

Adams 9/

Purpose

This document is intended to support managers with the Steritech Food Safety Audit and the Aramark FSQA. This tool will help managers know what questions are assessed during the Food Safety Audit. Each question is listed along with a detailed explanation on how to evaluate the question. Also included for each question is a section that explains why the question is being assessed.

Risk Level

- Questions are categorized into risk levels (Critical, Major and Minor) based on their potential to cause foodborne illness or injury. These risk levels are in conformance with the FDA Food Code 2022.
- The Allergen Knowledge Questions will result in a risk level categorized as *Opportunity* if answered "No."

How To Evaluate

The How to Evaluate section provides additional information and explanation as to how an auditor will use their observations to consistently score against each audit question.

Trending Questions

This section also explains where "trending" is used. In some instances, one observation may only be noted but not scored. However, if there are multiple observations related to the same violation, this would indicate that the issue is not an isolated one, but in fact a "trend".

For example, A123 - Food-contact surfaces... two or more observations of unclean food-contact surfaces would need to be observed to mark this question as a violation. If only one instance of an unclean food-contact surface is observed, the question would not need to be marked as a violation.

Why this is Important

Part of improving the culture around safety involves understanding the rationale for the standards we set. It is important that our associates know what each standard is trying to prevent, and the potential impact should we not follow them. We can use this knowledge to make better decisions because we understand that each standard is not just a requirement, but an essential part of protecting our business and our people.



Next blue SOP

need buy get way or

Form

Steritech / FSQA Form

Critical	A103 - Hot foods that require time/temperature control for safety (TCS) are maintained at 140°F or above. Hot TCS foods are properly handled, at proper temperature before being displayed and not left out of temperature-controlled environments for extended periods of time.	• The hot holding standard is 140°F. • Take the required number of temperatures based on the size of the unit. • Record the name and temperature of the first Not Compliant TCS food measured. • Document whether there are additional TCS products in the same unit out of temperature: • No other foods in this unit out of temperature • Other foods in this unit out of temperature • Record the additional product names AND temperatures • Mark as Not Compliant if TCS foods are not held ≥ 140°F due to: ◦ Food Handling ▪ TCS food stocked above the load line ▪ TCS food not at proper temperature prior to being placed into self-service display case for sale ◦ Left out of temperature control for an extended period ◦ Equipment Usage (equipment was not handled properly) ▪ Steam table not set up properly ▪ Temperature control set incorrectly ▪ Unit left open/uncovered for an extended period of time ▪ Unit not turned on/unplugged ▪ Equipment Maintenance (equipment needs service) ▪ Gasket missing/damaged ▪ Unit does not work/not functioning properly to maintain foods ≥ 140°F ◦ Undetermined cause • Record everything that was ruled out as the cause during your root cause investigation	Bacteria which cause foodborne illness won't grow when the temperature is kept at 140°F or above. This is out of the Temperature Danger Zone (41°F – 140°F).
Critical	A105 - Walk-in cooler foods that require time/temperature control for safety (TCS) are maintained at 41°F or below.	• Measure the required number of temperatures in a walk-in cooler. • Mark as Not Compliant for improper cold holding of TCS foods in walk-in coolers due to equipment issues or food handling.	Most bacteria which cause foodborne illness won't grow or grow very slowly when the temperature is kept at 41°F or below. This is out of the Temperature Danger Zone (41°F – 140°F).
Major	B209 - Thermometers are accurate and available for use in food receiving, preparation, holding and serving areas.	• Document if the location is not using a digital thermometer. • Mark as Not Compliant if there isn't at least one readily accessible working thermometer in the facility. • Check thermometers to determine if they are accurate to within +/-2°F.	Not having thermometers or using thermometers that are not accurate could result in food being held at unsafe temperatures.
Critical	B211 - At receiving, foods show no signs of temperature abuse and foods that require time/temperature control for safety (TCS) are received at proper temperatures: 41°F or below, 140°F or above, raw shell eggs at 45°F ambient, frozen foods hard to the touch.	• Any time a delivery is being received during an assessment, check product for proper temperatures and mark as Not Compliant for any temperature issues or evidence of prior temperature abuse. ◦ The hot holding standard is 140°F.	Inspecting foods at the time of delivery keeps out products that have been temperature-abused or are spoiled so they won't be used. It can also keep out foods that are moldy or infested with pests so that those issues won't spread in the location.
Minor	C301 - When used for food that requires time/temperature control for safety (TCS), refrigerated units are equipped with accurate thermometers that are easily viewable.	• Aramark required all cold holding units to have an internal thermometer, even if there is an external thermometer. ◦ Document here: ▪ If the unit does not have an internal thermometer ▪ Mark as Not Compliant for any cold unit holding TCS food that does not have a working thermometer. ◦ Exceptions are allowed where there is no practical means for measuring the ambient air such as cooktop burner units, heat lamps, cold plates, Bain Maries, steam tables, and salad bars. ◦ If built-in devices are absent or not working, hanging thermometers are adequate. One or the other must be present and working in each unit.	Accurate thermometers are necessary to ensure that food is being held at safe temperatures. When a thermometer is within easy view, it makes monitoring the unit quick and easy so that issues are more likely to be identified and addressed quickly



