

TABLE OF CONTENTS

.....	3
ROLES AND RESPONSIBILITIES.....	1
LEADERSHIP	2
1. UNDERSTAND THE IMPORTANCE OF LEADERSHIP	2
2. BE A CLEAR COMMUNICATOR	2
3. SET CLEAR GOALS	2
4. DELEGATE AND FOLLOW UP.	3
5. BE A WILLING TRAINER. LOOK FOR OPPORTUNITIES.	3
5. PRAISE.....	4
6. RESPECT IS EARNED.....	4
7. BE A GREAT LISTENER.	5
EMPLOYEE COUNSELING	6
EVALUATIONS	8
OUR RATING SCALE.....	8
HOW TO DO AN EVALUATION	8
<i>Appearance and Grooming:</i>	8
<i>Performance / Attitude:</i>	8
<i>Steward / Relief Steward:</i>	9
<i>Comments:</i>	9
<i>Signatures:</i>	9
WHEN TO DO EVALUATIONS.....	9
WHAT TO DO WITH THE FORM	9
THE STEWARD...A SOLITARY MAN.....	10
CREW CHANGES	11
RECEIVING GROCERIES	11
EMERGENCY RESPONSE	12
WHAT TO DO:	12
CONTACT TELEPHONE NUMBERS:	12
AFES, CHARGE CODES, YADA YADA YADA	13
PAYROLL	14
TRANSFER OF SUPPLIES.....	17
REBILL ORDER.....	19
EQUIPMENT ORDER	20
HOT SHOT, OR SHORT ORDER	22
<i>Return for Credit</i>	24
ORDERING GROCERIES	26
JUST WHAT DO I NEED TO ORDER, ANYWAY?	26
ONLINE ORDERING.....	28
LAUNDRY MANAGEMENT	36
WHEN GOOD LAUNDRY GOES BAD	36
LAUNDRY TICKET	37

LAUNDRY MANIFEST	39
<i>What to Do with the Manifest</i>	39
SAFETY OPERATIONS FORMS	40
SAFETY MEETING AGENDA	40
INCIDENT/ACCIDENT REPORT FORM	42
JOB SAFETY ANALYSIS (JSA)	44
FOOD SANITATION.....	47
FOODBORNE ILLNESS	48
HOW FOOD BECOMES CONTAMINATED:	48
<i>Bacteria</i>	48
<i>Viruses</i>	48
<i>Parasites</i>	48
<i>Fungi</i>	48
<i>Molds</i>	49
<i>Yeast</i>	49
<i>Non-organic forms of contamination include:</i>	49
PREVENTING FOODBORNE ILLNESS	50
<i>Working healthy:</i>	50
<i>Clothing, grooming, and personal habits:</i>	50
<i>Other good habits to observe:</i>	50
YOUR HANDS & PREVENTING ILLNESS	51
<i>Hand care and the use of gloves:</i>	51
<i>Washing Your Hands: the Most Important Step</i>	51
WASHING YOUR HANDS, THE RIGHT WAY	51
THE TEMPERATURE DANGER ZONE	53
<i>RECEIVING (AND STORING) FOOD</i>	53
<i>PREPARE TO RECEIVE GROCERIES</i>	53
<i>Receiving</i>	54
<i>General Food Storage Rules</i>	55
PREPARING, COOKING, AND SERVING FOOD	56
<i>Preventing Cross-Contamination</i>	56
<i>Avoiding the Danger Zone</i>	56
<i>Use safe thawing methods</i>	56
<i>Use Correct Cooking Temperatures:</i>	56
<i>Use correct Serving Procedures</i>	57
<i>Hot Holding</i>	57
<i>Cold Holding</i>	57
<i>Serving Food Safely</i>	57
COOLING HOT FOODS.....	58
<i>Re-heating Food</i>	58
<i>Serving unused portions (leftover items)</i>	58
CLEANING AND SANITIZING	59
<i>When to Clean and Sanitize</i>	59
CLEANING & SANITIZING EQUIPMENT, AND UTENSILS:.....	59
<i>Using a three-compartment sink</i>	59
<i>Using a Dishwasher</i>	59
<i>How to Clean and Sanitize Fixed Equipment</i>	59
CHEMICAL SAFETY.....	ERROR! BOOKMARK NOT DEFINED.
RECYCLING	61



PRIDE IN WHAT WE DO
brings the best to you!

Roles and Responsibilities

As a SONOCO Steward, you wear many hats. You manage a foodservice and housekeeping operation – a hotel on the water.

You are a:

- Teacher
- Mentor
- Motivator
- Sanitation Inspector
- Safety Manager
- Galleyhand & BR Hand

In fact, in the eyes of our customers, you are SONOCO. Most of our customers never come to our office and meet the team here. What they see is you and your crew. And what they think of us depends upon YOU:

- How you handle yourself and how you treat your team
- How you respond to their requests and anticipate their needs
- How your team takes care of its responsibilities
- How you communicate with the customer's employees
- Your personal appearance – neat, well-groomed, and professional

And this is only a part of it. You are a caretaker – of our business and of our customer's property. It is a position of trust. Being a SONOCO Steward is a tough and demanding job. Not everyone can do it, and it takes time to become really good at it.

You are here because we believe in your ability, and have confidence that you can rise to the challenge and continue the tradition of excellence that SONOCO has maintained for over forty years.

Welcome to the SONOCO management team.

LEADERSHIP

Whether you are running a large company or a small platform catering operation with a galley hand and BR hand, there are some common leadership skills, or best practices that can help us to more effectively manage our teams. If you apply these principles consistently, you will see that you are more effective at leading people. The result? A happier crew and a happier you.

1. UNDERSTAND THE IMPORTANCE OF LEADERSHIP

A Leader has vision and makes sure that his team has a clear picture of that goal. They know where they are going and that they are going to go there together. They know what is expected of them. Your role as a Leader is to be a motivator, a positive influence and “cheerleader”. You want to get people excited about your goals; make them THEIR goals.

2. BE A CLEAR COMMUNICATOR

Good communication skills are a must. The most effective leaders are also great at getting their message across.

Don't just talk “at” your team. Talk to them. LOOK at and LISTEN to them. Are they getting it? Are they really, really getting the message? Can you see it in their faces? If not, is it what you're saying or how you're saying it? Remember, don't blame or shame in public 😊

Whether talking to a team or a single person, be clear and to the point. Be tactful and not harsh. Nobody can hear you if you are being hard or pointing the finger at them (we're not talking about a discipline session here – a lesson for another time).

3. SET CLEAR GOALS

**Give our customers the best service through great
hospitality, food and cleanliness.**

That's a clear, simple goal. Understandable, easy to break down into manageable pieces. Everyone can have a stake in it, and everyone knows what it means.

Setting good goals mean something to people. They can take ownership and have pride in achieving them. They participate because they're involved.

You don't just want to set lofty, long-term goals. Like, let's build a football team. Well sure, but there are lots of steps to getting there and that's what you have to do each day. All the parts that get you to that goal.

Those are your daily, weekly, or periodic goals. Break them down into steps. That's the value of simple, clear goals: you can break them down and everyone can take a piece of them and work on them. Ask your team. Talk to them. Ask them some questions. Many of them are experts in their field. Communicate, set goals, and then delegate.

4. DELEGATE AND FOLLOW UP.

A good leader also has to be aware of his or her skills and personality. You can't do it all yourself. The failure to delegate is probably one of the biggest challenges for many. Actually, it's one of the biggest challenges for those of us who supervise people. It's happened to each of us: we assign a task to someone who fails to do the job - maybe more than once - and we decide to just do it ourselves.

But the long term result is that we're doomed to doing that job ourselves forever. Unless we delegate and follow up. Let's call it what it is...

5. BE A WILLING TRAINER. LOOK FOR OPPORTUNITIES.

By delegating, you're also developing employees, which helps your entire operation. It also helps that employee by creating skills he/she can use their entire career. Consider this true story:

Joe was the Steward on a large job and there was a linen room down the hall that had to be counted every week. He did it himself for nearly a year and it took 30 minutes. That's 20 hours of his time if you add it all up.

One day, he decided that Billy, the downstairs BR hand could handle it. Billy was a good hand. He had a good attitude and he would give his best effort. The first week took about half an hour to show him how to do it. The next week Billy and he did it together and week three he just watched Billy and helped a bit.

But on week four, Joe only stopped in, asked Billy how it was going and then spot checked his work. It took about five minutes.

And ever since, Billy has been doing a great job counting and Joe has been telling him so. That's really training in disguise. Joe taught someone else how to do a job by delegating and then followed up until he knew that Billy could do it right. Now Billy can train someone when his time comes.

“Good management consists in showing average people how to do the work of superior people.”

John D. Rockefeller

You could say that about training too. Training is one of the cornerstones of good leadership. The ability (and desire) to transfer your skills to a junior employee is one of the most valuable assets you possess. If you can do this successfully, your team will be a TEAM, and not just a group of people doing their own thing.

And that is leadership. That is what you see in the best-coached teams. If you think about it, there really isn't much difference between the best NFL team and the worst; the players are all talented. It usually comes down to the coach – the leadership.

5. PRAISE

If you worked really hard on something, or if you took the initiative to do something on your own, do you think you'd like to hear your supervisor say “thank you”. Probably so.

Always say thanks for a job well done. It isn't just common courtesy; it's a fact that it encourages people to do a better job. Much more effective than dire threats or harsh warnings for a bad job, if you praise people for doing a good job, they usually will seek out other opportunities for more praise.

If you have a track record of doing this, then when you really need that extra effort, you can count on your team to deliver.

6. RESPECT IS EARNED.

Respect is something you earn. It isn't given easily or freely by your team. You have to prove that you deserve it to receive it, and one of the most important things is to GIVE it.

Leadership isn't about being popular, or a buddy, or the coolest person on the team. It definitely isn't about being the meanest or the biggest bully.

It's more about being a coach; being the person who can see how to bring out the best in each of the team and help them to contribute to the best of their ability. It's about being willing to do what is necessary for the good of the team (and the customer) because that's the most important goal. You earn respect by being firm, fair and friendly.

