Crisis management, food safety and hygiene measures in the coronavirus crisis

Tips for the hospitality and food industry in case of temporary closure or shutdown

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Information from TÜV SÜD Food Safety Institute GmbH and TÜV SÜD ELAB GmbH

General

Our aim is to prevent hygiene faults that may arise within the scope of an extraordinary event or crisis, such as short-term closure or shutdown.

In situations like these, a pragmatic approach is urgently required. By exercising foresight, we can prevent, or at least minimise, hazards that may later cause food-borne illness among consumers or guests.

A sudden closure or shutdown may result in damage to food, buildings, infrastructure, equipment and systems.

Failure to take suitable precautions, such as insufficient cleaning and disinfection, may cause hygiene problems that can occur quickly during shutdown and in addition, could make reopening and restarting operations more difficult – or even prevent them completely.

By providing this checklist, we aim to guide you through a structured approach for a temporary closure of your business.

Food Safety and Hygiene Checklist for Temporary Closure or Shutdowns

Organisation

No.	Measures before shutdown	Done	
		Yes	No
1	**Suppliers, service providers and disposal companies** Routine intervals (delivery and collection, service visits, laundry collection etc.) ☐ All suppliers, service providers listed ☐ Contact suppliers and service providers and inform them of the temporary closure/shutdown ☐ Cancel or re-organise	☐	☐
2	**Notice at receiving entrance** ☐ Provide contact details/telephone numbers during absence	☐	☐
3	**Customer information/notices** about the temporary shutdown (online/on site) ☐ Notices on temporary closure/shutdown ☐ Website ☐ Social media ☐ Key accounts (bulk purchasers) also by telephone where appropriate	☐	☐
4	**Informing staff** ☐ Inform responsible staff members (What? Why? How long?) ☐ Assign responsibilities ☐ Ensure reachability, including during shutdown ☐ Distribute telephone list	☐	☐
5	**Deputisation and access** ☐ Distribute emergency keys and chip cards, ensure relevant codes/passwords are securely saved	☐	☐
6	**On-site inspections** ☐ Schedule regular on-site inspections during the closure/shutdown ☐ Coordinate and organise inhouse timetable/time schedule	☐	☐
7	**Documents** ☐ Ensure important documents are locked away and taken away/securely stored in safe	☐	☐
8	**Tills /cash** ☐ Take cash out of tills	☐	☐
9	**Authority** ☐ Contact details of key liaisons at regulatory bodies ☐ Inform authorities of reachability during period of closure/shutdown	☐	☐
10	**Digital hygiene management/eHACCP** ☐ Align digital hygiene management, deactivate regular tasks and checklists ☐ Adjust or deactivate alarm systems (cold storage systems)	☐	☐

Operation/operational measures

No.	Measures before shutdown	Done	
		Yes	No
1	**Utilities** PLEASE NOTE: Imperative need: clear all measures taken with facility management in advance and consult the user manual! Some equipment must not be disconnected from the grid or switched off. ☐ Electricity: turn off any equipment that is not needed but consumes power, or disconnect it or switch it to standby mode ☐ Gas: turn off gas supply where appropriate ☐ Water: flush through all tapping points once more and remove, descale and disinfect any aerators ☐ Turn off water supply where appropriate (posting a warning sign/warning note)	☐	☐
2	**Food products** ☐ Check all refrigerators, chillers and cooling drawers. Do not forget deep freezers, chest-type freezers, basement and storage rooms and outdoor storage ☐ Process, deep-freeze or dispose of /donate open food / meals ☐ Stored food/meals: Check best-before date, → process, deep-freeze or dispose of/donate ☐ Non-perishable food products → store in safe and protected manner	☐	☐
	Cleaning & disinfection ☐ Thoroughly clean & disinfect all work areas, cabinets and surfaces ☐ Thoroughly clean & disinfect, dry and clear away, or cover work and kitchen equipment (e. g. cutting boards, catering (Gastronorm, metal container) containers etc.)	☐	☐
3	**Cleaning & disinfection** PLEASE NOTE: Imperative need: clear all measures taken with facility management in advance and consult the user manual! ☐ Clean and disinfect all dishwasher(s), glasswasher(s) and potwasher(s) and leave open to dry ☐ Clean and disinfect all ice machines and leave open to dry ☐ Empty, clean and disinfect all refrigerators, cooling drawers/chillers and leave open to dry; clean and, where appropriate, disinfect seals ☐ Empty all deep fryer(s), dispose of grease and clean, disinfect and cover the fryer(s) ☐ Clean, disinfect and cover microwave ovens, tilting frying pans, cooking equipment ☐ Clean and disinfect cutting equipment and leave open to dry ☐ Clean extractor hood(s) and filter(s) (if possible, schedule internal cleaning now to ensure fire safety) ☐ Clean, disinfect and cover (chilled) food counter(s), salad bars, bains marie etc. ☐ Empty, clean, disinfect and cover ice cream display freezers ☐ Empty coffee machines, drain the system of water, where applicable, clean, disinfect and cover ☐ Clean, disinfect and cover milk containers ☐ Empty, clean, disinfect and cover juice dispensers ☐ Empty, clean, disinfect and cover food vending machines Delete if not applicable.	☐	☐

