



Mom's Menu Food Counters
And Catering Services
Plot No: 52, Sy No: 100&109,
Golden Mile Layout, Kokapet,
Rajendranagar, Rangareddy - 500075

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SOP's - Adapting to COVID-19 crisis (Last updated: 30-Oct-2020)

At Mom's Menu, hygiene and quality have always been a top priority. However, the relative change in perception of these aspects in context of **COVID-19** is paramount. This instigated us to come up with some standard operating procedures (SOP's) that should help us focus on handling/mitigating the risks we face during this **COVID-19** crisis.

Need to note here, that the SOP's drafted here, may not be absolute and would be subject to a continuous evolution process. In long-term, the intention would be to keep us prepared not only to deal with the **COVID-19** crisis but also prevent any other similar threats in future.

We have drafted the SOP's to cover all [guidelines provided by FSSAI](#) and have added few points based on our own considerations as well.

References a. 1.2: *"The potential for food borne transmission is a concern with every new emerging infection. However, there are no reports or any evidence of faecal-oral transmission of Coronavirus Disease (COVID-19) and no reported case of the disease has been linked to transmission through food. In case of COVID-19, the main risk involved is human to human transmission during food handling, from close contact with food handler or customer."*

Below mentioned are aspects of foremost consideration that we have tried to cover through the SOP's documented and practiced:

- All staff deployed to be regularly monitored for symptoms/exposure risks
- Mitigate/Nullify exposure risks due to Vendors
- Set 'Personal Hygiene/Sanitization Standards' for anyone entering the premises
- Scheduled sanitization of all operational surfaces to be practiced and tracked
- Guidelines for handling food (raw material and finished product)
- Emphasize on social distancing practices

SOP's for resuming/continuing operations at kitchen post lockdown:

Below are the standard operation procedures for COVID-19 risk mitigation related to 1. People (Staff/Vendors/Government Officials/clients), 2. Material Handling, 3. Physical Infrastructure, 4. COVID-19 Education/Awareness, 5. Handling COVID-19 exposure or symptomatic or positive incidents:

1. People (Staff/Vendors/Government Officials/clients):

- a. All staff will need to have 'Arogya Setu' app installed on their mobile
- b. A physical copy of self-assessment declaration will be taken from individual staff members when they join work, covering the below questions:
 - i. Are you experiencing any of the following symptoms – Cough, Fever (above 37.5 °C or 99 °F), Difficulty in Breathing, Fatigue?
 - ii. Have you travelled anywhere internationally in the last 28-45 days?
 - iii. Have you interacted with or lived with someone who has tested **COVID-19** Positive?
 - iv. Body Temperature readings to be recorded by the supervisor/manager thrice on the day of declaration
- c. Staff will be allowed to join work if their self-assessment indicate they are safe
- d. The symptoms and temperature of all staff will be recorded daily at random times by the supervisor. Temperature above 37.5 °C or 99 °F will be an 'Alert' case and needs immediate action by management



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- e. All staff will be duly wearing caps, gloves (subject to task feasibility), masks and observe below mentioned 'Personal Hygiene' while on the kitchen premises:
 - i. Proper Hand Hygiene: Washing with soap for at least 20 seconds
 - ii. Frequent (at least hourly) usage of hand sanitizers (70% alcohol based or equivalent sanitizers)
 - iii. Good respiratory hygiene – Cover mouth and nose while sneezing/coughing, dispose tissues after and wash hands)
 - iv. Sanitize hands after removing regular clothes, before changing into uniforms to avoid contamination of uniforms
 - v. Gloves to be disposed after every session, hands must be sanitized before putting on fresh gloves or after disposing of used gloves.
- f. Except for the Supervisor/Manager all other staff would be obligated to keep their mobiles along with all other personal accessories in lockers before logging on to work.
- g. No one other than the kitchen related staff will be allowed on the premises
- h. Staff that is bound to step outside the kitchen premises for any operational reasons, will need to follow set personal sanitization procedures before they can re-enter into the kitchen
- i. Any government officials/Clients that request access to kitchen for any audits will be allowed only after they provide self-assessment declaration and have followed personal sanitization procedures. Will need to wear a mask throughout their presence on site.
- j. The supervisor/manager will ensure that all staff is made aware of the gravity of the SOP's to be followed during **COVID-19** crisis and will also be offer training with demonstrations/illustrations where needed.
- k. Social distancing would be a consistent obligation when interacting with outsiders as well within staff members

2. Material Handling:

- a. All raw dry groceries, oil cans, gas cylinders shall be set aside without using or sorting for a 24-hour period, this would allow any possible viral presence to become inactive
- b. All perishables, including packed dairy products, shall be cleaned thoroughly in .5% chlorinated water (as per FSSAI Guidelines) before sorting/storing/using
- c. All raw material shall be sorted into racks/refrigerators only after they are appropriately set aside for a 24-hour standing period or sanitized duly

3. Physical Infrastructure - Kitchen equipment and operational area:

- a. All surfaces that are in direct contact with the food during preparation shall be sanitized duly after each session of cooking (breakfast/lunch/snacks/dinner)
- b. Entire operational area in the kitchen shall be cleaned/sanitized twice a day (once after lunch dispatch and again after dinner dispatch) and transport vehicles once at closure of the everyday. Cleaned with detergent water and then treated with freshly prepared 1% hypochlorite solution or other disinfectant solutions recommended by FSSAI.



