



Food Safety Manual

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Freshness Guidelines

Shelf Life Standards

Item	Opened Expiration	Unopened Expiration	Notes
Coffee Beans	14 days	30 days after received at the store, for maximum freshness 9 months expiry	Date when received and again when opened. Store in an airtight container.
Ground Coffee	3 days	30 days	Date when received and again when opened. Store in an airtight container.
Syrups	90 days	Refer to Manufacturer's Expiry	Do not wash syrup pumps. When a syrup pump stops dispensing accurately, discard it.*
Sauces	30 days	Refer to Manufacturer's Expiry	Do not wash syrup pumps. When a syrup pump stops dispensing accurately, discard it.*
Smoothie Mix	30 days	Refer to Manufacturer's Expiry	Julian Coded (date format represented as the year, month, date).
Prepared Iced Tea	48 hours/refrigerated	Refer to Manufacturer's Expiry	
Prepared Cold Brew Concentrate	14 days/refrigerated 7 days/ambient	Refer to Manufacturer's Expiry	If water is added to the concentrate, the shelf life is 7 days refrigerated.
Apple Cider Concentrate	24 months	Refer to Manufacturer's Expiry	
Dairy Alternatives	7 days	Refer to Manufacturer's Expiry	Refrigerate after opening.



Item	Opened Expiration	Unopened Expiration	Notes
Whipped Cream	7 days	Refer to Manufacturer's Expiry	Refrigerate.
Peanut Butter	90 days	Refer to Manufacturer's Expiry	
Horchata	12 months	Refer to Manufacturer's Expiry	Store in a labeled, dated, airtight, food safe container.
Energy	6 months	Refer to Manufacturer's Expiry	Store in a labeled, dated, airtight, food safe container.
Matcha	6 months	Refer to Manufacturer's Expiry	Store in a labeled, dated, airtight, food safe container.
Protein	6 months	Refer to Manufacturer's Expiry	Store in a labeled, dated, airtight, food safe container.
Tea Bags	6 months	Refer to Manufacturer's Expiry	Date the box after opening.
Ice Cream Base	7 days/refrigerated	6 months/frozen	Date container after removed from freezer. Thaw under refrigeration for 24 hours.
Breakfast Burritos and Sandwiches	7 days/refrigerated	1 year/frozen	Thaw under refrigeration 15 hours.
Pastries, Cookies, and Cinnamon Rolls	48 hours	1 year/frozen	Thaw under refrigeration 8 hours/ambient 4 hours.
Cake Pops	14 days refrigerated/7 days ambient	1 year/frozen	24 hour thaw time before serving, no not heat in the oven



Hygiene

Food safety is the responsibility of every employee. All foodservice employees must maintain good personal hygiene practices to ensure the safety of all food and beverages we serve.

Grooming

- Arrive at work clean, with clean hair, clean clothing, clean apron, teeth brushed, and bathed.
- Use deodorant as needed but avoid wearing strong perfume or cologne.
- Wash hands (including under fingernails) and up to forearms vigorously and thoroughly with soap and warm water for a period of 20 seconds, following the handwashing procedure described in the section titled "Handwashing":
 - When entering the facility before work begins.
 - Immediately before preparing food or handling equipment.
 - As often as necessary during food preparation when hand contamination occurs.
 - Before putting on gloves to start a task that involves working with food.
 - In the restroom after toilet use and when you return to your workstation.
 - After touching face, nose, hair, or any other body part, and after sneezing or coughing.
 - After cleaning duties.
 - Between each task performed and before wearing disposable gloves.
 - After smoking, eating, or drinking.
 - Any other time an unsanitary task has been performed – i.e. taking out garbage, handling cleaning chemicals, wiping tables, picking up a dropped food item, handling dirty dishes, etc.
- Wash hands only in hand sinks designated for that purpose.
- Dry hands with single use towels or forced air dryer. Turn off faucets using a paper towel to prevent recontamination of clean hands.

Dress code standards include:

- A neat, professional appearance, including good personal hygiene.
- Approved and required, branded Scooter's Coffee Uniform elements:
 - **A branded or solid black t-shirt or polo, short-sleeved or long-sleeved**
 - **Clean and non-wrinkled full-sized Scooter's Coffee red apron**
- Promotional t-shirts when approved for specific marketing promotional time periods.
- Scooter's Coffee branded jackets.
- Scooter's Coffee branded baseball hats where required by local health departments.
- Non-branded dark or solid-colored knit winter hats and gloves are acceptable.
- Solid black pants; cropped pants, knee-length shorts, and black denim are acceptable.
- Non-slip, closed-toed shoes.



- Hair longer than collar-length pulled back.
- Clean, well-groomed facial hair.
- Trimmed, clean fingernails that are reasonable in length.
- Discretion should be used regarding potentially offensive or inappropriate tattoos. The employee is responsible for providing appropriate coverage.
- A single, solid material ring containing no stones.
- Fragrances should be worn in moderation.

Unacceptable attire includes:

- Pants or shorts of any color other than black (no blue jeans, khakis, etc.)
- Athletic pants or shorts, lounge pants, yoga pants, or leggings.
- Clothing that is too tight, revealing, or contains rips, tears, or holes.
- Hooded shirts or sweatshirts.
- Outdated Scooter's Coffee branded attire, including outdated promotional shirts.
- Nail polish, artificial nails, and nail ornaments.
- Jewelry that dangles from the body.

Refer to the Employee Handbook for information on the Scooter's Coffee Dress Code policy.