No.	Measures before shutdown	Done	
		Yes	**No**
3	**Cleaning & disinfection** PLEASE NOTE: Imperative need: clear all measures taken with facility management in advance and consult the user manual! Beverage dispenser system: Take out of service, following instructions in the user manual ☐ Empty, rinse and disinfect where appropriate ☐ Dismantle, clean, disinfect, dry and put away taps ☐ Dismantle, clean, disinfect, dry, put away or cover any connections for kegs or containers ☐ Turn off and secure all CO_2 cylinders	☐	☐
	Cleaning & disinfection ☐ Wash dishes, cutlery, glasses etc. (ideally in the dishwasher), dry and put away, cover where appropriate TIP: Directly sort out all defective pieces or equipment and make a list for ordering replacements	☐	☐
	Cleaning & disinfection ☐ Thoroughly clean rooms (ceilings, walls, windowsills, floors, doors) – do not forget the documentation ☐ Clean and rinse drains and drain strainers	☐	☐
4	**Pest control** ☐ Check baits (all in place and functioning?) ☐ Leave monitoring system for UV fly killers switched on. Adhesive film still usable? Replace in case of infestation ☐ Check regularly for infestation or ensure on-site inspection by pest-control company, including during shutdown/closure (access possible during shutdown/closure?)	☐	☐
5	**Personnel rooms** PLEASE NOTE: Imperative need: clear all measures taken with facility management in advance and consult the user manual! Some equipment must not be disconnected from the grid or switched off. **Social rooms:** ☐ Ensure all refrigerators and food cupboards are empty. **Showers:** ☐ Flush through all showers once more and remove, descale and disinfect all shower heads if necessary ☐ Turn off water supply where appropriate (posting a warning sign/warning note) ☐ Turn off hot-water heating or switch to energy-saving mode ☐ Clean and rinse drains and drain strainers **Hand-washing facilities:** ☐ Flush through all taps once more and remove, descale and sanitise all aerators, if available ☐ Turn off water supply where appropriate (posting a warning sign/warning note) ☐ Turn off hot-water heating or switch to energy-saving mode ☐ Refill hand-washing soap, disinfectant and paper towel dispensers **Changing rooms:** ☐ Thoroughly clean personnel rooms (ceilings, walls, windowsills, floors, doors) ☐ Clean and rinse drains and drain strainers **Working cloths:** ☐ Have unclean workwear collected or cleaned, empty collection container. TIP: record defective tiles, tap fittings, dispensers etc. and place repair order	☐	☐

No.	Measures before shutdown	Done	
		Yes	No
6	**Storage rooms** ☐ Ensure safe storage of all cleaning agents and hazardous substances (closed, protected from overturning and leakproof) ☐ Ensure no food products are stored on the floor ☐ Ensure open foods are closed or covered	☐	☐
7	**Disposal** ☐ Remove all refuse (packaging, organic waste, wet waste) from the company premises ☐ Empty and clean all refuse collection containers and store them in a suitable location (outside the premises where possible) ☐ Ensure refuse collection is in place (access also possible during absence?) ☐ Ensure collection of organic or wet waste is in place (access also possible during absence?) ☐ Ensure collection of grease or emptying of grease trap (access also possible during absence?)	☐	☐
8	**Last but not least** ☐ Perform on-site inspection, working through the above checklist (cleanliness, waste disposal, lights off, electricity off etc.) ☐ Take all relevant documents with you (e.g. contact details of suppliers) **Securing the premises** ☐ Close doors, windows, hatches, safety doors, protective grilles etc. ☐ Activate alarm system (if available) ☐ Activate video surveillance system (if available) ☐ Close gates, barriers, fences etc.	☐	☐

Internal notes:

_____   _____
Facility   Signature, date

Passed on to:

Disclaimer

TÜV SÜD has provided this information to the best of our knowledge. The information is essentially based on our longstanding testing and inspection experience for companies in the most varied sectors of the food industry. They represent a free service for all interested individuals and companies.

The instructions do not claim to cover all possible hygiene issues that may occur in business practice, but are designed to provide useful guidance for the placing on the market of food products, particularly in times of crisis. TÜV SÜD accepts no liability for any damages arising from the use of this checklist.

We would appreciate hearing about any issues that you consider important and that we have missed on this checklist.

Communication

We will communicate any updates on the following sites:
www.tuev-sued.de
www.tuvsud.com

You can also find this information on all widespread social media channels.

Contact

Please contact us in case of enquiries, information or ideas. We will be happy to be of assistance:
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We will reply to your message as quickly as possible.

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