitized [**Specify, sinks, tables, equipment, utensils, thermometers, carts, etc.**]

Responsibility: applies to all employees responsible for cleaning and sanitizing food contact surfaces


Frequency: after using food contact surfaces and at any time contamination occurs

Record: Sanitation Record

Procedure: [**Specify all details that apply to your operations**]

1. Remove food products and packaging materials from food contact surfaces before cleaning.
2. Scrape food and soil off the surface, using [**Specify product**].
3. Pre-rinse the food contact surface with clean warm water.
4. Prepare cleaning solution [**Specify**] according to SSOP #Y [**Specify #**].
5. Apply cleaning chemical, use [**Specify, ex: blue brushes to remove soil from the surface**].
6. Let the chemical sit on the food contact surface as directed by manufacturer's instructions. [**Specify instructions**]
7. Rinse with clean water.
8. Visually inspect the equipment and food contact surfaces for any food residues.
9. Sanitize the food contact surface with the sanitizing solution [**Specify, ex: See SSOP #Z to prepare this solution**].

Corrective Action: If food residues are found during inspection, food contact surfaces must be re-cleaned, completely.



You should develop SSOPs for all your equipment and include them in your sanitation program.

The following pages include templates to develop your sanitation program. Electronic copies are included in the attached CD under the Sanitation Program templates folder. The templates are a guide and will need to be tailored to the needs of your operations.

3. Sanitation program templates

[Company logo (if available)] [Company name]

SANITATION PROGRAM

Basic Sanitation Procedures

A general, wet cleaning and sanitizing procedure has six basic steps. [Specify particulars for your facility]

1. Remove gross build-up and discard in waste container. Do a rough cleaning, [Specify how you will do it, ex: with a brush].
2. Pre-rinse the surface/area, using warm, clean water at low pressure. When using hoses, minimize spray by controlling the pressure and direction. This helps prevent cross-contamination. [Specify details on your pre-rinsing method]
3. Clean the surface/area, using [Specify name of the chemical product, ex: ZZZ Detergent]. Ensure all surfaces are cleaned, especially any crevices or cracks. If required, clean manually using brushes or other tools to remove soil from surfaces [Specify how, ex: using a scrub]. Allow the cleaner to sit for [Specify manufactures' instructions].
4. Rinse off all the cleaner, using warm, clean water.
5. Inspect the equipment to ensure there is no visible debris or greasy film. Re-clean if needed.
6. Sanitize using [Specify name of the chemical product, ex: YYY Sanitizer]. Ensure all surfaces are sanitized, including the underside. Follow rinsing procedure for the sanitizer if required. [Specify manufacturer's instructions]

Equipment parts and utensils should be washed in a separate area. [Specify instructions and location. Ex: in a designated washing area by following poster instructions]

After Sanitation/Before Production Starts (Pre-operational Assessment)

- Equipment and parts must be inspected again for cleanliness and damage and then reassembled using the instructions in the corresponding sanitation standard operating procedures (SSOP).
- Sanitation and inspection completion must be recorded on the Sanitation Record. [Specify process/recording using the Sanitation Record template]

Date prepared [date the policy was prepared/revised] Authorized by [manager responsible] Page [X of Y]

[Company logo (if available)] [Company name]

Housekeeping

Trash and waste materials include [Specify what is trash and waste and how each material is to be handled, ex: food waste goes in sealed plastic bags, paper goes in recycle bins]

- Waste containers must be emptied and cleaned daily by [Specify person/title responsible].
- Keep containers well maintained (no cracks or leaks) and clean.
- Ensure areas such as washrooms, locker rooms, lunch room, office, are kept clean. [Specify person/title responsible]
- The exterior of the facility must be kept clean and tidy. [Specify person/title responsible]
- No equipment, pallets, etc, can be stored near the building.
- The grounds must be kept clean to minimize pests.
- The trash dumpster must be emptied [Specify how often, ex: weekly] by [Specify company name].
- Vehicles used to transport food products must be kept clean. Cross-contamination of ingredients, food products, packaging materials and chemicals used in sanitation or maintenance must be prevented during transportation. [Specify how, ex: separating incompatible products or not transporting incompatible materials at the same time]
- Storage areas of the facility must keep clean and tidy.

