Kwik Trip, Inc. Production Good Manufacturing Practices (GMP)

Kwik Trip, Inc. GMP policy is the foundation for personal hygiene practices and sanitation best practices to provide safe and high quality products on a consistent basis. The information outlined shall be followed by all personnel, management, visitors, production, sanitation and maintenance staff.

Kwik Trip Inc. Mission Statement

"To serve our customers and community more effectively than anyone else by treating our customers, co-workers and suppliers as we, personally, would like to be treated and to make a difference in someone's life."

PERSONNEL

Co-Worker Hygiene

• Stay clean by showering or bathing regularly.
• A co-worker’s personal hygiene shall not be offensive to others and the use of personal hygiene products is recommended.
• Co-workers should be respectful of others when applying perfume and cologne.
• All Kwik Trip, Inc. co-workers shall report to their supervisor any of the following Reportable Symptoms: diarrhea, vomiting, jaundice, sore throat with fever, a lesion containing pus (boil or infected wound that is open and draining) and cannot be controlled with a bandage, uncontrollable excessive coughing or sneezing. Co-worker must be free and clear of all Reportable Symptoms for 24 hours prior to returning to work; co-workers who have been diagnosed with norovirus must be symptom free for 48 hours before returning to work.
• If a co-worker has an excessive cough that can’t be controlled he or she shall wear a mask or may be given temporary restricted “non-food handling” duties until the condition improves.
• If a co-worker seeks medical treatment for an illness, they must tell the physician they are a food handler and ask if there are any special precautions to take because of their responsibilities. The coworker shall communicate any restrictions to their supervisor.
• If a co-worker is diagnosed with a Reportable Illnesses: Salmonella Typhi or typhoid-like fever, Shigella spp., Enterohemorrhagic or Shiga toxin-producing Escherichia Coli, Listeria monocytogenes, Hepatitis A virus or Norovirus he or she cannot return to work until cleared in writing by a medical professional or the Heath Department (not the co-worker).
• Coworkers must report to their supervisor if he or she has been exposed to an individual living in their home that has been diagnosed with a Reportable Illness or has been exposed to a confirmed foodborne illness outbreak.
• Production supervisors must record all reports of Reportable Symptoms and Reportable Illnesses in the online Illness Log.
• All cuts, burns, boils, sores, skin infections or infected wounds must be covered entirely with a metal detectable bandage when working around food or food contact surfaces. Waterproof gloves should be worn over bandages on hands.
• Co-workers wearing a cast, splint, brace or wrist guard and not able to fully wash their hands may not be permitted to work in production and may be given alternative work assignments until the cast, splint, brace or wrist guard is no longer worn and the co-worker can fully wash their hands again.
  o Co-workers shall remove their wrist guard before washing hands and additionally keep the guard in a clean condition at all times if wearing in food production.
• Fingernails must be clean and trimmed. Nail polish or false fingernails are not permitted.
• Any co-worker that injures himself/herself to the point of bleeding shall follow the corporate Blood Clean-Up SOP to control the area and clean and sanitize to protect the environment from the spread of disease.
• If a co-worker is not able to control and clean up the blood spill because of the serious nature of the injury, a department lead or supervisor is notified and is expected to take appropriate measures. If the area impacted has the potential of coming in contact with food or is a food contact surface, production is stopped, contaminated product is discarded and area is thoroughly cleaned and sanitized. Production can only restart when clean up is complete and documented by a lead or supervisor.
Clothing/Uniforms:

