Food Safety Top 12 Guidebook

February 2012
### Food Safety Top 12

#### 1. Hand Washing

<table>
<thead>
<tr>
<th>Why?</th>
<th>How</th>
<th>Teach and Coach</th>
<th>Need more information?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hand washing is the biggest single threat to serving safe food.</td>
<td>• Ensure paper towel is dispensed first</td>
<td>• Upon entering the kitchen area</td>
<td>• OPS Manual</td>
</tr>
<tr>
<td>People are the major source of foodborne illness.</td>
<td>• If used, nail brush is removed from the sanitizer solution prior to applying soap (soap breaks down sanitizer solution quickly)</td>
<td>• Before starting a shift</td>
<td>• &quot;Wash By Numbers&quot; Guide</td>
</tr>
<tr>
<td>Microorganisms are extremely easy to spread to food with ‘dirty’ hands. You cannot see or touch them.</td>
<td>• Antibacterial soap is applied; hands and arms are lathered for 20 seconds</td>
<td>• After taking breaks</td>
<td>• Food Safety DVD</td>
</tr>
<tr>
<td>Hands are our main food preparation tool - therefore they must remain clean.</td>
<td>• If used, sanitized nail brush cleans under nails and around cuticles and calluses</td>
<td>• After eating, drinking, or tobacco use</td>
<td>• Team Member Food Safety Certification Guidebook</td>
</tr>
<tr>
<td>Effective prevention starts with every shift responsible individual understanding the risk factors they control.</td>
<td>• Hands and nail brush are rinsed</td>
<td>• After touching hair or body</td>
<td></td>
</tr>
<tr>
<td>Create a culture of well-being in your restaurant. Poor hand hygiene is the single-most important contributor to the spread of foodborne illness.</td>
<td>• If used, nail brush replaced in sanitizer solution</td>
<td>• After performing any non-food handling (cleaning) tasks</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Hands are dried with dispensed paper towel</td>
<td>• At least once per hour while on the job</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• If applicable, faucet(s) are turned off with used paper towel</td>
<td>• Before donning gloves</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Paper towel is discarded in designated trash can next to hand sink</td>
<td>• Before and after:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Hand sanitizer is applied to hands prior to walking away from hand sink and allowed to air dry</td>
<td>- Using and returning from the restroom</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• If performing food handling, place gloves on completely dry hands</td>
<td>- Preparation of each salad type</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Food preparation assignment</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Handling raw food</td>
<td></td>
</tr>
</tbody>
</table>

Note: Cover wounds or sores on hands with a blue, non-permeable bandage. A disposable glove must be worn over the bandage.
## 1. Hand Washing

<table>
<thead>
<tr>
<th>Tools/Equipment</th>
<th>Expectations</th>
<th>Where to Order</th>
<th>Visual</th>
</tr>
</thead>
</table>
| Accessible, dedicated hand washing sink| • All hand sinks must be clear of all boxes, bun racks, pickle buckets, etc.  
  Note: If it has to be moved in order to wash hands, it’s an obstruction.  
• Sink basin must be clean and free from obstruction  
• Sink is used only for hand washing | • Hand sinks are available from approved Kitchen Equipment Suppliers  
Franke 800-877-5178  
QualServe 800-366-3774 | Finding |
| Nail brush sanitizer solution kit/bracket, if used | • 1/6 size pan  
• SS bracket  
• Sanitizer solution label on bracket rather than pan for longevity  
• Approved nail brush in sanitizer solution when not in use  
• Bracket mounted near soap | • Order nail brush sanitizer solution kit from Original Impressions  
800-827-2747  
• Order nail brush from Original Impressions  
800-827-2747 or Local Distribution Center (DC):  
6 brushes to 1 box | Finding |

Note: Nail brush use is recommended, not required.
### 1. Hand Washing

<table>
<thead>
<tr>
<th>Tools/Equipment</th>
<th>Expectations</th>
<th>Where to Order</th>
<th>Visual</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Approved antibacterial soap and hand sanitizer (Required)</td>
<td>• FORTRESS® foaming antibacterial soap mounted to the right top of the sink</td>
<td>• Local Distribution Center (DC)</td>
<td><img src="image1.png" alt="Visual" /></td>
</tr>
<tr>
<td></td>
<td>• ACTIGEL™ hand sanitizer is mounted to the left top of the sink</td>
<td>• Replacement dispensers and decals are available from Kay Chemical Company Customer Service at no charge (800-529-5458)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Note: Micrell® antibacterial soap and Purell® hand sanitizer are permitted in approved counties only.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Dedicated, labeled waste basket for discarded paper towels and gloves (Required)</td>
<td>• Located at hand sink (within 3 ft. /92 cm. is recommended).</td>
<td>• Trash cans can be purchased locally or through your KES if available</td>
<td><img src="image2.png" alt="Visual" /></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Replacement labels can be ordered from Original Impressions 800-827-2747 item# 042</td>
<td></td>
</tr>
<tr>
<td>• Hand Washing &quot;Wash By Numbers&quot; Guide (Required)</td>
<td>• Guide is posted at each hand sink</td>
<td>• Order replacements from Kay Chemical Company Customer Service 800-529-5458</td>
<td><img src="image3.png" alt="Visual" /></td>
</tr>
<tr>
<td>• Glove Racks (Required)</td>
<td>• Glove racks mounted at hand sink</td>
<td>• Franke 800-877-5178</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• All restaurants are required to have a minimum of 2 glove racks (to promote wearing proper glove size) at each hand sink.</td>
<td>• Daydots 800-321-3687</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• <a href="http://www.rsiweb.com">www.rsiweb.com</a></td>
<td></td>
</tr>
</tbody>
</table>
1. Hand Washing

### Food Safety Certification Frequent Findings

<table>
<thead>
<tr>
<th>Findings</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hand washing procedures executed properly</td>
<td>“Wash By Numbers” from Kay Chemical Company displays steps to hand washing</td>
</tr>
<tr>
<td>Hand sanitizer not applied to hands</td>
<td>Placing a dedicated waste can at the sink prevents Team Members from walking away to discard paper towel or gloves and forgetting to go back to the sink to sanitize. The hand sanitizer has a 99.99% kill rate on germs and is an important last step before donning gloves.</td>
</tr>
<tr>
<td>&quot;Wash By Numbers&quot; Guide not posted at each sink</td>
<td>Guides are available at no charge from Kay Chemical Company Customer Service (800-529-5458)</td>
</tr>
<tr>
<td>Disposable paper towel not dispensed before washing</td>
<td>Use hands-free dispenser (check frequently to ensure supply)</td>
</tr>
<tr>
<td>Hand washing neglected upon entering kitchen</td>
<td>Train Team Members to dispense towels first</td>
</tr>
<tr>
<td>Not washing hands for minimum of 20 seconds</td>
<td>Utilize leaders path to role model proper behavior</td>
</tr>
</tbody>
</table>

### Implement Systems and Enhancements

**A)** One-on-one demonstration during orientation and as often as needed -- improving hand washing practices is not a one-time event. It requires continuous review and a disciplined routine by shift responsible individuals.