Handwashing

Keeping hands clean is one of the most important steps we can take to avoid getting sick and spreading germs to others. Many diseases and conditions are spread by not washing hands with soap and clean, running water, or by not washing them often enough. Employees must follow proper handwashing practices to ensure the safety of all food and beverages served at Scooter's Coffee.

When to Wash your Hands

Employees must wash hands:

- Before starting work
- Before and after eating
- Before, during, and after food preparation
- When moving from one food preparation area to another
- Before putting on or changing gloves
- After using the toilet
- After sneezing, coughing, or blowing your nose
- After touching hair, face, or body
- After smoking, drinking, chewing gum, or using tobacco
- After any cleaning activities such as sweeping, mopping, or wiping counters
- After touching dirty dishes, equipment, or utensils
- After handling trash
- After handling money
- Any time hands may have become contaminated



How to Wash your Hands

Wash your hands using the following steps:

1. **Wet** hands and forearms with running water and apply soap.
2. **Lather** hands and forearms with soap.
3. **Scrub** the backs of your hands, under fingernails, and between fingers for at least 20 seconds.
4. **Rinse** thoroughly under running water for 5-10 seconds. Turn off water using a single-use paper towel.
5. **Dry** hands and forearms thoroughly using single-use paper towels. If using a warm air hand dryer, dry hands for at least 30 seconds. Use a paper towel to open door when exiting the restroom.

Managers must:

- Follow all state and local health department requirements.
- Post handwashing signs or posters, in a language understood by all employees, near all handwashing sinks, in food preparation areas, and in restrooms.
- Use designated handwashing sinks for handwashing only. Do not use food preparation, utility, and dishwashing sinks for handwashing.
- Provide running water, soap, and a means to dry hands.
- Provide a waste container at each hand washing sink and near the door in restrooms.
- Keep handwashing sinks accessible anytime employees are present.
- Ensure employees are following all handwashing procedures.

The following things are proven to have a positive impact handwashing compliance among food service employees:

- **Make it a Priority:** When management enforces handwashing compliance as a mandatory requirement, employees are more likely to follow the requirement.
- **Motivate:** Provide motivation for handwashing by providing tips near the hand sink about the benefits of handwashing.
- **Remove Deterrents:** Conveniently located handwashing sinks have a massive impact on handwashing compliance. Studies have found that availability of handwashing sinks supplied with soap and running water has a considerable influence on compliance. Ensure your handwash sinks are accessible and stocked. All handwash sinks must be functional, accessible, and fully stocked with soap and paper towels.
- **Provide Positive Reinforcement:** Rewards for compliance have a positive impact on improving handwashing compliance.



Hand Sanitizer

The Centers for Disease Control and Prevention (CDC) and the Food and Drug Administration (FDA) have the following recommendations for the use of hand sanitizers:

Washing hands with soap and water is the best way to reduce the number of germs on them. Hand sanitizer may only be used after proper hand washing has occurred. Hand sanitizer is not an acceptable substitute for proper hand washing.

How do you use hand sanitizers?

- Apply the product to the palm of one hand (read the label to learn the correct amount).
- Rub your hands together.
- Rub the product over all surfaces of your hands and fingers until your hands are dry.

Glove and Utensil Usage

Bare hand contact with food, such as sandwiches, burritos, and bakery items can result in contamination of food and contribute to foodborne illness outbreaks. Employees should always use suitable utensils such as spatulas, tongs, single-use gloves, or dispensing equipment when handling food. Single-use gloves used along with handwashing can be an effective barrier to decrease the transfer of germs from the hand to food. However, gloves are not total barriers to microbial transmission and will not be an effective barrier alone without education on proper glove use and handwashing requirements.

Follow these instructions for the use of single-use gloves:

- Always wash hands before donning gloves.
- Do not use powdered gloves.
- Do not wash or reuse single-use gloves.
- Cover any non-infected lesion (cut, burn, or boil) with a waterproof covering and disposable glove.
- Change disposable gloves:
 - Between handling raw products and ready-to-eat (RTE) products.
 - When they are soiled or torn.
 - After 4 hours of continuous use.



Smoking, Eating, Drinking, and Gum

- Smoking is not permitted.
- Eat, drink, and chew gum only in designated areas away from food production and outside of the customer's view.
- A closed beverage container with a straw or a sip-lid top may be used outside of the customer's view, if the container is handled to prevent contamination of:
 - the employee's hands
 - the container
 - exposed food, clean equipment, utensils, linens, and unwrapped single-service and single-use articles



Preventing the Spread of Foodborne Illness

There are over 40 different kinds of bacteria, viruses, parasites, and molds that can cause foodborne illness. You may have heard foodborne illness more commonly referred to as food poisoning or "stomach flu."

A foodborne illness outbreak is two or more confirmed cases of a similar illness resulting from the ingestion of a common food.

Everyone is at risk for foodborne illness, but some people are more likely to suffer severe symptoms than others. They are categorized as part of a Highly Susceptible Population (HSP) because they are more likely to experience a severe case of foodborne illness if they are:

- Immunocompromised have an immune system which has been impaired by disease or medical treatment
- Preschool-age children
- Elderly
- Sick
- Confined to facilities that provide custodial care

Foodborne Illness and Microorganisms

Following is a list of the most common organisms transmitted to food by food and beverage employees, along with their symptoms and how they are spread. This list is not exhaustive, but it does contain the most prevalent organisms, including the FDA's Big 5 Foodborne Pathogens.

What are the "Big 5" foodborne pathogens?