Consistently.

7. BE A GREAT LISTENER.

Being a good – a great – listener is a common trait among the great leaders throughout history.


People know when you're listening and when you're faking it.

If you really listen people know it. If you are paying attention; if you give them the respect and courtesy of your time and attention, they almost always will return it. They'll appreciate you. They'll begin to trust you.

It also means being consistent. Being willing to listen every time someone needs me. It means being honest and acting with integrity. Not in the middle of frying seafood on Friday night, but maybe right after. Time and place is important. But be pleasant when you ask to talk later.

Oh, it means being humble too. Part of being humble is the ability to admit you don't know the answer. Because it's true. None of us have all the answers and nobody expects you to. In fact, often all the other person needs is to be heard.

So, the simple decision to be available can lead you to become a better listener. As you do, people realize that you care, and that they can talk to you. Why? Because, through the process, you become compassionate and humble. You're authentic. You connect. You are a good listener. You have integrity. You have their trust.



Listen and Silent
are spelled with
the same letters

EMPLOYEE COUNSELING

Sometimes, in spite of our best effort, we'll run into someone who just doesn't respond. A few words of advice, and a bit of instruction here:

DON'T get into a conflict with the team member. If it is getting to that point, just step away and call the office. We're here to support you. Think about the issue, why it's a problem for you and what we're trying to achieve.

DON'T confront the team member in front of others. Not other crew, and certainly not the customer. And don't ask the customer to sit in on these situations.

DON'T make threats. They only escalate the situation.

DO know that we are here to help and if we need to make a change, we will.

DO be prepared to write a report on the team member's actions. It should be clear, with just the facts as you see them, with any other information that helps to understand the issue.

We try to handle these problems on a regular crew change, in our office, so we don't have to inconvenience the customer by asking for special flights to remove someone. Instead, we will:

Talk with you and the employee on the phone to find a solution. If an employee is difficult, such as not following instructions, or creating conflicts with other co-workers, we will make it clear that you are the supervisor and your instructions are to be followed. We will also make it clear that any additional issues may result in dismissal.

In cases of poor or non-performance, be sure that you have taken the time to clearly explain the goals and expectations for the position. And follow up. If you've done these things and there is no improvement, calling in is definitely something you should do.

But there are definitely times when we have had to remove people. If you believe that leaving a person on location may lead to conflict, a safety situation, or a serious degradation of customer service, you are making the right call if you contact the office (pardon the pun).

As a SONOCO Steward, you are a vital member of our management team and we support you. Act as a manager, not an angry co-worker. Rise above these things and be a pro. When you do, you have another tool for your tool box, and you can be proud of your performance.

EMPLOYEE EVALUATION



Date Evaluated: _____
 Employee: _____
 Evaluator: _____
 Time On Location: _____

Location: _____
 Position: _____
 Supervisor: _____

Rating Scale
 1 (low)-10 (high) 5= Average Any mark below 5 must be explained below in COMMENTS SECTION

APPEARANCE & GROOMING	Yes	No	PERFORMANCE / ATTITUDE (Rank on 1 - 10 scale)	
Uniform Overall Condition OK?	_____	_____	Attitude	_____
Uniform Pants Look Good	_____	_____	Shows Initiative (looks for things to do)	_____
Uniform Shirt Looks Good	_____	_____	Does work without constant prompting	_____
Shirt Tucked in, Wearing Belt	_____	_____	Follows instructions to best of ability	_____
Safety Shoes Are Worn	_____	_____	Accepts correction in positive manner	_____
SONOCO Cap is Worn	_____	_____	Shows good hospitality to customers	_____
Length of Hair is to Standard	_____	_____	Overall Work Performance	_____
Personal Hygiene to Standard	_____	_____	Participates in Safety Programs	_____
Is Clean Shaven	_____	_____	Follows safe work procedures	_____

STEWARD / RELIEF STEWARD / NIGHT COOK / BAKER (rank on 1 - 10 scale)				
Self Motivated	_____		Meal presentation	_____
Shows Effective Leadership	_____		Location cleanliness	_____
Displays Customer Focus	_____		Laundry procedures correct	_____
Safety Leadership	_____		Proper Grocery Ordering	_____
Meal Presentation	_____		Paperwork correct / done daily	_____
Communications with Office	_____		Menu used / adequate for job	_____

Comments

Evaluator's Signature	Date	Employee Signature	Date
-----------------------	------	--------------------	------

By my signature on this evaluation form I certify that no accident has occurred to me in this pay period. I confirm if any accident has occurred it has been reported to my supervisor immediately.

Employee Signature:	Date:
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Evaluations

Part of your job is to evaluate your team and to send in an evaluation for each member of your team. We ask you to consider carefully many aspects of each person's behavior.

This should be an objective, carefully thought-out review of each person. Above all, it must be accurate and fair. And, here's the hard part: it must be reviewed with the employee and your evaluation must be explained to him/her.

As a manager, one of your main responsibilities to each of your team is to provide feedback on how they're doing. That means sitting down at a table with an evaluation and discussing how and why you came up with what you did. So be sure you're being fair. Be sure you're honest.

And don't simply send it in with no signature. Don't "sneak" them into the office without the employee knowing you did an evaluation either. After all, we're evaluating YOU on how you handle this. Why? Well think about how you want to be treated if you get an evaluation. Done right, you'll probably get a sincere "Thank You" from the person you just evaluated.

OUR RATING SCALE

This is important: Our scale is that 5 is average. That means that a 5 is a good score. A person who is doing an average, acceptable job with no issues should receive a 5.

HOW TO DO AN EVALUATION

Plan on taking some time. Grab some forms and a cup of coffee. Find a quiet place. Close the door. Do whatever it takes to put yourself in an objective frame of mind.

APPEARANCE AND GROOMING:

There is a section that is either Yes or No. Is the employee's uniform in good condition? Do the pants and shirt look good? Not stained, or all wrinkled like they came out of a teenager's closet floor? Is the employee wearing a belt? How about PPE? These are all Yes or No.

PERFORMANCE / ATTITUDE:

Here, you evaluate the employee's work performance and attitude about it. If he/she is doing a good job with no issues, a 5 is a good score. If you have had some issues with performance, then base your evaluation on how often and how severe. Don't give a 1 just because someone had an off day.

Likewise, be thoughtful about 8, 9, and 10 scores. Is this person truly outstanding once or twice? Perhaps a 6 or 7 is a good rating. Only for a great performance over time should you even think about giving out a 9. Scores of 10 should be rare indeed.

And remember we will not just be evaluating that employee, but you, and how you evaluate your team members. A bunch of 9 and 10-scores tells us you don't understand the scale.

STEWARD / RELIEF STEWARD:

This section applies to the higher level positions you may be evaluating. The rating scale applies here as well. Notice that leadership and initiative, along with Customer Focus, are something that you should be giving priority to in your thinking.

COMMENTS:

This is sort of where the “rubber meets the road”. If you gave Joe Doe a rating of 4 on “accepts correction in a positive manner,” this is where you put why. This information is far more important than that “4” you put on the form. It tells us what kind of co-worker and subordinate Joe Doe is, in your opinion as his supervisor.

In fact, when you sit with Joe to discuss his eval, he will probably zoom in on the numbers, so you should be prepared to explain any of them.

SIGNATURES:

An unsigned evaluation is not an evaluation at all. It is merely a piece of paper. Do not submit unsigned evaluations. If, for some reason, an employee simply refuses to sign, then you should contact this office and ask for either Operations or Personnel. However, if you treat “Joe” with courtesy and respect, even a somewhat negative evaluation can produce a positive outcome.

WHEN TO DO EVALUATIONS

Every month – or every couple of hitches – for your regular crew members.

For new members, do one on their first hitch. That’s if they are new to you. Even if they have been with SONOCO for 20 years and they are new to your location, do an evaluation at the end of their hitch.

WHAT TO DO WITH THE FORM

Send it in with your paperwork. The originals should always be sent in, not left on board the platform or work location. It’s nobody’s business but yours and the employee, so let’s not leave them where they can be read by a casual passerby.

The Steward...A Solitary Man

Yes, sometimes you're the only SONOCO person on a job. You're the cook, galleyhand, BR hand, laundry washer and HR manager of yourself.

The fact is, lots of small platforms only have a cook on them, and this person is expected to take care of every aspect of the service we provide. You will be up early and work late every day. You will take breaks a couple of times a day to reduce your fatigue and to reduce the cost of overtime to our customer. Expect to:

- Cook all the meals.
- Clean behind yourself.
- Keep the galley and dining room clean, including the equipment in those spaces.
- Take out all trash and rubbish.
- Do all the B.R. work:
 - Make bunks and change linens when needed and on crew change day.
 - Clean bedrooms, including sweeping and mopping floors.
 - Clean bathrooms change rooms including walls, floors, fixtures.
- Clean common spaces:
 - Break rooms
 - Offices, conference rooms and other similar spaces
 - Hallways & stairwells
 - Laundry rooms and utility storage spaces (closets, etc.)
- Put away groceries.
- Do the laundry: wash, fold neatly, deliver to rooms.

It may seem like a lot, but you're being paid to do this, and our customer expects it to be done. How well you do determines your standing with SONOCO and our customer.

And really, this isn't as much as it seems like. If you are organized and clean as you go, you'll find that the galley is not even a challenge, and you should have time to spare each day for a break.

Crew Changes

As the Steward, you are the one who will handle crew change calls. Please don't ask the galleyhand or Night Cook to call in. Some key points to remember:

- ❑ Call on the scheduled day. Phil will tell you when you should call in.
- ❑ When you call, he will tell you who is going out and who is coming in.
- ❑ Crew changes are assigned from this office. DO NOT arrange your own rotation with the customer, and don't allow your other team members to do this either. You and your team will crew change when arranged by this office.
- ❑ You will not always get back the crew you had. This is normal and to be expected. Remember, it is not our goal to make up a crew that suits you; we expect that you – the manager – will help to develop anyone we send out into a capable, productive worker.

