

EMPLOYEE HANDBOOK



Welcome to the team!

"Pride in what we do... brings the best to you."

We're committed to offering the best service to our customers. As a team member, you have the most important role in what our customers think of us. **You are our representative.** What our customers think of you, they will think of SONOCO. So be proud to be a part of SONOCO, and represent us well!

This manual is yours to keep, but it isn't your only resource for information. If you have any questions at all, or if there is anything in this handbook that you do not understand, ask your Steward, Field Supervisor, or anyone in the office. We're always available to help. Take this handbook with you when you go to work. Make it a part of your workday to consult it for valuable information that will help you work smarter, and more safely.

Welcome aboard!



Book Number

[3]

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The policies and procedures in this handbook supersede all prior publications.

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PHONE NUMBERS AND CONTACTS

CONTACTING THE OFFICE

The toll-free lines are only answered when the office is open: Monday through Friday between 8 A.M and 5 P.M. If you are calling at any other time, please call the local line.

ANY EMERGENCY: 24-hour Number (985) 851-0727

Work Assignments Mon – Fri (8 to 5) (800) 458-2511
 Mon – Fri (8 to 5)..... (800) 458-7012
 Mon – Fri (8 to 5) (985) 851-0727

Payroll / Insurance Mon – Fri (8 to 5) (985) 851-0727

Other Routine Business Mon – Fri (8 to 5) (985) 851-0727

SENDING IN GROCERY ORDERS

Faxing from in LA (800) 624-2672
Faxing from outside LA (800) 446-7988
Local Fax Number (985) 872-2251

Orders by Email: groceries@sontheimeroffshore.com

HOW PAYROLL WORKS

Regular Pay

The workday is 12 hours, and a week is 84 hours. 40 hours are paid at regular time and 44 are paid at the overtime rate (1½). Your work week begins crew change day and ends 7 days later.

If you work less than your full week, you are paid only for the days worked. For example, if you come off due to an emergency, your hours stop when you come off the platform. It doesn't matter if the OIM signs for more time; if you aren't on the location, ***you will not be paid for it.***

Getting Paid for Overtime

SONOCO must approve all overtime before it can be worked, and before it will be paid. The customer representative on your work location must also approve it. If you submit for – or accept time for – hours not worked, you are guilty of stealing from our customer. It is a termination offense.

Your paycheck

You may pick up your check at the office, or have it mailed to you. Direct Deposit is available after 30 days working for us.

If you want to change how you receive your pay, there is a form you can request to authorize the change. You can also have someone else pick up your check only by filling out a request.

INSURANCE

Employees are eligible for group health insurance coverage 90 days after their date of hire.

SONOCO pays half of your personal premium after you have been enrolled in the insurance program for one year.

Your portion of the insurance premium is deducted from your first paycheck each month.

Remember, insurance deductions are taken with the first check of the month. Your first check may fall in the middle of a month, but if it is your first pay period, it will be deducted.

JOB DESCRIPTIONS

Utility Hand / Galleyhand / BR Hand

As a utility hand, you will work in housekeeping and food service. You report to the Steward (our manager on each location) and, if you work nights, you report to the Night Cook. Your work will include everything required to keep our customer's facility neat, clean and organized. Here are some examples:

- ➔ Assisting with food prep (peel potatoes, make salads, etc)
- ➔ Assisting with food preparation
- ➔ Washing dishes and equipment
- ➔ Cleaning floors, walls, dining room furniture
- ➔ Putting away groceries
- ➔ Doing laundry (and folding and delivering)
- ➔ Making beds, sweeping and mopping rooms
- ➔ Cleaning bathrooms: toilets, showers, sinks and more
- ➔ Emptying trash
- ➔ Keeping a neat area and maintaining storage spaces
- ➔ Follow supervisor's instructions

We ask that you to do it with a smile 😊

Night Cook/Baker

This is an entry-level position for cooks. The Night Cook prepares and serves the midnight meal, breakfast, and bakes all goods for both shifts on the location. The Night Cook also assists with daily cleaning and maintenance and manages night personnel.

Steward

The Steward is our on-site manager and is responsible for all operations on a SONOCO location. It is not just a cooking job; it is a manager's position. Here are some examples of your job responsibilities:

- ➔ Serve high quality, attractive meals using our menu.
- ➔ Ensure that we maintain the HIGHEST standards of cleanliness in all areas of the operation.
- ➔ Make sure that everyone displays the best in hospitality and courtesy to every customer.
- ➔ Manage schedule, grocery orders, payroll, monthly inventory, and all other administrative requirements
- ➔ Leader in Safety Meetings, BBSM observations and JSAs.
- ➔ The Steward is responsible for personally preparing meals.
- ➔ On smaller jobs, you will also be your own dishwasher, utility hand and BR Hand.

Executive Steward

The Executive Steward performs the same functions as the Steward, but on larger facilities with more staff.

PACKING FOR WORK

You'll be going out for at least two weeks on a normal assignment. But weather or other unexpected circumstances could cause a delay in crew change. So be sure to bring everything you need for three weeks:

➔ Uniforms

- Khaki pants, at least 3 pair
- Safety shoes, hard hat and goggles
- SONOCO Shirts, at least 3 each
- Ball cap
- A BELT

➔ Personal clothing:

- Jeans, T-shirts okay, no "muscle" shirts permitted
- No clothing with offensive slogans, symbols or graphics.
- Socks and underwear, at least 5 pair of each
- Shower shoes are a must for your own health.

➔ Toothpaste, razor, shampoo, shaving cream, deodorant, and any other personal grooming items you will need. Soap is provided on the platform.

➔ Other Items

- A duffle bag for your gear
- A lock for your locker
- Cigarettes or other tobacco if you use it
- Books or magazines if you like to read (no pornography).
- Medication (more information on this to follow)

WHAT NOT TO PACK

Common sense tells you that you can't bring firearms of any kind offshore. But we are telling you. You can't bring firearms of any kind offshore.

Knives are generally not permitted; however, our cooks can bring them but will need to have them available for inspection at any point of departure.

Also not permitted offshore by SONOCO, regardless of our customer's policy:

- ➔ High value items (jewelry, electronics, lots of cash)
- ➔ Offensive materials (such as pornography)
- ➔ Alcohol or illegal drugs, or legal drugs that aren't yours



Cargo space is limited on helicopters. Bring only one bag. A “soft” bag is best. Your bag will be inspected.

MEDICATION

You can take prescription medications offshore with you, but there are rules that must be followed. If you don't, you may be dismissed. Your medications must be:

- ➔ In original container labeled with **your name and dosage**
- ➔ Dated, with prescribing doctor's name
- ➔ The medication cannot be expired.

When you arrive at the heliport for crew change, you will be asked to show your medication. It's best to have it packed where you can easily get to it. You'll have the time to repack it.

Offshore, you'll probably be asked again about your medication by the medic. Please comply with requests.

You can bring Tylenol or similar, as well as topical creams and such. You are not allowed to bring any medicine with alcohol, like some cough syrups or "night time" medications.



UNIFORM

Wear your uniform with Pride: no wrinkles, stains, holes or frays. Always wear your uniform when:

- ➔ You report for work at crew change. Do not report in street clothes. You should be in your complete uniform, including safety shoes (more about that below).
- ➔ You are working. You are never allowed to work on a facility without the proper uniform and Personal Protective Equipment (PPE, explained later in this book).

Your uniform is:

- ➔ SONOCO ball cap, worn with the bill pointing forward only
- ➔ A Name Tag clipped to your shirt or belt. We provide this before you begin working. If you lose it, we will replace it.
- ➔ SONOCO Shirt, clean, in good condition and tucked in.
- ➔ A Belt – black or brown in color – and in good condition. Web belts are OK. Buckles with offensive insignia are not.
- ➔ Khaki pants. Not jeans. Carhartt, Dickies and other brands of work pants with finished pockets are a good choice. Pants with cargo or patch pockets are not allowed.
- ➔ Safety shoes with a steel or composite toe. A leather upper is preferred, but an athletic type steel toe shoe is okay. Just don't go cheap on the shoes or you'll pay for it with every step you take. Get shoes that fit properly.

SONOCO will issue a ball cap, hardhat, safety goggles, 3 shirts and a set of FRC; these will be deducted from your first paycheck. Keep your uniforms clean, and replace them as needed.

The only jewelry allowed is a wedding band. No earrings, piercings, chains, bracelets or similar items are permitted.



FRC (Fire Retardant Clothing) UNIFORMS.

