

Kitchen and Catering unit Protocol



Precautionary measures to be taken by Food Operators against COVID-19

(Before Lockdown ends)

Objective:

The purpose of this document is to develop a process step that will ensure a documented verification carried out against COVID - 19 before starting the production process.

Scope:

Procedure applies to all vendors falling under SmartQ - Bottle Lab Technology Pvt Ltd/ Nextup Technologies Pvt Ltd.

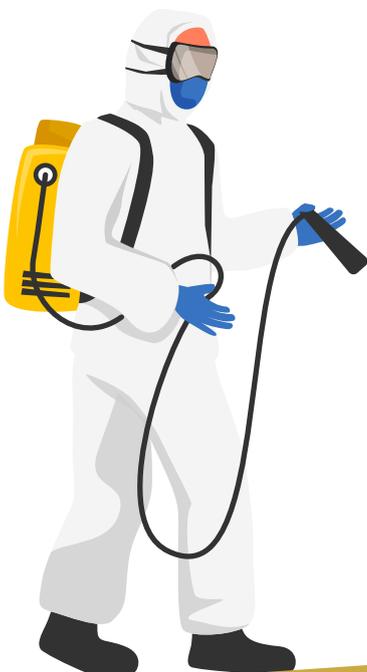
Responsible person:

Owners, supervisors, and employees of all the vendors.

Procedure

1. Cleaning and Sanitizing the premises

- ✓ The kitchen should be sanitized against COVID - 19 by approved Sanitizing vendors (SmartQ preferred vendors)
- ✓ Deep cleaning should be done after the sanitization process.
- ✓ Reports should be documented.



2. Data collection of the staff:

- a) Migrated during crisis
- b) Non - Migrated during the crisis

a) Migrated during crisis

Below are the aspects which need to be documented

- Place of migration
- Mode of migration
- Date of Return to destination
- Confirmation if they were in contact with COVID-19 +ve person (Family, friends)
- Check for the symptoms like Flu, Fever, Breathing difficulties, Cold and Cough



b) Non - Migrated during the crisis

Below are the aspects which need to be documented

- Confirmation for staying at home during lockdown period
- Confirmation if they were in contact with COVID - 19 +Ve person (Family/Friends)
- Check for the symptoms like Flu, Fever and Cold and Cough



3. The process to be adopted for Migrated employees during the crisis, before entering into premises;

- Quarantine for 5 days
- Medical test
- Meet the approved doctor with a medical certificate



4. The process to be adopted for Non - Migrated employees during the crisis, before entering into premises;

- Self-declaration form

5. The process to be implemented for employees/staff entering the premises

- Security to check the record of the employee (migrated/Non-Migrated)
If a migrated employee has not completed 5 days of quarantine, he would
- be sent back.
If a migrated employee has completed 5 days of quarantine, he would be
- allowed to enter the premises and follow the process defined for Non-Migrated employees



Temperature screening

Below are the aspects which need to be documented

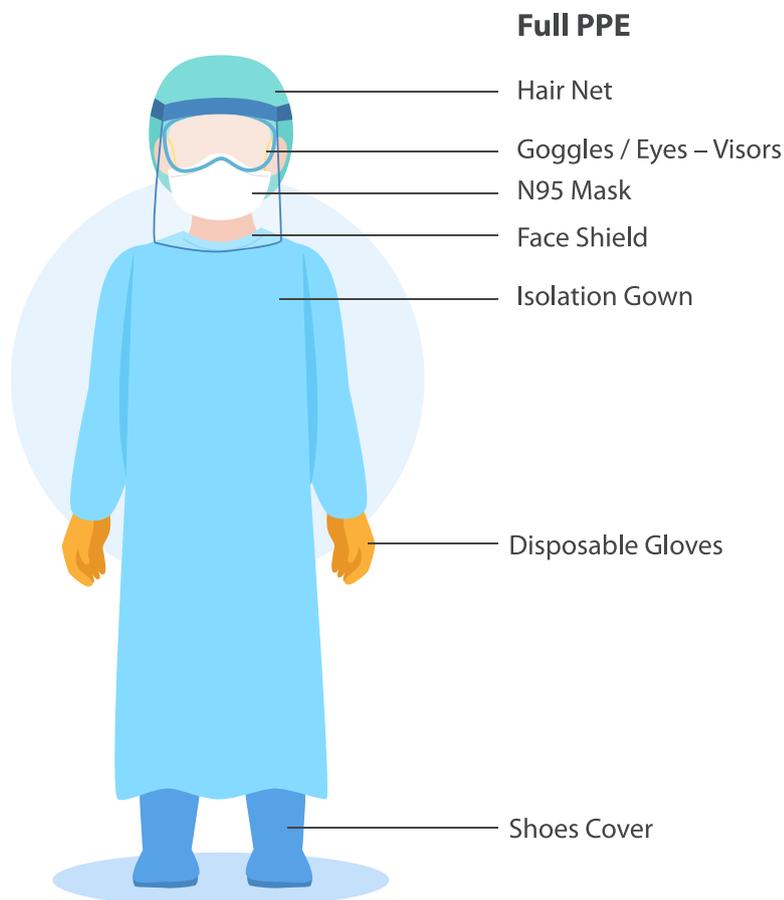
- The person carrying out the thermal screening should wear N - 95 mask and a pair of Latex gloves of suitable size
- An employee with a body temperature of <99 degree F/37.5 degree C is allowed to Enter
- An employee with a body temperature of >99 degrees F/ 37.5 degree C should be asked to Return back`