Receiving Groceries

When you receive groceries, please be sure that you take care of some important issues:

- ❑ Have your team assembled and ready, with each person knowing their role.
- ❑ Be sure that you are the one who opens each grocery box and that you remove the numbered seal on the container yourself. Keep it to turn in with your paperwork. Why?
- ❑ It's common for the customer to try to get that box off the deck as soon as possible, but we need to know that the container has not been tampered with after delivery. It's uncommon, but it has happened:
 - Boat crews open the container to grab some product
 - The box is lifted onto the wrong platform, opened and then they realize it. But not before a couple of boxes are already off to the galley and stowed.
 - The dock personnel open the container and put stuff in it. Stuff like hazardous materials that can leak or cause other problems.
- ❑ Check in everything according to the picking ticket that is sent with your order. It is usually put in the bread or tomato box.
- ❑ DO NOT let the grocery container leave before you are ready. Have a talk with the OIM or PIC prior to offloading so that the crane crew is aware that you have items going back.
- ❑ BEFORE loading anything into a container for return, personally check that all the groceries have been removed. It is not unheard of for a box of product to return to our warehouse.
- ❑ Have your team flatten the boxes before putting them back in the container (if the customer is backloading the boxes).
- ❑ Put any used cooking oil, Styrofoam containers, and laundry in the container.
- ❑ Seal the container with the red seal provided in the picking ticket envelope.

Emergency Response

For any emergency, report either immediately or as soon as it is safe to do so.

WHAT TO DO:

Call the 24 hour number below.

Tell them who you are and your location.

Ask to speak to the Safety Director or On-Call person.

When you report, have as many facts as you can.

We will take it from there. You may receive additional instructions.

CONTACT TELEPHONE NUMBERS:

NUMBER	HOURS AVAILABLE
(985) 851-0727	24 hours Answering service after hours
(800) 458-2511	Monday – Friday 8 AM to 5 PM
(800) 458-7012	Monday – Friday 8 AM to 5 PM

AFEs, Charge Codes, yada yada yada

What the heck is an AFE? It's shorthand for an Authorization For Expenditure. Meaning it's a way that many of our customers control who in their company can spend money, and what they can spend it on.

Our customers are large companies with their own way of processing payments. And almost without exception, they all use something like an AFE system. They may call it something different, like a Charge Code, a SAP number or whatever. But whatever you call it, it's a number or code that they want us to use on many of our forms. For example:

- Grocery orders
- Rebills
- Equipment purchases
- Payroll
- Laundry manifests

If a customer uses an AFE, Charge Code, or similar, be sure that you put this number on all the documents you submit to this office. It's how we all get paid. Not having this number on a document can result in delays in our billing, and much aggravation all around. So, let's try to live a stress-free life and get those AFEs on our paperwork, okay?

How do you know if you need an AFE? When you get your job assignment just ask right then. Phil knows and he'll be happy to tell you – especially since he's one of the people in the office who needs it.

Payroll

Let's talk about payroll: How you get paid begins with how you handle the payroll process and fill out the form. It's a simple form but there are some things we want you to know.

First and foremost: OVERTIME IS NOT AUTOMATIC. Remember what our Employee Handbook says about this:

"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.***

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.**

Okay the unpleasant things are out of the way. Let's get to it:

- ❑ The payroll form is always to be signed by the customer at the end of the week. It is basically like a bill being presented and so you don't present it before the work has been done. This is especially true of overtime pay.
- ❑ It must be neat and readable.
- ❑ It is sent in by email or fax immediately at the end of the pay period. The ORIGINAL comes into the office when you come in or when a SONOCO employee is coming in. It is to be brought to the office with other paperwork you are sending in.
- ❑ Charge Codes: You can almost guarantee that there is a required Charge Code for payroll, and it may be different than the one for groceries. Be sure: check with the customer at the time you present it for a signature. And by the way, also have the customer's name printed so we know who it is. Our customers insist on this.

Transfer of Supplies

The transfer is a multi-purpose form that serves many functions.

- ❑ Rebill order – requesting items for your normal grocery delivery that aren't included in our stock. For example, a customer requests a specific candy bar that we don't stock.

- ❑ Hot Shot order – if you need items before your normal grocery day.

- ❑ Equipment request – if you need any kind of equipment, it will be ordered using this form.

- ❑ Returns – whether it is an item being returned for damage credit, or if it was a piece of equipment no longer needed on the job.

“How-To” guides follow this page, but first a few general rules about using this form:

Before ordering any equipment, placing a Hot Shot Order, or returning any item, you **MUST** first call in and talk with someone in Operations to discuss. If you order something and do not call before you order it, it will not be shipped.

You can call the office any time you need to. There is always someone who can take your call and help you. Don't wait until 8:00 AM on Monday if you have an issue that needs attention sooner than that.

When you order something, it must be approved. Some items require office approval only, and others need a customer signature. By calling in we can help you know the right thing to do.

REBILL ORDER

If you need to order items a customer wants but that aren't on our grocery form, this is the form you need to complete. Please refer to the sample form. Here are the steps:

- Date the date you are filling out the form.
- Transfer FROM Unit – write "SONOCO" on this line.
- Transfer TO Unit – is the location you are ordering for.
- Amount - how many of the item are you ordering?
- Size - Tell us what you need. Don't just write "box". Be specific.
- Item Name - BE SPECIFIC. Give enough detail so we know what the item is.
- Unit Price - Leave blank. This is for office use.
- Total Cost - Leave blank. This is for office use.
- Approval - Rebills that are not signed by the customer are not processed.
Have the customer sign before sending it in.

**Fax a copy of the order in to the office
or scan and email to: groceries@sontheimeroffshore.com**

EQUIPMENT ORDER

- ❑ If you need some equipment for your location, it may be a rebill or it may not: it just depends. The first thing to know is to call the office and we can advise you. On some locations our customer owns all the equipment, and any additional is a purchase that must be approved.
- ❑ On others, SONOCO owns the equipment and we don't have to have customer approval. But you do have to have office approval, and that requires that phone call first. 😊

Date - the date you are filling out the form.

Transfer FROM Unit – write "SONOCO" on this line.

Transfer TO Unit – is the location you are ordering for.

Amount - how many of the item are you ordering?

Size - almost always you will order equipment as "each"

Item Name - BE SPECIFIC. Give enough detail so we know what the item is.

Unit Price - Leave blank. This is for office use.

Total Cost - Leave blank. This is for office use.

Approval - Rebills that are not signed by the customer are not processed. Have the customer sign before sending it in.

**Fax a copy of the order in to the office
or scan and email to: groceries@sontheimeroffshore.com**

HOT SHOT, OR SHORT ORDER

You're sure you will run out of eggs and milk before your next order arrives and need to get more. What to do? First:

CALL THE OFFICE

Do Not Place a Short Order Without Permission.

Why? So we can discuss what you need, why you need it, and work out transportation. For example, it is very costly to send a truck 100 miles away and back to deliver 15 dozen eggs and then have a helicopter fly it out another 50 miles to the location. It costs SONOCO and it costs our customer. Seriously, have you rented a helicopter lately? ☺

On the other hand, if your crew has increased with little notice, then sometimes a Hot Shot is a reasonable thing to do. But because of the cost we try to minimize them. So here are the steps:

- Date - the date you are filling out the form.
- Transfer FROM Unit – write "SONOCO" on this line.
- Transfer TO Unit – is the location you are ordering for.
- Amount - how many of the item are you ordering?
- Size - almost always you will order equipment as "each"
- Item Name - BE SPECIFIC. Give enough detail so we know what the item is.
- Unit Price - Leave blank. This is for office use.
- Total Cost - Leave blank. This is for office use.
- Approval - Rebills that are not signed by the customer are not processed. Have the customer sign before sending it in.

**fax a copy of the order in to the office
or scan and email to: groceries@sontheimeroffshore.com**

RETURN FOR CREDIT

If something needs to be returned for credit. First call the office and discuss with operations. If we do need you to return an item for credit, fill out the Transfer of Supplies:

Date -	the date you are filling out the form.
Transfer FROM Unit – the location here.	is the location you are ordering for. Put the name or block number of the location here.
Transfer TO Unit –	write “SONOCO” on this line.
Amount -	how many / how much was damaged?
Size -	List the correct amount. In this case, loaves of bread.
Item Name -	BE SPECIFIC.
Unit Price -	Leave blank. This is for office use.
Total Cost -	Leave blank. This is for office use.
Approval -	No signature needed

Be sure to inform the platform Logistics person that you are sending something in. Whether it is by boat or with a crew person, always let the customer know that you are removing product from their facility, and why.

**Fax a copy of the order in to the office
or scan and email to: groceries@sontheimeroffshore.com**

Ordering Groceries

Ordering groceries is one of the most important things you'll do. Don't take it lightly. After all, if you run out of something, you can't just run to the store, can you? 😊

There are a number of things to think about when placing an order and we'll go through many of them before you even see the sample form. For example:

JUST WHAT DO I NEED TO ORDER, ANYWAY?

It starts with your menu. Knowing what you are going to serve is absolutely crucial. If you don't have a menu, it's sort of like driving to Idaho without a map. You might get there, but you'll make lots of wrong turns on the way.

But you have a 21-day menu, courtesy of SONOCO. You are free to modify it and we encourage you to do so (it's covered in the menu training module). So, with menu in hand we can start ordering, right? Nope, there's lots more to consider.

How much do I order? First you need to know how many meals you'll be serving. We use a simple bit of math to calculate it:

$POB \times 3 = \text{Meals per day}$

$POB \times 21 = \text{Meals per week}$

So, take the number of Personnel On Board (POB), and multiply by:

3 meals per person per day, and multiply this by:

7 days between grocery days (and this may be different from job to job)

So, an example would be a platform with 30 people that gets groceries every week. The math looks like this: $30 \times 3 \times 7 = 630$ meals.

This will be a little different on jobs that get orders every 10 days, or every 2 weeks or some other schedule. Just remember to change that last number to whatever your delivery schedule is (10 days, 14 days, etc.).