Federal law requires that employees working in certain areas of a facility wear this type of clothing. You will need to purchase a pair of pants and a shirt. When your shirt wears out, bring it in for a free replacement. If you lose it, you will have to purchase a replacement shirt.



Flame Retardant Clothing (FRC) is required by Federal Regulations. You must bring it with you and wear it when you are outside.

PERSONAL HYGIENE

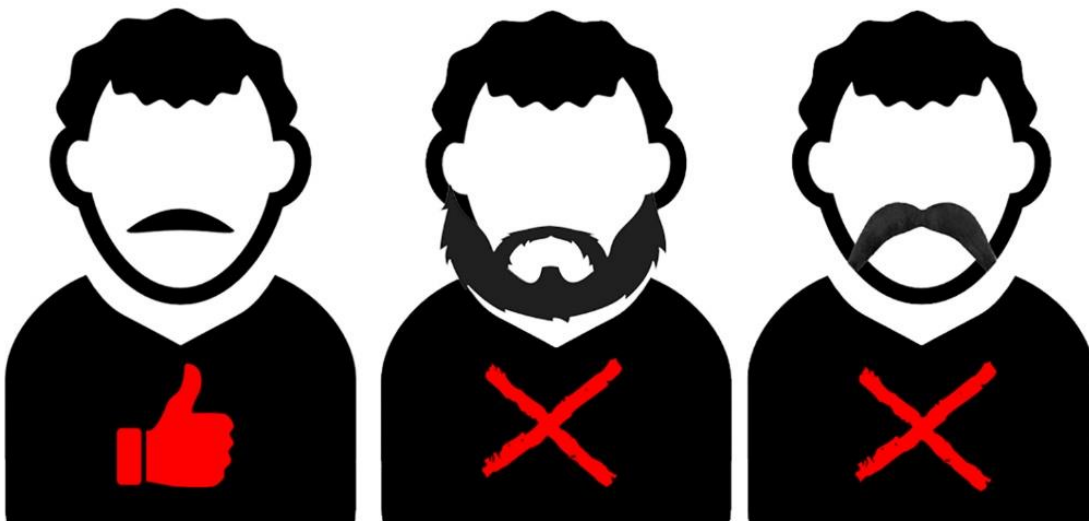
Be clean. And make sure that those around you know that you are. Both your co-workers and our customers trust that you have good personal hygiene, and that they won't become ill because you have poor personal habits. It's important that you know: if you won't do this, you can't work for SONOCO.

- ➔ DO NOT wear jewelry (other than a wedding band) at any time when working. It can collect dirt and germs. Shower daily, or more often if needed. Use deodorant.
- ➔ Keep your fingernails trimmed and clean.
- ➔ Brush your teeth.
- ➔ Report cuts or sores, and keep them covered all the time.
- ➔ Wear latex gloves when working in the galley, dining room, and while handling food.
- ➔ Also wear gloves when doing any cleaning.
- ➔ Wash hands often, especially after restroom visits, coughing / sneezing, smoking, or when you change tasks.



HAIR, BEARDS & MUSTACHES

- ➔ Shave daily. If you have sensitive skin, you may need medical attention, but you will not be exempt from this rule. In other words, we insist that you shave every day.
- ➔ Mustaches are allowed, but cannot extend below the top of your upper lip. Handlebar or similar mustaches are not allowed. Keep your mustache trimmed and neat.
- ➔ Beards are never allowed. Ever. Nothing below the lower lip, no “soul patches”, or any kind of hair below the lower lip.
- ➔ Sideburns can't extend below your earlobe. No “mutton chops” or other types of sideburns are allowed.
- ➔ Keep hair cut above the collar and cannot cover your ears.
- ➔ Long hair is not allowed, even if you can tuck it under your cap. Dreadlocks, braids and weaves are not permitted.
- ➔ This drawing below illustrates what is okay.



PHONE POLICIES

Having a working phone is a condition of employment. If you don't answer, or return your calls, or if your voice mail isn't set up or is full, we must assume you have quit.

Phone Use While at Work

Customer phones belong to the customer. Follow their policies. Abuse will not be tolerated and will be cause for immediate dismissal. Phone costs in the Gulf of Mexico are very high, and personal use can get expensive for our customer.

Only SONOCO business calls are allowed while you are on duty. This means that you can call the office for business, or your supervisor can call for you.

Giving out customer phone numbers

Is absolutely forbidden to give out a customer's platform phone number. You will be dismissed if you do. Tell your family and friends to contact this office in case of an emergency (985-851-0727). We will make sure that you are notified.

Emergency Calls

If you have an emergency and your family calls us, we will contact you immediately and you can call home.

CELL PHONES

Cell phones are allowed offshore, but may not work. If they do, you may only use it when off duty. You are not allowed to:

- ➔ Use the phone at all unless on a break allowed by the Steward or your supervisor (that's **not** the customer).
- ➔ Use the phone to play music or games while working, or to wear earbuds. This is for safety reasons as well as making sure you can be available for our customers.

LEAVE YOUR CELL PHONE IN YOUR LOCKER WHILE YOU ARE ON DUTY.



If you bring your cell phone, you may have to inform the customer. They'll ask if they need to know. Follow their rules.

Some locations may require that you surrender your when you arrive. Why? For safety reasons. For example, the location may be using explosives in a well. Cell signals might cause them to detonate. The result? Serious injury or death.



CELL PHONE / DEVICE CHARGING

Never leave a cell phone or other device unattended while it is charging. This photo (from the NYPD) shows what can happen:

Someone charging a cell phone left it on their bunk. The battery got hot, ignited and set the mattress on fire. It was destroyed. Fortunately, that was the only damage. Be Smart:

- ➔ Don't leave it unattended while charging.
- ➔ Charge ONLY on a hard surface.
- ➔ Be sure to use a correct charger in good working condition.
- ➔ Use the correct cable and make sure that it is not damaged, worn, or frayed.
- ➔ Turn off the device while charging
- ➔ Periodically check the battery and warmer. Are they getting unusually warm? Stop charging if so.



WORK ASSIGNMENTS

Assignments & checking in.

When you first start here, it is likely you will work an irregular schedule for a few weeks. You'll be told when to call in – usually daily – for an assignment. This can change, so follow the instructions the Field Coordinator gives you.

Once you have a regular assignment, the Field Coordinator will assign you a day to call in. If you don't call in before or on that day, you will not be allowed to return to your normal assignment. Someone else will, and you may sit home.

Don't call after office hours or on weekends unless told to. Our office hours are 8 – 5 Monday through Friday. You work our schedule, not the other way around.

Crew Change Policies

You are responsible for getting to work. When you are assigned a job, be there. If you can't make it for some reason:

- ➔ Call the 24-hour number and speak to the on-call person.
- ➔ Don't leave a message with the answering service.
- ➔ Call as soon as you possibly can. If you're on the way to work and something comes up, call immediately, no matter what time it is.
- ➔ Have a good reason for being late or not making it at all.

Here are some reasons that are NOT acceptable:

- ➔ My car had a flat tire (keep a spare and jack).
- ➔ My car's battery was dead (maintain your vehicle).
- ➔ I got lost (your phone has GPS, and we give directions).
- ➔ I missed my ride.
- ➔ I got in an argument/fight with spouse/significant other.
- ➔ It's foggy / raining (plan for the weather and leave early).
- ➔ I am / was in jail.

Life happens, but we have a customer to serve, and we're relying on you. During your off time, make sure your vehicle is ready. So, keep your car in good working order. Keep a spare tire, jack, and check your fluids and battery.

Failure to report.

If you don't show up for work and you don't call, then we assume that you have quit your job. You will not be eligible for rehire. It really is that simple. The first ability a good employee demonstrates is **availability**.

It's hard to estimate the number of people who have lost their job because they believed we weren't serious here. Please don't test us on this. If you can't make it to work, it is **always** better to call right away than to put it off.

If you let us know, we can let our customer know. And we will try to work with you if you have a legitimate difficulty.

Working your entire rotation.

Unless you have an emergency (illness, accident, death in the family), you must work your full hitch. Schedule your doctor appointments, etc. during off time. If you know you have an event coming up, let us know ahead of time.

If you do have an emergency, we will work with our customer to get you off the location.



If you insist on coming off early, that is your right. But let's be clear: if you do, you are resigning.

