

**Hygiene and Cleaning Program  
For Food Areas**

**JOHN H. CHAPMAN SPACE CENTRE  
ST HUBERT**

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## PART 1 – REMINDER OF BASIC BEST PRACTICES

NB: The following text is based on the Hygiene and Food Safety course manual disseminated by the Institut de tourisme et d'hôtellerie du Québec (ITHQ).

### Times when cleaning must be done

- At the beginning and end of a shift and when employees return from a break (work surfaces and equipment)
- During production, when various types of food are being prepared, unless they must be mixed together
- In between the various handling stages involving raw, cooked and ready-to-eat food
- At the end of each shift, or at least once per day for the entire food preparation area

### Some definitions

- **Clean:** remove food particles, dirt and some micro-organisms with water
- **Sanitize:** reduce the number of micro-organisms to a safe level, on a clean surface
- **Disinfect:** destroy pathogenic micro-organisms with a chemical product
- **Sterilize:** eliminate all micro-organisms

Sanitizing is done with a sanitizing product (antibacterial or antimicrobial) or very hot water (at least 82°C for mechanical cleaning or 77°C for manual cleaning). Cleaning with water alone is not sufficient.

All best practices are essential at all times to ensure food safety and to avoid making clients sick or indisposed.

The products used must be approved by the Ministère de l'Agriculture, des Pêcheries et de l'Alimentation (MAPAQ) for use in food establishments.

Chemical products must never be mixed.

Containers and cloths that have been in contact with cleaning and sanitizing products must never be in direct contact with food.

If you prefer to use a product that both cleans and sanitizes, you must still use it twice, once to clean and another time to sanitize.

Reusing chemical product containers to store food is forbidden.

All cleaning products must be stored in a closed storage area that is well ventilated and separate from areas used to store food. An up-to-date inventory of cleaning products must be kept.

Dilution recommendations must always be followed.

The contact time indicated in order for sanitizers to work must be adhered to. If not, the surface will not be completely sanitized, which could cause contamination.

Use of ordinary steel wool pads (SOS soap pads), Bulldog steel wool or stainless steel wool is forbidden. Only plastic scouring pads are allowed.

To ensure that a food establishment is clean, there must be a well-planned cleaning and sanitization program that employees are familiar with and that is displayed in plain view. The program includes all equipment and facilities. It lists the daily tasks for each employee. In fact, the program answers the following: WHAT (which piece of equipment or facility), WHEN (how often, on what schedule and whether it is during the day or night), WHERE (location), HOW (disassembly, if necessary), WHICH PRODUCTS (name, use, quantity, water temperature and steps), WHO (name of designated employee) and SUPERVISION (who is in charge). What we are talking about is creating a cleaning and sanitizing log and keeping it up to date.

## **PART 2 – Cleaning profiles of areas to be cleaned and sanitized**

### **Frequency key**

**N: as needed**

**2 X D: twice a day**

**D: once a day**

**W: once a week**

**M: once a month**

**4 X YR: four times a year**

**2 X YR: twice a year**

**YR: once a year**

## 2.1 PREPARATION AREAS

Remove stains from windows/glass walls	2XD		
Remove stains from all surfaces and walls	2xD		
Clean and sanitize counters and other horizontal surfaces	2xD + N		
Empty and sanitize the outside of garbage cans and recycling bins	D		
Scrub and sanitize floors	D		
Remove, clean and sanitize anti-slip rugs	D		
Inspect / take any necessary corrective measures	D		
Clean and sanitize vertical surfaces (cupboard doors and other surfaces)	D		
Dishwasher maintenance	D		
Clean and sanitize the belt and the top and bottom of the conveyor in the dishwashing area	D		
Clean and sanitize telephones	D		
Clean and sanitize refrigerator floors	D		
Polish stainless steel	D		
Clean corners / baseboards	D		
Clean and sanitize the inside of trash cans, carts and bins	D		
Clean and sanitize refrigerator shelves	W		
Clean glass partitions/dividers	W		
Vacuum ventilation vents/grates	M		
Dust and/or remove stains from high (six feet and up) surfaces (eg on top of cupboards)	M		
Clean wall surfaces	4 X YR		
Clean ventilation vents/grates	4 X YR		
Clean high (six feet and up) surfaces	4 X YR		
Clean walls	4 X YR		
Clean ceilings	YR		
Clean and sanitize the inside of flour containers*	N		
<b>Specific Considerations</b>			
Scrubbing and scouring of anti-slip flooring must be done mechanically using a compact automatic scrubber equipped with a stiff nylon brush.			
Using a foaming sanitizing cleaner to efficiently wash wall surfaces is recommended.			
Clean flour containers when empty.			

