



AmTrust North America  
An AmTrust Financial Company

# Safety Zone

## Washing Hands Basics - Grocery

Customers trust us when we keep them safe. Ensuring the safety of the food we serve and sell is one of our highest priorities in Grocery. Protecting customers creates goodwill and builds trust. Just as important, is employee well-being as a result of cleanliness. This requires good hygiene. Because we cannot see germs that cause disease, we must follow safe practices that help to reduce foodborne and other illnesses.

Hand washing helps to ensure we do not contaminate food items. Best practices in hygiene can help to reduce foodborne illnesses and disease such as Hepatitis A. In addition to hand washing, we must also keep tools, surfaces, counters, and other equipment clean and hygienic.

### When to wash your hands

- Before and after preparing food
- Before eating food
- After using the restroom
- After coughing, sneezing, or blowing your nose
- After contact with bodily fluids, including nose, watery eyes, or saliva
- After cleaning, sweeping, or picking up and discarding trash
- After working with boxes
- After money handling
- When someone who appears ill contaminates a surface, including credit card pads
- Whenever your hands are dirty

When you don't wash your hands or when you wash them improperly, contamination can occur. Outbreaks of illnesses such as salmonella, E. coli, and the flu, can affect the confidence that customers have in our products and in our store. Always wash your hands when you use the restroom. Also wash when food preparation tasks require you to handle meats or other items that might cause a foodborne illness.

Germs are easily transferred from surfaces to food and to people. Warmth and skin moisture can allow germs such as E. coli to grow quickly.

### Hand-washing techniques

1. Wet your hands, preferably with warm water.
2. Apply soap. Two-to-three pea-sized drops are enough.
3. Soap your hands and scrub them vigorously to dislodge and remove dirt and germs.
4. Wash past your wrists, and elbows, when needed. Count for 20 seconds as you wash to know you scrubbed long enough.
5. Dry hands with a paper towel or air-dry your hands. Never share towels.
6. Turn off running water with a paper towel, not bare hands.
7. Not everyone washes their hands after bathroom use and handles may be dirty. Exit bathrooms using the paper towel to open door handles. Discard the paper towel in the first available trash can.

Germs can hide under your fingernails. Wash until the lather is gone and your fingertips are “squeaky clean.” Never wash your hands in store sinks used for food product. If preparing food, try not to touch potentially contaminated surfaces after washing your hands.

While we may think we learn how to wash our hands in grade school, train all employees in this important technique. At least annually, provide refresher training and be sure all new employees learn the proper techniques.

Proper hand washing helps to prevent foodborne and other illnesses. We have a responsibility to stay current and educated about hygiene. We have a commitment to our customers and to ourselves to maintain safe handwashing practices.

## Are You In The Zone?

1. Protecting customers creates \_\_\_\_\_ and builds \_\_\_\_\_.
2. We cannot \_\_\_\_\_ disease-causing germs.
3. Name three things besides your hands that must be clean to prevent food contamination.
4. Name three illnesses that could occur if you don't wash your hands properly.
5. When should you wash your hands?
6. Describe proper hand-washing techniques.

I have received information on washing hands basics.

Employee Name: \_\_\_\_\_ Date: \_\_\_\_\_

For additional information and resources on this topic and other safety and risk management subjects be sure to visit the Loss Control section on our website:

<https://www.amtrustgroup.com/small-business-insurance/claims/prevention>

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