The Centers for Disease Control and Prevention (CDC) and the Food and Drug Administration (FDA) cite five highly infectious pathogens that can easily be transmitted by food workers and cause severe illness. The "Big 5" pathogens have a low infectious dose, contaminate the gastrointestinal system after ingestion, and are shed in feces. These pathogens shed in high numbers. A food employee infected with a Big 5 pathogen will typically shed hundreds of thousands of pathogens in their feces that can be easily transmitted to food even when good handwashing practices are used. Consequently, the illness experienced by the consumer can be very severe.

The Big 5 include:

- Norovirus;
- Salmonella Typhi (typhoid-like fever);
- E. coli O157:H7, Enterohemorrhagic or Shiga toxin-producing E. coli;
- Shigella spp. (causes shigellosis); and
- Hepatitis A virus.



Other, less infectious pathogens that can also be transmitted by food employees to consumers through contaminated food include *Staphylococcus aureus*, *Salmonella* spp., and *Streptococcus pyogenes*.

While proper hand washing can help prevent contamination, it is important to note the many other ways these organisms find their way into food so we can do our part to prevent contamination in all areas.

Organism or Disease	Overview	Symptoms	How it Grows or Spreads	Incubation Period
Hepatitis A *	Fecal-oral transmission, can be found in water and raw shellfish, highly infectious; disease can be spread 2-4 weeks before any symptoms appear, children may show no symptoms but can still spread the disease to others	Fever, nausea, fatigue, abdominal cramps, loss of appetite, jaundice	Improper hand washing (especially after using the bathroom), bare hand contact, contaminated water	10-50 days
Shiga toxin-producing E. coli *	Young, elderly, and immunocompromised at greatest risk; can cause death; E. coli is naturally found in the intestines of all animals and humans	Severe (watery to bloody) diarrhea, severe abdominal cramps	Improper hand washing, undercooked food, ill employee, bare hand contact	3-9 days
Shigella *	Fecal-oral transmission; can be caused by water polluted with human feces; some strains like E. coli 0157:H7; produces a toxin; young, elderly, and immunocompromised are at greatest risk	Diarrhea (sometimes with blood/mucus), abdominal cramps, fever, vomiting	Improper hand washing (especially after using the bathroom), bare hand contact, contaminated water	12-50 hours



Organism or Disease	Overview	Symptoms	How it Grows or Spreads	Incubation Period
Salmonella Typhi (Typhoid Fever) *	Fecal-oral transmission, people who show no symptoms can still spread the disease to others, can cause death	Sustained high fever, nausea, vomiting, abdominal cramps, headache, fatigue, rash on chest and/or abdomen	Improper hand washing (especially after using the bathroom), bare hand contact	5-72 hours
Norovirus *	Fecal-oral and person to person transmission, leading cause of viral foodborne illness and diarrhea in the United States, highly infectious	Nausea, vomiting, diarrhea, abdominal cramps, low fever	Improper hand washing (especially after using the bathroom), bare hand contact, unsanitized food contact surfaces	12-48 hours
Staphylococcus (Staph)	Person to person contact usually requiring some break in the skin	Nausea, vomiting, diarrhea, dehydration, abdominal cramps	Improper hand washing, bare hand contact	1-6 hours
* FDA Big 5 Foodborne Pathogens				



Allergens

A food allergy is a potentially serious response to consuming certain foods or food additives. For those who are sensitive, a reaction can occur within minutes or hours, and symptoms can range from mild irritation to life threatening illness.

The eight leading causes of food allergies are:

- Milk
- Eggs
- Fish
- Shellfish
- Tree nuts
- Peanuts
- Wheat
- Soybeans

It is estimated that over 15 million Americans are currently diagnosed with food allergies. On average, 150 people die each year in the United States due to food allergies. The most common causes of fatal anaphylaxis are peanuts and tree nuts.

Most allergen risks come from cross contamination during food and beverage preparation. Using color-coded tools and allergen-specific equipment to prepare allergen foods is an industry standard that helps protect our customers from food allergens.

Many of the recipes we use at Scooter's Coffee contain allergens. Milk, eggs, wheat, soy, tree nuts, and peanuts are found at Scooter's Coffee locations.

- Milk and peanuts are blended in our blender pitchers
- Milk, soy, and almonds are steamed in our steaming pitchers

Some of the ways we help prevent the cross-contamination of common allergens is by providing an orange color-coded blender to be used for any blended drink prepared with peanut butter, and we recommend the designated use of a non-dairy steaming pitcher for use with all alternative milks.

If a customer asks about the possibility of allergens in any of our products, please advise them that food and beverages prepared at Scooter's Coffee may contain milk, eggs, wheat, soybean, peanuts, and tree nuts.

All Scooter's Coffee locations must have an allergen sticker on the customer side of the pastry case or posted on the drive-thru window to inform customers of the allergen risks.



Health and Wellness

Employee Illness Policy

The Employee Illness Policy outlines the roles and responsibilities of each employee when dealing with illness. These policies and procedures are in place to ensure all regulatory requirements are followed to protect our customers and employees from the spread of highly infectious diseases. The following procedures will help you identify employees who may transmit foodborne pathogens to food, other employees, and customers, along with guidance on when they should **not** be allowed to work.

For the purpose of food safety, food is defined as any item that is consumed. While our sandwiches, burritos, and bakery items are considered food, this definition also includes beverages and beverage components (syrup, sauce, milk, and ice). If it will be consumed, it is food.

