

CHAPTER 2

ORGANIZATION AND PERSONNEL

A. Organization

1. **The Organization Chart.** The purpose of the Organization Chart is to indicate the responsibility and accountability linkage for Quality Assurance (QA) action within the organization. Owners/managers are responsible for preparing and maintaining an organization chart that identifies each employee's name and job responsibilities. Each employee must know who his/her supervisor is and who is responsible for making him/her capable of zero defects.

Our organization chart is shown in *Appendix 2, encl. 1*. It is also posted next to the Food Safety Policy on the employee bulletin board.

2. **Job responsibilities.** The Job Responsibilities Form specifically identifies who is accountable and responsible, and has the authority to perform specific jobs within the organization. (*Appendix 2, encl. 2*)
In order to have assured quality performance, it is necessary that each person be trained to perform their jobs with zero defects according to management's policies, procedures, and standards. This chart identifies accountability and hence training for each employee.

B. Education, training

1. Our training program for personnel is shown in *Chapter 10* and *Appendix 10*.
2. We will assure that personnel who are responsible for identifying sanitation failures or food contamination will be trained to enable them to produce safe food.
3. Training will be appropriate to the complexity of the manufacturing process and the tasks assigned.
4. Training for food handlers and supervisors shall include proper food handling techniques and food protection principles, and the danger of poor personal hygiene and unsanitary practices.
5. Personnel will be trained to understand the importance of the critical control points for which they are responsible, the critical limits, the procedures for monitoring, the actions to be taken if the limits are not met, and the records to be kept.
6. Personnel responsible for maintenance of equipment impacting food safety should be appropriately trained to identify deficiencies that could affect product safety and take the appropriate corrective action (i.e., in house repairs, contract repairs). Individuals performing maintenance on specific equipment should be appropriately trained.
7. Personnel and supervisors responsible for the sanitation program should be appropriately trained to understand the principles and methods required for effective cleaning and sanitation.
8. Records of training shall be maintained for current staff. Detailed job descriptions shall be provided for staff carrying out specific jobs.
9. All employees shall be issued with documented company rules with regard to hygiene policy.

10. Provisions shall be made to train those employees who are not proficient in English.
11. Additional training should be provided as necessary to ensure current knowledge of equipment and process technology.
12. An evaluation of skill proficiency should be part of the training program.

C. Personal Hygiene

1. **Employee responsibility.** Employees shall be responsible for using safe food handling methods as trained and instructed, and for practicing good personal hygiene.
2. **Disease control.** Any person who, by medical examination or supervisory observation, is shown to have, or appears to have, an illness, open lesions (boils, sores, infected wounds) or any abnormal source of microbial contamination that could contaminate food, food contact surfaces, or food packaging materials shall not be allowed to work with these items.
If an employee's illness is not severe and symptoms are not acute, the employee can be assigned to tasks that do not involve food handling or can be excused from work altogether until he/she is completely well. Illness must not be passed on to customers or other employees.
3. **Cleanliness.** Personnel working in direct contact with food, food contact surfaces, and food packaging materials shall follow hygienic practices to protect against contamination of food:
 - a. Maintain adequate personal cleanliness by bathing daily and using a deodorant to control body odor. Employees use only mild perfumes or colognes that do not interfere with the aroma of food.
 - b. Wear clean, protective outer garments. Garments will be changed if soil is noticeable. Employees wear clean, closed-toe shoes.
 - c. Wash hands thoroughly (using a nailbrush and a double wash) before beginning work. During working with food, the single wash method (no nailbrush) is sufficient.
 - d. Keep fingernails neatly trimmed to less than 1/16 inch to make them easier to clean. Employees shall not wear fingernail polish or artificial fingernails while working, because this material can flake or fall off into food being prepared or served.
 - e. Remove unsecured jewelry and other objects that might fall into food and hand jewelry that cannot be adequately sanitized during periods when food is manipulated by hand. Jewelry of this type, if it cannot be removed, may need to be covered.
 - f. Wear effective hair restraints (e.g., hairnets, headbands, caps, beard covers).
 - g. Store clothing and personal belongings away from food production or equipment/utensils washing areas.