**B)** Instruct Team Members to refer to the "Wash By Numbers" Guide when washing hands to drive knowledge

**C)** Routinely and frequently observe hand washing practices to check for understanding and proficiency

**D)** Add hand washing certification to proficiency chart

**E)** Utilize Glitter bug lotion and black light as a training tool to use nail brush. Glitter bug is ordered from Brevis Corporation at 800-383-3377.

**F)** Appoint a Hand Wash Captain for every shift to lead and monitor hand washing during the shift

**G)** Set a timer for every 1/2 hour and rotate the kitchen and front counter Team Members to ensure proper hand washing happens at least once every hour.

**H)** Code name tags with a number on the clock (1-12). When the clock hand reaches the Team Members number, it is his/her turn to wash his/her hands at the sink.
## 2. Health Violations

### Why
Critical violations refer to potential health hazards that could cause Team Members or Guests to get sick.

Left uncorrected, non-critical violations can become critical over time.

Critical violations may result in inspectors returning for follow up visits to check for compliance.

Local authorities can temporarily close the restaurant for serious or repeat violations.

Media reports highlighting repeat violations have an adverse affect on the entire brand.

### How
- Most recent health inspection report is available at the restaurant with documentation of all follow up actions
- All items, both critical and non-critical, corrected immediately (if possible) or by date specified or within 10 days of inspection
  - Note: ‘By next routine inspection’ is not a specific date. In this case, correct all findings within 10 days
- Store a copy of the most recent inspection report in the Operations Reference Guide (ORG) Binder or equivalent tool

### Teach and Coach
- As part of the Food Safety Certification process, the most recent inspection report must be available for the specialist to review.
- All violations noted by the inspector will be checked by the specialist to determine if effective corrective action was taken in the required timeframe and is still in place.

### Need more information?

### Tools and Equipment (if applicable)
- Most recent copy of health inspection report with documentation of all follow up actions
- ORG Binder

### Expectations
- Inspection report placed in ORG Binder behind the Regulatory/Forms tab

### Where to Order
- Binders can be ordered from Original Impressions 800-827-2747 item# ORG-BINDER
- Replacement copies of health inspection reports can be ordered from your local health department, or in some cases, online.
### Food Safety Certification Frequent Finding

**• Health inspection violations not corrected within designated time frame**

**Solution**

- Correct what you can on the spot during an inspection (shows the inspector your willingness to fix problems).
- Comply with the time frame specified by the inspector or, if no date is provided, correct within 10 days.
- Make a copy of the health inspection report to post at Manager’s Command Station to stay aware of time frames.

**• Health inspection report not available upon request**

**Solution**

- Keep original copy secure in manager's office or filing cabinet.
- Make copies for the ORG Binder and main office/corporate (always keep a copy in the restaurant).

### Implement

A) Be proactive in your approach with your local health department. The best strategy for a successful inspection is to be ready at any time.

B) Self-inspect by checking your restaurant inside and outside. Hold a 10-minute briefing with the restaurant Team to review any issues. This conveys the importance of food safety to the entire Team.

C) Your self-inspection priorities for food preparation areas should include: food temperature, awareness of potentially hazardous foods, product hold times and hand washing.

D) Ask questions and go with inspector to learn what he/she looks for during inspections.

E) Take a positive approach with your inspector, he/she is a resource for your food safety education.

F) If you don't understand a violation, ask the inspector to explain.

G) If you disagree with a finding, appeal the decision through the proper channels.

H) Don’t panic when an inspector arrives. View the visit as a learning opportunity that will benefit the entire restaurant Team.

I) Familiarize yourself with the types of forms or information the inspector may request (e.g., Illness and Exclusion Policy or HACCP flowcharts - both found in the OPS Manual).

J) Send your questions related to health inspections to bk_cs_regulatory@whopper.com.
### Why?

Hot water is necessary to ensure proper hygiene for washing hands and for food preparation and storage.

The FDA requires that the hot water supply be sufficient to satisfy the continuous and peak hot water demands of the restaurant.

Failure to provide adequate hot water may result in local health authorities closing your restaurant.

### How

- **Hand washing sinks** must be a minimum of 100°F (38°C).
- **Non-hand washing sinks** must be a minimum of 110°F (43°C). This includes the prep sink and the 3-Compartment sink.

**NOTE:** The Food Safety Certification process measures only the minimum hot water temperature. If the hot water temperature exceeds the OPS Manual maximum of 140°F (60°C), it should be corrected immediately to prevent scalding.

### Teach and Coach

- Use a functional, calibrated digital thermometer.
- To measure the temperature, turn on hot water faucet and allow water to flow over the sensitivity point of the digital probe for up to 1 minute.

**NOTE:** As part of the Food Safety Certification process, the specialist will measure against the OPS Manual standard and not against local requirements.

### Visual

- Visual Teach and Coach

### Tools and Equipment

#### Tools/Equipment

- Functional hand washing sink

#### Expectations

- Spigot must dispense hot water at minimum of 100°F (38°C)
- For safety reasons, the hot water spigot should not be above 140°F (60°C)
- Handles, foot, or knee pedals must be functional

#### Where to Order

- Order from Franke - Advance/Tabco foot pedal sink
  800-877-5178

#### Visual

- Knee Pedal Sink
### Food Safety Top 12

#### 3. Hot Water

<table>
<thead>
<tr>
<th>Food Safety Certification Frequent Finding</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Hand washing sink is less than 100°F (38°C)</td>
<td>• Check hot water temperature each morning at each sink</td>
</tr>
<tr>
<td>• Non-hand washing sink is less than 110°F (40°C)</td>
<td>• Check hot water temperature each morning at each sink</td>
</tr>
</tbody>
</table>

#### Implement

A) Check the hot water temperature in the morning and record the temperature in the Daily Planner Coilbook on the temperature checklist

B) Mark the dial on the hot water heater at maximum 140°F (60°C) and instruct Team Members not to touch. Follow up each morning to ensure night porter has not moved the dial higher.

C) Conduct preventive maintenance on the hot water tank on a regular basis by using a trained facility technician who should:
   1) Drain the tank at least once a year to remove the sediment collecting at the bottom of the tank (sediment slows heat transfer and overheats the bottom)
   2) Check the burners (gas) or heat elements (electric) to ensure they are not broken or burned out
   3) Make sure the vent or flue is unobstructed and opens to the outside
   4) Inspect the mixing valve above the water heater. Replace the internal thermostat assembly if not functioning.
   5) Insulate hot water line with foam sleeves or tape

D) If the hand sink has an auto-mixing valve, the hot water should not exceed 120°F (49°C) for safety:
   1) Adjust the mixing valve located under the sink to add cold water to lower the temperature. It is important to understand how the water lines are piped in. There should be one large mixing valve above the hot water heater. There should be three separate 140°F (60°C) lines coming directly out of the water heater that are piped to 3-compartment sink, prep sink, and mop sink. Hand sinks are supplied after the mixing valve with 120°F (49°C) water.
   2) If the water is too hot, you can decrease the thermostat setting on the water heater or adjust the main mixing valve at the water heater.
   3) It is only when you have an automatic faucet, where the Team Member cannot adjust the water temperature, that it cannot exceed 120°F (49°C). With individual spigots, the Team Member has control over the hot water temperature by adding cold water to make it comfortable for him/her to wash his/her hands.
Bacteria grow most rapidly in the range of temperatures between 40°F and 140°F (4°C and 60°C), doubling in number in as little as 20 minutes.