Employee Responsibility

All employees must complete an Employee Health Policy Agreement. As outlined in the Employee Health Policy Agreement, employees must notify the manager if they have any of the following symptoms:

- Diarrhea
- Stomach cramps
- Vomiting
- Sore throat and fever
- Jaundice (yellowing of eyes or skin)
- Infected cuts, wounds, or boils with pus on the hands or wrists

If symptoms occur at work:

- Stop work immediately
- Report to management
- See a medical provider/physician
- Do not return to work until after 48 hours has passed since symptoms ended

If symptoms occur before reporting to work:

- Notify management as soon as possible
- Do not report to work until at least 48 hours has passed since symptoms have ended

Employees must report to the manager any diagnosis or recent exposure to:

- Norovirus
- Hepatitis A
- Shigella spp.



- Shiga Toxin-Producing *E. coli*
- *Salmonella Typhi* (typhoid fever)
- Nontyphoidal *Salmonella*
- *Entamoeba Histolytica*
- Any other communicable diseases transmissible through food

Employees that are diagnosed with any infection listed above must be excluded from work until at least 24 hours have passed since the fever, diarrhea, and vomiting symptoms have ended, and must be released by a doctor before returning to work.

Supervisor Responsibilities

- Follow all employee procedures listed above
- Ensure employees are following all food safety procedures outlined in this guide
- Immediately report employee illness to management
- Never share the personal details of any employee's illness with other employees or customers

Manager Responsibilities

The manager is responsible for the store operations and food safety plan. In addition to following all procedures listed above, the manager is responsible for ensuring all employees adhere to the procedures in this guide. This includes:

- Ensuring all employees are aware of their role in food safety.
- Excluding or restricting ill employees from working in accordance with the guidelines above
- Watching for signs of unreported illness and discreetly ask employees about their illness to determine if action needs to be taken.
- Notifying appropriate health agencies of reportable illnesses. (The big 5 infectious diseases listed above. Check your local health code for a list of other reportable illnesses.)

Management should ensure all employees know the importance of reporting specific symptoms and any diagnoses or exposures to foodborne illnesses. Things to be reported to management include:

- Vomiting, diarrhea, jaundice, sore throat with fever, or any exposed boil or open, infected wounds or cuts on the hands or arms;
- An illness diagnosed by a health practitioner that was caused by: *Salmonella Typhi* or typhoid-like fever, *Shigella spp.*, Norovirus, hepatitis A virus, *E. coli* O157:H7 or other Enterohemorrhagic or Shiga toxin-producing *E. coli*;
- Past illnesses with typhoid-like fever within the past 3 months, unless treated with antibiotics; and
- Exposure to typhoid-like fever, shigellosis, Norovirus, hepatitis A virus, *E. coli* O157:H7 or other Enterohemorrhagic or Shiga toxin-producing *E. coli*, by



eating or serving food that was implicated in a foodborne illness outbreak or if residing with a diagnosed individual.



If an employee reports symptoms of vomiting or diarrhea:

- Ask the employee to stop working immediately and leave the store as soon as possible.
- Do not permit the employee to return to work until 24 hours after the symptoms have passed.

If an employee reports symptoms of jaundice:

- Have the food employee stop work immediately.
- Inquire about how long the employee has been experiencing jaundice or associated symptoms of jaundice.
- Have the food employee leave the food establishment if he or she has had jaundice or has been experiencing symptoms of jaundice for less than 7 days.
- Report cases of jaundice to the local health department. The employee's return to work must be approved by the local health department.

If an employee reports symptoms of sore throat with fever:

- Place the employee on restricted duty, that is, no working with or around food. If there are no duties that apply, send the employee home.
- Allow employees to return to working with food when written medical documentation from a health practitioner is provided.

If an employee has or reports an exposure to foodborne illness, restrict the employee from working with food and make sure that training is provided about:

- The foodborne illness and related symptoms
- Handwashing procedures
- The prevention of bare hand contact with RTE foods
- The length of restriction and what is required to have the restriction lifted.

The manager must restrict food employees exposed to:

- Norovirus, for at least 48 hours from the time of exposure
- *Shigella* spp. or *E. coli* O157:H7, for at least 3 days from exposure
- *Salmonella* Typhi, for at least 14 days from exposure
- Hepatitis A virus, until after training has been given about symptoms, the use of bare hand contact with RTE food to avoid contamination, proper handwashing, or until at least 30 days from the initial exposure.



Cuts, Abrasions, and Burns

Cover any non-infected lesion (cut, burn, or boil) with a waterproof covering and disposable glove. Inform supervisor of all wounds.

Contact with Blood and Bodily Fluids

Any situation or accident in which there is potential exposure to a person's blood or other bodily fluids is considered a bloodborne incident. When responding to a bloodborne incident, one should assume that blood and body fluids are infectious and protect yourself accordingly.

Cleaning and Disinfecting after Incidents Involving Bodily Fluids

When blood or other infectious material needs to be cleaned up, take the following precautions:

- Wear gloves. Use additional protective equipment based on the risk present, such as goggles or a face mask.
- Disinfect contaminated surfaces with a product that is EPA-registered to kill Norovirus, such as a mixture of one-part bleach to ten parts water (1:10).
- Pick up any contaminated solid material. Do not use your hands to pick up any sharp objects; instead, use a dustpan or similar tool.
- Place all contaminated solids or clean up material in a plastic bag.
- Sharp objects should be placed in a puncture-proof container prior to being placed in the bag.
- Clean and disinfect any tools or non-disposable protective items used in the clean-up.
- Secure the bag closed and dispose of it immediately.
- Wash your hands and face with soap and water, using the double wash method. (Follow the steps to proper handwashing. Repeat.)