Immediate Family

Some family events/emergencies require you to be absent from work. We consider **only** the following as “immediate family”:

- ➔ Brother or sister
- ➔ Your spouse
- ➔ Your children (or step-children)
- ➔ Parents (or step-parent)
- ➔ Grandparents

LEAVING WITHOUT AUTHORIZATION

Don't leave your work area or location without authorization.

When you are on duty, don't leave your work area during work hours except for an authorized break. The Steward will authorize all breaks and meal schedules.

The following violations of this policy will result in dismissal.

- ➔ Leaving any job without a relief. Don't leave a job unmanned. Ever. Stay until we get a relief on the job to replace you.
- ➔ On land-based jobs, leaving the site or facility for any reason is not permitted. Don't leave to go to the store, or for anything else.



If you come off of a job without a relief, or if you leave a land-based work site without permission, you will be dismissed.

SEPARATION OF BUSINESS.

You report directly to the SONOCO Steward. Not the customer. Our customer is not there to manage our business. Bring your concerns to the Steward. If the Steward is your concern, come by or call the office and let us know how we can help.

Don't involve the customer in SONOCO business. This is one of the surest ways to lose your job with SONOCO. Below are some examples of what not to do.

Don't involve our customer in SONOCO business. It will result in your dismissal.



You Want to Come in Early

If you are told you must stay, don't go ask the customer if you can go in. If you do, we will allow it because you involved our customer, but you will be dismissed when you come in.

You Want to Stay Longer

Like the previous example, if you are scheduled to come in, don't go to the customer and ask to stay longer. Again, if you do, please know that will be your last hitch working for SONOCO.

You Have a Conflict

Whether it is with a co-worker or your supervisor, you NEVER go to the customer with your complaints. You talk to the Steward first and then this office. If the Steward is the problem, **please** call us or come in and talk with us about it. If you do go to the customer, then you put SONOCO in the position of having to take disciplinary action towards you also, instead of just being able to assist you.

Everyone Wants to be Home for the Holidays

Don't go to the customer to request time off for the holidays. We expect you to work the schedule as it is arranged. Imagine if you were working at a fast food restaurant and you didn't like the manager setting you up to work on Christmas day. Would you go out into the dining room and ask the customers what they thought of that? Going to our customer and asking for special consideration is no different and is a policy violation.

Don't allow your dissatisfaction with the work schedule for one day of the year cost you your job. It isn't worth it.

Asking the Customer for a Raise

Imagine you're a regular at the local coffee shop, in there for breakfast, lunch and dinner. Every day. One day, the cook comes to you griping about how he needs a raise; he has a sick wife or whatever.

He asks you to talk to your company and insist on a raise for him. You've been friendly with him and you really appreciate his work, but hey, really?

Does this sound appropriate to you? Not to us. And if you go to the PIC or OIM, you are acting just like that cook. This is not the way we want our customers to be treated and it is our expectation that our employees won't do this.

Asking the Customer for Extra Overtime

If you ask for overtime that you didn't work, this is called THEFT. It is a crime. It is stealing from our customer. We will not accept this behavior from our employees.

If you are a Steward and you submit for this time, you will be dismissed. If you are an employee in any other position, and knowingly accept unworked overtime, you will be dismissed.



**INVOLVING OUR
CUSTOMER IN
SONOCO BUSINESS
WILL RESULT IN YOUR
DISMISSAL.**

CHAIN OF COMMAND

The Steward is in charge on every SONOCO job. SONOCO employees report to the Steward. The Chain of command is as follows:

- ➔ Executive Steward
- ➔ Steward
- ➔ Night Cook
- ➔ Utility hand

If a customer asks you to do something, be polite and helpful. If it is something that you aren't certain about, **politely** tell the customer that you will be happy to take care of it, then report it to your supervisor.

Always report these requests to your supervisor. Never refuse a request or argue with our customers; take it to your immediate supervisor.

We insist that you follow the SONOCO supervisor's instructions, and to be polite to our customers.



MEALS AND BREAKS

Taking Breaks

Your immediate supervisor will permit breaks, but they are given with these policies in mind:

- ➔ Do not take a break while a meal is being served. Breaks are not to be taken in the TV room, recreation rooms or similar public places. The only exception is the smoking deck.

Meals

- ➔ Meal time is Show Time. All hands work in the galley at meal time. Help keep tables and floors clean, trash empty, etc.
- ➔ Your FIRST meal is eaten before you start your shift. Don't start work then eat. Hit the ground running, on time, every day.
- ➔ Your 2nd meal of the day is your "lunch" even if it's a midnight meal. You eat this AFTER the customers have eaten. Not during or before.
- ➔ Your 3rd meal is eaten after the end of your work day. Finish your work, clean up and come down and enjoy a relaxing meal. Don't eat during your work shift.

USING ELECTRONICS

You are not allowed to use radios, MP3 or other media players at any time or in any area while you are working. This is both for your safety and to ensure the highest level of service.

Earphones

Earphones, headphones, earbuds or similar gear are never permitted while you are on duty or in uniform. Please leave them in your locker.



Music in the Galley

Do not play music in the galley. It is never permitted. We do not want to create an uncomfortable or less than satisfactory dining experience for our customers, and everyone does not have the same taste in music.

Even low volume music playing is not permitted, and Stewards, Relief Stewards & Night Cooks are specifically directed here that they may not wear headphones or ear buds.



TOBACCO USE

Always know and follow our customer's tobacco use policy.

SONOCO's policy includes ALL forms of tobacco or substitutes such as E-cigarettes or vapes. Some of our customers do not permit vaping equipment on their facilities at all.

SONOCO employees may not use tobacco in any form (including smoking, vaping, dip) in or near any food storage, preparation, serving or dining area.



- ➔ Smokers do not get extra breaks because they smoke.
- ➔ Smoking in TV rooms or other public areas is not allowed.
- ➔ SONOCO employees may never smoke in their beds.
- ➔ After using any tobacco, you must wash your hands before returning to work.

Cigarette Lighters

Butane lighters are not allowed offshore. They are a possible explosion hazard. Lighters that use fluid or matches are okay.



PROHIBITED ACTIVITIES

- ➔ Fighting on an offshore location is a violation of Federal law. If you participate in this activity, you will be terminated and prosecuted.
- ➔ Horseplay is not allowed. You know what it is.
- ➔ Intimidating or threatening a co-worker or customer is not allowed and, regardless of reason or provocation, will result in dismissal.
- ➔ Engaging in any activity that is illegal under federal or state law is not allowed.
- ➔ Using offensive language, gestures or other actions that might be considered offensive by others is not allowed.
- ➔ Possessing objectionable, offensive, or pornographic or other explicit materials, whether printed, video or any other form, is not permitted.
- ➔ Leaving a cell phone to charge unattended can cause a fire due to overheating. It is against SONOCO policy to do so.
- ➔ No fishing or gambling is allowed at any time.

DRUG TESTING

When you become a SONOCO employee, you give your consent to a drug test at any time. SONOCO will drug test in the following situations:

- ➔ Pre-employment
- ➔ Random on-site screening
- ➔ Testing for cause (if we believe you may be under the influence)
- ➔ Following any accident
- ➔ Post-rehabilitation – on your return to work

Our customers may at times choose to test people on their facilities. You are expected to consent to this testing. If you refuse to be tested, you will be automatically discharged. There are no exceptions to this policy.

Some customers require pre-flight drug testing before you will be allowed on their location. If you refuse testing, or if you are tested and the results show drug or alcohol presence, you will be dismissed.

SEARCH & SEIZURE

When you become a SONOCO employee, you give your consent that your work area, locker, bedroom, and anything carried to or from the work site are subject to search. If you are found to have unauthorized items in your possession, you will be discharged. Unauthorized items include:

- ➔ Any illegal drug or substance
- ➔ A prescription drug held without proper written authorization
- ➔ Weapons of any kind
- ➔ Other contraband
- ➔ Property belonging to others

If you refuse a search, you will be automatically discharged. There are no exceptions to this policy.



WORKPLACE VIOLENCE

Violence, intimidation, and similar behavior on a work site will not be tolerated. This includes physical harm, shoving, pushing, and harassment, intimidation, written statements, gestures, or expressions that communicate a threat of physical harm. If you commit one of these acts, you will be removed, dismissed and prosecuted where possible.

If you observe or experience such behavior, it is your right – and your duty – to report it to your supervisor or one of the people listed below. We will act to prevent future incidents and protect the person who reported the issue:

- ➔ **Operations Manager**
- ➔ **Personnel Director**
- ➔ **Safety Director**
- ➔ **President**

SUBSTANCE ABUSE

Illegal drugs are not permitted or alcoholic beverages on company property, work locations, while on company business or travelling to or from a company work location, or while operating company equipment.