Form

Steritech / FSQA Form

Critical	A113 - Specialized food processes (smoking, curing, reduced oxygen packaging, using food additives as a preservative, etc.) are conducted under an approved variance and/or HACCP plan. Facilities serving highly susceptible populations use pasteurized eggs and juice and do not serve raw or undercooked foods.	Yes / No / NA ☒ NA	- Mark as Not Compliant if: - Specialized food processes (smoking, curing, reduced oxygen packaging, using food additives as a preservative, etc.) are not conducted under an approved variance and/or HACCP plan - Facilities serving highly susceptible populations use unpasteurized eggs or juice, or serve raw or undercooked foods	Specialized processes create special risks which might not be controlled by the usual food handling methods. To make certain everything is safe, the local regulatory authority must be involved. They will advise of any additional steps to be taken. We must be extra careful with people who have a compromised immune system, commonly known as highly susceptible populations, because they cannot fight off foodborne illness as easily as the rest of the population. For them, the risks from eating raw or undercooked foods are unacceptable.
Critical	A115 - Foods are not contaminated. Foods and food-contact surfaces are protected from potential microbiological, physical and chemical hazards. Examples of such hazards include but are not limited to: raw animal products above ready-to-eat foods, commingling raw animal species, thumbtacks, chemicals, medicines or first aid supplies stored above food or food-contact surfaces. When tasting food during preparation, utensils are used only once.	Yes / No / NA ☒ No	- Mark as Not Compliant for all observations of actual contamination. - Notify the manager immediately and recommend the product be discarded. - Some examples include but are not limited to: - Hazardous (microbiological, physical and chemical) contamination known to have affected the food - Utensils are used more than once when tasting food during preparation - Insects and rodents (dead or alive) or signs of rodents (droppings, hair, etc.) in food - Live pests in food (moths in a bag of flour, ants in a bag of sugar, grain beetles in a bag of rice, etc.) - Raw animal species commingled - Mark as Not Compliant for all observations of potential contamination. - If at least one of the products is in hermetically sealed (watertight) packaging, there is no risk of contamination. - Some examples include but are not limited to: - Raw animal products stored above ready-to-eat food - Raw animal products not properly segregated - Raw animal products stored above ready-to-eat food - Raw poultry stored above other raw animal species/eggs. - Physical hazards that would present an imminent health hazard, such as push pins used directly above food prep surfaces - Chemicals stored above food or food-contact surfaces - Medicines or first-aid supplies are stored where they may contaminate food, utensils and equipment	There is an almost unlimited number of things that could fall, drip, spray or splash into food or onto food-contact surfaces. And often the contamination is not easily visible after it happens. This is true both in the back of house and out where customers could contact or sneeze or cough on the food. The only solution is to prevent it with adequate protection such as covers, lids or appropriate placement so that an item is not below or next to a risk.
Critical	A117 - Foods on display at service counters, serving lines, salad bars, buffets, etc., are protected from contamination by the use of sneeze guards, packaging, or other effective protection measures.	Yes / No / NA ☒ Yes	- Mark as Not Compliant if: - Food on display (service counters, buffets, salad bars, etc.) is not protected from contamination by consumers. Effective protection measures include sneeze guards, packaging, etc. - Ice used for cooling is reused as food (e.g.: in a drink). - Mark as Not Compliant if: - TCS foods are held beyond their expiration or use-by date (includes opened and unopened packages/containers) - TCS foods are held past 7-day shelf life expiration (includes TCS foods prepped on site and opened packages/containers) - TCS foods that are displayed for consumer self-service are held beyond their sell-by date (e.g.: out for sale on grocery store shelves or restaurant self-service case) Trending: Document all observations as they are made. During a Steritech audit, they will determine the point value and the comment will appear on the report even if points are not deducted.	There is an almost unlimited number of things that could fall, drip, spray or splash into food or onto food contact surfaces. And often the contamination is not easily visible after it happens. This is true both in the back of house and out where customers could contact or sneeze or cough on the food. The only solution is to prevent it with adequate protection such as covers, lids, sneeze guards, or appropriate placement so that an item is not below or next to a risk.
Critical	A119 - Foods that require time/temperature control for safety (TCS) are not held or sold past expiration date.	Yes / No / NA ☒ Yes	- Mark as Not Compliant if: - TCS foods are held beyond their expiration or use-by date (includes opened and unopened packages/containers) - TCS foods are held past 7-day shelf life expiration (includes TCS foods prepped on site and opened packages/containers) - TCS foods that are displayed for consumer self-service are held beyond their sell-by date (e.g.: out for sale on grocery store shelves or restaurant self-service case) Trending: Document all observations as they are made. During a Steritech audit, they will determine the point value and the comment will appear on the report even if points are not deducted.	Some bacteria will grow slowly in TCS food even when it is refrigerated. Expiration dates make sure that the food is used or discarded before the bacteria grow to dangerous levels. Using expired TCS food may cause a foodborne illness.