So, we know how many meals we are going to serve, and we can refer to our menu and we're ready to start ordering, right? Well no, not yet.

Next, we need to know what we have on hand. We have to take an inventory. Sure, you can sit at a table in the dining room and figure out what you need. And you might not be too far off either. But sooner or later, it will catch up to you: you'll be standing there in your stock room scratching your head and saying to yourself, "how did I end up with 83 cans of beets?!".

Or worse, you'll be standing in the dining room explaining to the customer why you're out of orange juice – and won't have any until groceries arrive next week!
So now we've taken an inventory and we know what we have on hand. And now, finally, we're ready to sit down and do that order:

We'll use the Contract Grocery Order Form for our example. It has the critical inventory on the cover, and we'll go through the steps:

IMPORTANT: Your grocery order must be received 72 hours before delivery day
Please write neatly, and use a pen. Pencil does not fax very well.

Rig: Put location name (e.g. Shell WD 105, Falcon Drilling Rig 4, etc.)

Prepared by: That would be you. Please print your name legibly

Meals Projected: The number of meals you expect the order to be sufficient for

Deliver to (dock): The name of the dock and if there is a specific boat, please list it

Delivery Date: This is the date to be at the dock. It is NOT when you get groceries on the platform or rig.

Delivery Time: Again, this is the time to be at the dock, not the platform.

Have a Rebill? We ask so that if you do, we know to look for the pages. If they don't go through for some reason, and you don't fill out this information, we won't know to look for it and you won't get these items.

Pages? The same thing applies here as above.

Laundry to dock: Just list the total number of bags you are sending in the grocery box.

Critical Inventory: This is a count of the items you have already inventoried so you can do your grocery order. It must be complete.

If you do not have an item, please leave the space blank.



GROCERY ORDER FORM

Rig: JOB NAME HERE

Prepared by: YOUR NAME HERE

Meals Projected: (POB x 3 x 7)

Deliver to (dock): DOCK NAME HERE

Delivery Date: Date to be AT DOCK

Delivery Time: Time to be AT DOCK

Do you have a rebill? (Write "YES" or "NO")

If yes, how many pages? _____

Rebill Order Instructions

Remember: the REBILL must be approved by an authorized customer to be shipped.

Be sure to write the delivery date on the rebill

Send the rebill with the order. If you are waiting for a customer's signature, please indicate that it will follow your order.

WEEKLY INVENTORY INSTRUCTIONS

Inventory all items shown at right. Count in the units listed by Each item. A complete inventory must be turned in with your grocery order

ALL MEATS ARE TO BE COUNTED

SONOCO Telephone Numbers	
Office WATS:	1-800-458-2511
LA Fax	1-800-624-2672
USA Fax	1-800-446-7988

LAUNDRY RETURNING TO DOCK	
List how many bags of dirty laundry will be at the dock when groceries are delivered.	
Count:	_____

CRITICAL ITEM INVENTORY LIST

Indicate on board quantity of Each item below

<u>15</u>	Apples, Red	Each
<u>6</u>	Oranges	Each
<u>2</u>	Carrots	Bunch
<u>2</u>	Celery	Stalks
_____	Cucumbers	Lb
_____	Lettuce	Head
_____	Bell Peppers Med.	Lb
_____	Tomatoes, Mt. Pink	Lb
_____	Potatoes, White	Lb
_____	French Fries	Lb
_____	Milk, 5 Gallon	Gal.
_____	American Cheese	Lb
_____	Cheddar Cheese	Lb
_____	Eggs Grade A Lg	Dz
_____	Oleo Solids A/V	Lb
_____	Rice Long Grain	Lb
_____	Cooking Oil	Gal.
_____	3# Shortening	3 Lb
_____	Salad Oil	5 Gal.
_____	Grits	5 Lb
_____	Oatmeal 18 Oz	18 Oz
_____	Coffee, Community Dark 23Oz	Each
_____	Coffee, Folgers Regular P/C	Pack
_____	Coffee, Folgers Decaff. P/C	Pack
_____	Tea Bags	24Ct
_____	White Bread	Loaf
_____	Yellow Corn Meal	5 Lb
_____	Yeast, Dry	2 Lb
_____	Flour, Plain	25 Lb
_____	Baking Powder	10Oz
_____	Powdered Sugar	16 Oz
_____	Sugar, Granulated	25 Lb
_____	Ketchup	14 Oz
_____	Ketchup	#10
_____	Mayonnaise	Gal
_____	Sweet-n-Low	100 Ct
_____	Equal	100 Ct
_____	Hot Cups, Sleeve 50 Ct.	6 Oz
_____	Cold Cups Sleeve 100 Ct.	9 Oz
_____	Large Liners	Box
_____	Small Liners	Box
_____	Brown singlefold Towels	Pack
_____	Charmin Toilet Tissue 4Ct	Pack
_____	Bounty Paper Towels	Roll
_____	SONOCO Napkins	Pack
_____	C-Fold Towels	Pack
_____	Bunn Coffee Filters	500 Ct
_____	Grease Filters	10 Ct
_____	100Ct Mr. Coffee Filters	Bx
_____	Chef Aluminum Foil, 500 Ft.	Roll
_____	PVC Film, 1000 Ft.	Roll
_____	Bleach	Gal
_____	Wax	Gal
_____	Stripper	Gal
_____	Lava Soap	4 Oz
_____	Dial Soap 3.5Oz	Each
_____	Ivory Soap 3.17Oz	Each
_____	Dishwashing Soap 42Oz	Each
_____	10# Soap Powder	10 Lb

This is the actual count or weight of the items on your location. Take an accurate count of all the items listed BEFORE you begin your grocery order.



Office WATS: 1-800-458-2511
 La. FAX: 1-800-624-2672
 USA FAX: 1-800-446-7988
 www.sontheimeroffshore.com

Rig / Location: Your Job Name Here

SHIP DATE: DATE & TIME to be AT DOCK

DELIVERY LOCATION: Dock, City, State

PREPARED BY: Your Name Here

ITEM DESCRIPTION	UNIT	CODE	ORDER
MEATS			
Bologna, Sliced (12 oz)	pk	110000	2
Salami, Sliced (12 oz)	pk	110005	
Luncheon, Sliced (12 oz)	pk	110010	3
Roast Beef, Sliced (2 lb)	pk	110013	2
Ham, Sliced (10 oz)	pk	110015	
Turkey Breast Sliced (10 oz)	pk	110020	
Bologna, Stick (10 lb)	lb	110030	
Frankfurters (16 oz)	pk	110045	
Bryan Juicy Jumbo Franks (16 oz)	pk	110055	
Corn Dogs (10 ct)	pk	110057	
Pepperoni (3 oz)	lb	110060	
Brisket, Fresh (9 lb)	lb	120000	13
Brisket Corned (9 lb)	lb	120005	
Ground Beef (5 lb)	lb	120010	20
Hamburger Patties (10 lb)	lb	120011	
Ground Chuck	lb	120015	
Ground Round	lb	120016	
Roast, Chuck (6 lb)	lb	120040	12
Stew Meat	lb	120045	
7-Steak	lb	120050	
Liver, Sliced (10 lb)	lb	120055	
Ribs, Short	lb	120060	
Beef Soup Shank (5 lb)	lb	120065	
Roast, Top Round (20 lb)	lb	120072	20
Beef Rump Roast (4-6 lb avg)	lb	120080	
Beef Eye of Round Roast (5 lb avg)	lb	120085	
Beef Fritter	lb	121065	
Pepper Steak	lb	121070	
Cutlets, Brd Veal	lb	121075	
Cube Steak	lb	121080	
Ribs, OP 109 (25 lb)	lb	121086	
Ribeye, Lip On (13 lb)	lb	121090	
Ribeye, Individual (16 oz)	lb	121095	
B/I Rib Steak (10 oz)	lb	121097	
Delmonico Steak (6 oz avg.)	lb	121100	
B/I Strip Steak (10 oz)	lb	121101	
Round Steak (2 lb)	lb	121105	
T-Bone Steak (16 oz avg)	lb	121110	
Filet Mignon (8 oz avg)	lb	121115	
Filet Mignon, Bacon Wrapped (8 oz)	lb	121135	
Porterhouse Steak (18 oz avg)	lb	121112	
Prime Rib Roast, Bnls (8 lb avg)	lb	121120	
Kabob Meat, Tenderloin (3 lb avg)	lb	121130	
Bacon (10# Bulk)	lb	130000	
Bacon, Hormel Thick (2 lb)	lb	130005	
Bacon, Hormel (12 oz)	lb	130010	
Boston Butts (6 lb avg)	lb	130020	
Pork Chops, Center Cut (5 lb)	lb	130025	
Ground Pork	lb	130030	
Pork Loin Roast, Bnls (9 lb avg)	lb	130034	
Pork Steaks (5 lb box)	lb	130040	
Pork Loin (14 lb avg)	lb	130035	
Pork Tender, Bnls	lb	130036	
Ham, Picnic (6 lb)	lb	130045	
Ham, Bone-In Smk (20 lb)	lb	130050	
Ham, Chopped (10 lb Bulk)	lb	130060	
Cure 81 Ham, Halves (3 lb avg)	lb	130061	
Pit Ham, Boneless (12 lb avg)	lb	130062	
Baby Back Pork Ribs	lb	130075	
Pork Country Style Ribs (5 lb box)	lb	130078	
Spare Ribs (10 lb)	lb	130076	
Hocks	lb	130080	