If you are directly exposed to bloodborne pathogens:

- Immediately wash all exposed portions of your body.
- Notify your supervisor.
- Seek medical assistance if necessary.
- Document on an *Incident Report Form*.



Cleaning and Sanitizing

Cleaning and sanitizing are an important prerequisite program for food safety in any food service operation. Foodservice employees who follow proper cleaning and sanitizing practices reduce the risk of cross contamination that can lead to foodborne illness.

Here Are the Facts:

Research conducted by the U.S. Food and Drug Administration shows that contaminated equipment is a risk factor for food safety in retail foodservice establishments.

This is an area in which a high number of foodservice operations did not follow appropriate practices.

Application

Clean and sanitize work surfaces, equipment, and other food contact surfaces using proper procedures.

- Follow state and local health department requirements.
- Follow manufacturer's instructions regarding the use and cleaning of equipment.
- Follow manufacturer's instructions regarding the use of chemicals for cleaning and sanitizing food contact surfaces.
- Refer to the Material Safety Data Sheet (MSDS) provided by the manufacturer if you have questions about the use of specific chemicals.
- Wash, rinse, and sanitize contact surfaces of sinks, tables, utensils, thermometers, carts, and equipment before each use.
- Wash surface with detergent solution to clean.
- Rinse the surface with clean water to remove debris and detergent.
- Sanitize surface using a sanitizing solution mixed at the concentration specified on the manufacturer's label.
- Allow items to air dry.

Take corrective action to make sure that cleaning and sanitizing is done properly.

- Wash, rinse, and sanitize dirty food contact surfaces.
- Sanitize food contact surfaces if it cannot be determined that they have been sanitized properly.
- Discard food that comes in contact with food contact surfaces that have not been sanitized properly.



Cleaning and Sanitizing Food Contact Surfaces in a 3-Compartment Sink

Before you clean and sanitize items in a three-compartment sink, make sure that you clean and sanitize each sink and drainboard. Use the sink in the following manner:

- In the 1st compartment, wash with a clean detergent solution at or above 110 °F or at the temperature specified by the detergent manufacturer.
- In the 2nd compartment, rinse with hot, clean water.
- In the 3rd compartment, sanitize with a sanitizing solution mixed at a concentration specified on the manufacturer's label or by immersing in hot water at or above 171 °F for 60 seconds. Test the chemical sanitizer concentration by using an appropriate test kit.

There are 5 steps for cleaning and sanitizing in a 3-compartment sink:

1. Rinse, scrape, or soak all items before washing them.
2. Clean items in the first sink. Wash them in a detergent solution at least 110 °F (43 °C). Replace the water when the suds are gone, or the water is dirty.
3. Rinse items in the second sink. Spray with water or dip them into it. Remove all traces of food and detergent. If dipping items, change rinse water when dirty or full of suds.
4. Sanitize items in the third sink. Soak in hot water or a sanitizer solution. Check the time and temperature requirements for the sanitizer you are using and use a test kit to check concentration. If you are using chlorine bleach, see the instructions below.
5. Air dry all items. Place items upside down so they will drain.



Cleanser and Chemical Storage

Chemicals and cleansers must be used in accordance with the manufacturer's guidelines. As required by 29 CFR 1910.1200, a Material Safety Data Sheet (MSDS) must be on hand for every hazardous chemical in the store. MSDSs must be provided by the manufacturer or distributor of chemicals purchased. The Internet can also be used to find MSDSs. For a fast search for an MSDS on the Internet, go to the CDC Intranet, select "Databases," then select "Scientific Information," and then "Material Safety Data Sheets." This site provides specific manufacturer information as well as generic information.

To ensure that chemicals and cleansers are used and stored in a safe manner for all employees and customers:

- Store cleaning supplies and other chemicals separate from all food, dishes, utensils, linens, and single-use items.
- Keep supplies and chemicals in their original containers.
- If supplies and chemicals are not in their original containers, clearly label the side of the holding container with the name of the contents. Do not label the lid because lids are interchangeable.
- Never mix chemicals or cleaning agents.
- Except for sanitizer solution and the mop bucket, all chemicals must be stored in a closed container with a lid.



Insect and Rodent Control

Insects and rodents carry diseases and can contaminate food and food contact surfaces. Utilize measures to minimize their presence:

- Protect outer openings by keeping outer doors closed; repair any holes in the building that may allow pests to enter, maintain tight fitting doors and openings.
- Eliminate conditions that promote infestation.
- Exterminate regularly. A pest control service should be maintained at all locations to prevent insect and rodent infestation.



Certified Food Manager

Certified Food Managers are an essential part of food safety. When your customers are safe and happy, you can maximize your business potential and stand out from the competition.

Certification is fast and easy – and costs much less than fees and brand damage incurred by an outbreak.

We recommend all managers and supervisors be food safety certified. Start by contacting your local health department, as they will have the most up to date information on requirements for your county and state.



Hazard Analysis and Critical Control Point (HACCP)

HACCP is a system of food safety to control the growth of harmful microorganisms. In states and counties where HACCP is required, the manager is responsible for ensuring the seven principles of HACCP are followed.

The seven principles of HACCP are:

- Identify hazards
- Determine Critical Control Points (CCP)
- Set up critical limits
- Monitor CCP
- Take corrective actions
- Verify the system is working
- Keep records

Identify hazards

Hazards are biological, physical, or chemical properties that may cause food to be unsafe for human consumption. Complete a hazard analysis in your store.