If food is not held at the correct temperature, bacteria can grow to dangerous levels that can cause illness.

Safe food-handling practices are a good defense against foodborne illness.

### Why?

- Check product temperature in the following:
  - Specialty Freezer
  - Meat Well Freezer
  - Walk-in Freezer
  - Salad Refrigerator/DMU
  - Walk-in Cooler
  - Shake Mix
  - Any refrigeration unit

### How

- **Freezer products:** Take product temperature of an open package of product. If no open bags are available, place the probe between two frozen bags.

- **Refrigerated products:** Take the temperature of potentially hazardous products such as thawed pies, frappé mix, smoothie mix, shake mix, ham or milk chugs. Temperature probe must be sanitized each time. For shake mix or ham, place thermometer between 2 bags/pouches of product (or directly into hopper if mix is in shake machine). Discard milk chugs or pies and record as waste if these products are selected.

- **Product Holding Unit (PHU):** It is critical that the probe be thoroughly sanitized prior to checking product and then sanitized again between each product temperature.
  - Main board: Check the sausage patty at breakfast and the WHOOPER® patty during non-breakfast periods.
  - Specialty board: Check CHICKEN TENDERS®

### Teach and Coach

- **OPS Manual**
  - Basics
  - Storing Products
  - Temperatures

### Visual

- Visual Food Safety Top 12

### Tools and Equipment (if applicable)

#### Tools/Equipment

- Approved digital thermometer.
  - See Approved Equipment List for approved models.

#### Expectations

- Thermometers work properly
- Batteries charged
- Back-up digital thermometer available
- Dial thermometers not permitted

#### Where to Order

- Franke Inc.
  - 800-877-5178
- Original Impressions
  - 800-827-2747
- QualServe
  - 800-366-3774
- Daydots 800-321-3887
  - (Comark only)
- www.rsiweb.com
  - (all models)
### Food Safety Certification Frequent Finding

<table>
<thead>
<tr>
<th>Refrigeration Units</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Salad Station</td>
<td>• Do NOT block fan guard with product or pans</td>
</tr>
<tr>
<td>- Beverage Station</td>
<td>• Leave space between products and sides of cooler for maximum air flow</td>
</tr>
<tr>
<td>- DMU</td>
<td>• Do NOT allow product to sit out when stocking - place in cooler immediately</td>
</tr>
<tr>
<td>- All other refrigeration units</td>
<td>• Replace door gasket if you are not achieving a tight seal</td>
</tr>
<tr>
<td></td>
<td>• Keep unit pulled at least 6 in. (15.2 cm) from the wall</td>
</tr>
<tr>
<td></td>
<td>• Clean condensers on a regular basis to prevent buildup of dust</td>
</tr>
<tr>
<td></td>
<td>• Ensure walk-in freezer/cooler doors are kept closed when not in use</td>
</tr>
</tbody>
</table>

| Walk-in Freezer                          | • Ensure tight fitting gasket and lid                                    |
| Walk-in Cooler                           | • Ensure shake mix goes into the hopper at or below 40°F (4°C)           |
| Shake Mix                                | • Monitor holding times, discard product when it expires, follow FIFO.   |

### Implement

A) Conduct Quality Checks when required (Refer to Daily Planner Coilbook)

B) Do not turn off walk-in during deliveries or prop door(s) open

C) Ensure doors properly close and have well-maintained gaskets

D) Store dairy products in the coldest part of the walk-in cooler (near the back)

E) Store products that can take some temperature abuse near the entrance door (tomatoes, pasteurized cheese, orange juice, bacon, and non-processed vegetables)

F) Store only 2-hours worth of stock in refrigerated or freezer units to help maintain core temperatures
## Food Safety Top 12

### 5. Sanitizing

**Why?**
- Cleaning physically removes food or soil from a surface. Sanitizing takes cleaning a step further by reducing the number of bacteria and other microorganisms to safe levels.

Sanitizing can help prevent disease transmission, contamination and/or spoilage.

Sanitizing is not a substitute for cleaning. In order to sanitize a surface effectively, it must be clean.

**Why sanitize?**
- Contaminated surfaces can contaminate foods.
- Research shows more bacteria can be found on food preparation surfaces after cleaning due to cross-contamination by the wipe cloth.

### How

- More is NOT better. Sanitizing solutions must be correctly prepared to be effective.
- Follow label instructions when preparing sanitizing solutions, and check the concentration using approved test strips.
- Sanitizer solution must be made up at all times to promote frequent changing of soiled solutions and for easy of testing.
- Air dry after sanitizing. Wiping or drying the surface with towels can re-contaminate the surface or remove the sanitizing solution before it has finished working.
- Only KAY-5® Sanitizer (green pack) is used for sanitizing shake machine.

### Teach and Coach

- If sanitizing solution is less than 50 ppm it cannot kill germs.
- Using too high a concentration can result in off-flavors or odors in foods, corrode equipment, irritate hands, waste money and violate local health department requirements.
- When checking the chlorine solution, test the sanitizer by quickly dipping the test strip into the solution and then blotting it against a paper towel. Measure the color of the strip against the chlorine color chart on the strip container.
- To properly check the solution in a spray bottle, pour some of the solution from the spray bottle into a styrofoam cup (the one from calibrating your thermometer) and test according to procedure above.
- At least one sanitizer solution spray bottle must be set up and preferably stored in the restroom caddy.

### Need more information?

- OPS Manual - Cleaning & Maintenance Basics
- Sanitizer Applications Wall Chart on OPS Connect
- Read sanitizer pack label for proper mixing
- DVD - Food Safety: Top 12
- Participate in a “Clean Smart” Class by Kay Chemical Company
- Order test strips from Daydots (800-321-3687) or your Distribution Center (DC).

### Visual

**CHLORINE TEST STRIPS**
- Dip and remove quickly.
- Blot immediately with paper towel.
- Compare to color chart at once.

©2003 KAY CHEMICAL COMPANY
Greensboro, NC 27409

DO NOT USE IF PAPERS ARE DISCOLORED
KEEP OUT OF SUNLIGHT
KEEP VIAL CLOSED WHEN NOT IN USE

**Required Chlorine Concentration 100 ppm**
- Dip, Blot & Read at Once - Parts Per Million
- 200
- 100
- 50
- 25
- 10
- 5
- 2
- 1

**STANDARD**
Sanitizer solutions meet minimum ppm, but do NOT exceed maximum ppm, at sinks and at open stations with properly labeled buckets/spray bottles. Sanitizer test strips are readily available and used.
### Tools and Equipment (if applicable)