- Uniforms must be kept clean and in good repair to prevent against allergen cross-contamination and against the contamination of food, food contact surfaces or food packaging materials.
- Uniforms provided by Kwik Trip, Inc. must remain on the premises, kept clean and be in good repair (excluding kitchens).
- If additional warmth is needed, an approved jacket and or coverall, etc. may be worn in warehouse areas. If additional warmth is needed in production areas, coats must be worn under smocks or lab coats. Company issued, laundered and well-maintained.
- If needed, only a plain t-shirt with no graphics may be worn under white shirt uniforms.
- All laundered clothing provided by Kwik Trip cannot leave the facilities.
- Laundered clothes are kept in company locker or approved area. All dirty clothes are put into dirty uniform bin each day at shift end.
- The contracted uniform company will keep clothing in good repair.
- Shirts and frocks must be snapped (no buttons allowed) up to the second from top snap and nothing can be carried in pockets above the waist. Any new uniforms will not have shirt pockets. All shirts must be tucked into pants.
  - Male co-workers shall snap their shirts to the top or wear a plain t-shirt with no graphics under their uniform if there is visible hair.
- Those not in uniforms must wear smock in production areas or approved/appropriate clothing in areas where there are open product containers and the potential for contamination is present.
- If frocks, aprons, uniforms or lab coats become unsanitary or heavily soiled, they must be changed to prevent becoming a source of contamination.
- All co-workers in the commissary working on the production line must wear protective sanitary sleeves and aprons.
- Hoodies are not allowed to be worn in production.
- It is not allowed to go to your car to smoke while in company uniforms. Going outside in company uniforms should be only for designated work specific tasks or designated break areas (support center patio).
- Kwik Trip shall work toward all uniform pants having a clasp rather than buttons to prevent possible foreign material
- Smocks, frocks or lab coats, must be taken off before using the restroom or eating.
- Kitchens specific:
  - Maroon smocks worn in Kitchens are to designate those who handle cardboard waste and raw lettuce in lettuce room.
- Bakery specific:
  - Bakery co-workers who scoop raw dough, fillings, batters, etc. must wear sanitary sleeves or elbow length gloves. If long sleeves are worn, sanitary sleeves or elbow length gloves must be worn over the shirt sleeve when working on an RTE line.

Hand washing

The single most effective way to prevent transmission of disease is by washing your hands. Hand washing procedures are as follows...

- Use a dedicated hand wash sink.
- Rinse hands under clean, running warm water.
- Apply hand soap.
- Rub together vigorously for at least 20 seconds (pay attention to removing soil from underneath the fingernails, and creating friction on the surfaces of the hands, arms, finger tips, and areas between the fingers.
- After lathering up, food handlers are required to rinse their hands with warm water.
- Thoroughly dry hands using a single use paper towel.

Listed below are examples of, but not limited to, when all co-workers are required to wash their hands:

- After using the restroom
- Before beginning a shift
- After putting on a hair restraint
- Before putting on gloves
- After touching your face
- When going from a non-food preparation food task to a food preparation task
- After sneezing or coughing
- After eating or drinking
- After touching anything that may contaminate hands
- After smoking or chewing tobacco
- Handling chemicals

Hand-washing may be monitored by swabbing randomly selected co-workers to verify hand cleanliness.
Glove-wear (for food protection)

• Blue or Green gloves may only be used for handling food or food contact surfaces.
• Gloves worn for food production and food contact surfaces are to remain intact, clean and sanitary.
• Change gloves when you change activity and wash hands each time. If maintaining the same task, gloves should be changed every 2 hours.
• Change gloves after sneezing, coughing, or touching your hair or face.
• Co-workers must always wear gloves if they have a bandage, infection, cut or sore and avoid direct food handling duties temporarily.
• Elbow and wrist supports must be covered with a disposable sanitary sleeve or elbow length gloves.
• Food contact gloves should not be used for non-food tasks such as garbage removal, cleaning surfaces, etc.
• To remove disposable gloves correctly, grasp at the cuff and peel them off inside-out.
• Dairy production specific - Non-food contact usage:
  o Pallet handling are with designated gray rubber coated glove
  o Product is pulled with designated blue rubber coated gloves

Sanitizing Gloves (recommendations)

• After putting on gloves/ before starting your shift.
• After opening a cardboard box or plastic pail of ingredient, before handling areas/items that are food contact
• After performing monitoring or verification of process (temp, metal detection, etc.).

Apply a dime-size amount of sanitizer on the palm of gloved hands, rub hands together vigorously for 30 seconds covering all surfaces of both gloved hands. Wait approximately 60 seconds for disinfection before touching food contact surfaces.

Black Glove Procedures (black gloves are optional and only to be used to protect your hands)

• Black gloves are NOT for food or food contact purposes.
• Black gloves shall only be used for activities that are NOT food related (i.e. handling waste, cardboard, garbage, chemicals, sprinkling salt in the winter, maintenance tasks, handling pallets, cleaning a drain, etc.).
• If wearing black gloves for maintenance purposes, the equipment must be cleaned and sanitized and the cleaning must be documented on Service Request Form, downtime log or SSOP form.