6. Migrated employee to meet the company with all required records

- Post investigation by Approved doctor if the employee is found fit, he/she would be absorbed to work
- Post investigation by Approved doctor if the employee is found unfit, he/she would be sent back home as per the advice of the doctor
- Unfit employees to go as per the advice of the doctor, on the day of re-joining he would follow the migrated employee procedure once again

7. Precautions to be carried during a briefing

- Briefing for the support staff to be carried out maintaining Social Distancing. 1-meter distance between them to be followed
- While attending the briefing, employees should wear proper PPE (Personal Protective equipment).



8. Precautions to be taken during entering into the kitchen

- Clean uniform and PPE should be worn by all the employees
- Suitable N - 95/ 3 Ply mask should be worn by all the employees before entering to kitchen
- Hands should be washed before entering the kitchen with Soap oil and Potable water for a minimum of 20 seconds.
 - Hands should be sanitized using an alcohol-based (Sterillium) sanitizer after drying the hands.
 - Hand washing and sanitizing should be carried out once in every 2 hours.
- Pharma/Food grade - Latex-free gloves should be worn while handling the finished products.



Precautionary measures to be taken while Receiving, Processing, Transportation and Servicing the food.

(After Lockdown ends)

Scope:

This procedure describes the guidelines for food handlers working in food establishments to prevent the spread of COVID19.

Responsible person:

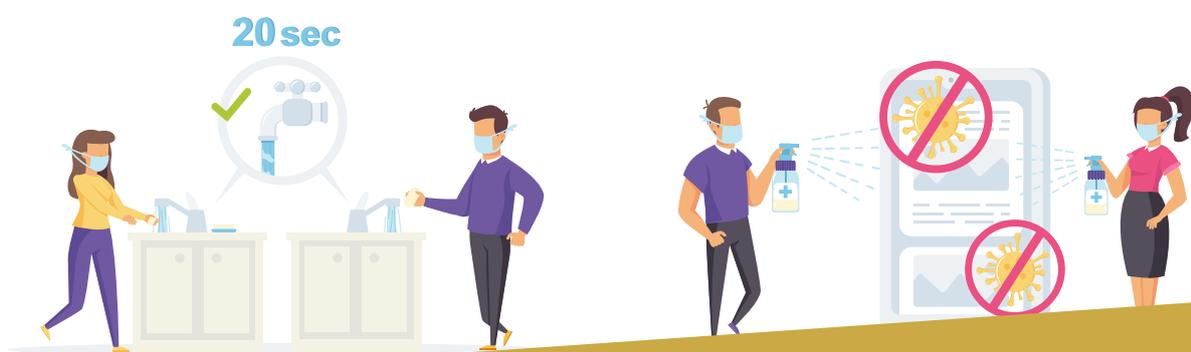
Owners, supervisors, and employees of all the vendors.

Procedure:

After the thermal screening of employees, the supervisor should monitor the Personal hygiene and plant hygiene to ensure the precautions are taken place.