- h. Do not eat food, chew gum, drink beverages, nor use tobacco in food production and service areas or equipment/utensil washing areas.
 - i. Take any necessary precautions to prevent contamination of food, food contact surfaces, or food packaging materials with microorganisms or foreign substances such as sweat, hair, cosmetics, tobacco, chemicals, and medicines applied to the skin.
 - 1) Handkerchiefs or facial tissues shall not be carried into the food production or foodservice areas. Disposable facial tissues shall be available at the hand washing sink where employees can use them and then, wash their hands. Employees will sneeze or cough by directing their heads away from foods, toward the floor, or into their shoulder, but NEVER their hands.
 - 2) Employees shall not bring personal medications or personal belongings into the food production area. Medications and personal belongings shall be stored in employee's lockers, away from exposed food or equipment / utensil washing areas.
4. **Hand and fingertip washing.** All employees who prepare food in the production area will wash fingertips and hands according to the following procedure and as often as required by tasks performed. The two methods of fingertip / hand washing used in the food production areas are the double washing method (2x) and the single washing method (1x).

The **double wash procedure for hand washing** is as follows:

- Step 1. Water is turned on so that it runs at 1 to 2 gallons per minute with a temperature of 75 to 110°F. The fingernail brush, fingertips, hands, and lower arms are wet with warm water.
- Step 2. An adequate amount (1/8 to 1/4 teaspoon) of hand soap or detergent is applied to the fingernail brush.
- Step 3. Under the running water, scrub the fingernails, between fingers, and backs of hands with the fingernail brush until the soapy lather is gone.
- Step 4. Place the nailbrush bristles up so that the bristles can dry. Note that the friction from the nailbrush and rinsing the lather off the hands is the critical control. The hazardous microorganisms are in the lather, and the microorganisms are only removed to a safe level when all of the soap is off of the hands, arms, and fingertips.
- Step 5. Apply soap again to the hands.
- Step 6. Produce lather by rubbing the hands together. Hands and arms, up to the shirt sleeve, should be thoroughly lathered. The fingernail brush is not used.
- Step 7. The lather is rinsed off. The skin will feel clean.
- Step 8. Hands and arms are dried with a single-use, disposable towel.

The **single wash procedure for hand washing** is the same as the second part of the double wash procedure (steps 5, 6, 7, and 8). Hands and lower arms are wet with water. Soap is applied to hand surfaces, and lather is produced by rubbing the skin surfaces together. Lathering must extend from between fingers up to the shirt sleeves. (A fingernail brush is not used for single hand washing.) After lathering, hands are rinsed in flowing water and dried with a disposable towel.

Below are examples of mandatory times and hand washing methods that all employees must use to clean and remove surface contaminants from hand, arm, fingernail, and fingertip surfaces at the kitchen hand wash station.

The double wash procedure shall be used:

- Upon beginning a work shift
- When entering the food production area
- After using the toilet
- After cleaning up vomitus or any fecal material
- After touching sores or bandage
- After handling concentrated chemicals.

The single wash procedure shall be used:

- Before and after coffee, food, or cigarette breaks
- After handling garbage
- After handling dirty food containers
- Between handling raw and cooked foods
- After blowing nose
- After touching skin, hair, beard, or soiled Apron
- As often as necessary to keep hands clean after they become soiled.

- 5. **Disposable gloves.** When employees wear disposable plastic gloves for preparing/producing and packaging food, they will:
 - a. Wash their hands both before putting gloves on and after gloves are removed.
 - b. Change gloves when there is any possibility of cross-contamination.
- Note:** Employees shall not wear latex gloves when preparing/producing food due to transfer of latex allergens to food.
- 6. **Heavy-duty gloves.** Some employees will need to wear heavy-duty, non-disposable gloves to protect their hands from harsh chemicals (e.g., personnel who wash pots and pans with strong detergent solutions). These employees shall be given their own personal gloves that will not be shared with any other person, in order to prevent skin cross-infection(s). Employees should wash their hands before putting on these gloves and after removing them.
 - 7. **Hand cuts and abrasions.** Supervisors shall observe employees for cuts and abrasions on the hands and any other skin abrasions on exposed areas of the body. Employees shall not work with any uncovered, ungloved infected cut or abrasion on the hands. Cuts and abrasions that are not severely infected and do not interfere with an employee's ability to perform tasks

