



Customer Expectations

Safety and Environmental Management System

SEMS 4-1

What does the SONOCO customer want and expect from SONOCO?

They want and expect good, safe food to eat and to have clean, healthy surroundings in which to live and conduct their business of producing oil and gas. What is safe food? It is hot food that is served hot, cold food that is served cold and it is food free of any contamination from disease causing organisms, or physical and chemical agents.

1. What are the "contaminates" that are hazards to safe food?

There are three types that cause contamination:

- 1) Biological contaminants that consist of tiny organisms called micro-organisms and their waste products, which cause illness when transmitted to humans.
- 2) Chemical contaminants that are toxic (poison) chemicals, as cleaning agents or pesticides.
- 3) Physical contaminants are pebbles, slivers of metal, or glass.

These contaminates are all hazards that will pollute food and cause "foodborne illness."

2. **What is "foodborne illness?"** It is a disease carried or transmitted to human beings by food.
3. **What is "contamination?"** It is the presence of harmful substances in food causing injury or disease to the person(s) eating or tasting the food. The contamination can be biological, chemical or physical and also can be tasteless and/or odorless.
4. **What is the difference between "contamination" and "spoilage?"** Spoilage is damage to the edible quality of food. An unacceptable taste, smell or appearance indicates spoilage. Spoilage usually means a food is unsafe to eat but there are exceptions to this rule (spoiled milk made into cheese is an example).

Conditions that lead to spoilage are sometimes the same ones that allow micro-organisms to grow in food. Even though these organisms may be present and causing contamination, the spoilage characteristics of bad taste and smell may not be present.

NEVER ASSUME FOOD THAT DOES NOT LOOK, SMELL OR TASTE SPOILED IS SAFE!



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5. What is sanitation? Sanitation (as it relates to food service) is wholesome, healthy food served in a hygienic environment by healthy food handlers.

Food service sanitation is divided into three areas:

1. Food

- It must be stored prepared and served in a prescribed manner to prevent foodborne illness from any source.

2. People

- People are the biggest risk to safe food through poor personal hygiene and bad sanitary habits.

3. Facilities and Equipment

- Faulty/inadequate equipment such as food holders, coolers, or freezers with incorrect holding temperature. These items are a breeding ground for bacteria.
- Improper use of equipment :
 - Using a steam table to cook or reheat food.
 - Overloading a refrigerator unit.
- Using equipment for a purpose other than which it was designed for.
- Using poorly cleaned and/or maintained equipment

6. When and where are the opportunities for contamination to occur?

There are two:

1. The original source; the grower, packer, processor or cannier through the mishandling of product.
2. The food service operation, through mishandling in these areas:

• Receiving

- All food items must be checked for quality and outward signs of contamination.

• Storage

- Food must be stored in the correct place, in clean, sanitary areas and at the correct holding temperature.

• Preparation

- Hold food at correct temperature before, during and after preparation.

• Service

- Safe, healthful methods of handling utensils and serving food must be used.

- Food handlers with poor personal hygiene, or who are ill, must not be used.