ITEM DESCRIPTION	UNIT	CODE	ORDER
Salt Meat	lb	130085	
Boudin (10 lb)	lb	130090	
Sausage, Roll	lb	131095	12
Sausage, Smoked	lb	131100	
Sausage, Italian	lb	131111	
Sausage, Breakfast (6 lb)			6
Sausage, Jimmy Dean Hot			
Sausage, Jimmy Dean Reg			
Sausage, Hillshire			
Sausage, Little Sizzler (12 oz)		131120	6
Sausage Patties, Pork (6 lb)	bx	131122	
Sausage, Turkey	lb	131125	
Egg Roll, Shrimp & Pork (3 ct)	ea	131130	
Lasagna, Stouffer's Frz (21 oz)	ea	131131	
Stouffer's Macaroni & Cheese	12 oz	131132	
Chicken Breast Portion Dinner	16 oz	131133	
Salisbury Steak Dinner	16 oz	131134	
Hungry Man Turkey Dinner	18 oz	131139	
Pizza, Pepperoni, DiGiorno	ea	131135	
Pizza, 3-meat, DiGiorno	ea	131137	
Pizza, Supreme, DiGiorno	ea	131138	
Fryers (3 lb avg)	lb	140000	48
Chicken Wings, Raw Frz (14 lb)	lb	140001	
Chicken Thighs, Bnls (10 lb)	lb	140002	
Fryers, Cut-up (29 lb)	lb	140003	
Chicken Breast, Skinless	lb	140005	
Chicken Tender, Bnls Breaded (10 lb)	lb	140006	
Chicken Tender, Bnls Breaded (10 lb)	lb	140007	
Livers, Chicken (1 lb)	lb	140030	
Hot Wings, Tyson	14 oz	140032	
Hen, Baking (6 lb avg)	lb	140035	
Hens, Cornish (18 oz)	ea	140040	
Duck, Whole (4 lb)	lb	140041	
Rabbit, Whole (4 lb)	lb	140042	
Hens, Turkey (12-14 lb)	lb	140045	
Turkeys (20-22 lb)	lb	140050	
Turkey, Ground	lb	140070	
Lamb Chops (6 oz)	lb	141000	
Lamb, Leg (7-9 lb avg)	lb	141001	
Perch Filets	lb	150000	
Red Snapper Filets	lb	150001	
Halibut Steaks (8 oz avg)	lb	150002	
Salmon Steaks (8 oz avg)	lb	150003	
Catfish Filets (5-7 oz avg)	lb	150005	
Cod Filets	lb	150006	
Milk Fish	lb	150004	
Scallops	lb	150007	
Tuna Steaks (8 oz avg)	lb	150008	
Tilapia Filets (5-7 oz)	lb	150009	
Filets, Flounder	lb	150010	
Catfish, Whole (7-9 oz avg)	lb	150025	
Fish Portions (4 oz)	lb	150030	
Fish Fries (10 lb)	lb	150034	
Crawfish, Peeled	lb	150035	
Crawfish, Peeled, Louisiana	lb	150036	
Crab Meat, Claw	lb	150040	
Crab Meat, Lump	lb	150045	
Crab Meat, White	lb	150050	
Crabs, Stuffed	doz	150055	
Crabs, Softshell	ea	150060	
Crab Claw Fingers	lb	150065	
Alaskan King Crab Legs	lb	150066	

Description includes average cut size, or case size or count

12

Order by the unit shown here. NEVER order by the case

ONLINE ORDERING

Our preferred system for ordering is our Web-based Online ordering system. It is a simple, easy to learn and use, browser-based tool that you can use from any platform with a computer. The following pictures will walk you through the process, but you can always call our Operations team and ask for a tutorial. We'll be happy to help you.

The website is www.sontheimeroffshore.com

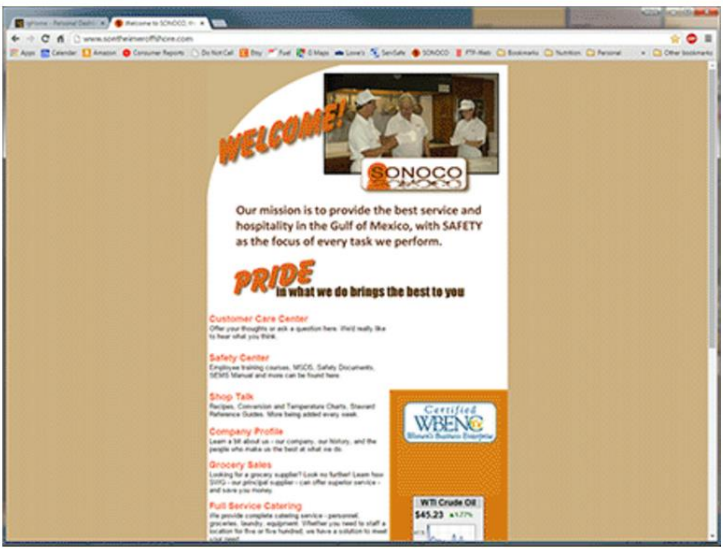
Get your password.

Call the SONOCO office at 800-458-7012.
Ask for the grocery department.

You will be given a Username and Password for your location.

This password will be used for all orders for your location for all crews.

Return to our website and choose the "Place an order" link from the home page.




Log In

Enter your Username and Password, and then click the "Login" button with your mouse.

You will be taken to a page that looks like the one on the following page.

Please choose "NEXT" (below) to continue.



Choosing Item Categories

Click the "Order Form" menu item (highlighted), and the "Category" menu is displayed. Use this menu to choose the items you want to order.

When you choose a category, the screen changes to show all the items for that category. To change to another category, choose it from the menu and it will be displayed on the right.

Please choose "NEXT" (below) to continue.

SONOCO Online - Microsoft Internet Explorer

Welcome
Test account

NAVIGATE

HELP
SHIPPING INFO
WORK SHEET
ORDER FORM
SPECIAL ITEMS
SHOPPING CART
CHECKOUT
HISTORY

COST SUMMARY

Save Cart

CATEGORY

Meats
Produce/Frm
Dairy
Dry
Beverage
Bread/Pasty
Condiment
Paper
Sanitary
ALL

Select the CATEGORY then
ENTER THE QUANTITY YOU WANT TO ORDER FOR EACH ITEM
prices subject to change without prior notice

ITEM	DESCRIPTION	UNIT	QTY	PRICE	EXT
110000	Bologna, Sliced (12 oz)	Ea	1	1.14	1.14
110005	Salami, Sliced (12 oz)	Ea	1	1.48	1.48
110010	Luncheon, Sliced (12 oz)	Ea	1	1.48	1.48
110013	Roast Beef Sliced (3 lb)	Ea	1	15.09	15.09
110015	Ham, Sliced (12 oz)	Ea	1	0.98	0.98
110020	Turkey Breast Sliced (12 oz)	Ea		2.16	0.00
110025	Luncheon, Canned (6 lb)	Lb		1.70	0.00
110030	Bologna (Stick)	Lb		1.41	0.00
110040	Turkey Roll (10 lb)	Lb		1.53	0.00
110045	Frankfurters (10 ct)	Pk		1.15	0.00
110046	Frankfurters, Turkey (10 ct)	Pk		0.83	0.00
110055	Bryan Juicy Jumbo Franks (8 ct)	Pk		2.75	0.00
110057	Corn Dogs (10 ct)	Pk		1.93	0.00
110060	Pepperoni Sliced (3.5 oz)	Pk		1.40	0.00

Ordering Items

After choosing a category you are ready to order. Click in the white box by each item you want to order and type in the quantity, as shown to the right.

Tip: Using the "Tab" key on your keyboard moves you from one item to the next.

After you have finished a category, click on the next one to continue ordering.

NOTE: You can stop working on your order at any time. Press the "Save Changes" button and close your browser. Your order will be displayed the next time you log in.

Please choose "NEXT" (below) to continue.

SONOCO Online - Microsoft Internet Explorer

Welcome
Test account

NAVIGATE

HELP
SHIPPING INFO
WORK SHEET
ORDER FORM
SPECIAL ITEMS
SHOPPING CART
CHECKOUT
HISTORY

COST SUMMARY

Save Cart

CATEGORY

Meats
Produce/Frm
Dairy
Dry
Beverage
Bread/Pasty
Condiment
Paper
Sanitary
ALL

Select the CATEGORY then
ENTER THE QUANTITY YOU WANT TO ORDER FOR EACH ITEM
prices subject to change without prior notice

Enter quantity here

ITEM	DESCRIPTION	UNIT	QTY	PRICE	EXT
210000	Apples, Red (88 ct)	Ea	15	0.22	0.00
210005	Oranges (88 ct)	Ea		0.19	0.00
210010	Bananas (40 lb cs)	Lb	12	0.41	0.00
210015	Lemons (165 ct cs)	Ea		0.17	0.17
210017	Grapes, Red Seedless (10 lb)	Lb	12	1.54	1.54
210020	Grapefruit, Pink	Ea	3	0.34	0.34
210025	Pears (88 ct)	Ea		0.23	0.23
210035	Watermelons	Ea		2.85	0.00
210043	Kras Fruit	Ea		0.21	0.00
210048	Cantaloupe	Ea		1.42	0.00
210050	Strawberries, Frozen (1 lb)	Ea		2.03	0.00
210051	Strawberries, Sliced (6 1/2 lb)	Ea		9.31	0.00
210055	Pie, Apple, Mrs. Smith (37 oz)	Ea		3.68	0.00
210060	Pie Cherry Mrs. Smith (37 oz)	Ea		3.68	0.00

Print a Copy of Your Order

To print a copy of your order, choose the "Printable View" link on the confirmation page.

Your order will open in a new window.

Press the "Print" button to print a copy.

Please choose "NEXT" (below) to continue.

SONOCO Online - Microsoft Internet Explorer

Welcome
Test account

NAVIGATE

HELP
SHIPPING INFO
WORK SHEET
ORDER FORM
SPECIAL ITEMS
SHOPPING CART
CHECKOUT
HISTORY

COST SUMMARY

Save Cart

CATEGORY

Meats
Produce/Frm
Dairy
Dry
Beverage
Bread/Pasty
Condiment
Paper
Sanitary
ALL

SONOCO ORDER: 100044

Job: TEST - Test account By: Mark
Ship To: MI Dock PO: no
Fourchon Phone: 985-851-0727
Ship Date: 2001-11-29 12:00 AM

Thank you for your order. We appreciate your business.

[Printable view -- open a printable view in a new window](#)

[Return to order list](#)

OK

Click here to create a printable copy of your order. It will appear in a new window.