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Ref: Excerpt from guidance note provided by FSSAI, for disinfectants to be used for sanitization procedures:

Type	Use	Frequency
Chlorine	Perishable products Food contact surfaces	Always for food to be consumed raw After use
Quaternary Methyl Butyric Acid (QMBA)	Food Contact Surfaces	After use
70% alcohol based	Hand Sanitisation Common touch points and food contact surface	As and when required Frequent or after each use
Note: - <ul style="list-style-type: none">• Use chemicals as per the direction provided by the manufacturers.• There are more chemical based disinfectants available; this is just a suggestive list.		



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4. Illustrations and Information Displays at kitchen for ready reference:

- ✓ Professional disinfectant companies contact information
- ✓ Disinfectant and sanitization product suppliers
- ✓ Display recommended by FSSAI:



(Please Mention Your License no.)

■ Restaurant

License No. _____

With Us You Will Get Safe Food

We Follow These 12 Golden Rules

Hygiene Rule Codes		Hygiene Rule Codes	
1	Keep premise clean and have regular pest control 		7 Wear clean clothes/ uniform
2	Use potable water for food preparation 		8 Wash hands before & after handling food and after using toilets, coughing, sneezing, etc.
3	Cook food thoroughly. Keep hot food above 60°C and cold food below 5°C 		9 Use water proof bandage to cover cuts or burn wounds
4	Store veg & non veg food, raw & cooked food in separate containers 		10 Do not handle food when unwell
5	Store cold food below 5°C and frozen products at -18°C or below 		11 Use clean and separate dusters to clean surfaces and wipe utensils
6	Use separate chopping boards, knives, etc. for raw/ cooked & veg/non veg food 		12 Keep separate & covered dustbins for food waste

If any concern

Give your Feedback to Company Name

Call toll free
1800 112 100
SMS or Whatsapp
9868686868
Always quote FSSAI Number for quick action

(Company Name)
(Contact Details)



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5. Handling COVID-19 exposure or positive incidents:

Any of the below scenarios will be immediately logged into COVID-19 Incident Registry and appropriate action will be taken and documented by the management within 1 hour of incident occurrence/discovery:

- Cough, Fever (above 37.5 °C or 99 °F), Difficulty in Breathing, Fatigue reported/observed for any staff member
- Alarm raised by any staff member regarding a possible exposure to a COVID-19 Positive Case (either by his knowledge or 'Arogya Setu' alerts)
- Alerts raised by any of the clients/customers serviced who may have tested positive
- Alerts raised by any of the clients/customers serviced who may have tested positive
- Refer COVID-19 Incident Response Guidelines mentioned below:

Incident Type Code	Incident	Handling guidelines
INC-001	Staff Member developing flu-like symptoms while at work - Cough, Fever (above 37.5 °C or 99 °F), Difficulty in Breathing, Fatigue	<ul style="list-style-type: none"> > Keep the symptomatic staff member in an isolation room, with no access to rest of the staff members > Inform Local COVID-19 Health authorities for further action/protocol > Log Incident into COVID-19 Incident Register > Put a hold on kitchen/store operations > Clean/Sanitize the kitchen/store premises and all food-contact services before resuming work
INC-002	Staff Member reports or is observed with flu-like symptoms during pre-screening - Cough, Fever (above 37.5 °C or 99 °F), Difficulty in Breathing, Fatigue	<ul style="list-style-type: none"> > Symptomatic staff will not be allowed into the premises > Log Incident into COVID-19 Incident Register > Take note of symptoms on phone for a period of 7 days > In case symptoms are persistent or aggravating report to local COVID-19 health authorities for further action/protocol > In case symptoms subside, allow staff member to resume work 7 days after symptoms have completely subsided
INC-003	Staff member reports a possible exposure to a COVID-19 Positive Case (either by his knowledge or 'Arogya Setu' alerts)	<ul style="list-style-type: none"> > Staff member will be asked to stay home > Log Incident into COVID-19 Incident Register > Take note any of symptoms on phone for a period of 7 days > In case symptoms develop and persistent or aggravate over time report to local COVID-19 health authorities for further action/protocol > Allow staff member to resume work 7 days after symptoms are absent or completely subsided
INC-004	Alerts raised by any of the customers/vendors/other visitors serviced who may have tested positive later	<ul style="list-style-type: none"> > Trace staff members who were exposed to the affected customer/vendor > Identified staff members will be asked to stay home > Log Incident into COVID-19 Incident Register > Take note of any symptoms on phone for a period of 7 days > In case symptoms develop and persistent or aggravate over time report to local COVID-19 health authorities for further action/protocol > Allow staff member to resume work 7 days after symptoms are absent or completely subsided

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References:

- https://fssai.gov.in/upload/uploadfiles/files/Guidance_Note_Food_Hygiene_Safety_07_06_2020_Revised_10_06_2020.pdf
- https://fssai.gov.in/upload/uploadfiles/files/Guidance_Document_Clean_Fresh_Fruit_Vegetable_1_1_05_2020.pdf