You may not manufacture, distribute or use illegal drugs or alcoholic beverages on company property or on any company work location, while on company business or travelling to or from a company work location, or while operating company equipment.

Federal law requires that you report to SONOCO any drug-related criminal conviction within five days of the conviction.

This policy does not prohibit the **proper** use of prescription medication. If you are required to take medication that may affect your ability to work safely, you are required to immediately notify your supervisor.

SONOCO may also test for illegal drugs or alcohol any employee suspected of working, or reporting to work, under the influence of drugs or alcohol. Any employee who has an on-the-job injury or accident involving company equipment or vehicles or while on company business may also be tested. The presence of illegal drugs or alcohol in an employee's system, or refusal or failure by an employee to submit to testing, will result in discharge.

EQUAL EMPLOYMENT OPPORTUNITY

SONOCO is committed to providing equal employment opportunity to all employees and applicants of the Company.

SONOCO has a continuing policy to ensure that fair and equal employment opportunities are extended to all persons without regard to race, religion, color, gender/sex, pregnancy, age, national origin, veteran's status, disability, or any other characteristic protected by law. This policy applies to recruitment, selection, placement, assignment, training, promotion, demotion, rates of pay, benefits, layoffs, terminations, social and recreational, and other conditions of employment.

SONOCO's policy is to make employment decisions and conditions on employment based on merit and ability, and will continue to emphasize to employees, potential employees, customers, vendors and others that opportunities in the Company are made available on a nondiscriminatory basis.

DISCRIMINATION AND HARASSMENT POLICY

It is the long-standing policy of SONOCO that all employees be able to work in an environment free from all forms of discrimination and harassment based on race, color, religion, gender/sex, national origin, pregnancy, citizenship status, veteran's status, age, disability, or any other legally protected status.

Such conduct, whether committed by supervisors, non-supervisory personnel, or others, is unacceptable and specifically prohibited.



HARASSMENT

Harassment is verbal or physical conduct that is demeaning or shows hostility toward an individual because of his/her race, color, religion, gender/sex, national origin, pregnancy, veteran's status, age, disability, some other legally protected characteristic, or that of his/her relatives, friends, or associates, and that:

- ➔ has the purpose or effect of creating an intimidating, hostile, or offensive working environment;
- ➔ has the purpose or effect of unreasonably interfering with an individual's work performance; or otherwise adversely affects an individual's employment opportunities.

Harassing conduct includes, but is not limited to, the following:

- ➔ epithets, slurs, negative stereotyping, denigrating comments or labels, or threatening, intimidating or hostile acts that relate to race, color, religion, gender/sex, national origin, pregnancy, citizenship status, veteran's status, age, disability, or any other legally protected status; or
- ➔ written, electronic, or graphic material that denigrates or shows hostility or aversion toward an individual or group because of race, color, religion, gender/sex, national origin, pregnancy, citizenship status, veteran's status, age, disability, or any other legally protected status, and is placed on walls, bulletin boards, or elsewhere, either

privately or publicly, on the Company's premises, a customer's premises, or circulated in the workplace – including inappropriate use of electronic mediums, such as the Internet, social media, or electronic mail.

HARASSMENT

WILL NOT BE TOLERATED

It is our company policy to provide a safe workplace. We will not tolerate any form of harassment.

Examples of harassment:

- Verbal abuse- shouting, yelling, swearing, name calling, and vulgarity
- Spreading malicious rumors, gossip, and lies
- Threats or physical abuse
- Intentional isolation, ignoring, and excluding co-workers
- Intimidation or manipulation
- Making false accusations of co-workers mistakes
- Sabotaging or impeding a person's work
- Cruel comments, belittling, and insults
- Unjust, harsh, and constant criticism
- Aggressive behavior
- Sexual harassment, unwanted touching, or stalking
- Personal and offensive jokes
- Invading a person's privacy or personal belongings
- Unequal treatment due to race, gender, age, size, religion, or country of origin
- Taking credit for someone else's work



SEXUAL HARASSMENT

SONOCO prohibits and will not tolerate sexual harassment of any kind. The Company disapproves of any offensive or inappropriate behavior at work, and all employees are required to avoid any action, conduct, or behavior that could be viewed as sexual harassment.

Sexual harassment toward SONOCO employees by anyone employed by companies doing business with SONOCO will not be tolerated. Likewise, sexual harassment by a SONOCO employee toward anyone including other SONOCO employees, employees of companies doing business with SONOCO, or a guest or visitor of SONOCO will not be tolerated.

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- ➔ submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; or
- ➔ submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual;
- ➔ or such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Sexual harassment or offensive conduct includes, but is not limited to:

- ➔ unwanted physical contact, flirtations, advances, or propositions;
- ➔ unwanted or inappropriate verbal communications or comments, including, but not limited to, lewd comments, jokes, or offensive personal references;
- ➔ unwanted or inappropriate nonverbal communications, including, but not limited to, offensive or sexually suggestive body language or movements;
- ➔ the display, in the workplace, of demeaning, insulting, intimidating, or sexually suggestive objects, pictures, or photographs – this includes inappropriate use of electronic mediums, such as the Internet or electronic mail, for the viewing of, or sending or receiving of inappropriate or offensive materials.

Procedure

Anyone who believes he/she has been the subject of discrimination or harassment or who has witnessed an incident of discrimination or harassment should report the circumstances immediately to either his/her immediate supervisor, or to SONOCO's Human Resources Director. An employee may contact any of these sources without first contacting his/her supervisor. It is important for employees to report such incidents because without employee assistance, harassment and/or discrimination may go undetected.

We will promptly and immediately review and investigate all complaints of harassment or discrimination. We will respect the confidentiality of the reporting employee and others who participate in the investigation.

Discipline

Anyone who works for the Company and is found in violation of this policy will be subject to discipline up to and including discharge.

No one will suffer any reprisal or adverse consequences because of bringing the incident of discrimination or harassment to the Company's attention. There will be no retaliation for either reporting the discrimination or harassment, or for cooperating in the investigation.

SOCIAL MEDIA POLICY

SONOCO supports everyone's right to free speech, and we know that you may, from time to time, post to social networking sites. However, be aware that there are times when it isn't appropriate to do so.

Our Social Media Policy is a set of guidelines to follow when posting information about the company, its customers and employees.

This policy applies to All SONOCO Employees.

"Social Media" refers to a variety of online communities like blogs, social networks, chat rooms and forums. This policy covers all of them. We consider two different elements: using personal social media at work and representing our company through social media.

Using personal social media at work

Employees can access their personal accounts from work locations if it does not violate customer policies, and ONLY outside of work hours. But, we expect them to act responsibly. We advise this:

- ➔ Make sure others know that personal accounts or statements don't represent our company.
Employees shouldn't state or imply that their personal

opinions are authorized or endorsed by our company. Be clear that your opinions are your own and not SONOCO's to avoid misunderstandings. You are not a spokesperson for SONOCO.

- ➔ Do not share or post intellectual property. This includes photos of the work site or that use it as background. Many of our customers prohibit photos of their facilities because of proprietary technology or processes. Always get permission first.
- ➔ Avoid offensive, vulgar, or defamatory content. This is a violation of our Harassment Policy if directed towards co-workers or customers.

Representing our company

Be aware when mixing your business and personal lives online. Remember that customers, co-workers and supervisors often have access to the content you post.

Keep this in mind when putting information online that can be seen by more than friends and family. Be aware that information that was intended just for friends and family can be seen by unexpected parties.

- ➔ Remember never to disclose private information of SONOCO or our customers. Be aware that taking public positions online that are counter to SONOCO's or its customers' interests might cause unexpected conflict.

- ➔ Be respectful, polite and patient, when engaging in conversations on our company's behalf.
- ➔ Never post discriminatory, offensive or libelous content.
- ➔ Correct or remove misleading or false content as quickly as possible.

Disciplinary Consequences

- ➔ We may have to take disciplinary action leading up to and including termination if employees do not follow this policy's guidelines. Examples of non-conformity with our policy include but are not limited to:
 - Harassing, degrading or demeaning others
 - Disclosing confidential information through social media
 - Directing offensive comments towards other members of the online community
 - Disclosing internal SONOCO or customer business online
 - Using social media during working hours



WORKPLACE SAFETY

Our goal is to have an Incident and Injury Free workplace for you, your co-workers and everyone we work with. These policies and practices are designed to help us achieve this goal.