**5. Sanitizing**

<table>
<thead>
<tr>
<th>Tools/Equipment</th>
<th>Expectation</th>
<th>Where to Order</th>
<th>Visual</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Chlorine test strips</td>
<td>• Must be kept dry (ensure lid is on tube when not in use)</td>
<td>• Local Distribution Center (DC)</td>
<td><img src="image1.png" alt="Chlorine test strips" /></td>
</tr>
<tr>
<td></td>
<td>• Check that 18 month shelf life is not exceeded</td>
<td>• Daydots 800-321-3687</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Original Impressions 800-827-2747</td>
<td></td>
</tr>
<tr>
<td>• Red and Blue (6 quart) Sanitizer Solution Containers</td>
<td>• Approved containers for sanitizer solution</td>
<td>• Local Distribution (DC) and the Kitchen Equipment Supplier (KES):</td>
<td><img src="image2.png" alt="Red and Blue Sanitizer Solution" /></td>
</tr>
<tr>
<td>Note: Round (10 quart) red containers and round (4 quart) blue containers are acceptable provided they are in good condition and properly labeled, however they are no longer available to purchase.</td>
<td>• Re-label containers with label maker if printed label becomes worn</td>
<td>- Franke 800-877-5178</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Daydots 800-321-3687</td>
<td></td>
</tr>
<tr>
<td>• Nail brush sanitizer solution kit (recommended)</td>
<td>• Label will last longer if placed on front of stainless steel bracket</td>
<td>• Original Impressions 800-827-2747</td>
<td><img src="image3.png" alt="Nail brush sanitizer solution kit" /></td>
</tr>
<tr>
<td>• Approved Soft Bristle Nail brush (recommended)</td>
<td>• Brush must be kept in sanitizer solution when not in use</td>
<td>• Local Distribution Center (DC)</td>
<td><img src="image4.png" alt="Approved Soft Bristle Nail brush" /></td>
</tr>
<tr>
<td></td>
<td></td>
<td>6 brushes to 1 box</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Original Impressions 800-827-2747</td>
<td></td>
</tr>
<tr>
<td>• Sanitizer spray bottle(s)</td>
<td>• Use for sanitizing restroom fixtures and surfaces. An additional bottle of sanitizer solution may be used in the dining room during business hours.</td>
<td>• Local Distribution Center (DC)</td>
<td><img src="image5.png" alt="Sanitizer spray bottle(s)" /></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Daydots 800-321-3687</td>
<td></td>
</tr>
<tr>
<td>• Sanitizer Solution label(s)</td>
<td>• Place on the inside of the sanitizer sink to indicate the 10-gallon (38 L) water line mark Best practice: Use the sanitizer sink label to re-label a sanitizer container with fading or missing letters</td>
<td>• Kay Chemical Company Customer Service 800-529-5458 (No Charge)</td>
<td><img src="image6.png" alt="Sanitizer Solution label(s)" /></td>
</tr>
</tbody>
</table>
## Food Safety Certification Frequent Finding

<table>
<thead>
<tr>
<th>Frequent Finding</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Sanitizer concentration too low</td>
<td>• Be sure to mix solution in sink for proper set-up&lt;br&gt;• Do not make sanitizer solution in water that is above 95°F (35°C)&lt;br&gt;• Check solution every 2 hours to ensure concentration remains above 50 ppm&lt;br&gt;• Be sure to completely rinse soapy water from dishes/smallwares prior to placing in sanitizer solution</td>
</tr>
<tr>
<td>• Sanitizer concentration too high</td>
<td>• Follow label instructions for preparing the sanitizer solution - NEVER use partial packs in individual zone containers&lt;br&gt;• Verify 10 gallon (38 L) water fill line is accurate and that the sink sanitizer label (from Kay Chemical Company) with the line indicator is properly placed.&lt;br&gt;• 1 package of sanitizer with this water volume will yield proper concentration</td>
</tr>
<tr>
<td>• Container/Bottle not labeled</td>
<td>• Replace missing or damage silkscreen labeling with label maker or permanent marker OR order replacement container from the distribution center (DC)&lt;br&gt;• Order replacement label from Kay Chemical Company Customer Service 800-529-5458 (at no charge)&lt;br&gt;• Sanitizer Solution Containers from Daydots are under warranty for 6 months (call Daydots for a replacement container if letters prematurely fade)&lt;br&gt;• Replace sanitizer solution containers regularly (recommendation is every 6 months)</td>
</tr>
</tbody>
</table>

## Implement

A) Train Team Members to refer to the Sanitizer Applications Wall Chart if they are unsure of the correct procedure.  
B) Set up sanitizer sink first thing in the morning. Follow correct guidelines for preparing sanitizer solution and dipping containers into freshly prepared sanitizer solution.  
C) Assign a Sanitizer Captain to frequently check all sanitizer solutions (at least once every two hours - chlorine sanitizer solution dissipates quickly with heavy soil loads)  
D) Set a timer for every 2 hours to remind Team to check solutions.  
E) Start off each day with fresh wipe cloths (soiled wipe cloths quickly dissipate sanitizer solution).  
F) Sanitizer containers should be stored off the floor and far enough away from food to avoid contamination (approximately 3 feet/91 cm away). If the local health inspector prefers for it to be placed on the floor, comply with local health code, or ask the inspector if the containers can be placed on a 6 in. (15 cm.) step stool which allows for easy cleaning of the floor, but is away from food.
## 6. Shake Machine

**Why?**
Cleaning and sanitizing schedules for shake machines are governed by your State or local regulatory agencies and must be followed. Thorough cleaning and effective sanitizing as well as regular maintenance are the main preventative controls for contamination of shake mix.

**How**
- Evaluate carburetor tube for build-up
- All manufacturer-required shake brushes present, clean, and in good condition (all supplied brushes are necessary for thorough cleaning and are specifically designed to reach all mix passageways)
- KAY-5° (green pack) sanitizer must be available and Manager able to describe proper cleaning procedures
- Evaluate condition of storage unit or cabinet used for storing shake brushes

**Teach and Coach**
- Remove carburetor tube from the top of the hopper containing shake mix. (5454 and heat treated models do not have a removable carburetor tube.) Alert the Team that the tube is out and not to draw a shake if at all possible during the check. Wash hands and place poly/vinyl gloves on hands. Using a plastic tray, remove carburetor tube from hopper and place on tray to prevent drips. Place lid back on hopper and move to 3-compartment sink area. Rinse shake residue from tube and hold to light to evaluate for build-up. If build-up is present, the shake machine will need to be closed for cleaning and the mix discarded.
- Verify all brushes present, clean and in good condition. If they do not meet standard, the machine can not be cleaned properly
- Shift responsible individual must be prepared to describe proper cleaning procedures and produce a sample of the green pack sanitizer upon request
- If a stainless shake machine cabinet is not used, brushes must be stored in an approved, dedicated, plastic container, vented for drainage (i.e., holes in bottom of container) and with a lid labeled, “Shake Brushes Only”.