Biological agents include:

- Bacteria and their toxins
- Parasites
- Viruses

Physical objects include:

- Bandages
- Jewelry
- Stones
- Glass
- Plastic
- Bone and metal fragments
- Packaging materials

Chemical contamination includes:

- Unlabeled allergens (allergen-causing protein)
- Non-food-grade lubricants
- Cleaning solutions
- Food additives
- Insecticides
- Natural plant and animal toxins



Determine Critical Control Points (CCP)

What is a critical control point? A critical control point is a step which control can be applied during the handling of food or food products that are essential to prevent or eliminate food safety hazards.

Receiving

The critical checkpoints at Scooter's Coffee start with receiving food at a safe temperature. Record the temperature of each frozen and refrigerated food item for each delivery.

Packaging

Products should be delivered in their original packaging with a manufacturer's label. Packaging should be intact, clean, and protect food from contamination.

Cold Storage

All refrigerators and freezers must have interior thermometers. Check at least twice daily to ensure the temperature of both freezers and refrigerators are at the proper temperature. Record the temperature of each refrigerated unit on the Temperature Log.

- Receive cold food at 40°F or below
- Receive frozen food frozen solid
- Receive milk at 45°F or below

Cooking pre-cooked foods

The food products that we serve at Scooter's Coffee arrive pre-cooked but contain eggs, dairy, and meat. Food items like these are considered potentially hazardous foods. Potentially hazardous foods (PHFs), like eggs, must be thoroughly heated to an internal temperature of 165°F before being served to customers. Precooked, hermetically sealed products only need to be cooked to 135°F. Our sandwiches are hermetically sealed.

Safe Minimum Internal Temperature Chart

Product	Minimum Internal Temperature
Precooked Foods (Burritos)	165°F
Precooked Hermetically Sealed Packaged Foods (Sandwiches)	135°F
Bakery Items	May be served ambient

Other critical checkpoints which are covered in this guide include:

- Handwashing
- Personal Hygiene



- Protecting food and food contact surfaces from contamination
- Safe handling of chemicals, including cleansers

Set up critical limits

Critical limits include time, temperature, and space. Examples of critical limits at Scooter's Coffee include:

- Receiving, holding, and cooking temperatures
- Chemicals stored below and at least six inches away from food products and food contact surfaces
- Protecting food and food contact surfaces from contamination
- Proper sanitizing solution

Monitor CCP

The store manager is responsible for managing the overall store operation. Monitoring the critical checkpoints within the store is everyone's responsibility. Since the manager is responsible for the overall operation, they must ensure each employee knows their role in the store's food safety plan and hold employees accountable to the food safety standards outlined in this guide.

Some of the ways we monitor critical control points is with Receiving Logs, Temperature Logs, visibly monitoring handwashing, and personal hygiene.

Take corrective actions

Actions to be taken when monitoring indicates a deviation from an established critical limit include, but are not limited to:

- Refusing product that is delivered at the wrong temperature
- Removing expired products
- Continue cooking PHF that has not reached 165°F
- Retraining or coaching employees that are not following the store's food safety plan

Verify the system is working

Verify the system is working by:

1. Determining that the critical limits are sound
2. Ensuring the plan is being properly implemented
3. Engaging a regulatory person review the plan
4. Checking the accuracy of all monitoring equipment (thermometers, sanitizer test strips, etc.)



Keep records

Monitoring, verifying, and validating the daily work to ensure the store is compliant with regulatory requirements is the role of the store manager. Proper record keeping can help.

Maintain the following records at the store for the current month:

- Temperature Log and corrective actions taken
- Receiving Log and corrective actions taken



Managing Product

From the moment the product is delivered to the store, we are responsible for how it is handled and prepared. Our food and beverage products must be handled properly throughout the entire inventory lifecycle to ensure that everything we serve our customers is safe, fresh, wholesome, and AMAZING!

Receiving Product

Deliveries should be checked in as soon as they are received. This includes:

- Checking the invoice to ensure quantities received match quantities ordered.
- Checking expiration dates to ensure all items are within the manufacturer's shelf life.
- Checking the temperature of potentially hazardous food as soon as it arrives.
 - Ensure frozen food is solid and does not show evidence of thawing and refreezing.
 - Ensure that refrigerated foods are received at or below 40°F.
- Placing items in storage as quickly as possible, starting with frozen food first.

Storing Product

Having a clearly defined storage area reduces the time needed to find, order, receive, count and handle products. It also reduces cost by making it easier to see your on-hand quantities and rotate product. It is important to follow all health code and food safety standards,

Shelf Stable Products/ Dry Storage

- Dry storage items should be stored between 50-75°F.
- The storage area should be well lit and easy to keep clean.
- Storage racks must be NSF certified metal racks.
- Shelving must be a minimum of 6 inches off the floor.
- Do not store items directly on the floor.
- Before the order arrives, organize the space to prepare for incoming products.
- As you organize your shelves, check expiration dates to ensure all product is within freshness standards.
- Dispose of items that are beyond the expiration or "use by" dates.



- Check for signs of rodent or insect activity. If there are signs of the presence of rodents or insects, notify your manager and contact your pest control service provider.
- Place chemicals in appropriate storage areas, away from food storage and food preparation areas, in their original containers.
- Rotate products as they arrive to accommodate the “first in, first out” (**FIFO**) method of stock rotation.

