



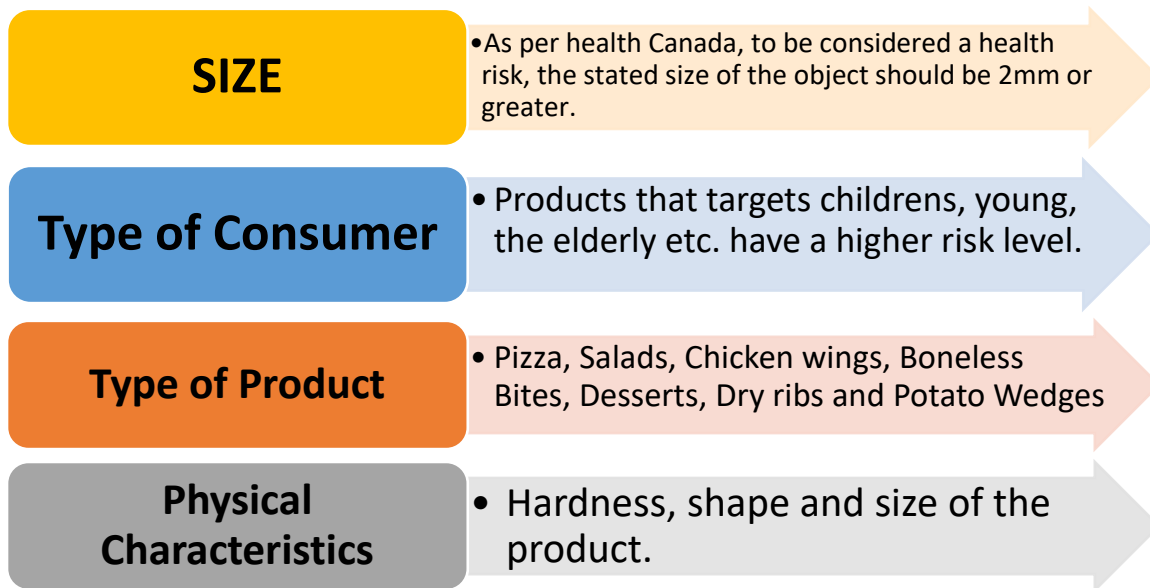
## **PHYSICAL HAZARD (FOOD SAFETY)**

### **What are Physical Hazards?**

Foreign objects are the most manifest evidence of a contaminated product in a food item, resulting in illness to the person consuming it. Such hazards may enter the product at any stage of production. These materials are usually non-toxic but are associated with sanitary conditions of production, processing, handling, storage, and distribution of food. The presence of physical hazards in food can trigger a food recall affecting our company's brand name and product.



## Factors determining a Potential risk:



## Sources in Our Kitchen:

Material	Sources
Glass	Light Fixtures
Wood	Cutting Board
Jewellery	Pens/ Pencil, Buttons, careless employee practices
Metal/ Steel	Machinery, wire, whisks, recks Stapler pins, screw, Dicer blade, Cooking utensils
Plastic	Gloves, packaging
Workers/ Staff	Hairs, Nails, watches
Bones	Chicken

## Implications of these hazards in our business

1. The consumer will not order from the location again.

2. The location might not receive any orders from the people connected with that customer.

3. There is a higher possibility that customers will post a google review that would guarantee no one orders from there again.

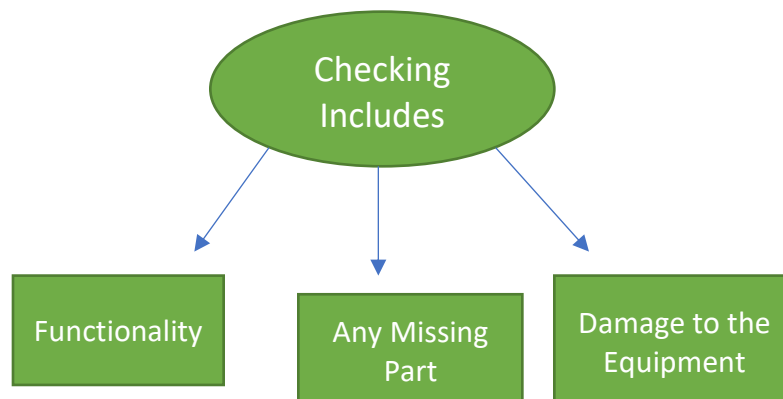
4. There can be involvement of the Local Health Authority if the consumer complains about the business.