**Need more information?**
- OPS Manual (Management/ Food Safety Top 12/Shake Machine)

**Visual**
### 6. Shake Machine

<table>
<thead>
<tr>
<th>Expectation</th>
<th>Where to Order</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Brushes in good condition; bristles not worn, and rods not rusted</td>
<td>• Shake brush kits for both Taylor and SaniServe machines are ordered from your Kitchen Equipment Supplier (KES).</td>
</tr>
<tr>
<td>• Brushes stored in an appropriate, protected container to keep brushes clean and sanitary.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Shake Machine</th>
<th>Franke Item #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Taylor 5454</td>
<td>271325</td>
</tr>
<tr>
<td>Taylor 445/490/440</td>
<td>611434</td>
</tr>
<tr>
<td>Taylor H63/H61</td>
<td>270930</td>
</tr>
<tr>
<td>SaniServe</td>
<td>613098</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Shake Machine</th>
<th>QualServe Item #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Taylor 5454</td>
<td>3TYX35800</td>
</tr>
<tr>
<td>Taylor 445/490/440</td>
<td>3TYX39465</td>
</tr>
<tr>
<td>Taylor H63/H61</td>
<td>3TYX44127</td>
</tr>
<tr>
<td>SaniServe</td>
<td>351N188477</td>
</tr>
</tbody>
</table>
Food Safety Certification Frequent Finding

- All required shake brushes present, clean and in good condition
- Required brushes stored in a clean storage container or shake cabinet
- Build-up not evident in the carburetor tube

Solution

- To discourage Team Members from using shake brushes for other cleaning tasks, provide a dedicated container that is properly labeled or the approved stainless steel cabinet specifically made for storing shake brushes. Note: Brushes should be clean and dry before storing
- Brushes stored in a covered plastic container can be stored at room temperature or on the bottom shelf in the walk-in cooler.
- Post the visual shake machine “brush guide” picture (available on OPS Connect) on the cabinet or container
- It is recommended to keep a backup set of shake brushes
- Taylor offers a quarterly auto-shipment of brushes and O-rings to encourage frequent change-out of the brushes and O-rings to ensure the best performance.

Implement

A) Only use vendor approved food-grade lube for assembly
B) Ensure that the drip tray and spindle area are cleaned thoroughly each night
C) On the Taylor 5454 model, ensure syrup canisters are free of spilled syrup to prevent ants or roaches.
D) Use an opening/closing checklist to monitor nightly cleaning tasks.
E) Prior to assembling shake machine in the morning, hold carburetor tube up to the light and ensure no build-up is present.
F) Heat treated shake machines need to be broken down every two weeks. Most heat-treated machines have a display that indicates when to break down the machine. Keep a record of when the machine was disassembled, cleaned and sanitized.
G) Non-heat treated machines require the shake mix cycle to be broken by discarding rerun at least once every 7 days.

Note: Some states do not allow use of rerun and require leftover shake mix to be discarded every time the shake machine is cleaned.
## Why?

Only products, supplies, and equipment on the Approved Brands List (ABL) or Approved Equipment List (AEL) are authorized for use in restaurants to ensure that safe, legal, high-quality products are served to your Guests.

Unless authorized by BKC, products may be purchased only from approved distributors, except specially noted items on the ABL or AEL.

## How

<table>
<thead>
<tr>
<th>Why?</th>
<th>How</th>
<th>Teach and Coach</th>
<th>Need more information?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Only approved poly or vinyl disposable gloves used for food preparation</td>
<td>Routinely check the supply of gloves used for food handling</td>
<td>Current Approved Brands List (ABL) available on the BK® Gateway</td>
</tr>
<tr>
<td></td>
<td>All food and packaging present is listed on the ABL</td>
<td>Routinely check food and packaging in the restaurant</td>
<td>OPS Manual (Management/Food Safety Top 12/Unapproved Product OR Quality Assurance Topic)</td>
</tr>
<tr>
<td></td>
<td>Only approved colored wipe cloths present in the restaurant</td>
<td>Verify that red, blue and yellow wipe cloths are present. Ensure Team Members are using them correctly (green is optional)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Note: If you’re a test location for a new product, packaging or cleaning product authorized by BKC, you must retain a copy of the OPS Alert, OEG or Exception Memo for the specialist to review during a Food Safety Certification visit.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Approved black, elbow length disposable gloves present and used for cleaning tasks ONLY</td>
<td>Routinely check to make sure black cleaning gloves are available and used</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Only BURGER KING® approved cleaning tools used unless specified by BKC to be purchased locally</td>
<td>Refer to OPS Manual - Cleaning &amp; Maintenance Basics for list of required tools.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>All chemicals present listed in the ABL</td>
<td>Routinely check chemicals in the restaurant</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Maintain an appropriate level of on-hand inventory so unapproved cleaning products are not purchased locally</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ensure vendors do NOT leave any unapproved cleaning products or chemicals behind.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Set clear expectations with porter services regarding use of unapproved cleaning products.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Keep enough cleaning products available to Team Members/Porters for daily cleaning if you store cleaning products in a locked cage or cabinet.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Teach and Coach

- Routinely check the supply of gloves used for food handling.
- Routinely check food and packaging in the restaurant.
- Verify that red, blue and yellow wipe cloths are present.
- Ensure Team Members are using them correctly (green is optional).
- Routinely check to make sure black cleaning gloves are available and used.
- Refer to OPS Manual - Cleaning & Maintenance Basics for list of required tools.
- Routinely check chemicals in the restaurant.
- Maintain an appropriate level of on-hand inventory so unapproved cleaning products are not purchased locally.
- Ensure vendors do NOT leave any unapproved cleaning products or chemicals behind.
- Set clear expectations with porter services regarding use of unapproved cleaning products.
- Keep enough cleaning products available to Team Members/Porters for daily cleaning if you store cleaning products in a locked cage or cabinet.

## Need more information?

- Current Approved Brands List (ABL) available on the BK® Gateway.
### 7. Approved Product

<table>
<thead>
<tr>
<th>Tools/Equipment</th>
<th>Expectation</th>
<th>Where to Order</th>
<th>Visual</th>
</tr>
</thead>
</table>
| • Approved poly/vinyl gloves *(Required)* | • Stored in glove racks at hand sink(s)  
| | | • FoodHandler or Tronex brands only | • Local Distribution Center (DC)  
| | | | NOTE: Single boxes of gloves can be purchased from Daydots  
| | | | 800-321-3687 |
| • Approved wipe cloths (Red, Blue and Yellow - Green is optional in North America) *(Required)* | • Used correctly following the Color Zones  
| | | • Asbury Towel Company Only | • Local Distribution Center (DC) |
| • Approved black, elbow length disposable gloves *(Required)* | • Stored in glove rack near restroom caddy for easy access  
| | | • FoodHandler or Tronex brands only  
| | | • Gloves must be put on before picking up caddy | • Local Distribution Center (DC)  
| | | | NOTE: Single boxes of the approved, black elbow length glove are available from Daydots  
| | | | 800-321-3687 |
| • Approved cleaning tools *(Required)* | • Dedicated Cleaning Tool Station at mop sink (all tools organized and hung)  
| | | • Dedicated Cleaning Tool Station at sink area (scraper brushes hung, caddies organized)  
| | | • SYR tools only (unless instructed to purchase locally for specialty items) | • Local Distribution Center (DC)  
| | | | • Kitchen Equipment Supplier (KES)  
| | | | • Directly from SYR (in some limited instances) |
| • Food and Packaging *(Required)* | • Stored in a manner to prevent contamination  
| | | • 6 inches (15 cm.) above floor on wire shelving  
| | | • Properly covered  
| | | • Proper storage temperature | • Local Distribution Center (DC) |
| • Approved Cleaning Products *(Required)* | • Stored in a manner to prevent chemical contamination  
| | | • Kay Chemical Company products only (unless instructed by BKC to purchase locally in limited cases) | • Local Distribution Center (DC) |
### Food Safety Certification Frequent Finding

<table>
<thead>
<tr>
<th>Food Safety Certification Frequent Finding</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Unapproved chemicals present</td>
<td>• Verify that all chemicals in the restaurant are listed in the ABL; only order approved products</td>
</tr>
<tr>
<td>• Unapproved cleaning tools present</td>
<td>• Verify that all cleaning tools in the restaurant are listed in the ABL unless it is specified in the OPS Manual to purchase locally</td>
</tr>
<tr>
<td>• Unapproved brand of poly / disposable gloves</td>
<td>• Verify that only approved gloves are used for food handling in the restaurant per ABL</td>
</tr>
<tr>
<td>• Black, elbow length gloves not present</td>
<td>• Verify that the restaurant has black, elbow length gloves present per ABL</td>
</tr>
<tr>
<td>• Food / packaging present not listed in ABL</td>
<td>• Verify that all food and packaging in the restaurant is listed in the ABL</td>
</tr>
</tbody>
</table>

### Implement Systems and Enhancements

**Implement**

A) If you are out of approved food or packaging, borrow products, ingredients, or condiments from a neighboring restaurant

B) Use a 'build to' system for correct ordering and to maintain adequate levels of supplies/products.