Deleting Items

You can change the quantity or delete an item at any time. To change the quantity, click in the item's quantity field (the white box) and type the correct amount.

To delete an item you ordered, delete the amount you ordered, and replace it with a zero as shown in the illustration. The item will be deleted from your shopping cart when you finalize your order.

Please choose "NEXT" (below) to continue.

SONOCO Online - Microsoft Internet Explorer

Welcome Test account

NAVIGATE: HELP, SHIPPING INFO, WORK SHEET, ORDER FORM, SPECIAL ITEMS, SHOPPING CART, CHECKOUT, HISTORY

SELECT THE CATEGORY THEN ENTER THE QUANTITY YOU WANT TO ORDER FOR EACH ITEM. prices subject to change without prior notice

Enter quantity here

ITEM	DESCRIPTION	UNIT	QTY	PRICE	EXT
210000	Apples, Red (88 ct)	Ea	<input type="text"/>	0.22	0.00
210005	Oranges (88 ct)	Ea	<input type="text"/>	0.19	0.00
210010	Bananas (40 lb cs)	Lb	<input type="text" value="12"/>	0.41	0.00
210015	Lemons (165 ct cs)	Ea	<input type="text"/>	0.17	0.17
210017	Grapes, Red Seedless (10 lb)	Lb	<input type="text"/>	1.54	1.54
210020	Grapefruit, Pink	Ea	<input type="text"/>	0.34	0.34
210025	Pears (88 ct)	Ea	<input type="text"/>	0.23	0.23
210035	Watermelons	Ea	<input type="text"/>	2.85	0.00
210043	Kiwi Fruit	Ea	<input type="text"/>	0.21	0.00
210048	Cantaloupe	Ea	<input type="text"/>	1.42	0.00
210050	Strawberries, Frozen (1 lb)	Ea	<input type="text"/>	2.03	0.00
210051	Strawberries, Sliced (6 1/2 lb)	Ea	<input type="text"/>	9.31	0.00
210055	Pie, Apple, Mrs. Smith (37 oz)	Ea	<input type="text"/>	3.68	0.00
210060	Pie, Cherry Mrs. Smith (37 oz)	Ea	<input type="text"/>	3.68	0.00

Special Order Items

You can order items that we do not stock. From the menu, choose "Special Items". The screen will display a page similar to the one at right.

Enter the item you want in the "Description" field. Please be specific so that we send the correct item.

In the "Unit" field, enter the size, weight, or count of the item you want (for example, a 24 count box).

Then enter the quantity, and press the "Add" button. The item is added to your order, and a new line appears for the next item you want to order. Ignore this line if you are finished with this category.

SONOCO Online - Microsoft Internet Explorer

Welcome Test account

NAVIGATE: HELP, SHIPPING INFO, WORK SHEET, ORDER FORM, SPECIAL ITEMS, SHOPPING CART, CHECKOUT, HISTORY

ITEM DESCRIPTION UNIT (each, case, etc) QTY

1 Dole Fruit 'n Juice Bar 6 count box 2

Add

Viewing Your Shopping Cart

You can view the items you have ordered at anytime by choosing "Shopping Cart" from the menu.

The illustration at right shows a sample order. You can see the extended price for each item shown in yellow.

This will give you an estimate of the cost of your order.

Please be aware that several factors will affect your actual cost. For more information, please see the "Pricing Policy" section at the end of this tutorial.

Please choose "NEXT" (below) to continue.

SONOCO Online - Microsoft Internet Explorer

Welcome Test account

NAVIGATE: HELP, SHIPPING INFO, WORK SHEET, ORDER FORM, SPECIAL ITEMS, SHOPPING CART, CHECKOUT, HISTORY

ENTER 0 (ZERO) QUANTITY TO REMOVE ITEM FROM CART. prices subject to change without prior notice

ITEM	DESCRIPTION	UNIT	QTY	PRICE	EXT
110000	Bologna, Sliced (12 oz)	Ea	<input type="text" value="1"/>	1.14	1.14
110005	Salami, Sliced (12 oz)	Ea	<input type="text" value="1"/>	1.48	1.48
110010	Luncheon, Sliced (12 oz)	Ea	<input type="text" value="1"/>	1.48	1.48
110013	Roast Beef Sliced (3 lb)	Ea	<input type="text" value="1"/>	15.09	15.09
110015	Ham, Sliced (12 oz)	Ea	<input type="text" value="1"/>	0.98	0.98
210015	Lemons (165 ct cs)	Ea	<input type="text" value="1"/>	0.17	0.17
210017	Grapes, Red Seedless (10 lb)	Lb	<input type="text" value="1"/>	1.54	1.54
210020	Grapefruit, Pink	Ea	<input type="text" value="1"/>	0.34	0.34
210025	Pears (88 ct)	Ea	<input type="text" value="1"/>	0.23	0.23
510020	Syrup, Strawberry (gal)	Ea	<input type="text" value="1"/>	5.63	5.63
510030	Syrup, Gatorade, Lemon Lime (gal)	Ea	<input type="text" value="1"/>	8.97	8.97
520000	Coffee, Community Cafe (40 ct)	Ea	<input type="text" value="1"/>	45.97	45.97
520001	Coffee, Community Decaf (40ct)	Ea	<input type="text" value="1"/>	53.95	53.95
520005	Coffee, Community Dark (23 oz)	Ea	<input type="text" value="1"/>	7.12	7.12

Your Cost Summary

To review your order cost, save your cart and then choose the "Cost Summary" link from the menu.

A new window will open in the top left corner of your screen.

This window will look like the one at right (in yellow).

The cost for each category, and your total, will be displayed.

(Reminder: please read the SONOCO Pricing Policy in this tutorial)

Please choose "NEXT" (below) to continue.

CATEGORY AMOUNT	
Meats	22.33
Produce	2.65
Dairy	33.91
Beverage	22.52
Condiments	15.73
TOTAL	97.14

DESCRIPTION	UNIT	QTY	PRICE	EXT
Sliced (12 oz)	Ea	1	1.14	1.14
Sliced (12 oz)	Ea	1	1.48	1.48
Sliced (12 oz)	Ea	1	1.48	1.48
Sliced (3 lb)	Ea	1	15.09	15.09
Sliced (12 oz)	Ea	1	0.98	0.98
Sliced (12 oz)	Ea	1	0.17	0.17
210017 Grapes, Red Seedless (10 lb)	Lb	1	1.54	1.54
210020 Grapefruit, Pink	Ea	1	0.34	0.34
210025 Pears (88 ct)	Ea	1	0.23	0.23
510020 Syrup, Strawberry (gal)	Ea	1	5.63	5.63
510030 Syrup, Gatorade, Lemon Lime (gal)	Ea	1	8.97	8.97
520000 Coffee, Community Cafe (40 ct)	Ea	1	45.97	45.97
520001 Coffee, Community Decaf (40ct)	Ea	1	53.95	53.95
520005 Coffee, Community Dark (23 oz)	Ea	1	7.12	7.12

Completing Your Order

At this point, you should review your order.

Next, choose "Checkout" from the menu. Your shipping information will be displayed; please check it for errors.

If everything is correct, press the "continue" button (shown at right). The confirmation screen should be displayed. This tells you that your order has been received and is being processed for delivery.

If there is a problem with your shipping information, you will see a screen like the one on the next page...

Please choose "NEXT" (below) to continue.

Before continuing please make sure your SHIPPING information is correct

Job Name: Test account
 Ship TO: MI Dock
 Fourchon
 Ship Date: 2001-11-29 12:00 AM
 Ordered By: Mark
 PO: no
 Rig Phone: 985-851-0727
 E-mail: mark@sontheimeroffshore.com

you have 24 Item(s) in your cart
 Please make sure your CART contains all items you wish to order.
 If you have checked these and are ready to send your order press the continue button.
 otherwise select any other VIEW in the navigation window.

continue

Completing Your Order, continued

If you do not see the "continue" button, there is a problem with your shipping information. You will see an error message in red (shown at right).

Please make the corrections by choosing the "Shipping Info" link.

Once the corrections are made, return to Checkout. You should now see the "continue" button.

Press the button. Your order will be processed and the confirmation page will display.

Please choose "NEXT" (below) to continue.

Before continuing please make sure your SHIPPING information is correct

Job Name: Test account
 Ship TO: baryd
 fourchon
 Ship Date: 2001-11-21 6:00 pm
 Ordered By: bill
 PO: no
 Rig Phone: 985-851-0727
 E-mail: bill@sontheimeroffshore.com

Please select SHIPPING INFO to correct the following :

INVALID SHIP DATE / TIME
 use YYYY-MM-DD format for date
 use HH:MM AM/PM for time
 date and time must be current time + 1 hour or greater

*** to make corrections click SHIPPING INFO view ***

Order History

You can also look at previous orders. Choose the "History" link and then click the "view" button for the order you wish to view.

You will be taken to the confirmation screen. From there, choose the "Printable View" link, and the order will open in a new window.

We typically save your past 6 orders. If you need more information, please contact us

Please choose "NEXT" (below) to continue.



Congratulations! You just completed your tutorial for online ordering.

Laundry Management

SONOCO provides linen service to its customers in a number of ways and we will go over them briefly. What they all have in common is that we manage the laundry for our customer, whether we own it or they own it; we wash on board or send it in.

- ❑ Most often, towels and washcloths just wear out and that's part of doing business.
- ❑ Then there's the disappearing towel or washcloth. They just seem to grow legs, walk off and are never heard from again.
- ❑ And then there's the guy down on the rig floor, or a production hand. They like washcloths because they fit just right in that back pocket and make a really great grease rag.
- ❑ Laundry bags disappear from the dock, fall over the side of the boat, or get lost for a couple of weeks. By the time we find them, they're full of mildew and a total loss.

Maybe now you get an idea of why Laundry Management is important. Let's walk through the process of what happens in a normal laundry system:

- ❑ You get groceries. You get laundry. When the boat arrives and the grocery box lands on deck, your clean laundry will be there, bagged and ready for use.
- ❑ You should also have dirty laundry in bags and ready to put in the grocery box before it heads back to the dock (we will go over that in more detail later).
- ❑ After you unload the groceries, you load the dirty laundry in the box, put a seal on it and that's it. The box will return to shore, our driver will pick it up and we'll wash it.
- ❑ The following grocery day, the process is repeated.