We all share the responsibility to work safely. This includes:

- ➔ Preparing yourself mentally before performing work
- ➔ Wearing required safety equipment
- ➔ Using correct lifting methods
- ➔ Using correct procedures to avoid slips, trips, falls
- ➔ Using equipment correctly
- ➔ Following procedures when performing work

If you don't know how to perform a task, ask your Steward or immediate supervisor.

SHORT SERVICE EMPLOYEES (SSE)

Anyone with less than 6 months' service as a SONOCO employee is considered a Short Service Employee, or SSE. A sticker on their hard hat identifies these employees. This sticker helps others to recognize a new employee so that we can help them work safely.



PERSONAL PROTECTIVE EQUIPMENT (PPE)

The purpose of this policy is to protect you from injury. It is a condition of your employment and you must always observe it.

Safety Shoes (ANSI Z41.1)

A non-skid, oil resistant, steel-toe safety shoe with heel must always be worn while working on the job site.

Hard Hat (ANSI Z89.1)

A hard hat must always be worn in hard hat areas.

Safety Glasses (ANSI Z87.1)

Wear Safety Glasses whenever you are outside the quarters, or when using cleaning chemicals or the deep fat fryer.

Cutting Gloves

Always use a cutting glove on the non-cutting hand when using a knife or any other sharp tool. Order them, or ask your Steward to order them with groceries if you need one. They are to remain on the work location.

Rubber Gloves

Wear rubber gloves when using cleaning chemicals; food handler gloves are available and should be used when handling food.

Hearing Protection

Hearing protection (ear plugs) is issued at heliports for helicopter flights to the job site. If you are on a location with high noise levels, you are required to wear hearing protection in high noise areas.

Personal Flotation Device (PFD)

PFD is to be worn in the following situations:

- ➔ On all helicopter flights
- ➔ During boat ride to and from job site
- ➔ During transfer by personnel basket or swing rope
- ➔ During rig evacuations, emergencies and drills
- ➔ When our customer requires it

Proper Lifting Position and Techniques

Proper positioning and techniques:

- ➔ Check path to be used and location where the load is to be placed.
- ➔ Size up the load: weight, shape. If awkward or too heavy, get help.
- ➔ Be sure of your footing; have good balance: feet should be slightly wider than shoulder width apart.
- ➔ Toes straight ahead, bend at knees, not at waist!
- ➔ Tighten your stomach muscles; they support the spine when lifting.

- ➔ Get a good grip on the load, lift with the legs and keep your back straight in natural “S” curve.
- ➔ Lower the load by reversing the process.
- ➔ Keep the load against or close to your body.
- ➔ Keep good body balance, feet slightly wider than shoulder width.
- ➔ Never twist your body while lowering a load.
- ➔ Bend at knees and lower the load.



JSA (JOB SAFETY ANALYSIS)

A JSA, or Job Safety Analysis is a summary of steps used when performing our work. Many of the tasks we perform have a JSA to help define the safest way to work. The JSAs are bound in a notebook that is available on all locations. You should review a JSA when:

- ➔ You are new to a job or location
- ➔ If you haven't done a job before
- ➔ The job you are about to do involves any kind of equipment
- ➔ The equipment or work area has changed
- ➔ First aid and firefighting information
- ➔ You have new employees on your location

If at any time there is a question about the safest way to perform a task, or if there is not a JSA for a task, contact the SONOCO Safety Department.

ACCIDENT & “NEAR MISS” REPORTING

All accidents must be reported. They are to be reported as follows:

- ➔ Report to your immediate supervisor.
- ➔ Report to the SONOCO Safety Department (phone it in).
- ➔ Follow up with a SONOCO Accident Report.
- ➔ Report to the safety representative on your location.

A near miss is an accident or incident that could have become an accident, but that does not result in personal injury or property damage. It is to be reported as you would any accident:

- ➔ Report to your immediate supervisor.
- ➔ Report to the SONOCO Safety Department (phone it in).
- ➔ Follow up with a SONOCO Near Miss Report.
- ➔ Report to the safety representative on your location.

HYDROGEN SULFIDE (H₂S) SAFETY

Our customers produce oil and gas, sometimes in areas that produce Hydrogen Sulfide Gas (H₂S), known as "sour gas". H₂S in high concentrations is toxic. It can cause drowsiness or unconsciousness, paralysis and can be fatal. Sour gas is a colorless gas that smells like rotten eggs. It is heavier than air and highly flammable. If you are assigned work on one of these facilities, you will receive additional training. When reporting to work on an H₂S location that is new to you:

- ➔ Learn the alarm system sounds and emergency or escape procedures
- ➔ Locate the H₂S monitors which give readings on H₂S levels
- ➔ Know the location of respiratory protective gear and how to use it

If an Alarm Signals the Presence of Hydrogen Sulfide Gas (H₂S):

- ➔ Follow the facility emergency procedures
- ➔ Put on respiratory protective gear
- ➔ Eliminate all sources of ignition, it is highly flammable
- ➔ Check wind socks/streamers for wind direction and get upwind
- ➔ Climb to a higher level to escape fumes; they are heavier than air.
- ➔ Go to a safe assembly area

SDS (SAFETY DATA SHEETS)

The SDS or Safety Data Sheet is provided for every chemical SONOCO uses. These are bound in a notebook that is available on all locations. Read the SDS information before working with any chemical. Information on each SDS includes:

- ➔ Name and manufacturer of chemical
- ➔ What it contains
- ➔ How to store the product
- ➔ Any hazards (for example, fumes)
- ➔ First aid and firefighting information

LOCKOUT / TAGOUT

The purpose of Lockout/Tagout is to keep employees safe while servicing equipment. Every SONOCO employee must know what a "lock" or "tag" means when they see one in use. Definitions:

Lockout refers to blocking energy flow from a power source to the equipment and keeping it blocked.

Tagout refers to placing a tag on the power source to warn against energizing the source.

SONOCO employees are notified when a lockout procedure is beginning in their area and when it is completed. Never energize or tamper with any equipment that has been locked out or tagged out.

SONOCO employees are never to attempt to repair any equipment. Report any equipment repair needs to your Steward or supervisor. The Steward will report the problem to our customer, or refer it to this office for correction.

SANITATION GUIDE

To provide wholesome meals in a sanitary environment, we must maintain the highest standards of cleanliness in foodservice and housekeeping on every customer facility. Why is this important?

- ➔ To protect our customers from illness, especially foodborne illness
- ➔ It is good business – we're only as good as our reputation
- ➔ It is the law

To accomplish this, we must control the factors that affect food safety. Foodborne illness - food poisoning - is the greatest threat we face in our business. It must be considered in everything we do: how we receive, cook, and prepare food, and how we maintain the equipment we use.



FOODBORNE ILLNESS

It is a disease that is carried (borne) or transmitted to people by food. It occurs in food two ways:

- ➔ Contamination: when harmful micro-organisms or chemicals get into the food
- ➔ Cross-contamination: when harmful micro-organisms are transferred to safe food by human hands, equipment, utensils, or raw foods

How food becomes contaminated:

Micro-organisms are forms of life seen only by a microscope:

Bacteria

Some occur naturally in food and are carried by water, air, insects, animals, and people. They can be found on the skin, hair, nose and mouth, and intestines. Once they contaminate your hands, they may end up in food where they can multiply rapidly. One bacterium can reproduce into billions of bacteria in 10-12 hours! They need certain conditions to reproduce:

- ➔ Source: food that is high in protein such as meat, poultry, seafood and dairy products
- ➔ Time: allows bacteria to multiply to dangerous levels

- ➔ Temperature: providing a comfortable environment for bacteria to multiply. This temperature range is between 40 F – 140 F.
- ➔ Oxygen: Some bacteria require it, but most can grow without it
- ➔ Moisture: Most potentially hazardous foods contain moisture. Dry foods such as beans and rice become hazardous when water is added.

Viruses

Cause serious illnesses such as Hepatitis A (inflammation of the liver). They contaminate food through:

- ➔ Poor hygiene of food handlers
- ➔ Contaminated water supplies
- ➔ Shellfish harvested from sewage contaminated waters

Viruses do not multiply in food but may survive cooking and freezing. The best defense against viruses is good personal hygiene.

Parasites

These micro-organisms need a host to survive. Trichinosis is the best-known disease caused by a parasite found in pigs and game animals. It causes painful abdominal cramps but can be prevented by cooking.