## 2.2 COMMON ISLANDS AND SERVICE AREAS

DUTIES		FREQUENCY		
	Empty garbage cans	2 X D		
	Remove stains	2 X D		
	Dust floor	2 X D		
	Clean and sanitize counters	2 X D		
	Wash floor	2 X D		
	Remove stains from windows/glass walls	D		
	Remove stains from glass display stands and hot plates	D		
	Wash glass walls and other surfaces on display stands and hot plates	D		
	Disinfect garbage cans	D		
	Clean and polish stainless steel	D		
	Clean glass facades and partitions	D		
	Remove stains from floor	N		
	Inspect / take any necessary corrective measures	N		
	Scrub floor	W		
	Clean vertical surfaces	W		
	Dust high (six feet and up) surfaces	M		
	Disassemble removable parts of ventilation hoods, remove grease and clean hood lights	M		
	Vacuum ventilation vents/grates and air return grates**	M		
	Clean high (six feet and up) surfaces	4 X YR		
	Wash walls	4 X YR		
<b>Specific Considerations</b>				
**Cleaning the ventilation grate located in the breakfast preparation area should be done 2 X M.				

### 2.3. CLOSED OFFICES

DUTIES		FREQUENCY		
	Empty and sanitize the outside of garbage cans and recycling bins	D		
	Remove stains from glass walls	D		
	Clean and sanitize desk or work area surfaces	D		
	Remove stains	D		
	Dust floors	D		
	Remove stains on floors	D		
	Wash floors	D		
	Clean and sanitize telephones	D		
	Clean and sanitize chairs	D		
	Clean and sanitize inside of garbage cans	W		
	Clean glass walls	W		
	Scour anti-slip flooring	M		
	Vacuum ventilation vents/grates	M		
	Dust high (six feet and up) surfaces	M		
	Clean furniture	4 X YR		
	Clean ventilation vents/grates	2 X YR		
	Clean high (six feet and up) surfaces	2 X YR		
	Clean walls	2 X YR		
	Clean ceilings	YR		
<b>Specific Considerations</b>				



## 2.4 COFFEE AREAS (on the floors and the one near the kitchen)

DUTIES		FREQUENCY		
	Remove stains from, clean and sanitize dispensers (inside and outside)	D		
	Remove stains from, clean and sanitize sink*	D		
	Remove stains from, clean and sanitize microwaves (interior and exterior)	D		
	Gather trays	2 X D		
	Remove dust from the tops of dispensers	W		
SPECIFIC CONSIDERATIONS				
*Sink in the cafeteria.				
Particular attention must be paid to removing dust from the tops of the dispensers as well as sanitizing surfaces that come into contact with hands.				
Special attention must be paid to bringing back used trays left on the floors. Once this problem is under control, the frequency may be reduced to 1 X D.				