Refrigerated Product

- Refrigerated product must be stored at 40°F or lower. We recommend our refrigerators be set to an internal temperature of 38°F to prolong the shelf life of potentially hazardous food (PHF).
- All refrigerators must have an interior thermometer located in the warmest part of the refrigerator.
- Monitor the temperature of the refrigerator.
 - Record the temperature of each freezer unit in the Temperature Log at open, midday, and close.
 - Take corrective actions and record the action taken if temperatures are out of the recommended range.
- Before the order arrives, ensure the refrigerator is prepared for incoming products.
- Keep it clean. Completely clean all refrigerators weekly, or more often, as needed.
- Keep it organized and designate specific areas in the refrigerator for certain items.
- Store employees' personal food on the bottom shelf in a designated container to protect items from spillage and cross-contamination.
- Close the door when you are done to maintain proper temperatures.
- As you organize your shelves, check expiration dates to ensure all product is within freshness standards. Move items with the closest expiration to the front for immediate use.
- Rotate products as they arrive to accommodate the “first in, first out” (**FIFO**) method of stock rotation.

Frozen Product

- Frozen products must be stored at 0 or lower.
 - Harvest Roasting bakery items may be re-frozen if they arrive in a thawed state. If the baked items arrive at more than 40°F, submit a Scooter's Coffee Resource Center request to Harvest Roasting.
- All freezers must have an interior thermometer located in the warmest part of the freezer, by the door.
- Monitor the temperature of the freezer daily.



- Record the temperature of each freezer unit in the Temperature Log at open, midday, and close.
- Take corrective actions, and record the action taken if temperatures are out of the recommended range.
- Before the order arrives, ensure the freezer is prepared to receive incoming products.
- Keep it clean.
- Keep it organized.
- Store employee's personal food on the bottom shelf in a labeled, designated container.
- To maintain proper temperatures, never leave the door open longer than necessary.
- Mark items with their "Received Date." This is the date the item arrived at the store. Items stored in the freezer will most often be rotated by the date received.
- Rotate products as they arrive to accommodate the "first in, first out" (FIFO) method in stock rotation.

Rotating Product

Rotating food and beverage components, using the "first in, first out" (FIFO) method is a crucial step in keeping products fresh and reducing waste. The FIFO method ensures that the oldest items are used first. The FIFO method applies to all storage area. Here are some steps to the FIFO method:

- Identify the expiration date of dry goods and refrigerated items or the received date on frozen items.
- Store dry goods items and refrigerated items with the earliest expiration date in front of items with later dates.
- Store frozen items with the latest received date in front of items with earlier dates.
- Once on the shelf, use the items stored in front first.

The last page of this Food Safety Manual is a Temperature Log. The Temperature Log is used for tracking refrigerator and freezer temperatures at open and close, as well as receivable food temperatures. The Temperature Log is a tool to utilize in order to track and maintain safe temperatures for products in storage. A digital thermometer is available on Harvest Roasting; the item number is TX-3100-RD, Thermopop Thermometer. The cost is \$36.49 each. The recommendation is at least one digital thermometer per store.



Food Products

Food sales represent about 12% of Scooter's Coffee total sales; of over half those sales are breakfast sandwiches and burritos. The key to growing your food business is to ensure that the food you serve is wholesome, delicious, and available. Baristas can help support food growth by ensuring the food you serve is handled properly and thawed completely.

Food is defined as any edible substance, ice, beverage, or ingredient used or sold for human consumption.

Potentially Hazardous Foods (PHFs) are foods which support rapid growth of microorganisms. Examples of PHFs that we serve include cooked meats, eggs, poultry, milk and milk products, and potatoes.

Storing Food Products

When storing food, remember these general food storage rules.

Food must be stored:

- Protected from contamination
- In a food safe container
- Clearly labeled with the product name, (i.e., Matcha, Protein, Scooter Doodle, etc.)
- Clearly labeled with the expiration date (and time where applicable)

Date Coding Food Products

Food manufacturers apply an expiration date, or best-by date, to all products they produce. Date coding or date labeling is the act of labeling food products with an expiration after they are opened for use. The quality of food products decline at a faster rate after the product is opened, shortening the shelf-life of the product. All opened food products must be date labeled after they are opened to ensure product freshness and food safety for our customers and employees.

You can find our current shelf-life standards for all the products we use in the Product Freshness section at the beginning of this guide.

Date labels are available to order on Harvest Roasting. They are color coded by date and dissolvable.

We recommend the following:

- For items that arrive in a disposable, single-use container (syrup, sauces, coffee bags, alternative milk, etc.), date code the item with a permanent ink pen in a visible location. This will allow baristas to see if the ingredients are still within their shelf-life when preparing the beverage.



- For items that are transferred to a reusable storage container that will be washed, rinsed, and sanitized prior to the next use, apply a date label to the reusable storage container that contains both the date and time the product expires.

Thawing Food Products

How food is thawed directly impacts the quality of the food we serve. Breakfast sandwiches and burritos that are not thawed thoroughly, will not cook thoroughly. Potentially hazardous foods (PHFs), like eggs, must be thoroughly heated to an internal temperature of 165° F to protect customers and employees from the risk of foodborne illness. Our ovens are programmed to thoroughly cook food items that are thawed completely. Potentially hazardous food items that have not thawed completely prior to going in the oven will not cook evenly and are not safe to serve.

Pull Thaw Sheet

The food we serve to customers should be fresh and wholesome every day. The Pull Thaw sheet, when used in conjunction with Power BI Reporting, can help you increase food sales while reducing waste. The Pull Thaw Sheet is designed to leverage historical sales trends to determine what items should be pulled daily.