C) Review the Inventory Management System via OPS Connect

D) Call 800-393-3999 to report any product issues
### Food Safety Top 12

#### 8. Time Control

<table>
<thead>
<tr>
<th>Why?</th>
<th>How</th>
<th>Teach and Coach</th>
</tr>
</thead>
<tbody>
<tr>
<td>&quot;Temperature with Time&quot; is a public health control used to prevent the growth of bacteria associated with foodborne illnesses provided the food is discarded at the end of the established holding period.</td>
<td>• Any product held at room temperature is marked with an appropriate holding time and discarded when expired.</td>
<td>• Train Team Members to monitor holding times throughout the day • Ensure compliance with all holding times during travel paths • Use the “Fresh &amp; Ready Product Holding System” to mark discard times</td>
</tr>
</tbody>
</table>

#### Tools and Equipment

<table>
<thead>
<tr>
<th>Tools/Equipment</th>
<th>Expectation</th>
<th>Where to Order</th>
<th>Visual</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Holding squares</td>
<td>• Discard times are indicated on items held at room temperature</td>
<td>• Daydots 800-321-3687</td>
<td><a href="https://www.daydots.com">Daydots</a></td>
</tr>
<tr>
<td>• “Fresh &amp; Ready”</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Label</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Hang N Go Dispensers</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Wall Chart</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Dispenser and wall chart replacements at Original Impressions 800-827-2747</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
8. Time Control

Food Safety Certification Frequent Finding

- BK™ Chicken Fries holding is the top finding for Food Safety Certification visits (4 years in a row).
- Brewed Tea, sliced ham, cheese, and tomatoes are in the top 10 findings each year.

Solution

- Ensure that discard times are clearly marked for all items where time is used as a control.
- Be sure there is a holding square (or equivalent method) readily available for marking BK™ Chicken Fries with a hold time.
- Bring out small amounts of cheese and change holding time every time.
- Prep only enough tomatoes for each meal period (sliced tomatoes must be discarded after 4 hours).
- Check holding times every time you enter the kitchen or conduct a travel path.
- Prep/hold ONLY the minimum amount of product to ensure product is used within established holding times.

Implement

A) Foods marked with a hold time, must be discarded when expired to ensure they are safe to eat.

B) Perform quality checks at the required OPS Manual frequencies to verify lettuce, onions and tomatoes are properly marked and used within their allowed hold time.

C) Consider putting a system in place for monitoring at set intervals, such as 6:00 am, 2:00 pm, 6:00 pm and 10:00 pm:
- Cheese, lettuce, tomatoes or onions
- Sanitizer solutions
- Temperature checks
- Changing out of tongs, PHU pans, pans, knives and other utensils
### 9. Cross-Contamination

#### Why?
Cross Contamination can happen when harmful bacteria is moved or transferred from one person, object or place to another.

Cross contamination is a key factor in foodborne illness, and it has four common sources: equipment, work surfaces, food and people.

#### How
- Always use a scoop when filling cups with ice (unless automatically dispensed)
- Proper use of colored and Lift-N-Grip tongs
- Cooked and raw product are NEVER mixed
- New or replacement ingredients placed in separate containers and not on top of current product or mixed-in
- Shift Responsible Person can explain system of 4-hour change out of tongs, PHU pans, pans, knives, and other utensils

#### Teach and Coach
- Use travel paths to reinforce desired behaviors
- Ensure during food prep that items are being panned separately to avoid being mixed in
- Check at 10 am, 2 pm, 6 pm, and 10 pm to ensure smallwares are being washed, rinsed, and sanitized properly
- Ice is the forgotten food and can be contaminated like any other food
- Ice bins should be covered when not in use to prevent anything from falling into the ice

#### Need more information?
- Serv Safe® essentials 5th Edition
- OPS Manual (Management/Food Safety Top 12)
- Reference the OPS Manual Breakfast Board / Main Board / Specialty Board Basics on tips for preventing cross-contamination

#### Tools and Equipment (if applicable)

<table>
<thead>
<tr>
<th>Tools/Equipment</th>
<th>Expectation</th>
<th>Where to Order</th>
<th>Visual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tongs</td>
<td>- All required tongs available and properly used.</td>
<td>Order tongs and ice scoops from approved Kitchen Equipment Supplier (KES): Franke 800-877-5178 or Qual Serve 800-366-3774. - Daydots 800-321-3687 - Local Distribution Center (DC) - Original Impressions 800-827-2747</td>
<td>Finding</td>
</tr>
<tr>
<td>Ice Scoops</td>
<td>- Approved green, blue and Lift-N-Grip tongs stored inside the refrigerator/freezer unit when not in use. Tong handles must be stored in a manner that prevents the handle from touching any exposed product (e.g., on top of product boxes or bags). - If no automatic ice dispenser used, ice scoop used to fill cups with ice. - Ice scoops must be stored in a sanitary, food-grade container/ready pan outside of the ice bin OR if, required by local regulations, directly in the ice bin with the handle not contacting the ice.</td>
<td>Finding</td>
<td></td>
</tr>
</tbody>
</table>

Finding
### Food Safety Certification Frequent Finding | Solution
--- | ---
• Tongs handles touching food | • Tong handles must be kept on top of the product boxes or bags and not touch the raw product to prevent cross contamination from hands to handles OR handles to hands (i.e., raw beef patties contaminating the handles and then the hands).

• Blue and Lift-N-Grip tongs stored outside of refrigeration unit | • When using blue tongs and Lift-N-Grip tongs for uncooked product, always store them in the appropriate refrigerated environment when not in use.

• Utensils / pans not washed, rinsed, and sanitized every four hours | • Wash, rinse, and sanitize utensils and pans every four hours. Consider following set time intervals such as 10:00 am, 2:00 pm, 6:00 pm and 10:00 pm as a way to remember. Every four hours is what’s important - so choose intervals that work for your restaurant to ensure it happens.

## Implement

**A)** Cross-contamination focus before each meal period:
- Verify blue tongs are present in the meat well, dispensing unit, and specialty freezers
- Verify Lift-N-Grip tongs are present in the meat well for raw beef products
- Check for adequate amount of prep for sales volume to discourage mixing old with new product
- Sufficient number of tongs at each work station

**B)** Establish routine of changing out and washing all smallwares at 4-hour intervals. Link the change-out to events, such as end of breakfast, after lunch, PM shift, etc. Choose times that are easy to remember and that are predictable.