Fungi

Found in the air, soil, and water. Two common forms affecting foods are:

Molds

can grow on almost any food, at any temperature, under any condition. Freezing prevents the growing, but does not kill the fungi. The poison produced by some mold can withstand cooking; foods contaminated with mold should be discarded.

Yeast

Often found in jellies and honey, they require sugar and moisture to survive. Yeast is evident as bubbles, alcoholic smell or taste, pink discoloration or slime.

Non-organic forms of contamination include:

- ➔ Chemicals, such as cleaning supplies and poisons
- ➔ Physical objects including broken glass or packaging materials

Cross-Contamination

Cross-contamination is the transfer of harmful substances or micro-organisms between foods. This can occur when:

- ➔ You touch raw food and then cooked ready-to-eat food.
- ➔ Ready-to-eat food touches a surface that has had raw food on it (cutting onions on a surface used to cut raw chicken).
- ➔ Cleaning cloths and sponges that touch raw food are not sanitized after being used on another surface.
- ➔ Raw or contaminated foods that drip fluids on cooked or ready-to-eat foods (such as meat dripping blood onto lettuce in a cooler).
- ➔

What are food contact surfaces?

Food contact surfaces include equipment or utensils that are used to handle, prepare, or store food. Some examples include:

- ➔ Cutting boards, or other work surfaces
- ➔ Knives, stirring spoons
- ➔ Sinks, holding pans
- ➔ Cooler, cabinet, or pantry shelves



Cross-contamination example: raw meat and vegetables together on a cutting board.

PREVENTING FOODBORNE ILLNESS

Poor personal hygiene is a main cause of food contamination. We carry disease-causing bacteria on or in our bodies. Staying healthy – and clean – can help to eliminate the threat of foodborne illness.

For us to prevent illness from spreading, we must pay attention to our own personal habits. Keeping ourselves clean, healthy, and washing our hands frequently are a foundation to build on for food safety. Here are some things to remember:

Working healthy:

- ➔ If you are sick and have diarrhea, fever, vomiting, excessive coughing or sneezing, stay at home.
- ➔ If you develop these symptoms while you are at work, let your supervisor know.
- ➔ If you have a burn or cut, do the following:
 - Report it to your supervisor.
 - Clean the injury (and replace bandages often).
 - Keep the bandages covered and protected.
 - Wear latex gloves always.

Clothing, grooming, and personal habits:

- ➔ Bathe every day – more often if necessary
- ➔ Wear clean uniforms at all times
- ➔ Wear a clean apron. Don't use it as a hand towel.
- ➔ Wear a hair restraint (your SONOCO cap)

Smoking, eating, and drinking:

- ➔ Never smoke around food preparation or storage areas.
- ➔ Do not chew gum while handling food.
- ➔ Don't eat or drink in food preparation areas.

Other good habits to observe:

- ➔ Do not cough or sneeze around food
- ➔ Do not lean on equipment or sit on counters
- ➔ Never spit into sinks
- ➔ Never use a wiping cloth to remove sweat from the face
- ➔ Don't wash your hands in a prep or dish sink. Use a hand sink only.
- ➔ Don't eat or drink in food storage, preparation or cooking areas. For example, don't leave a cup of coffee on the counter where you are working.
- ➔ NEVER use tobacco in any food storage, preparation or other area.

YOUR HANDS & PREVENTING ILLNESS

Hand care and the use of gloves:

- ➔ Always keep nails short and clean.
- ➔ No fingernail polish or artificial nails are to be worn.
- ➔ Change gloves as they become soiled, torn or when starting a new task.

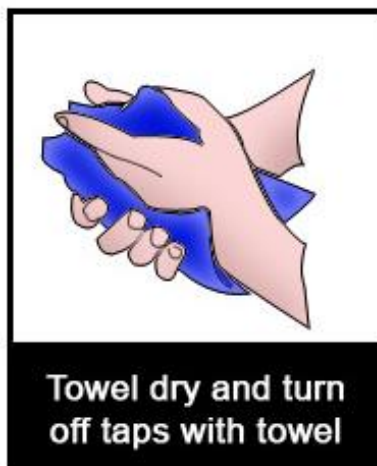
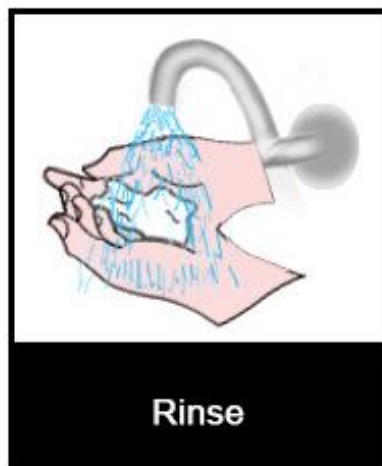
Washing Your Hands: the Most Important Step

The single biggest thing you can do to prevent illness is wash your hands. Correctly and frequently. Wash your hands:

- ➔ Before starting work
- ➔ When changing tasks or working with different types of foods
- ➔ After going to the restroom
- ➔ After sneezing or coughing, or using a handkerchief or tissue
- ➔ After touching or scratching areas of your body
- ➔ After using any form of tobacco (smoking, dipping, chew...)
- ➔ After eating or drinking
- ➔ After touching unclean equipment, work surfaces, soiled clothing, or dirty wash cloths
- ➔ After handling raw food - especially meat, poultry, and seafood
- ➔ After working with dirty dishes or utensils

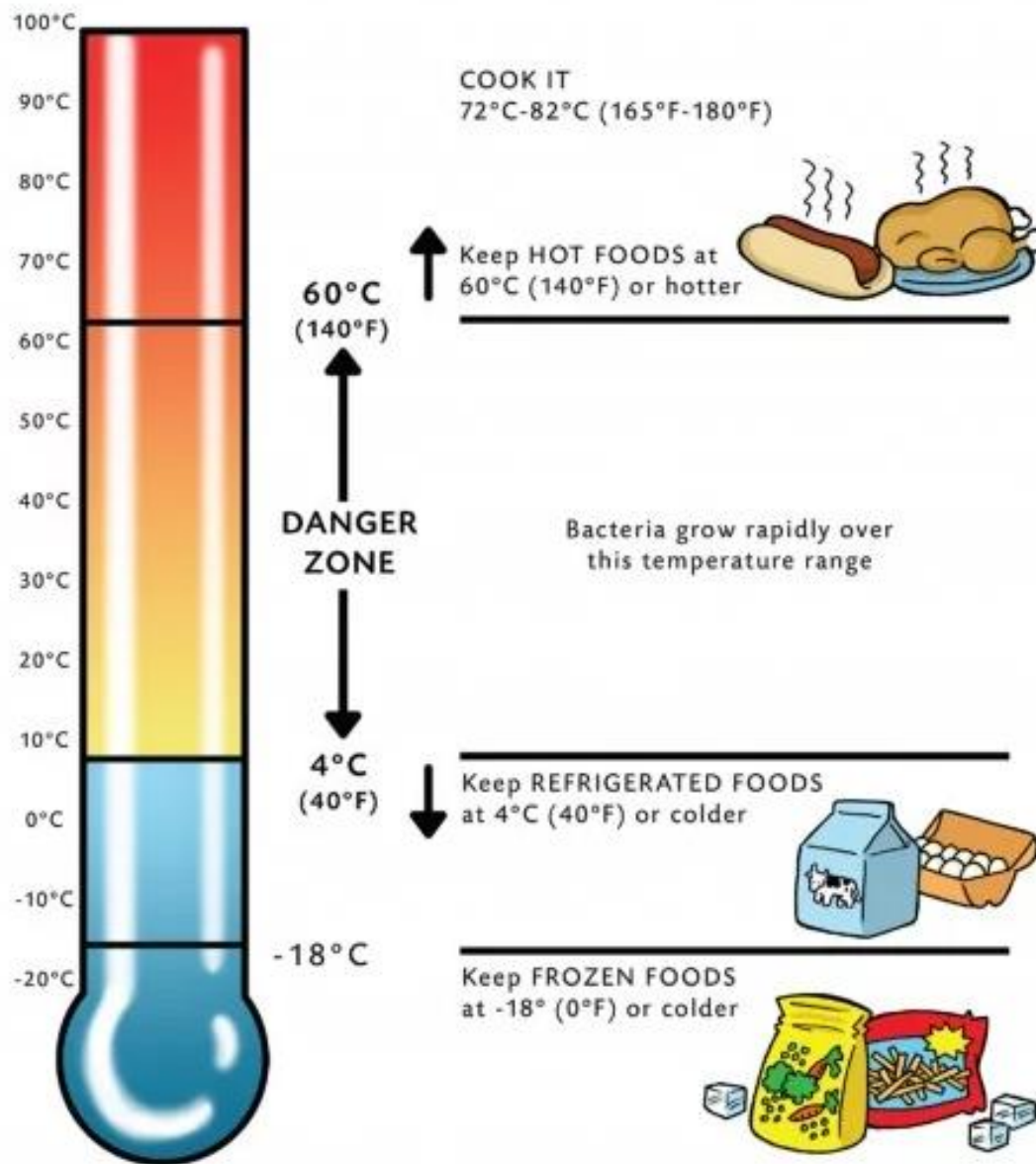
WASHING YOUR HANDS THE RIGHT WAY

- ➔ Use water as hot as you can comfortably stand.
- ➔ Wet your hands and apply soap up to your elbow.
- ➔ Scrub thoroughly, using a clean brush for nails.
- ➔ Rub hands together for at least 20 seconds (say your ABCs as you wash. Seriously). Clean between your fingers.
- ➔ Rinse thoroughly under running hot water.
- ➔ Dry hands, using single service towels or hot air blower.
- ➔ Use a paper towel to grab the door handle to leave.