Each day's pull amount is referred to as the "par" or build-to amount. The **par** level of inventory is the amount of inventory needed to meet customer demand and provide a cushion in case of an unexpected spike in demand. This cushion is referred to as safety stock and averages 10%-20% of daily usage. Since all our food items have a minimum 2-day shelf life, we have two days to sell through the product that is pulled and thawed; we recommend pulling at least 120% of your forecast bakery sales to allow for sales growth day over day.

- If your store has a lower than average sales day, you will still have a day to sell through the product.
- If you store has a higher than average sales day you will have plenty of product pulled to grow your sales.

Each day, prior to pulling items for the next day, count what you have thawed of each item and pull items to build-to your par. Example, if your daily usage par is 12 muffins and you have 6 thawed to sell the next day, pull 6 more. If you have 4, pull 8. If you have 7, pull 5.

For food items with a 4-day shelf life, we recommend pulling 150% of your historical sales for each day. Since burritos and sandwiches have a 4-day shelf life, when managed daily and rotated properly stores will have 4 full days to sell thorough 150% of one day's forecast sales.



The Food Item Count report in Power BI was designed to help you maximize on food sales opportunities by providing historical information. The historical sales information can help you forecast an accurate build-to for all your food items, as well as identify opportunities to grow sales and reduce waste!

Item Name	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total
Pumpkin Bread	12	11	20	7	18	16	13	97
Pumpkin Caramelicious Muffin	9	5	7	3	10	17	10	61
Sausage Burrito	9	8	8	10	6	10	7	58
Everything Bagel Sandwich	5	6	6	7	6	13	11	54
Cinnamon Roll	7	3	5	7	9	8	3	42
Chocolate Chip Cookie	2	3	7	9	6	4	10	41
Egg Potato Burrito	8	7	9	7	5	5		41
Turkey Sausage - Breakfast Sandwich	4	7	6	3	6	8	6	40
Bacon - Breakfast Sandwich	2	9	6	8	4	7	1	37
Double Choc Chip Muffin	8	4	3	1	5	4	10	35
Bacon Burrito	3	2	8	6	6	7	2	34
Southwest Burrito	4	2	7	7	2	8	4	34

In this example of the Food Item Count report on Power BI, you can see that Pumpkin Bread is the fastest selling item for this store. This report does not tell us when products run out and it also does not know what could have been sold if the food items were always available, but it does help us understand trends.

- Select the weekly view for actual sales
- Select the monthly view for average sales

Sandwiches and Burritos

Breakfast sandwiches and burritos have a 15-hour thaw time and a 4-day shelf life, beginning when the product is thawed. Sandwiches and burritos that are pulled by 2:00 pm will be ready to serve at 5:00 am the next day.

Example: A breakfast sandwich that is pulled from the freezer to the refrigerator on Monday at 12:00 pm is ready to sell Tuesday morning at open. Label for expiration on Friday EOD.

- Pull breakfast sandwiches and burritos by 2:00 pm for use the following day.
- Breakfast sandwiches must be thawed in a refrigerator and stored in a refrigerator until they are heated to order.
- Date code each item with the 4-day shelf life.



Our sandwiches and burritos contain potentially hazardous food that must be handled appropriately to prevent foodborne illness. This includes the following:

- € All high-risk foods must be delivered either chilled or frozen.
- € A digital probe thermometer should be used to ensure that the temperature of chilled food deliveries is less than or equal to **40°F**.
- € Frozen food should arrive frozen solid or not greater than 0°F. If the food is frozen solid, you are not required to take the products temperature. Food which is delivered at the wrong temperature must be rejected. All precooked meat and egg products must be thoroughly heated to 165° F before serving. Precooked hermetically sealed products only need to be cooked to 135° F.

Bakery Items

Bakery items have an 8-hour thaw time and a 2-day shelf life, beginning when the product is thawed. Bakery items that are pulled by close will be ready to serve at 5:00 am the next day.

Our bakery items are warmed by default, except for cake pops. They are not required to be warmed for food safety purposes and may be served not warmed on request. Cake pops are never warmed.

General

Frozen products with the oldest received date should be thawed first. Never refreeze thawed product for any reason.

Product Stop Sell Process

This product recall procedure outlines methods for responding to a notice of nonconforming and/or potentially unsafe products in order to prevent, eliminate, or reduce the likelihood of harm to the consumer.

There are three different product recall processes:

- Stop sell, hold
 - This is the time period used for investigation after a product has been identified as nonconforming and/or potentially unsafe.
 - Communication will be shared with the system to stop selling a specific item and hold onto the product until further direction is communicated.
- Stop sell, discard
 - Like the stop sell, hold, this process is the time period used for investigation after a product has been identified as nonconforming and/or potentially unsafe.



- Communication will be shared with the system to stop selling a specific item and discard the product safely.
 - If credit needs to be issued for the product that is discarded, further information will be provided to accommodate the credit due for loss of product.
- Stop sell, return
 - Like the stop sell, discard, this process is the time period used for investigation after a product has been identified as nonconforming and/or potentially unsafe.
 - Communication will be shared with the system to stop selling a specific item and return the product to Harvest Roasting.
 - If credit needs to be issued for the product that is discarded, further information will be provided to accommodate the credit due for loss of product.
- Product recall
 - This is the removal of a product from all stores primarily because selling/using it may cause harm to the consumer.
 - In the event of a product recall, instructions will be sent to you regarding the stop sell of the product as well as how to quarantine it and return it to Harvest Roasting. Then, Harvest Roasting will coordinate with the appropriate vendor to locate the source of the problem.