**C)** Green (9”), blue, and Lift-N-Grip tongs should be kept on top of the product boxes or bags if possible in the freezer (however, in any event, the handles cannot touch the product). If these tongs are stored outside the freezer or refrigerated unit, bacteria has the perfect environment to multiply and grow on the tongs and transfer to other surfaces.

**D)** Have extra clean tongs available on shelf for easy access during meal periods in case tongs “in use” are dropped on floor and for quick change-out every 4 hours (tongs or smallwares can be stored in a ready pan with a lid)
## 10. Pest Activity

### Why?

Pest prevention and elimination is critical to operating a safe, clean and regulatory-compliant restaurant.

Rodents and insects spread germs from their feet and bodies on any food, utensil or surface they touch.

Regular inspection from your pest management vendor is the cornerstone of effective pest prevention.

### How

- Insects, live or dead rodents, visible rodent droppings and nesting birds not present
- Keep drive-thru window closed when not in use
- Restaurant must be maintained in a manner that eliminates access for pests
- There should not be an accumulation of dirt or grime that attracts pests

### Teach and Coach

- Routinely check to ensure that areas throughout the restaurant are clean, and that weather stripping around doors is maintained.
- A Pest Management Vendor should service the restaurant monthly per OPS Manual Standards. Maintain a file to show proof of these visits.
- Prevent access and do NOT allow pests to establish themselves by denying them food and shelter

### Need more information?

- OPS Manual (Management/Food Safety Top 12/Pest Activity OR Pest Prevention and Elimination)
- Serv Safe® Essentials 5th Edition

### Tools and Equipment (if applicable)

<table>
<thead>
<tr>
<th>Tools/Equipment</th>
<th>Expectation</th>
<th>Where to Order</th>
<th>Visual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pest Management Vendor</td>
<td>A monthly report is on file in the restaurant detailing services performed, types of treatments, potential problems and placement of traps/baits and activity levels noted at time of service.</td>
<td>Local Pest Management Vendors (phone book)</td>
<td>Ecolab 800-325-1671</td>
</tr>
<tr>
<td>Stealth fly program: Black light with glue traps</td>
<td>Use to help control flies</td>
<td>Ecolab - 2 light program serviced May-October but billed over 12 months</td>
<td></td>
</tr>
<tr>
<td>Whitemire Micro-Gen Research Laboratories PT® Vector® Classic® Fly System</td>
<td>Use to help control flies</td>
<td>800-777-8570</td>
<td></td>
</tr>
<tr>
<td>Whitemire Micro-Gen Research Laboratories PT® Vector® Discreet® Fly System</td>
<td>Use to help control flies</td>
<td>800-777-8570</td>
<td></td>
</tr>
<tr>
<td>Fan guards for back door</td>
<td>Use to help control flies</td>
<td>Kitchen Equipment Supplier (KES) - Franke 800-877-5178</td>
<td></td>
</tr>
</tbody>
</table>
### Food Safety Certification Frequent Finding

<table>
<thead>
<tr>
<th>Flies</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>NOTE: The key to preventing the presence of flies is sanitation. Eliminating fly breeding sites, i.e., the material to which they are attracted to and on which they lay eggs, is usually sufficient. Without thorough sanitation, other control methods are largely ineffective. Fly sprays should only be used as a quick fix during non-business hours - sprays do not constitute an effective prevention program.</td>
<td>• Control the presence of insects and other pests by receiving service from a licensed pest management vendor on a monthly basis, or more frequently as needed</td>
</tr>
<tr>
<td></td>
<td>• Eliminate any standing water</td>
</tr>
<tr>
<td></td>
<td>• Keep dumpster pads clean and free of grease to prevent flies from breeding</td>
</tr>
<tr>
<td></td>
<td>• Keep back door and drive-thru windows closed when not in use</td>
</tr>
<tr>
<td></td>
<td>• Check for positive air flow in the restaurant</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cockroaches</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Do not store old cardboard boxes. Roaches are attracted to cardboard glue.</td>
</tr>
<tr>
<td></td>
<td>• One roach during daylight hours is a sign of infestation. Contact your pest management vendor immediately.</td>
</tr>
</tbody>
</table>

### Implement

**A** When any live insects are noticed in the restaurant, immediately contact your pest management vendor.

**B** Check the weather-stripping on all door entrances to ensure a tight fit

**C** Ensure the dumpster has a plug (near bottom) to prevent rodents from entering. Keep all dumpster lids closed so birds and other animals are not attracted to the garbage (it is a food source to them).

**D** Eliminate standing water on the lot or in drains to prevent mosquitoes or maggot growth

**E** Never prop open drive-thru windows. Repair broken push bars or automatic openers as soon as possible.

**F** Limit the amount of time the back door is open to minimize fly entry (air curtains or fans over the door help prevent entry as well)

**G** Immediately clean up any food spills and store food in original packaging, well-sealed containers or plastic wrap to discourage pests

**H** Any spray bottle / can pyrethrin or synthetic non-residual insecticide that has labeled instructions for restaurants may be used for pest control, so long as the restaurant complies with the following requirements:

1) The spray must be stored away from food as long as local regulators permit it

2) Products must be EPA approved for restaurant / food processing area usage and the label must clearly indicate directions for use

3) Use only on an "as-needed" basis, during non-business hours, follow strict label instructions and store away from food and food contact surfaces (these surfaces must be covered or removed during the treatment and cleaned and sanitized before food contact).

4) These sprays are not to be used in lieu of a pest prevention program, only for the individual ant or fly that may cause a concern

5) Some people are highly allergic to pyrethrins (they are derived from carnation plant relatives). Inform restaurant Team Member when pyrethrin based products are being used. In addition, the only way they are effective is direct contact (they have no residual effect).

6) You must have the MSDS available in the Hazard Communication Log for Insecticide Spray
Why?

BKC follows the principles of Hazard Analysis Critical Control Point (HACCP) for assuring the safe production of all menu items.

Accurate record keeping via cook-out logs is an essential part of BKC's HACCP program. The cook-out logs provide documentation that the critical limits have been met or that appropriate corrective actions were taken if they weren’t.

How

• Restaurants may not have any missing daypart entries on the cook-out log within a 30 day window.

  NOTE: Up to 3 missing entries within the 30 day window which are highlighted by a Manager, to indicate corrective action was taken, will be accepted.

• Manager or shift responsible individual is able to correctly demonstrate a beef cook-out

Teach and Coach

• The Manager or Team Member demonstrating the cook-out is encouraged to use training and support materials such as the cook-out poster, cook-out tray or OPS Manual during the demonstration if needed.

• Manager or shift responsible individual should routinely observe cook-out procedures to gauge knowledge and accuracy of the Team Member performing the cook-out.

Need more information?