5. There are higher chances that the location will end up paying the penalty.

6. In most severe conditions, these events can close down the business.

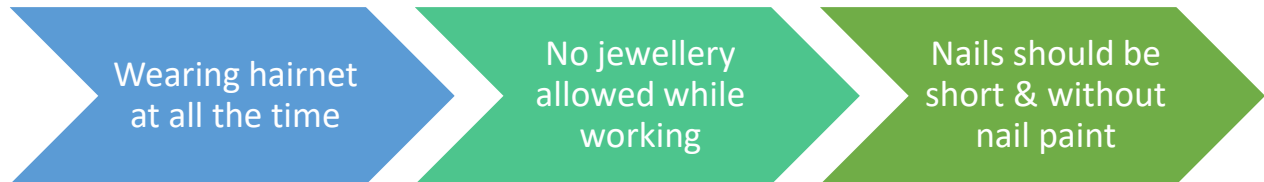
## Standard Operating Procedure

**Step 1:** At the beginning of the shift (Morning shift)  
The Supervisor/ Manager should check all the equipment properly.



**Step 2:** All the stationary items (including pen, pencil, stapler pins, etc) should be stored separately (safe distance from the food processing unit) .

**Step 3:** The supervisor should make sure that all the employees are dressed appropriately, keeping the food safety standards in mind.



**Step 4:** At the end of the morning shift, the supervisor should check all the equipment again before leaving the store. And should inform the evening supervisor if any issue is found with the equipment.

**Step 5:** If there is known knowledge that a screw, metal part or any equipment piece is missing, which is small enough to go undetected in the food item. Please, destroy all the food items that went through that process or food items that were nearby where the metal is missing

**NOTE:** It is better to destroy food items that may cost dollars rather than risk someone's life, as the metal pieces or fragments can quickly kill humans.

**Step 6:** At the end of the shift (Closing time), the supervisor would check all the equipment before leaving the store.

## **SOP For Dealing with Physical Hazards In Food**

- Determine if the guest needs immediate medical attention, if so, call 911
- DO NOT APOLOGIZE nor accept any responsibility as this could be seen as an admission of liability in the event of a lawsuit
- Thank the guest for bringing the issue to your attention
- Verify that there is a contaminant in the item
- Assure the guest we take all complaints seriously
- If complaint is minor, you may be able to give immediate compensation – example – 10% off / replace or remake the item (no charge) / bounce-back coupon or comp item for next visit
- If the issue is more major, take the guest information (name, phone, email) and let them know we will investigate and will get back to them within 72hrs (refund the item for now)
- Begin your investigation / Incident Report
- Remove all product that may have contributed to the physical hazard and quarantine until determined how the issue was caused – take photos of the product label (if possible) in case it's a vendor issue vs an internal issue (if vendor related, send all info to Toni Hamilton for review and cc your ROM)
- Review your video footage to help support your findings (be sure to clip and save the footage)
- Interview staff that were working to gather an understanding of how the foreign object may have made its way to the guest
- Compile your findings and send to your ROM who will then forward to senior management for review (aim to send within 24hrs of incident)
- After senior management has reviewed, they will contact your ROM with solution(s) to resolve the incident with the guest (goal is within 48hrs)
- Store to reach out to guest with compensation offer that was determined by senior management (goal is within 72hrs)
- In rare cases, your ROM may reach out directly to the guest on your behalf
- Send confirmation of resolution to your ROM so they may close the file on your case