Hair Restraint/Head Dress

• Hairnets and beard guards must be worn in production areas where food and/or food contact surfaces are exposed. Hairnets are worn (by everyone, no exceptions) down over the ears and in a manner so that all hair is covered.
  o Dairy Puller Cooler Only: It is not necessary to wear hairnet in the Dairy Pull Cooler only.
• Hair nets and beard nets shall be disposed of and replaced if they become soiled or torn.
• Temporary and new co-workers shall wear a Green hair net.
• A company issued baseball cap with a Kwik Trip logo may only be worn in pull warehouse areas only (non-production).
• A bump cap can be worn over the hairnet in production.
  o Bump caps must be wiped daily with sanitizing wipe.
• Facial hair
  o Beard guard is required for facial hair growth which is more than one day in length. Beard guards must cover all hair including hair down on neck or shirt shall be snapped/buttoned to top to cover.
  o Beard guard is required for mustaches and any facial hair (including side burns).
  o If it is not possible to fully cover hair properly, co-workers must shave in order to fully comply with facial hair GMPs.
Following are examples of appropriately placed hair restraints:

• It is recommended that co-workers who wear a smock, frock or lab coat put on their hair net before they put on their smock, frock or lab coat.
• It is recommended to use the provided lint rollers routinely before going into production or after breaks when hair nets were removed.
• If additional warmth is needed, a company issued stocking cap with a Kwik Trip logo may be worn in production. Hats are worn as they are meant to be worn with logo in front. These hats are not allowed to leave Kwik Trip facilities. Hairnets shall be worn over hats.

Jewelry/Accessories
• Earrings, watches, and all other jewelry, including body piercings, fitness bands must be removed with the exception of medic alert bracelets that are adequately covered, for example, worn as a necklace under shirt or ankle bracelet under pant leg.
• Co-workers are not allowed to wear jeweled embossed belts/clothing, eye glasses, barrettes, etc.
• False fingernails and fingernail polish is not permitted.
  o Visitor only - If they are wearing false fingernails or fingernail polish, black gloves must be worn before going into production areas.
• False eyelashes are not permitted.
• Rings are not allowed and must be removed before going to work each day.
  o Visitor only - If they are not able to remove ring, it must be covered with a black glove.
• Co-workers are not permitted to wear jeweled lanyards. They must be company issued and breakaway for safety purposes.
Footwear
Coworkers must follow the Corporate Shoe program which is an approved cleanable shoe. If purchasing footwear outside Corporate Shoe Program, co-workers shall gain approval on the purchase before wearing. If they do not meet standards they will not be allowed. Shoes and boots can be purchased at Kwik Trip cost up to the first $60 dollars, maximum of 2 pair per year (any additional shoes other than the 2 pair must be supervisor approved). Insoles may be purchased within the $60 allowance.

- All co-workers shall wear dedicated shoes in production. Visitors, new or temporary coworkers must wear booties over their shoes.
- All co-worker footwear worn in the facility cannot leave or be worn outside Kwik Trip, Inc. All shoes for crews’ purchases are to be submitted through immediate co-worker’s supervisor.
- Any new shoe purchases from April 1st, 2016 must be from the approved shoe list.
- Coworkers who frequent different production departments on campus with the same pair of shoes, as well as any coworkers needing access to the roof of any production facility must use the provided boot/shoe brush followed by the application of Alpet Surface Sanitizer. Stations have been established at entrances into the building (typically through maintenance shops or engine rooms) and at roof access locations.
- Commissary production specific:
  - Co-workers are to immediately change into their work shoes before entering any other area within the commissary. It is not allowed to walk bare foot in the break room. Shoes must be worn at all times.

Co-workers
- Co-workers may not use or carry personal cell phones in production areas. Phone usage is only permitted during scheduled breaks. Any co-worker found violating this policy may be subject to disciplinary actions up to and including termination of employment.
- Members of management or co-workers who are issued company cell phones or other electronic communication devices are allowed to use these items for Kwik Trip, Inc. business reasons as needed during the course of completing their job responsibilities. Coworkers shall follow hand-washing procedures after using their cell phone or electronic communication devices before handling food or food contact surfaces.
- Production co-workers have the ability to stop production if they believe there is a food safety issue or quality is compromised. The issue must be reported to their supervisor immediately.