Health and Safety Information

- Any equipment with sensitive electrical panels must be wrapped with plastic to prevent moisture damage.
- Follow equipment lock-out/tag-out procedures where necessary. [Specify your procedure]
- Chemical supplier(s) must provide current Material Safety Data Sheets (MSDSs) for all chemicals. Keep them readily accessible in [Specify location, ex: blue binder main office].

Date prepared [date the policy was prepared/revised] Authorized by [manager responsible] Page [X of Y]

[Company logo (if available)] [Company name]

- All employees must wear appropriate personal protective equipment (PPE), ex: gloves, goggles/face masks, etc.

Specific Sanitation Standard Operating Procedures

- A list of sanitation standard operating procedures (SSOPs) including detailed assembly and disassembly instructions for individual equipment and areas, includes:
[Specify all that apply to your facility and write down the specific procedures]
 - production room
 - walls, ceilings and floors
 - equipment 1
 - equipment 2...etc
- Refer to the List of Chemicals sheet for a list of authorized chemicals for use in this facility. [Complete a List of Chemicals template]
- Refer to the Master Sanitation Schedule to determine cleaning frequency of equipment and structures other than those cleaned daily. [Complete the Master Sanitation Schedule template]

Monitoring

Sanitation and pre-operational activities must be monitored [Specify frequency], by [Specify name/title, ex: supervisor, manager]. The information must be recorded on the sanitation record [Specify, using the Sanitation Record template].

Date prepared [date the policy was prepared/revised] Authorized by [manager responsible] Page [X of Y]

4. Documentation templates

[Company logo (if available)] [Company name]

SANITATION RECORD

Instructions

Pre-operational assessment: Confirm production area and equipment are visibly clean before allowing production to start. If not ready put an X and take corrective action. Then check again.

Post operational assessment: Sanitation activities and completion of this record sheet must be done by [Specify name/title of trained employee]. When cleaning is complete, put a check in the box. If the equipment was not used, put n/a in the box. Initial and record all unmet requirements and corrective actions.

Week # _____ Dates: _____

	Mon		Tues		Wed		Thu		Fri		Sat		Sun	
Concentration of Sanitizer														
Area 1	pre	post	pre	post	pre	post	pre	post	pre	post	pre	post	pre	post
Equipment 1														
Equipment 2														
Equipment 3														
Area 2														
Equipment 1														
Equipment 2														
Initials:														

Deviations and Corrective Actions:

Date prepared [date the policy was prepared/revised] Authorized by [manager responsible] Page [X of Y]

[Company logo (if available)] [Company name]

MASTER SANITATION SCHEDULE

All equipment that does not have to be cleaned daily [Specify, ex: after each use] must be included on the schedule to ensure that it is cleaned when needed or required.

M = monthly; **Q** = quarterly; **S** = semi-annually; **Y** = yearly Year: _____

Instructions: initial and date the columns when the cleaning is completed.

Item	Freq	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Area 1													
Walls, ceilings	Y												
Fixtures	Y												
Drains	M												
Reefer	S												
Shelves	Q												
Equipment 1													
Equipment 2													
Area 2													
Walls, ceilings	Y												
Fixtures	Y												
Drains	M												
Shelves	Q												
Area 3													
Area 4													

Date prepared [date the policy was prepared/revised] Authorized by [manager responsible] Page [X of Y]

[Company logo (if available)] [Company name]

LIST OF CHEMICALS

Chemical	Supplier	Used for	Approval [Recommended]
ZZZ Detergent	Kleen Co.	Cleaning all equipment and utensils	CFIA Mar 10, 2012
YYY Sanitizer	Kleen Co.	Sanitizing all equipment and utensils	CFIA June 6, 2011
XXX Hand Soap	Soap Co.	Washrooms, floor sinks	CFIA June 6, 2011

Date prepared [date the policy was prepared/revised] Authorized by [manager responsible] Page [X of Y]



CHAPTER 4

Training Program



CHAPTER 4

Training Program

1. Getting started

Each year many people suffer from food borne illnesses caused by improper food safety practices during food processing. Employee training is critical to a successful food safety program. Your training program must ensure your employees understand and follow your company's policies and procedures at all times.