THE DANGER ZONE

What is it? It's the temperature range where bacteria love to multiply. The goal? Keep food out of this zone as much as we can during storage, thawing, preparation, holding and serving.

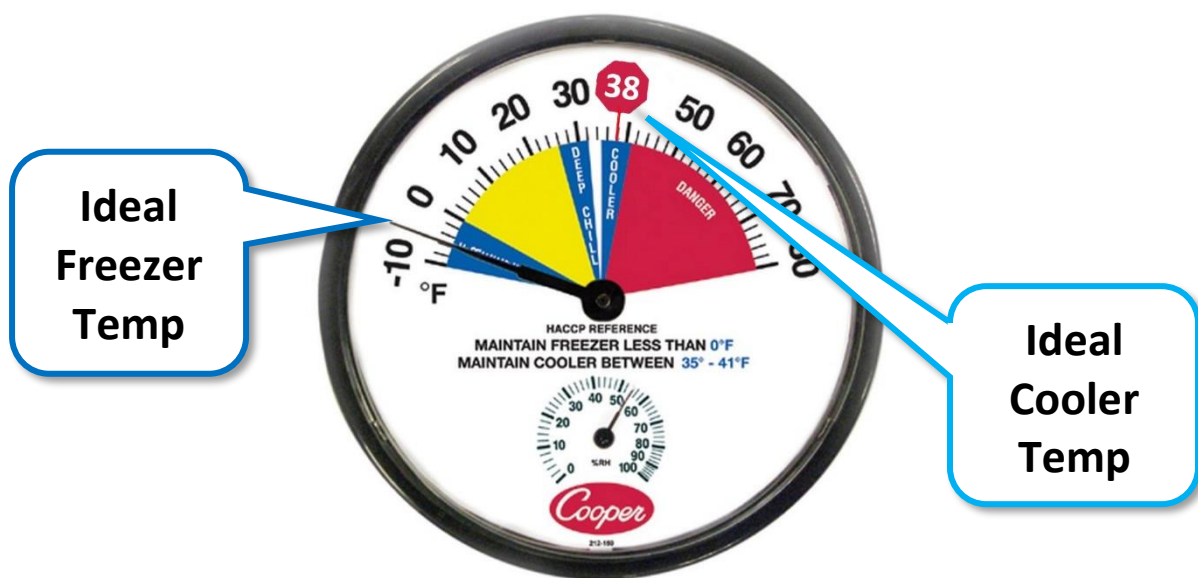


RECEIVING (AND STORING) FOOD

Food must be handled carefully and responsibly from the moment it is received until it has been served and consumed. How we handle food during receiving and how we put it away can either keep food safe, or it can introduce contamination if we aren't careful to follow good practices.

Prepare for receiving groceries:

- ➔ Make space for new stock. Clean the storage area before putting away new items: shelves, dunnage racks and the room / cooler itself should be clean and free of clutter.
- ➔ Rotate your stock: move older items to the front to be used first. New items are put in back to be used last.
- ➔ Make sure cooler & freezer are at safe temperatures:
 - ✓ **38 F for coolers**
 - ✓ **0 F – or colder – for freezers**



Receiving:

- ➔ Move food into storage quickly - never leave items in grocery box or on deck. This keeps it out of the “Danger Zone” of between 40 and 140 degrees as much as we can.
- ➔ Check the expiration or “use by” date of all items before putting them away. Check the older stock also.
- ➔ Check for contamination, damage, or spoilage:
- ➔ Cans that are bulging should be set aside and reported.
- ➔ Open items should also be set aside and reported.
- ➔ Wet or stained paper packaged products should be carefully inspected before you consider using. If there is no liner in the package (such as a cake mix in a bag inside the box), do not use it.
- ➔ Meats that show signs of thawing and re-freezing should not be used. This will be visible as “pooling” of blood or liquid at the bottom of the package. Don’t use meat that may have been thawed and refrozen. Instead, set aside and report to the office so we can inspect the product on hand in our warehouses.

Meats

- ➔ Make sure they are frozen solid
- ➔ Check for previous thawing / refreezing
- ➔ It should be completely covered in plastic overwrap
- ➔ Check for freezer burn
- ➔ Mark date of delivery on item

Dairy Products

- ➔ Should be received at 40 or below
- ➔ Check expiration date
- ➔ Mark date of delivery on item; use before expiration date

Eggs

- ➔ Should be received at 40 or below
- ➔ They should be clean and unbroken
- ➔ Store in original cartons
- ➔ Check “use by” date. Mark with date of delivery

Fresh Produce

- ➔ Inspect for evidence of insects, rodents, damage or bruising
- ➔ Check ripeness
- ➔ Do not handle more than necessary

Dry & Canned Goods

- ➔ Inspect packaging for damage
- ➔ Make sure items are dry, clean, and free of insects.
- ➔ Inspect for dents, broken seals, rust, leaks, or bulges.
- ➔ Inspect paper packaged items for moisture, proper seal and stains that show previous exposure to liquids.

Cleaning Products & Chemicals

- ➔ Always store chemicals away from food. If you must store them in the same area, chemicals should be stored on a separate shelf, or on a bottom shelf.
- ➔ Inspect containers to make sure they are not damaged.
- ➔ Never store any chemicals above food.
- ➔ Never allow chemicals to touch foods. If they do, discard the food.
- ➔ Store chemicals in original containers.



General Food Storage Rules

- ➔ Store all raw foods below cooked and ready-to-eat items. For example, raw meat, poultry, and seafood are always stored on the bottom shelf because they may drip into (and contaminate) other items such as lettuce or cheese.
- ➔ Don't overload shelves or store foods on the floor or against walls. Leave room for air circulation.
- ➔ Always store foods at least 6" off the floor.
- ➔ Keep food in clean wrappers or containers.
- ➔ Keep storage areas clean.



PREP
COO
SERV

Do you see
room for
improvement
here?

Contamination can happen when food is handled often or for a long time. **Keep hot foods hot and cold foods cold.** Reducing handling time, keeping food at safe temperatures, and



keeping your hands clean will ensure that you are serving safe food.

Preventing Cross-Contamination

- ➔ Wash your hands often, especially after handling raw food, cleaning, or when you begin another task.
- ➔ Touch food with your bare hands as little as possible.
- ➔ Use disposable gloves when handling cooked foods.
- ➔ Clean and sanitize all utensils - especially knives and cutting boards - before changing to another food.

Avoiding the Danger Zone

Although the foods most susceptible to bacteria contamination are high protein foods, all food must be handled with care:

- ➔ Minimize the time food is in the danger zone (40-140° F).
- ➔ Use your food thermometer to check temperatures.
- ➔ Leave foods in storage until ready for use.
- ➔ Work in small batches of food - not large quantities that sit out waiting. Example: on seafood day, pull out only enough shrimp to fry for the next 30 minutes at most.

Use safe thawing methods.

- ➔ In general, never thaw at room temperature. Food thaws unevenly -the outside thaws first, allowing bacteria to

grow while the inside is still frozen. Follow these procedures for thawing:

- ➔ Thaw only what you need; keep the rest refrigerated.
- ➔ Thaw meats in a refrigerator on the bottom shelf to prevent dripping on other foods.
- ➔ Under potable water at 70° F. for no more than 2 hours
- ➔ As part of the cooking process

Use Correct Cooking Temperatures:

- ➔ Follow recipe instructions for cooking temps and times.
- ➔ Cook foods to at least their minimum safe internal temperatures (see table at the end of section).
- ➔ Use a thermometer often to check internal temperatures (clean and sanitize the thermometer after each use).