Eating and Drinking
- Eating is only allowed in a designated area which is the break room. It is acceptable to have and eat food in offices.
- Chewing gum, cough drops, candy and tobacco usage is not allowed in production areas or food storage area.
- Personal drinks are not allowed in the production areas however, water coolers are provided for co-workers who work in extreme environments. Co-workers must dispose of the cups in the garbage can provided and wash their hands after drinking water from water coolers.
- Food items and beverages may not be stored in lockers or consumed in locker rooms.
- Designated areas shall be established for sampling of products during production for QC purposes only.

Training
- Annual training of co-workers includes but not limited to the following topics:
  - GMP policies, HACCP, Allergens, Food safety, Sanitation and Security and Workplace Safety
  - After the new/ temporary co-worker receives annual training; a Quiz will be given to verify training was understood
  - Training may be in the form of videos, power points, handouts or CBT (computer based training)
FACILITIES AND EQUIPMENT

Facility and Grounds
It is the co-worker responsibility to notify their shift leader or immediate supervisor if they observe any issues with the building or grounds.
• Buildings, fixtures and other physical facilities shall be maintained in a sanitary condition and shall be constructed in a manner that can be easily cleaned and kept in good repair, do not drip or condensate into food or on food contact surfaces.
• Adequate light in hand-washing areas, locker rooms, restrooms.
• Cleaning areas not a source of contamination.
• Adequate ventilation shall minimize dust, odors and vapors and that minimizes the potential for allergen cross-contamination.
• Building Maintenance maintains structural issues within the facility and grounds. All issues that can’t be handled within the specific Kwik Trip department are reported to Building Maintenance for repair. Building Maintenance addresses drainage issues to ensure standing water is kept away from plant buildings to prevent contamination of food by seepage, foot-borne filth, or proving a breeding ground for pests.
• Building Maintenance maintains proper storage of outside equipment, removing litter and waste, cutting weeds or grass within the immediate vicinity of the plant buildings or structures to prevent harborage for pests.
• Building Maintenance or designee shall maintain outside dumpsters areas to ensure debris outside of the dumpster is picked up or if the dumpster is leaking.

Allergen Control
• When allergen-containing ingredients (Milk, Eggs, Peanuts, Tree Nuts, Fish, Shellfish, Soy and Wheat) are received into the warehouse, they will be either labeled appropriately or stored in a manner that does not pose a risk.
• Food products most commonly associated with food allergies shall be stored “like over like”.
• Proper daily scheduling must be implemented with non-allergen products run first and allergen containing products run at the end of the day.
• All food contact surfaces must be cleaned and sanitized after running products with allergens and before non-allergen products.
• When spills or damage to packaging occurs during receiving, storage, loading or transportation, follow the Allergen SOP to prevent cross-contact between allergen and non-allergen products.

Break Room
• Corporate cleaning crew or designated individual cleans break room at a set frequency to keep in a sanitary manner.

Food contact
• Food contact surfaces, including utensils and food-contact surfaces of equipment, shall be cleaned and sanitized before use, any interruption during which the food-contact surfaces may have become contaminated or per specific production department SOP.
• Non-food contact surfaces shall be cleaned as necessary.
• Cleaned and sanitized portable equipment with food-contact surfaces and utensils must be stored in a location and manner that protects food-contact surfaces from contamination.

Locker Areas
• Corporate cleaning crew or designated individual must clean and maintain locker areas once daily to minimize potential of product contamination.
• Clothing and other personal belongings must be stored in lockers and away from any area where food is exposed or where equipment and utensils are washed and stored.
• Food containers or lunch bags may not be stored in lockers.
• Disposable hairnets and/or ear plugs shall not be stored in lockers.
• A Kwik Trip issued padlock is allowed on lockers and must be opened at a supervisor’s request.
• Co-workers will have access or will be assigned a locker on the first day of employment.
• Kwik Trip, Inc. may conduct routine inspections of co-worker lockers, lockers bags, and vehicles when on company property.
Medications
• All over-the-counter medications, such as aspirin, cough drops, cold medication and non-life-critical medications/devices must be stored in lockers or designated area and are not allowed in the production areas. Life-critical medications/devices must be pre-approved to be in production areas and must be stored in a secure yet easily obtainable location. In general, a life-critical medication/device means that without prompt administration of said medication/device it could result in death or serious injury.