A successful training program needs to record all details on who, when, how to train and how the program and training are monitored. It also includes regular refresher courses.

Your training program should include the following aspects:

- training materials and procedures
- training schedule
- training evaluation
- monitoring activities
- record keeping

Conduct periodic reviews of your training program and records to ensure they are effective and reflect the operations of your plant.

The templates in this section will help you create and implement a basic, written training program. They will need to be adapted to fit your facility.

2. Who to train

The short answer is: **everyone**. Everyone, from entry-level employees to senior management, is responsible for food safety. All plant employees require training in personnel practices before they work on the production floor. Training is done by qualified staff, to ensure it is relevant and effective.

Training new employees

New employees must be clear about your company's dedication to food safety. Training for new employees emphasizes their responsibility in maintaining the food safety practices. Your training program must make clear that following food safety practices is a job requirement – not an option. Specific training on procedures will be needed for certain positions, such as sanitation activities. Thorough training at the entry level sets a solid foundation for each employee's career.



Training managers and supervisors

Well trained managers and supervisors set an example for the people they manage. Training also makes them better food safety monitors for their areas and allows them to help and train their employees.

It's important that managers and supervisors train backup employees to cover for others when they're away.

3. How often to train

Training must be ongoing in a food operation. Use a training schedule and checklist to keep track of who needs to be trained and when. It may be a table that includes all the employees in your plant, different job tasks and how often training is held. Losing track of who has been trained or needs to be trained can happen in a busy working environment.

Retraining is required for employees to keep them current. It is especially important when an employee does not follow proper procedures or does not keep accurate records. At a minimum, annual retraining is done to refresh employees' understanding and reduce errors.

Use the following template to tailor a training schedule and checklist for your operations. The attached CD has an electronic copy under the Training Program templates folder.

[Company logo (if available)] [Company name]

TRAINING SCHEDULE AND CHECKLIST

Note: All employees must receive the appropriate training before starting work.

Training Needed		Personnel Practices (annually)	Sanitation (annually)
Employee	Dept/Position	Date completed	Date completed

Date prepared [date the policy was prepared/revised] Authorized by [manager responsible] Page [X of Y]

4. How to train

There are several training options that can be used in food processing operations. It is important to document and monitor all training activities.

Classroom: Train a group of employees in a classroom setting and use the plant's boardroom or lunchroom if you don't have a training room. This method works well when employees are at an equal learning level and the training applies to everyone's job.

One-on-one: Train one person at a time. This can be helpful for employees when English is not their first language or for employees who are not at an equal learning level with others. This may also be used for specific training courses not required for all employees (ex: sanitation).

On-the-job: Train employees in the environment where they will be working. This is useful for employees who have visual or hands-on learning styles (ex: training on how to use and clean a new piece of equipment on the floor).

Job shadowing: Pair untrained employees with more experienced trained employees and have the new staff watch and learn the procedures. Remember to document this training.

Self-training materials: Have employees read training materials or watch training videos on their own, and give them access to trained employees to ask questions. This may not be the best training approach, but it can help when small changes are made to a procedure.

5. Training challenges

Increased cultural diversity in the workplace often presents language barriers that hinder training. Successful training means you must be able to communicate information to employees in a way they will understand. Some useful suggestions:

Use an interpreter to help with training. Ensure the interpreter is familiar with the training materials and insist on complete translation of the information. Also, ask your employees questions through the interpreter to ensure they have understood the material correctly.

Use simple words (plain language) and avoid using technical jargon.

Use lots of visual aids, including the actual tools or equipment to show how things are done; or pictures/diagrams of items the employee will see or use in the plant.

Use signs that include universal symbols and graphics to teach.

Translate training materials into the employees' native tongue.

Encourage bilingual employees to help others who are not fluent in English.

6. Training program templates

[Company logo (if available)] [Company name]

TRAINING PROGRAM

Personnel Practices Training

Who:

- The manager or designated trainer trains all employees who work in food production.
- Management can also provide outside training from a qualified trainer (ex: chemical supplier on how to use and handle chemicals).