Question: what happens if, week after week, you're missing a few wash cloths or towels? Eventually you'll run out. We take steps to verify what you have on board so we can keep your inventory at the correct level.

WHEN GOOD LAUNDRY GOES BAD

When you or your galleyhand run across a dirty, ruined towel or washcloth, what do you do? Please take it to the Foreman, Superintendent, or OIM and show him the damage. You will also prepare a Transfer of Supplies for him to sign (and this should be sent in to the office).

There are two forms you'll use in managing the laundry: the Laundry Ticket and the Laundry Manifest.

LAUNDRY TICKET

Before putting any laundry in a bag:


- Check for damage. Have your hands do this also. Set it aside to bring to the customer.
- Damaged items can be set aside for you, and the balance will be bagged.
- Don't mix bed linen and bath laundry. Towels and washcloths in one bag; sheets and pillowcases together in a different bag. This prevents mildew.
- Use a slip knot to close the bag, or else we have to cut the bag open and it is ruined.

Now that the items are inspected and are ready to bag, here's how to use the Laundry Ticket.

Bag Contents: List how much of each item is in that bag. BE ACCURATE.

Signatures: The galleyhand signs saying that the count is correct
You sign saying you checked, and yes, the count is correct.

Copies: Put the yellow copy in the laundry bag (inside the TOP of the bag).
White stays in your onboard files for 90 days.



SONOCO
Sontheimer Offshore/Catering Co.

Laundry Ticket
(One ticket per bag)

DO NOT mix towels and washcloths with bed linens. This can cause mildew.

PO Drawer 4319/Houma, Louisiana 70361

Date 02/04/04

From: JOB NAME HERE To: SONOCO

	Bag Numbers	Bag Contents (#)
Sheets - Flat	2461	21
Sheets - Fitted		20
Pillow Cases		36
Bath Towels		
Wash Cloths		
Hand Towels		
Dish Towels		
Bath Mats		
Laundry Bags		
Blankets		

All soiled linen must be counted

A copy of this ticket must accompany each invoice from any laundry establishment

J Landry
(Cook's Signature)

BJ Solet
(Galleyhand Signature)

Distribution - **White copy: Stays on Location with Manifest**
Yellow copy in laundry bag to laundry

Count the items of laundry, fill out this ticket and put the yellow copy in the bag

List the bag number on the ticket

The Galleyhand counts the laundry -and signs the ticket - the Steward must also sign the ticket

SONOCO Laundry/Material Manifest

Customer/Location: **CUSTOMER LOCATION HERE** Steward: **YOUR NAME** Date: **DATE**

OIM, PIC or Authorized Person	
Please Sign Here	
Printed Name Here	John Thomas

Charge Code(s)	Percent
121212.sfe	50
1223.cpd	20
40298-32.xex	30

INVENTORY ON BOARD									
	Flat	Fitted	Pillow Case	Towel	Wash Cloth	Blanket	Hand Towel	Bath Mat	LDry Bags
Clean	10	11	20	175	181	15			
On Beds / Issued	10	10	20	10	10				
IN BAGS	10	10	10	90	75	0	0	0	
TOTALS	30	31	50	275	266	15	0	0	

LAUNDRY BEING SENT IN									
Bag Number	Flat	Fitted	Pillow Case	Towel	Wash Cloth	Blanket	Hand Towel	Bath Mat	LDry Bags
277	10	10	10						1
351				30	25				1
353				50					1
977-s				10	50				1
TOTALS	10	10	10	90	75				4

MISCELLANEOUS ITEMS			
Quantity	Description of Items	Grocery Box Number	Red Tag Number

Vessel Name: **BIG BOAT 275** Dock ETA (Day / Date): **MONDAY, 1/1/2021**

Dispatcher Signature:  Date: **TODAY'S DATE**

LAUNDRY MANIFEST

The Laundry Manifest is the form you will use to communicate with the office. During the week your galley hands will be collecting and bagging laundry. As they do, collect the white copy of the laundry tickets and put that info on the Laundry Manifest.

- Job Name: Put the name of the location or block number and customer here
- Steward: Print your name here
- OIM or PIC Name: That's the Offshore Installation Manager or the Person In Charge. You will present the manifest to him/her for signature
- Charge Code: Some customers use charge codes. If so, it MUST be on the manifest.
- Inventory On Board: You will count what you have on the location in each category:
- CLEAN is what you have, unused, in storage ready for use.
IN USE is what is on the bunks.
IN BAGS is the dirty laundry, in bags and waiting to be sent in.
TOTAL INV. is all the laundry aboard, including Clean, In Use, and In Bags.
- Laundry being sent in: the laundry being returned in the grocery box.
- Bag number is the SONOCO assigned number already on each laundry bag.
- Items List the amount of each item in that bag. If you put 35 towels in a bag, write that on the line with the bag number that they were put in.
- Total Add each column and put the total in the "IN Bags" Section
- Miscellaneous Items: For things you may have to send in. CO2 tanks might be an example
- Vessel Name: The name of the boat that the laundry is being sent in on
Dock ETA: The best estimate of when the boat will be at the dock.
- Dispatcher Signature: Get the signature of the dispatcher, clerk, etc.
- Date: write the date that the dispatcher signed the manifest

WHAT TO DO WITH THE MANIFEST

When the laundry has been loaded onto the boat, fax the manifest to this office. Call and speak to Operations to be sure that it was received. File the manifest and keep for 90 days, after which you can discard it

Safety Operations Forms

SAFETY MEETING AGENDA

Most required safety refresher training, safety alerts and news to the field are passed along through “on site” safety meetings. We use the Safety Meeting Agenda to satisfy this requirement.

It is vital that all information on the meeting is provided in a complete and clear manner so that anyone reading the document knows what happened during the meeting. We will briefly discuss what type of information is required on the form and why.

- Customer/Job location: This is your location.
- Date: Enter date for when the meeting took place.
- Safety Topic: Be sure to include all items being discussed. Safety Topics, titles of safety alerts, reviews of recent accidents or just a description of the safety meeting discussion can be listed. This just gives the reader a clear idea of what went on in the meeting.
- Old Business: This covers information on follow ups from previous meetings. If there you were waiting on an answer from the customer or office, updates are listed here.
- Inspection Reports: List what reports are reviewed if applicable. Any inspections from SONOCO, Customer Reps, Government agencies, etc. will be discussed in this section.
- New Business: If anyone has new information or recommendation, it is listed here. Follow-up will be covered in the next meeting under the old business section.
- Personnel Present: List everyone who attended the meeting. Every employee is to print and sign their name, and list their job title. Non-SONOCO employees in attendance are encouraged to sign in as well.
- Log in the time the meeting started /ended to ensure enough time was allotted for the topics discussed.
- The person giving the meeting and their job title is requested in case they need to be contacted for questions.
- JSA: JSA information is provided to register what JSA was discussed during the meeting as required by SONOCO safety policy.

Finally, the customer rep signs and dates the paperwork so that they are aware that SONOCO personnel are holding safety meetings and are informed of the topics being covered.

The safety meeting agenda form is to be faxed or turned in to the safety department with weekly rig paperwork.

The new safety meeting agenda form is included in this manual, and can be found in the SMS manual or printed from the company website:

www.sontheimeroffshore.com/safety/safety_topics/index_safety_topics.html



Safety Meeting Agenda

Safety and Environmental Management System		SMS F400
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Customer / Job Location: _____ **Meeting Date:** _____

1. **Open meeting** – Safety topic: _____
2. **Old Business** – Status of previous recommendations. Discuss pending old business, if any: _____
3. **Inspection Reports** – Report on findings and recommendations of any inspection reports since last meeting: _____
4. **New Business** – Employee suggestions. Discuss new procedures, changes to company safety policy, etc.: _____

5. Personnel Present:

	Print Name	Signature	Job Title
1.	_____	_____	_____
2.	_____	_____	_____
3.	_____	_____	_____
4.	_____	_____	_____
5.	_____	_____	_____
6.	_____	_____	_____
7.	_____	_____	_____
8.	_____	_____	_____
9.	_____	_____	_____
10.	_____	_____	_____

Time meeting started/ended: _____ to _____ Next safety meeting date: _____

Meeting chaired by: _____ Title: _____

JSA completed for week? Y or N Topic of weekly JSA: _____

Signature of Customer Rep.: _____ **Date:** _____

Send to SONOCO Safety dept. with regular mail. **DO NOT fax.**

INCIDENT/ACCIDENT REPORT FORM

In the event of an employee injury/accident, reporting what happened is very important. This information may be used to line up medical treatment, evaluate company policy, meet with customers and investigators and used to evaluate our company policies.

You are SONOCO's eyes and ears. The information you provide is essentially a log of the events that took place according to SONOCO. A clear and accurate picture is required so that anyone who may read this document has a complete understanding of exactly what happened on the location.

- Name and Social Security Number: Please print this information neatly
- Address and Phone Number: Is needed to record the current contact info on the employee in case any recent changes were made and not reported to the office.
- DOB and Age: Again, please print neatly all information available to you.
- Date and Time of Injury: What time the incident occurred, and what time the employee started the shift. This should also include the number of days on the location.
- Facility: Customer, Block and Location are needed. Different locations require specific reporting steps. Location is important.
- Incident details: What happened during or leading up to the incident? Who, what, when, where, why and how, as well as the extent of injury if you know. All questions in this section need to be answered, in detail. Use as many pages as you require for details.
- Medical Attention: What treatment was received and from whom? Will the employee continue work or when will they be coming in for further medical evaluation?
- Information: The next section gets information from the steward/crew leader. It discusses PPE, Policy, safety meetings to discuss and is finally signed by the steward before submittal.

The Accident/Incident Report form is to be sent to the SONOCO office immediately after the injured employee is cared for (the safety department will advise whether to fax or email during your initial call in to report the injury).