## 2.5 WAREHOUSES

DUTIES		FREQUENCY		
	Remove stains from door and floor	D		
	Dust floors	W		
	Wash floors	W		
	Vacuum ventilation vents/grates	2 X YR		
	Dust high (six feet and up) surfaces	2 X YR		
	Clean ventilation vents/grates	YR		
	Clean ceilings	YR		
	Clean high (six feet and up) surfaces	YR		
	Clean walls	YR		
SPECIFIC CONSIDERATIONS				

## 2.6 SHIPPING AND RECEIVING

DUTIES		FREQUENCY		
	Remove stains from windows/glass walls	D		
	Remove stains from walls/doors/door frames, etc	D		
	Clean and sanitize door handles and doors	D		
	Clean and sanitize light switches	D		
	Remove stains from vertical surfaces	D		
	Remove stains from floor	D		
	Dust floors	D		
	Clean floors (sweep, scrub and/or wash)	D		
	Inspect / take any necessary corrective measures	D		
	Sweep or remove snow from outside stairs	D		
	Dust horizontal surfaces	W		
	Dust low (under six feet) surfaces	W		
	Scrub and clean floors	W		
	Dust walls	M		
	Clean ceilings	1 X YR		
<b>Specific Considerations</b>				

**2.7 HYGIENE AND CLEANING STORE, DISHWASHING AREA  
AND CONVEYOR BELT**

<b>DUTIES</b>		<b>FREQUENCY</b>		
	Remove stains from walls	D		
	Remove stains from floor	N		
	Clean and sanitize floor and floor grate	D		
	Clean and sanitize horizontal surfaces	D		
	Clean and sanitize the stainless steel section of the conveyor, on the dining room side	D		
	Clean the ceramic wall around the conveyor, on the dining room side	D		
	Clean and sanitize cleaning equipment and accessories	D		
	Inspect / take any necessary corrective measures	N		
	Scrub floor	W		
	Remove, clean and disinfect the receptacle under the floor	W		
	Clean and sanitize walls, clean ceramic wall around the conveyor	W		
	Clean and sanitize storage shelves	W		
	Vacuum ventilation vents/grates	M		
	Dust high (six feet and up) surfaces	M		
	Clean ventilation vents/grates	YR		
	Clean ceilings	YR		
	Clean walls	4 X YR		
<b>Specific Considerations</b>				
Clean sections below the access panels on the conveyor at least once a week.				

## 2.8 GARBAGE ROOM

DUTIES		FREQUENCY		
	Sanitize door handles and doors	W		
	Clean and sanitize light switches	W		
	Clean and disinfect outside of bins and compactor	W		
	Sweep or scrub the floor	W		
	Wash floor with sanitizer	W		
	Clean and sanitize floors, walls and ceiling with pressure washer	W		
	Clean and sanitize corners and baseboards	W		
	Wet drains	M		
	Clean and sanitize refrigeration unit surfaces	M		
<b>Specific Considerations</b>				
Garbage collection takes place once a week.				

## 2.9 EMPLOYEE LOCKER ROOM

DUTIES		FREQUENCY		
	Empty garbage cans and recycling bins	D		
	Remove stains from walls/doors/door frames, etc	D		
	Clean and sanitize door handles and doors	D		
	Clean and sanitize light switches	D		
	Remove stains from vertical surfaces	D		
	Remove stains from walls and floors	D		
	Dust floors	D		
	Remove gum / other dangerous material	D		
	Clean floors	D		
	Clean and sanitize garbage cans	D		
	Inspect / take any necessary corrective measures	D		
	Dust horizontal surfaces	W		
	Dust low (under six feet) surfaces	W		
	Clean corners / baseboards	W		
	Dust walls	M		
	Dust high (six feet and up) surfaces	4 X YR		
	Clean vertical surfaces	2 X YR		
	Dust ceilings	YR		
	Clean ceilings	YR		
	Clean ventilation vents/grates	YR		
	Clean walls	YR		
	Clean and sanitize inside of lockers	YR		
<b>Specific Considerations</b>				