• Daily Cook-out Instructions

• Log included monthly in Daily Planner Coilbook

Tools and Equipment (if applicable)

<table>
<thead>
<tr>
<th>Tools/Equipment</th>
<th>Expectation</th>
<th>Where to Order</th>
<th>Visual</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Monthly cook-out logs</td>
<td>• Post Beef Cook-out Log at the broiler for higher visibility</td>
<td>• Original Impressions 800-827-2747 Daily Planner Coilbook</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Reference OPS Material Placement Guide</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Approved, functional thermometer</td>
<td>• Calibrated</td>
<td>• KESs</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Daydots 800-321-3687</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• eRedbook (via RSIWEB) and Kitchen Equipment Suppliers</td>
<td></td>
</tr>
<tr>
<td>• Holding timer bar</td>
<td>• Program timers for cook-out reminders</td>
<td>• Original Impressions 800-827-2747</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Integrated Control Corp (ICC) 631-673-5100</td>
<td></td>
</tr>
<tr>
<td>• Beef cook-out posters and cook-out tray specific to your broiler type</td>
<td>• Use as a training tool to ensure proper procedures are consistently followed</td>
<td>• Original Impressions 800-827-2747 OPS Connect</td>
<td></td>
</tr>
</tbody>
</table>
### Food Safety Certification Frequent Finding

<table>
<thead>
<tr>
<th>Finding</th>
<th>Solution</th>
</tr>
</thead>
</table>
| • No daypart (shifts) cook-outs missed in a 30-day window for the beef cook-out log | • Complete cook-out at the required intervals (OPS Manual) and log temperature  
• Post cook-out log at side of the broiler  
• If a daypart is missed, highlight the area and RM or MUM initial to show the missed cook-out was caught and corrective action was taken. You will be given credit for correcting the opportunity as long as there are no more than 3 missed (initialed and highlighted) cook-outs in a 30 day period.  
• Corrective action should be noted by the next shift responsible individual or, at the latest, within 24 hours. |
| • Manager unable to demonstrate beef cook-out | • Train all management personnel on appropriate cook-out procedure for the broiler  
• Use the appropriate cook-out poster or cook-out tray as a guide during cook-outs and demonstrations |

### Implement

A) Refer to the instructions on the top of the current beef cook-out log. Post the current cook-out poster for your broiler type near the broiler as a quick reference.

B) When demonstrating beef cook-out procedures, know what to do in the event the product does not meet the required temperature, e.g., discard product, adjust the broiler and repeat the cook-out steps.

C) Refer to the Beef Patties topic in the OPS Manual for specifics on performing beef cook-out

D) Train a Safety Captain (recommended: promotable Team Member) to perform cook-outs

E) Instill a culture of food safety in your restaurant. Cook-outs MUST BE done to protect the Guest and the brand.

F) Always highlight the missed daypart, have supervisor initial it, analyze why it happened, fix it, and implement a system to prevent future missed dayparts.
## Food Safety Top 12

### 12. Other Food Safety

<table>
<thead>
<tr>
<th>Why?</th>
<th>How</th>
<th>Teach and Coach</th>
<th>Need more information?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Note: This question serves as a catch-all for food safety issues not addressed in the previous categories</strong></td>
<td>• Drainage back-up prevented in all areas</td>
<td>• At the beginning of the day and throughout, check drains to ensure sanitation and proper drainage</td>
<td>• OPS Manual (Management/Food Safety Top 12/Drainage and Plumbing)</td>
</tr>
<tr>
<td>• Team Members in good health (no communicable diseases)</td>
<td>• Be observant of Team Member behavior. Excessive coughing, frequent nose blowing, and excessive trips to the restroom may be indicators that a Team Member is not well enough to be working.</td>
<td></td>
<td>• Team Image Guide</td>
</tr>
<tr>
<td>• Broiler reverberator screen free of wire breakage</td>
<td>• Check the reverberator screen to ensure NO breakage is present. Replace immediately if any broken.</td>
<td></td>
<td>• Equipment Emphasis Guide (Broiler)</td>
</tr>
</tbody>
</table>
| • Food prep area free of roof leaks  
*Note: The entire kitchen and dry storage area is considered a food prep area* | • Check for roof leaks after heavy rains. Check ceiling tiles on a regular basis for stains, which may be an indicator of a leaking roof. | | • OPS Manual (Management/Food Safety Top 12/Other Criticals) |
| • Cleaning products labeled and stored properly  
• Cleaning products not stored next to, or above food or food packaging | • Train Team Members to check the cleaning product being used for proper labeling and content before using. | | |
| • Yellow wipe cloths used in restroom only | • As Team Members use the wipe cloths throughout the day, make sure the right color is being used in each zone | | |
| • Other | • Be watchful of other critical food safety areas during all dayparts | | |
## Tools and Equipment (if applicable)

### 12. Other Food Safety

<table>
<thead>
<tr>
<th>Tools/Equipment/Resource</th>
<th>Expectation</th>
<th>Where to Order</th>
<th>Visual</th>
</tr>
</thead>
</table>
| • Broiler reverberator screen | • Broiler reverberator screen does not have any loose or dangling wires which could be introduced to food | • Kitchen Equipment Supplier (KES)  
  - Franke 800-877-5178  
  - QualServe  
  800-366-3774 | ![Kitchen Equipment](image) |
| • Yellow wipe cloths only used in restroom and kept in caddy | • The appropriate color cloths are used in the designated zone | • Local Distribution Center (DC)  
  ![Local Distribution Center](image) |
| • Labels for spray bottles | • All bottles are properly labeled per OSHA requirements | • Local Distribution Center (DC)  
  ![Local Distribution Center](image)  
  • Sanitizer Labels are ordered from Kay Chemical Company  
  Customer Service  
  800-529-5458 | ![Sanitizer Labels](image) |
| • Shift-responsible individuals | • ALL shift-responsible individuals (RGM, RM, AM and shift leaders running solo shifts) are required to be Serv Safe® Certified  
  • Current Serv Safe® Certificates (copies are acceptable) for all shift-responsible individuals must be kept at the restaurant and available for review upon request by health officials, 3rd Party Food Safety Auditors or BKC personnel. | • Online: BK GATEWAY®  
  (OPS Connect - Teach & Coach)  
  ![BK GATEWAY](image)  
  • Print version: Daydots  
  800-321-3687 | ![Daydots](image) |
### Food Safety Certification Frequent Finding

<table>
<thead>
<tr>
<th>Frequent Finding</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Chemicals improperly labeled</td>
<td>• Check all chemicals in the restaurant and verify the contents are labeled. Use appropriate bottle for auto dispense.</td>
</tr>
</tbody>
</table>
| • Chemicals improperly stored near food | • Check to make sure chemicals are not stored next to or above food and food packaging  
• Use the spray bottle racks at the two cleaning stations to store chemicals when not in use |

### Implement

A) Drains: Ensure shortening from fryers is NEVER poured into the drain system

B) Check all drains to make sure covers are present, and functional, to prevent food debris, paper waste or wipe cloths from entering the drain system.

C) Do not let ill employees work. Establish a back-up call list of Team Members looking for extra hours to call if someone is ill.

D) When broiler is in operation, and if your broiler has reverberator screens (consult your owners manual if you’re unsure), look up and into the main chamber from the corner of the broiler - slightly above the meat chain - to view the reverberator screens. On some broiler types, the meat loader may block your view. You may need to remove the meat loader wearing appropriate safety gloves. Removing the panel that hides the meat chain may also help.

E) Immediately spot-repair any roof leaks that are directly over a food prep area. Food is not to be prepared in an area where leaks are present.