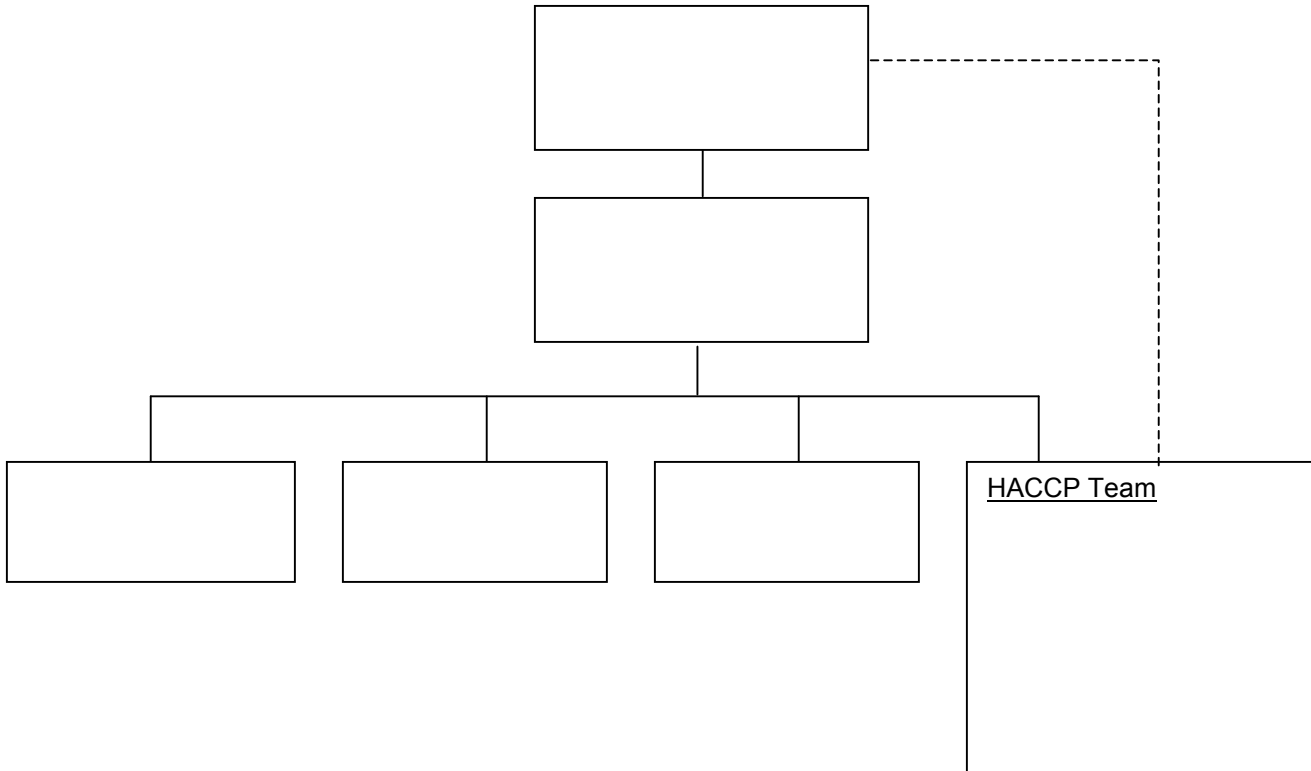
shall be cleaned, disinfected, bandaged, and covered with a waterproof

8. **Contact with blood or body fluids from another person.** Before any personnel touch the blood (e.g., if bandaging the wound of another individual) or any other body fluid such as vomitus of another person, they shall put on properly fitting, disposable gloves that will prevent the body fluid from entering any cuts or breaks in the skin of their own hands.
9. **Unauthorized persons.** Unauthorized persons shall not be allowed in the food production and utensil washing areas.
10. The **traffic pattern** of employees should prevent cross-contamination of the product. Access of personnel and visitors should be controlled to prevent contamination.

ORGANIZATION CHART

(company / facility)

Name of owner / CEO _____



JOB RESPONSIBILITIES

Department	Person's Name	Job Responsibilities