Equipment Maintenance
• Any maintenance work done on food contact surfaces of production equipment whether during production or during downtimes will be thoroughly cleaned and sanitized after work is complete. Documentation of the cleanup shall be on the Service Request Form.
• If equipment is not able to be removed from production area to perform maintenance, the production department shall cover the surrounding equipment in the immediate area to minimize the potential for contamination.
• All tools and parts used when doing a repair shall be retrieved when the work is complete. Documentation of the tools and parts retrieved shall be on the Service Request Form.
• A production tool set will be maintained at department level.
• When necessary, tools shall be cleaned to prevent cross-contamination. Sanitizing wipes shall be provided to clean tools taken out of production or if they become soiled.
• Documentation of cleaning shall be recorded.

Utensil, Containers, Tools, Cleaning Equipment
• All utensils, containers, tools and cleaning equipment will be stored in designated area and never set directly on floor.
• Where applicable, designated scoops and utensils must only be used for the designated ingredient and not interchanged.
• Brush and pails will be used and stored per plant color code.
• Garbage cans for hand wash sinks in production must have a cover (the flap should be removed so the can is hands-free).
• The use of clean brushes, pads and pails will be used when preparing cleaning solutions.
• Equipment and utensils and finished food containers shall be maintained in an acceptable condition through appropriate cleaning and sanitizing. If necessary, equipment must be taken apart for thorough cleaning.
• Thermometers used to take product temperatures must be cleaned between uses using a new single-use disinfectant – antibacterial wipe or alcohol wipe.

Pest Control
• All entrances and dock doors must be kept completely closed when not in immediate use.
• Clean up spills as soon as possible.
• Do not eat or drink in food production areas or storage areas.
• Pest Control Company will provide SDS’s for all products. They must also provide detailed maps of traps, bait stations and fly control systems. This information will be filed in the Pest Control Manual.
Shipping/ Receiving and Storage Areas

- Food products and packaging materials shall be purchased from approved suppliers.
- Never accept products that may have been mishandled during transit. If the temperature is out of range, packaging not in sound condition or any evidence of pest infestation, we must immediately report the issue to a supervisor.
- If receiving a full load of the same product, temperatures must be captured from product stored in front, middle and end of a trailer.
- All products shall be rotated first in first out.
- Products must be stored on a pallet or 6” off the floor and allow for an 18” perimeter on outside walls of dry storage for cleaning and pest control purposes.
- Product that is opened and returned to warehouse for storage shall be placed in a clean, resealable tote and must have the name of the product, date it was opened, co-worker initials and lot/Code information from original packaging.
- Finished products must be shipped on acceptable trailers. Prior to loading, the trailer must be inspected for any evidence of contamination, pest infestation, trash or waste. In addition, all temperature sensitive products must be shipped on pre-cooled trailers. The condition of trailers will be documented on an inspection log.
- Any products/ingredients that become contaminated during receiving, storage or shipping shall be disposed of as soon as possible.

Restrooms

- Corporate cleaning crew or designated individual is assigned to maintain sanitary conditions in restrooms. They must also keep areas well supplied.
- Garbage cans in restrooms must be cleaned and maintained as to not pose a cross contamination risk.
- Signage shall be posted directing co-workers to wash their hands.

Safety Gear

- Hearing protection - All earplug types must be connected with a cord. Cord must stay attached to prevent loss into product.
- Production areas will be marked with signage where hearing protection is required (where decibels are above 85).
- PPE – Personal Protective Equipment is required per training. The following are examples of where PPE is required. This list is not all inclusive but rather some examples…
  - Handling/working with chemicals (per SDS)
  - Welding/cutting (per hot work program)
  - Working with electrical (per electrical program)
- Earplugs and band aids shall be metal detectable in areas of production where metal detectors are available. Disposable water proof gloves must be worn over band aids.
- Dairy specific: co-workers and visitors must wear safety glasses.
I have reviewed the Kwik Trip, Inc.’s Corporate GMP policy. By signing below, I agree to follow the information in the policy provided to me.

Signed: ___________________________________________  Date________________________

Print Name: __________________________________________