When:

- start of employment
- annually for refresher training
- as changes are made to personnel practices/procedures
- as needed for retraining if employee puts food safety at risk

What:

- Explain verbally and/or by hands-on demonstration, personnel practices procedures as described in the written program.

How:

- Employees read the program before training occurs.
- Use visual resources ex: video, overheads, posters.
- Assess the trainee's understanding by observing as he/she performs the duties.

Sanitation Training

Who:

- The manager or designated trainer trains all employees who are performing any sanitation activities.

When:

- start of employment
- annually for refresher training
- as changes are made to sanitation practices/procedures
- as needed for retraining if employee puts food safety at risk

Date prepared [date the policy was prepared/revised] Authorized by [manager responsible] Page [X of Y]

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Monitoring Training

The training record must be signed by the trainer and the trainee **[Specify for your operations, using Personnel Training Record template]** after each training session is complete.

- All retraining must be recorded.
- External training records must be kept (ex: courses or seminars certificates, etc.)

Date prepared **[date the policy was prepared/revised]** Authorized by **[manager responsible]** Page **[X of Y]**

7. Documentation template

[Company logo (if available)] [Company name]

Personnel Training Record

Date:

Trainer:

Signature of trainer:

Training done:

Materials presented: **[Specify training materials, ex: policy/procedures demonstrations, videos, presentations]**

Employee Name:

Employee Signature:*

* The employees' signature indicates they have received and understand the information presented and will comply with the policies or procedures.

Date prepared [date the policy was prepared/revised] Authorized by [manager responsible] Page [X of Y]



Glossary

Glossary

The following are definitions for terms used in the food industry.

Allergens: are substances that cause some people to experience an immune system response (ex: an allergic reaction). Health Canada recognizes 10 priority food allergens: peanuts, eggs, milk, tree nuts, wheat, soy, sesame seeds, seafood (fish, crustaceans, shellfish), sulphites and mustard.

Corrective action: means the measures taken to fix a problem, control a hazard, dispose of tainted/damaged products and prevent the problem from happening again.

Employees: refers to all people who work for the facility in every area.

Food contact surfaces are:

- the surfaces of equipment and utensils that come in contact with food
- surfaces from which food may drain, drip or splash back onto surfaces normally in contact with food

Food handling areas: are spaces in a food processing facility where food is manufactured, processed, prepared, packaged, stored or handled.


Food safety assessment: If personnel suspects that food safety has been compromised they inform the supervisor or manager.

If the supervisor or manager confirms that food safety is compromised:

- For any affected products, the supervisor or manager immediately determines the product disposition, or
- Places any affected product on hold until an assessment of the product disposition can be made.
- If required, the supervisor or manager conducts investigations as to the root cause and implements measures to prevent a re-occurrence.
- Record actions and results on a Incident Report form.

Lock-out/tag-out or lock and tag is a safety measure using a tag on a lock that shuts off or shuts down a dangerous machine until maintenance and/or sanitation activities are complete. It usually means locking the device or the power source and setting it in a position to ensure no power sources can be turned on.

Material safety data sheet (MSDS): is a chemical data form that comes with particular substances (ex: cleaning chemicals). It outlines the procedures for safe handling of the substance and gives physical data (ex: melting point, boiling point, flash point, etc.), toxicity, health effects, first aid, reactivity, storage, disposal, protective equipment, spill-handling procedures.