The Accident/Incident Report form is included in this manual and can be found on the website at: www.sontheimeroffshore.com/safety/forms/

Anytime there is an accident, injury or near miss, this form must be completed and sent in to the safety director.

Before sending this form in, you CALL the safety department to report the accident/injury **NO MATTER WHAT TIME IT IS.**



Incident/Accident Report

Safety and Environmental Management System		SMS F300
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(Check Job Title of Injured) Utility Hand Night Cook Steward/Relief Warehouse Driver

Injured:

Name (FML): _____ SS#: _____

Address: _____ City: _____ ST: _____

Zip Code: _____ Phone Number: (____) _____ DOB: _____ Age: _____

Date of Hire: _____ Date of Injury: _____ Time: _____

Time Shift Began: _____ # of Days on Location: _____ Employee SSE? _____

Facility:

Customer: _____ Block & Field Location: _____

Where on facility did accident occur: _____ (Galley, Quarters, etc.)

Incident Details:

Accident happened ____ / ____ / ____ @ ____ AM/PM

Nature of Injury: _____ (Cut, Fall, etc.)

Did employee stop work immediately? _____ Injury on SONOCO Property: _____

Did injury cause lost time beyond shift? _____ # Days: _____ Did injury cause death? _____

Reported to Customer/Medic: ____ / ____ / ____ Time: _____ to who? _____

Reported to SONOCO Office: : ____ / ____ / ____ Time: _____ to who? _____

Witness 1 Name _____ Phone # _____ Company: _____

Witness 2 Name _____ Phone # _____ Company: _____

Witness 3 Name _____ Phone # _____ Company: _____

Describe the incident including as many details as possible:

What Happened? _____

Was Medical Attention/First Aid given on-site? _____ By Who? _____ Employee sent in: _____

What care was given? _____

Corrective Action:

All PPE worn/used properly? _____ Why Not? _____

Immediate Corrective Action Taken: _____

By Who? _____ Safety Meeting Held to Discuss: ___/___/___ @ _____

Date of Report ___/___/___ By: _____ Position: _____

Signature _____ Fax to (985) 872-2251 or email to safety@sontheimeroffshore.com

JOB SAFETY ANALYSIS (JSA)

Job Safety Analysis (JSA) is important because it helps employees about to perform work to ID specific hazards and the safety measures to take to prevent injury when done correctly.

It is very important that all steps and hazards are identified so that anyone reading the document is aware of what precautions to take to keep from getting hurt. A JSA can be done on a new at risk task or filled out for routine work as a review. We will briefly discuss what type of information is required on the form and why.

- Subject and Date: needed to identify what task is being covered and the time frame in which the job will take place.
- Supervisor and PPE: is required so that everyone knows who is in charge of the project and what PPE will be required to safely complete the task.
- The Worksheet: The JSA worksheet is separated into 3 columns, which are the main 3 steps of the JSA.

1st column: Job Steps

Every step of work should be listed. Every step should be listed as a separate entry so that hazards can be identified. If we are cutting lettuce for a salad bar, cutting lettuce would be listed in the job steps column.

2nd column: Safety Hazards

Every step should be evaluated to determine what hazards are associated with that task. Tasks that have multiple hazards need the hazards to be listed separately as in the job steps section. Cutting lettuce is listed in the job steps column. A few hazards in cutting lettuce are:

- Employee cuts
- Cross Contamination of a raw “ready to serve” food product

3rd column: Safe Procedures

Every hazard identified should have a safe procedure listed; how we plan to eliminate or control the hazard to prevent incident or injury.

Employee Cut:

- Wear a cutting glove
- Wash knife and store correctly immediately following task
- Cross Contamination of a raw “ready to serve” food product:

Be sure to use a clean cutting board on a cleaned counter

Wash hands before and after task

Worksheet Entry: The JSA worksheet entry for the above example should look like this:

Job Steps	Safety Hazards	Safe Procedures
Cut Lettuce	Employee Cut	Wear Cutting Glove Wash knife and store immediately
	Cross Contamination	Use clean Cutting Board Use Clean Cutting Glove Cut on a clean Counter

- ❑ Signatures: There is a place at the bottom of the worksheet for all involved employees to print and sign that they have reviewed the hazards associated with the task as well as the safe practices. All involved employees should be included in creating and reviewing the JSA worksheet. Additional pages are available if room is needed for multiple job steps/hazards.

The JSA Worksheet is to be turned in with the safety meeting agenda form and rig paperwork.

The JSA worksheet and supplemental 2nd page can be found in the SMS manual or printed from the company website (SMS F 200 and 200a).



Job Safety Analysis (JSA)

Safety and Environmental Management System		SMS F200
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SONOCO JOB SAFETY ANALYSIS WORKSHEET		SUBJECT	
DATE		STEWARD	
SAFETY EQUIPMENT	STEEL TOE SHOES		OPERATOR:
			LOCATION:
JOB STEPS	SAFETY HAZARDS	SAFE PROCEDURES	
Attendee Signatures:	Name Printed	Job Title	
1.			
2.			
3.			
4.			
5.			
6.			

Food Sanitation

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:

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



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.

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, 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:
 - 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

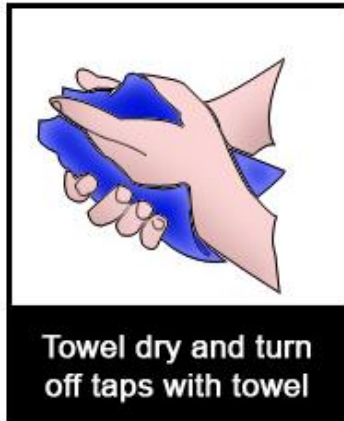
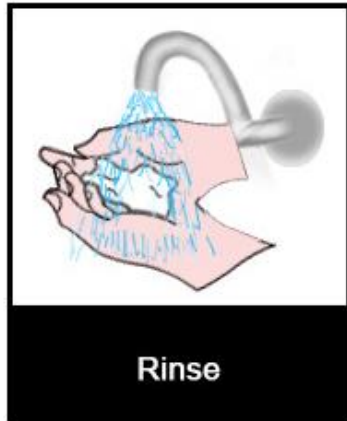
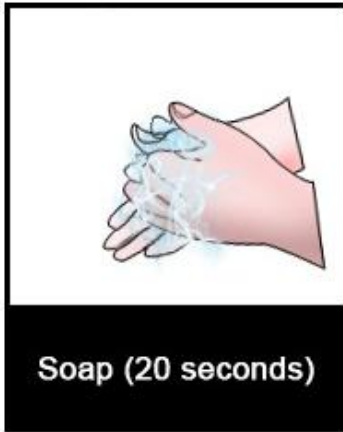
The single biggest thing you can do to prevent illness is wash your hands. Correctly and often.

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

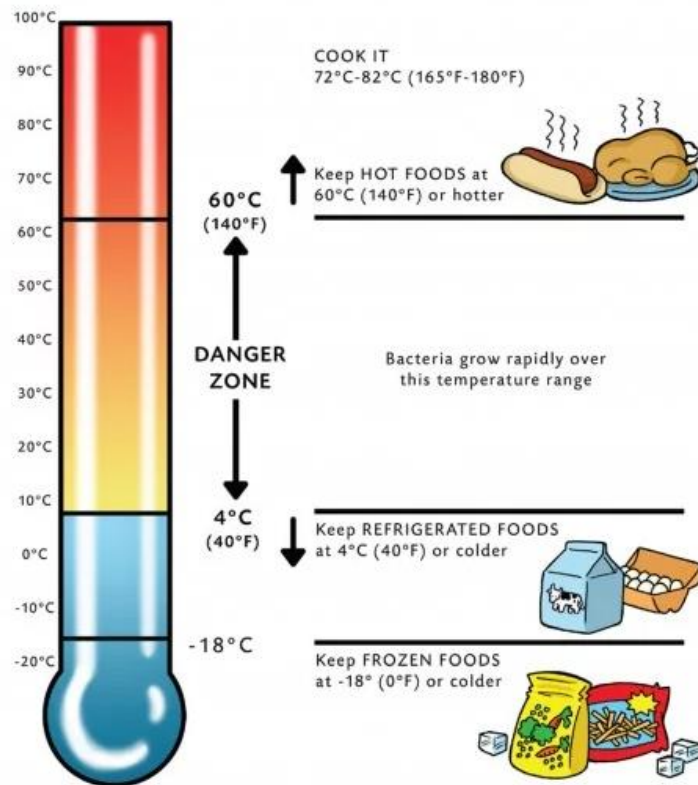
WASHING YOUR HANDS, THE RIGHT WAY

- 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. 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 as you leave.



THE TEMPERATURE 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 TO RECEIVE 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 items.
 - Meats that show signs of thawing and re-freezing should not be used. Don’t use meat that may have been thawed and refrozen. Set aside and report it.

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.

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.

Do you see room for improvement here?



PREPARING, COOKING, AND SERVING FOOD

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 (40-140o 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.

- 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 70o 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 foods being held 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. And so on.
- Swap out food or utensils that may have become contaminated through being touched, dropped or coughed on.

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 – myth 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. Here is how they are defined:

- 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

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.

Recycling

We recycle used cooking oil, cardboard, aluminum cans, and some plastics. The procedure for all is to load it into the grocery box but handle each item differently:

Cooking Oil

- Save your plastic container that the fresh oil comes in.
- When you change fryer oil, let it to cool completely, then pour it into the container.
- Put the container in the grocery box.

Cardboard

- On grocery day, as you empty the cardboard boxes, flatten them.
- If baling string is available, please bale the boxes into bunches that can be handled by one person.
- Lay them flat in the grocery box, baled or un-baled (but they must be flattened).

Aluminum cans

- Place in trash bags – double bag to prevent leaking.
- Tie securely.
- Put in grocery box.

Plastics

- We can ONLY accept plastic from household products and food containers.
- Rinse the containers well.
- Place in a trash bag.
- Tie securely.
- Put in grocery box.

**Do not recycle any container or product that
may have contained HAZARDOUS
MATERIALS.**