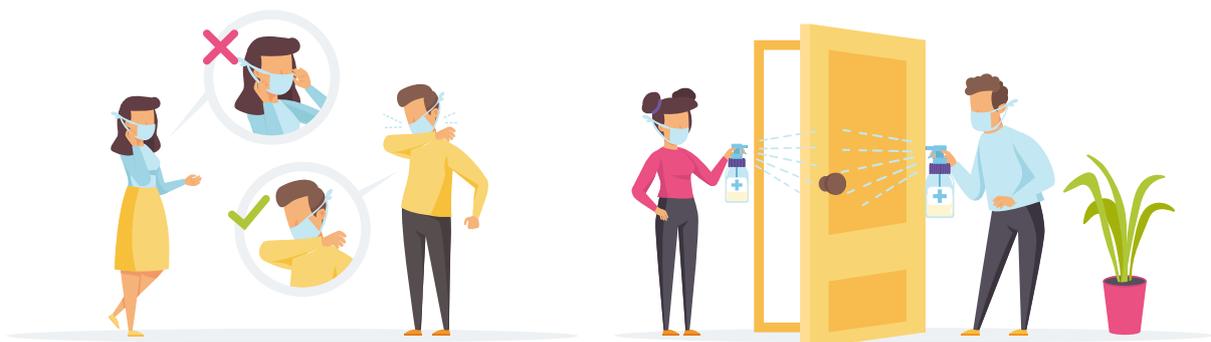
Personal Hygiene:

- Ensure proper personal hygiene is being followed by the employees - employees should be wearing clean uniforms, PPE, N - 95/3 Ply face mask.
- Ensure proper handwashing practices - with the use of potable water and soap oil for a minimum of 20 second and sanitizing practices [using 70% alcohol-based sanitizer (Sterillium)] are being followed frequently.
- The usage of Mobile phones in the processing area should be discouraged or should be sanitized frequently.





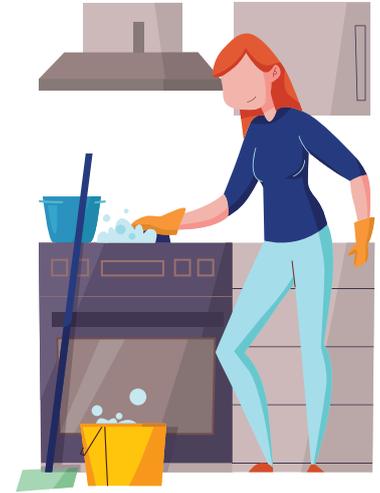
- Encourage employees to self monitor the symptoms of COVID - 19 and inform the supervisor if any symptoms are observed.
- Employees should maintain a 2-meter distance from each other in the processing area.
- Gloves should be used while handling processed/Ready to eat food.
- Gloves should be discarded after;
 - Handling garbage/dustbins
 - Closing doors/windows
 - Touching mobile phones
 - Handling currency etc is carried out.
 - In between changing the gloves, hands must be washed and sanitized.



- Employees should cover their mouth and nose while sneezing and coughing, tissue/face mask should be disposed of properly in a closed dustbin and hands should be thoroughly washed and sanitized.
- Disposable PPE should be disposed of properly into dustbins and non-disposables should be sanitized thoroughly on a daily basis.
- Employees should avoid touching their faces, eyes, and nose, etc, after the removal of PPE.

Plant Hygiene (Cleaning and Sanitation):

- Food premises should be always well ventilated, exhausts, ventilators should be kept On during processing.
- Processing areas including offices should be cleaned with soap oil and water followed by disinfection using 1% of Hypochlorite solution or any other suitable cleaning disinfectant found to be effective against the virus.
- All equipment, containers, utensils, cutlery, etc. should be cleaned thoroughly with soap and water. Use hot water (more than 75 degree C) to sanitize.



- Toilets and washroom facilities should be cleaned using detergent and water and should be followed with disinfection using a 1% Hypochlorite solution. For metal surfaces like Taps, Door, etc. 70% alcohol-based disinfectant should be used.

- In case any food handler coughs/sneezes without respiratory hygiene or develops any symptoms, the person should be immediately vacated and thoroughly cleaned and disinfected using freshly prepared 1% Hypochlorite solution or other suitable cleaning disinfectant found to be effective against the virus.
- All cleaning equipment, cloth, mops, reusable protective gear such as boots, gloves, etc should be thoroughly cleaned and disinfected after and prior to use.



Protocols for Receiving, Cooking, Packing, and Transportation



Receiving of materials:

- Avoid direct contact with the delivery person
- Wear protective clothing/PPE (mask and gloves are compulsory) while handling received stock.