Form

Steritech / FSQA Form

Major	B226 - Pre-packaged food for sale and bulk food for consumer self-service are labeled with the common name of the food, the ingredients (and sub-ingredients) if there is more than one ingredient, the net weight or volume of the food, the name and address of the manufacturer, packer, or distributor, allergen information if the food contains any of the 9 major allergens (milk, eggs, fish, Crustacean shellfish, tree nuts, peanuts, wheat, soybeans or sesame), and nutrition labeling if any health claims are made.	Yes / No / NA	- Mark as Not Compliant if "grab-and-go" food items are not properly labeled with the following. ("Grab-and-go" refers to food items that are pre-packaged or packaged in the food establishment or retail store that are placed out for the customer to get for themselves and take to the register to purchase such as sandwiches, salads, etc. in a self-service display case where the customer can grab the item and bring to the cash register.) - Common name of the food - Ingredients (and sub-ingredients) if there is more than one - Net weight or volume of the food - Name and address of the manufacturer, packer or distributor - Allergen information if the food contains any of the 9 major allergens (milk, eggs, fish, Crustacean shellfish, tree nuts, peanuts, wheat, soybeans or sesame) - Nutrition labeling if any health claims are made	Food labels help consumers make informed decisions about food selections. Appropriate labels on pre-packaged food and self-service bulk food are an important source of information for consumers to answer questions about ingredients, allergens, weight and the manufacturer, especially when there may not be an employee available to assist in answering these questions. Self-service operations of ready-to-eat foods provide an opportunity for contamination by consumers. The risk of contamination can be reduced by supplying clean utensils and dispensers.
Major	B229 - Source tags for shellfish are dated for when the last of the product is sold or served and then held (in chronological order) at least 90 days from that date.	Yes / No / NA	- Mark as Not Compliant if: - Shellfish tags are not dated when the product is sold or served - Tags are not held in chronological order for at least 90 days from that date	When there is a foodborne illness associated with shellfish, health authorities have to trace it back to where the product was caught so they can prevent more illnesses. That information is on the shellfish tags. To allow the health authority to match the tags to purchased product, the date when it was last sold must be written on the tag, and the tags must be kept in chronological order. Holding tags for 90 days is necessary because it can take weeks for some symptoms to appear, then time for the doctor to report it, and then more time to trace it back to where it was purchased. After 90 days, it's safe to assume no one got sick and the tags can be discarded.
Major	B231 - Consumer advisories are posted for raw or undercooked animal products offered as ready-to-eat and for juices that are packaged on site without pasteurization.	Yes / No / NA	- Mark as Not Compliant if a Consumer Advisory is required, but not present. - Consumer Advisories must be posted whenever raw or undercooked animal products are offered as a ready-to-eat product. - Wording may vary, but a typical advisory might read: "Hamburgers may be cooked to order. Consuming raw or undercooked meats, poultry, seafood, shellfish or eggs may increase your risk of foodborne illness." - The wording for juices should be something like: "WARNING: This product has not been pasteurized and, therefore, may contain harmful bacteria that can cause serious illness in children, the elderly, and persons with weakened immune systems."	Some foods, such as undercooked meats and raw eggs, have a higher risk of foodborne illness. Consumers can still choose to eat them, but they must be told of the risk in order to make an informed decision. It's not fair to the consumer to serve them a high-risk product without letting them know. This means indicating the specific item or items on the menu (often with an asterisk), and then writing a note to explain the risk (often in a footnote.)