## 2.10 WASHROOMS

DUTIES		FREQUENCY		
	Empty garbage cans and recycling bins	D		
	Remove stains from walls/doors/door frames, etc	D		
	Clean and sanitize door handles and doors	D		
	Clean and sanitize light switches	D		
	Remove stains from mirrors	D		
	Clean mirrors	D		
	Remove stains from vertical surfaces	D		
	Fill dispensers	D		
	Clean and sanitize dispensers / hand dryers	D		
	Clean and sanitize counters	D		
	Clean and sanitize sinks and faucets	D		
	Empty and clean receptacles for sanitary napkins	D		
	Remove stains from floors	D		
	Clean and sanitize toilets	D		
	Clean toilets, pipes and flush levers	D		
	Clean and sanitize urinals and surrounding wall	D		
	Dust floors	D		
	Wash floors	D		
	Inspect / take any necessary corrective measures	D		
	Dust horizontal surfaces	W		
	Clean horizontal surfaces	W		
	Clean underneath counters	W		
	Dust low (under six feet) surfaces	W		
	Clean corners / baseboards	W		
	Clean and sanitize trash cans	W		
	Dust high (six feet and up) surfaces	M		
	Wet drains	M		
	Dust walls	4 X YR		
	Clean vertical surfaces	2 X YR		
	Dust ceilings	YR		
	Clean outside of ventilation ducts	YR		

	Clean ceilings	YR		
	Clean ventilation vents/grates	YR		
	Clean high (six feet and up) surfaces	YR		
	Clean walls	YR		



## **PART 3 – OTHER CONSIDERATIONS**

### **3.1 Documents to be submitted by the successful bidder**

<b>FIRST WEEK</b>	<b>FIRST MONTH</b>	<b>AT THE END OF EACH MONTH</b>
Complete inventory of cleaning products, accessories and equipment	Complete operations manual (see following page)	Schedule of planned and completed work with dates
Workplace Hazardous Materials Information System (WHMIS) sheets		
The cleaning equipment preventative maintenance program		

### **3.2 Content of the operations manual**

- Cleaning checklist (technical specifications)
- Maps of the food preparation area and location of coffee areas
- Inventory of kitchen and preparation equipment made available to caterer
- Monthly work schedules
- Inventory of cleaning products, accessories and equipment
- WHMIS Material Data Safety Sheets
- Posters describing each WHMIS graphic
- Copy of the caterer's cleanliness and safety checklist sheets
- Copy of the Agency's cleanliness checklist sheets
- Sheets listing the corrective measures taken, including dates
- Other information (to be determined)

**APPENDIX A – SCHEDULE OF REGULAR WORK  
CAFETERIA SANITATION**





**APPENDIX B**  
**CAFETERIA SANITATION**  
**QUALITY CONTROL**

The contractor must provide all equipment, materials and labour needed to comply with the cleaning profiles. He or she must carry out all of the duties listed in Part 2 (Hygiene and Cleanliness Program For Food Areas) in accordance with frequencies in all of the zones identified on the maps. He or she must carry out the above on an ongoing basis for the entire period of the contract. The average cleanliness rate to be achieved during each inspection is 85% for each section that includes various types of facilities.

## 1. Inspection

The section titled Part 2: Hygiene and Cleanliness Program for Food Areas provides a detailed definition of the methods to be used to perform the work. This document also provides information on the work frequency and schedules. The contractor must strictly adhere to the standards outlined in this section. The project officer and/or external inspector will use this document to assess the work. The contractor must comply with the monthly work plans. In addition, the contractor must inform the Canadian Space Agency (CSA) as soon as the work has been completed so that a verification can be done immediately and corrective measures taken, if necessary. The contractor must first verify the work before informing the CSA representative.

An evaluation tool has been developed by a specialized company to assess the work done by the contractor. Random inspections will be carried out throughout the year.

All cleaning inspections with a result below 85% for all and/or part of the building will require swift and satisfactory corrective measures.

The CSA reserves the right to request the services of a specialized company to conduct quality control on the service provided.

## 2. Correction of deficiencies

The deficiencies identified by the contracting authority will have to be corrected within the designated time frame. If the corrective measures are not taken successfully within the designated time frame, the contracting authority may initiate a correction process.

This process involves the following actions:

- Hiring a third party to correct deficiencies; and
- Billing the supplier for the cost of a third party carrying out the work, plus a 15% administration fee.

### **Documents to attach**

- **Inspection sheet**
- **Cleaning profile maps**