Use correct Serving Procedures

- ➔ Stir held foods regularly (to maintain even temperature).
- ➔ Keep serving containers covered (to retain temperature).
- ➔ Provide long handled spoons or tongs to prevent hands from touching food items.
- ➔ Place utensils in food with the handles toward the customer.
- ➔ Replace pans on the line with fresh product.

Hot Holding

- ➔ Hold hot foods between 140-165 F.

- ➔ Check hot food temperatures every hour. Check in more than one place, using a food thermometer. If you're checking a pan of meat loaf, check two or three pieces at different locations in the pan.
- ➔ Do not add newly cooked food to food already in hot holding. So, don't just add more corn to a pan of corn on the serving line. Remove the old pan and replace with a new pan of fresh product (you can reheat the other corn to a proper serving temperature to use again).
- ➔ Never reheat food on a steam table. Food should be reheated quickly to a safe serving temperature; a steam table won't heat quickly enough.

Cold Holding

- ➔ Hold cold foods at 40 F or less
- ➔ Measure the temperature of the food at least once every 4 hours
- ➔ Do not mix fresh food with food already in cold holding
- ➔ Replace ice if it becomes soiled by food (for example, in a salad bar)
- ➔ Do not place packaged foods directly on ice, place them in container and place that on the ice. For example, you would put tomato slices in a container and then on ice.

Serving Food Safely

- ➔ Never touch food or food contact surfaces (dishes, glasses, etc.) with hands.
- ➔ Place serving utensils, handle pointing out of the container, toward the user.
- ➔ When serving ice, always use a scoop with a handle - never use a glass, cup or bowl.
- ➔ Provide new plates for new trips to the line
- ➔ Hold plates by the bottom, grab cups by the bottom or handle, and carry silverware by the handle.
- ➔ Replace any food or utensils that may have become contaminated through being touched, dropped or coughed upon.

Cooling Hot Foods

“Quick chill in small batches” – is the most important thing to remember. The idea that food needs to cool to room temperature before it goes in a cooler is a common – and incorrect – myths about safe food cooling.

Food should always be cooled as quickly as possible. Hot food should be cooled to 70 F. within 2 hours brought down to 40 F. within 4 hours. Follow these guidelines when cooling foods:

- ➔ Break down thick foods (chili, beans) into shallow pans of 2” or less.
- ➔ Liquid products (soups) should be placed into pans of 3” or less.

- ➔ Thick meats (roasts, hams) should be cut into smaller pieces and placed into shallow pans.
 - ➔ Cool foods under refrigeration using this procedure.
 - ➔ Place pans on the top shelves of the refrigerator.
 - ➔ Stir food (soups, chili, beans, etc.) frequently.
 - ➔ Take temperature in more than one place.
 - ➔ When food is cool, cover, date, and label the container.
-

Re-heating Food

- ➔ Re-heat food quickly (within 2 hours) to at least 165o F
 - ➔ Never mix reused food with fresh food portions
 - ➔ Re-heat food only once
 - ➔ Never reheat foods in a steamtable
-

Serving unused portions (leftover items)

Leftovers may be used but must be handled with special care. They must be used within 72 hours and only if:

- ➔ They are properly cooled to 40 F within 2 hours
- ➔ They are covered and dated before storing
- ➔ They are reheated to a minimum temperature of 165 F for at least 1 minute.

CLEANING AND SANITIZING

Cleaning and sanitizing are essential in preventing cross-contamination and foodborne infection. They are defined as:

Cleaning is removing visible dirt and stains from food contact surfaces or utensils using hot water and detergent.

Sanitizing is reducing the number of harmful micro-organisms on food contact surfaces or utensils by using very hot water or a chemical sanitizing solution. A cleaning guide is included at the end of this section.

When to Clean and Sanitize

Wash, rinse, and sanitize kitchenware and all surfaces that touch food:

- ➔ After each use
- ➔ When changing products (for example, using a knife to slice tomatoes and then cut raw chicken)
- ➔ At least every four hours for equipment in constant use
- ➔ Once a day for grill surfaces and griddles (and after each use for griddles)

Cleaning & Sanitizing Equipment, and Utensils:

Using a three-compartment sink

- ➔ Clean and sanitize the sink and counters before using
- ➔ Scrape, presoak, and sort items
- ➔ Wash in first sink in hot, soapy water (110o F)
- ➔ Rinse in second sink in clear, hot water (120o F)
- ➔ Sanitize in third sink using a commercial sanitizing solution or hot water (170o F.)
- ➔ Air dry. Do not towel dry.

Using a Dishwasher

- ➔ Spray, scrape, or soak items before loading into racks
- ➔ Load racks so all sides of an item are sprayed during washing
- ➔ Run machine according to instruction manual
- ➔ Air dry items

How to Clean and Sanitize Fixed Equipment

- ➔ Make sure equipment is turned off or unplugged
- ➔ Unfasten removable parts
- ➔ Wash and sanitize each part (be careful of sharp parts)
- ➔ Rinse and sanitize other surfaces with chemical sanitizer
- ➔ Air dry all parts before putting back together
- ➔ Re-sanitize all parts touched when reassembling

Using Wipe Cloths

- ➔ Different wiping cloths should be used for items that touch food, and those that do not touch food, such as counters and table tops.
- ➔ Store each cloth in a different container, with sanitizing solution.

Disposing of Garbage

- ➔ Use plastic bags; double them, if necessary, to maintain strength and prevent bursting.
- ➔ Store in a leak-proof garbage container
- ➔ Always wash hands and put on fresh gloves after emptying garbage.
- ➔ Do not overload the bags. It's unsafe. And messy.



MOPPING FLOORS SAFELY

When mopping a floor, the first step is...

Sweeping, you say? Why yes, you're absolutely right. It is the first step in mopping a floor. Otherwise, you're just pushing around wet dirt. But before we even start sweeping:

First, move obstacles (trash cans etc.) and rugs out of the way.

- ➔ Now we sweep or vacuum carefully to remove loose dirt.
- ➔ Gather your equipment: mop bucket, wringer, mop with a clean mop head (it doesn't have to be new, just clean), and don't forget the WET FLOOR signs. They're important.
- ➔ Next prepare the mop solution. Keep in mind:
 - HOT, Fresh, Clean water. Always. Always. Always start with clean water.
 - Use the approved or correct product for floors. Don't use dish detergent, laundry detergent, or whatever. Use only an all-purpose cleaner or a specifically formulated product. Some customers have highly specific flooring types that need a very specific cleaner.
 - NEVER mix chemicals. This can literally kill you or someone else. For example, bleach and ammonia, when mixed, produce chlorine gas. Chlorine gas can be fatal, and at a minimum can cause severe lung damage.

- ➔ Bring all your gear to the location.
- ➔ Put out the wet floor signs.
- ➔ Soak the mop completely, then let the excess water drain, and begin mopping with long, even sweeping side-to-side motion. This is the easiest way (and most efficient) way to mop. It's actually the U.S. Navy way and it works for them and works for us too.
- ➔ Frequently pick up the mop, rinse and wring, and repeat.
- ➔ When finished with an area, move the bucket/wringer, any other gear, and then return and mop your way out of the location. Leave those signs in place until the floor is dry.



CHEMICAL SAFETY

You notice we mentioned not mixing chemicals in the previous pages? Good. It's important for your well-being and that of your co-workers.

You should never mix chemicals. Sometimes, even a trace amount of one thing can react with another to create effects that are life-changing. Possibly fatal which, for sure, is life-changing when you think about it. Even "Household Chemical" are still chemicals with potentially harmful effects.

Please follow these guidelines when using chemicals:

- ➔ Know where the SDS (Safety Data Sheets) are located.
- ➔ READ THEM before using any product.
- ➔ Follow the instructions.
- ➔ Wear protective gear when using. Always wear gloves.
- ➔ Store chemicals carefully and in a central location away from food. Don't leave them all over the work site.
- ➔ Immediately report any incident. If you spray and get some in your eyes, if you get something in a cut, or if you accidentally ingest something, report immediately.
- ➔ Always treat chemicals with the respect they deserve.

PRIDE IN WHAT WE DO
brings the best to you!