Dry ingredients:

- Stack the received stock/materials on the cleaned pallet and leave it outside for 24 hours (no direct contact with sun to avoid loss of quality), should remain untouched.
- After 24 hours, transfer the stock into the storage containers.
Dispose the PPE (mask, gloves, head cap) after handling the stock in a closed dustbin, avoid touching your face, including your mouth, eyes and nose.
Wash your hands thoroughly for minimum of 20 seconds (Alcohol-based hand wash)

Perishable ingredients

Fruits and vegetables:

- Transfer the received raw materials into a cleaned crates
- Wash thoughtfully with potable water

- Sanitize using chlorine solution (50ppm - contact time 10 mins) and transfer into cleaned and sanitized crates and stack
- Sanitize (using 50ppm chlorine solution) on a daily basis before using

Milk and Milk products:

- Wash the packets with the potable running water and soap if necessary (do not use directly without washing)
- Dispose the PPE (mask, gloves, head cap) after handling the stock in a closed dustbin, avoid touching your face, including your mouth, eyes, and nose.
- Wash your hands thoroughly for a minimum of 20 seconds (Alcohol-based hand wash)



Processing/cooking and Packing:

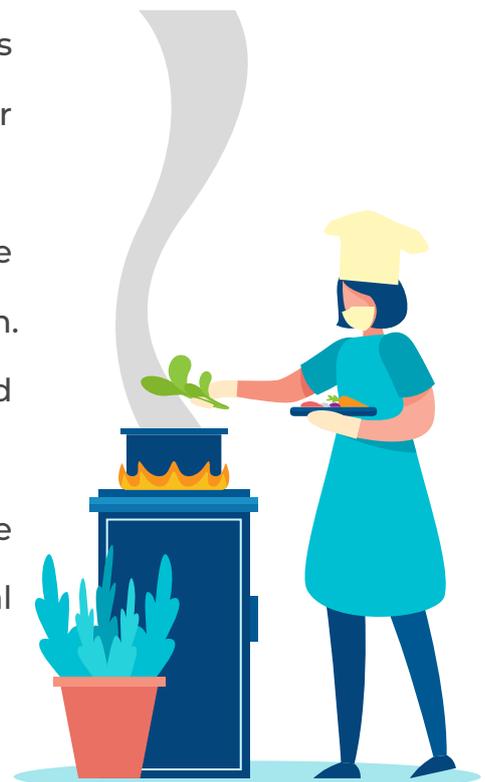
- All food items should be thoroughly washed using potable water.
- Fruits and vegetables (used for salads/ to be consumed raw) should be washed with a 50 ppm chlorine solution.
- The temperature of the food should be monitored and recorded during each step of preparation and packing. (The temperature of food should not be less than 80 degree C for a minimum of 15 minutes. during cooking, and should not be below 70 degree C while packing)
- Ensure that food handlers involved in food packing should maintain a high level of personal hygiene and social distancing.
- Ensure all the measures shall be taken to avoid the food from sources of contamination and packing materials and packed foods are stored in hygienic conditions.

Transportation:

- Transport vehicles should be cleaned, sanitized and disinfected regularly and recorded. Vehicles should be used only to transport food.
- Drivers, loaders and supporting staff should maintain high standards of personal hygiene. Alcohol-based sanitizers should be provided/fixed in the vehicle. Face masks should be worn all the time.
- If a vehicle enters an area marked as COVID19 hotspot, then the vehicle should be cleaned and disinfected before use.
- Daily Monitoring of Temperature

Service:

- All employees should wear a clean uniform, mask, head cap and gloves at all times.
- The food service area should be thoroughly cleaned and disinfected after each service.
- Hand washing stations should be made available to the workers.
- Even with proper handwashing, food workers should use barriers such as tongs, gloves or other utensils to avoid direct contact with the food.
- The temperature of the food also should be maintained and monitored at the service station.
- No Ready to eat food should be left open, should be kept covered or in a glass display.
- Provide the required gap/distance between the displays/dishes to help in maintaining social distancing while serving.
- All Buffets must have Sneeze Guards installed.



Cleaning of Utensils:

- All used utensils should be cleaned thoroughly with soap and potable or hot water
- Sanitize the washed utensils with Hot water (more than 75 degree C) or 70% of Isopropyl Alcohol (IPA) if possible.



Forms to be used:

- Self-declaration Form (to be signed by Owners)
- Personnel with travel history - <https://bit.ly/3bJ621D>
- Personnel with no travel history - <https://bit.ly/3bGqsbv>
- COVID Daily Hygiene Checklist
- COVID Hygiene posters
- Penalty Sheet for lapses-COVID Protocols
- Daily Temperature Checks
- Staff Temperature
- Cooking Temperature

Documents to be collected (Mandatory):

- Sanitization Certificates (with MSDS, EPA Certificate & Chemical Names)
- Medical Certificates
- Pictures of Sanitization
- Staff Names
- Training records
- Effectiveness Record (Swab Tests)

Items to be removed from the menu:

- Uncooked products-Salads & Desserts
- Beverages like Welcome drinks, Infused water to be removed
- Chaats & Snacks

Stay Safe !