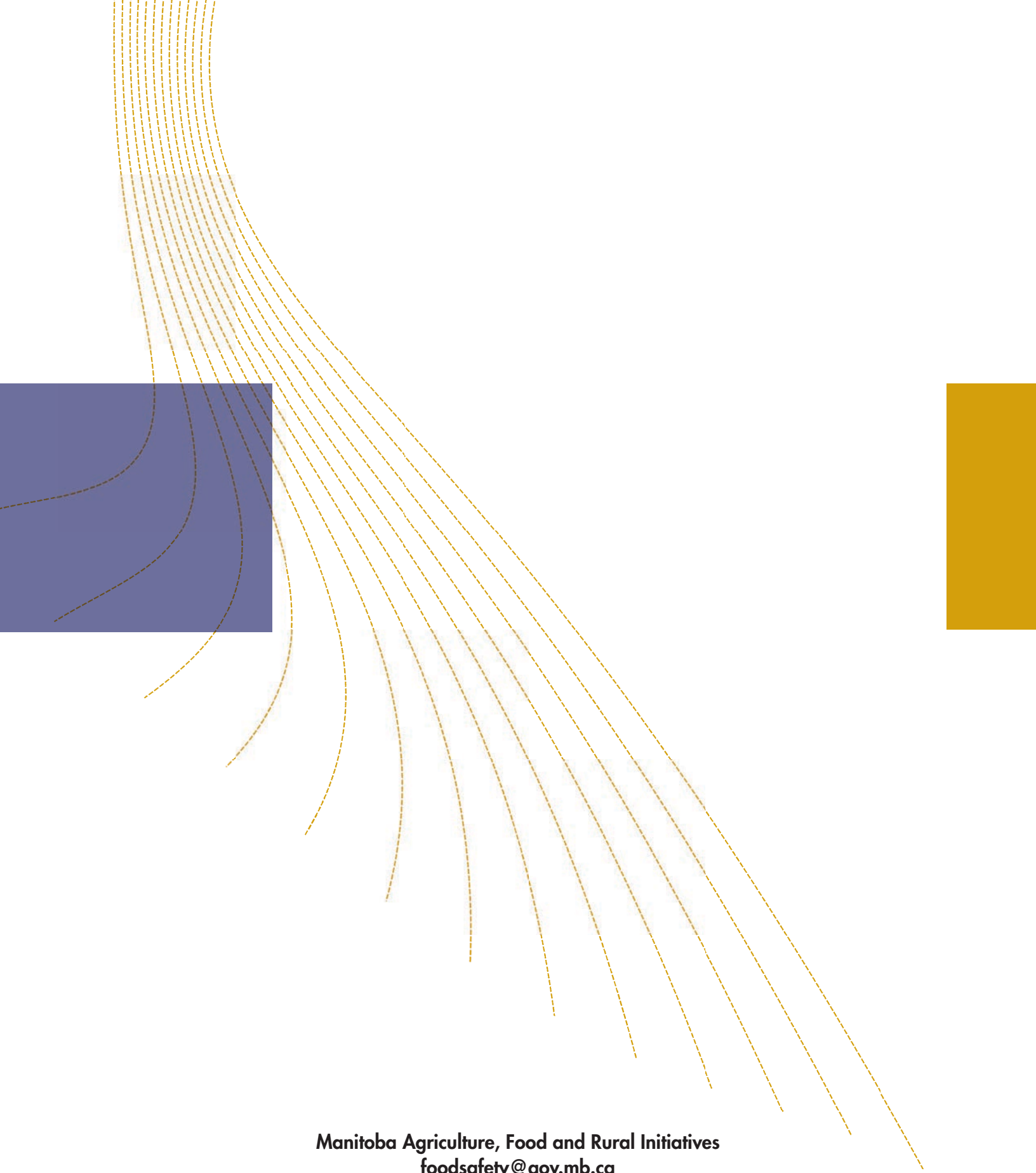
Packaging materials: refer to any material or object that contains or is intended to contain food products, including labelling materials.

Personal protective equipment (PPE): refers to equipment or clothing worn to prevent injury or illness from occurring while handling hazardous materials (ex: rubber or leather gloves, safety goggles, hard hats, etc.)

Personnel: refers to anyone who is officially hired and working in a facility, including employees, contractors and auditors.

Provincially permitted facility: means a facility has a legal permit from the Manitoba government to manufacture, process, prepare, package, store, handle or distribute food commercially. It also means the facility cannot be regulated by any other jurisdiction for sanitation and food safety.

Workplace hazardous materials information system (WHMIS): establishes the requirements for handling hazardous materials in workplaces. WHMIS is administered federally by Health Canada under the *Hazardous Products Act*, Part II and the Controlled Products Regulations. WHMIS and MSDS regulations are also enforced by Manitoba Labour and Immigration.



Manitoba Agriculture, Food and Rural Initiatives
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