



# ***SAFETY & HYGIENE GUIDELINES***

**FOR VALUED  
BUSINESS PARTNERS**



“

Dear Valued Business Partners. We appreciate your partnership during such unprecedented time, as we all work together with the same goal of responding to consumer demand.

General Mills assures you that All of the Pillsbury products that are supplied to you are manufactured at General Mills approved locations & we are taking all preventive measures in place across supply chain to ensure safety of products & people.

While government mandate is to ensure safe and wholesome food for the country, the importance of food safety and hygiene has never been more as we navigate through these unprecedented times. Given the situation of novel Coronavirus (COVID-19) outbreak it is essential to apply thorough hygiene guidelines. In order to help you in this regard, here with we suggest some precautionary measures which you can apply.

”



# Awareness

## What is Corona virus and Covid-19?

Coronaviruses are a large family of viruses. In humans, several Corona viruses are known to cause respiratory infections ranging from Common Cold to more severe diseases such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS).

The most recently discovered Corona virus causes COVID-19. Covid-19 is the name of the disease caused by virus Severe Acute Respiratory Syndrome Coronavirus 2 (SARS-CoV-2).

Presently there is no vaccine for COVID-19 and it is under development by various countries.

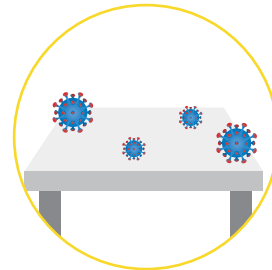
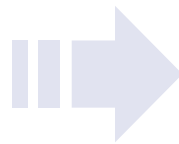
## Does Covid-19 gets transmitted through food?

So far, there is NO reported evidence of COVID-19 getting transmitted through food. However, like other viruses, the virus that causes COVID-19 can survive on surfaces or objects. For that reason, it is critical to develop and follow a robust food hygiene program to prevent the spread of the virus. It is the responsibility of the Food Business Operators & managers to follow Good Manufacturing Practices.

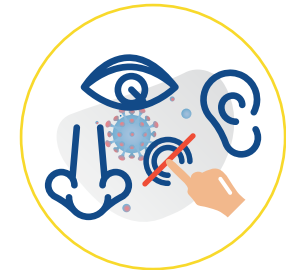
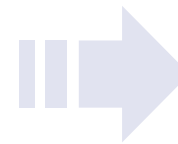
## How does the disease spread?



Droplets from mouth or nose are releasing when a covid-19 person coughs.



Droplets falls on Surface or Object. These droplets are too heavy to hang in the air. They quickly fall on floors or surfaces.



**Directly:** when contaminated hands touch the mouth, nose, eyes.

**Indirectly:** when contaminated surfaces are touched.



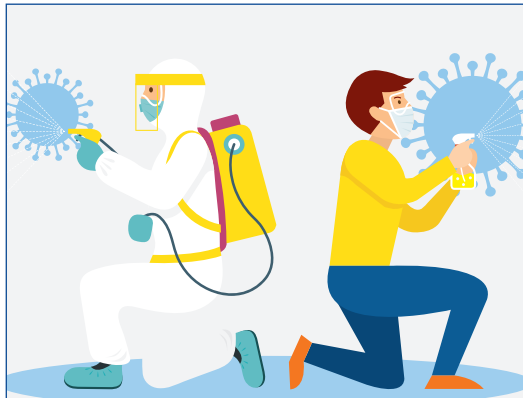
## Mandatory Golden Rules to be followed



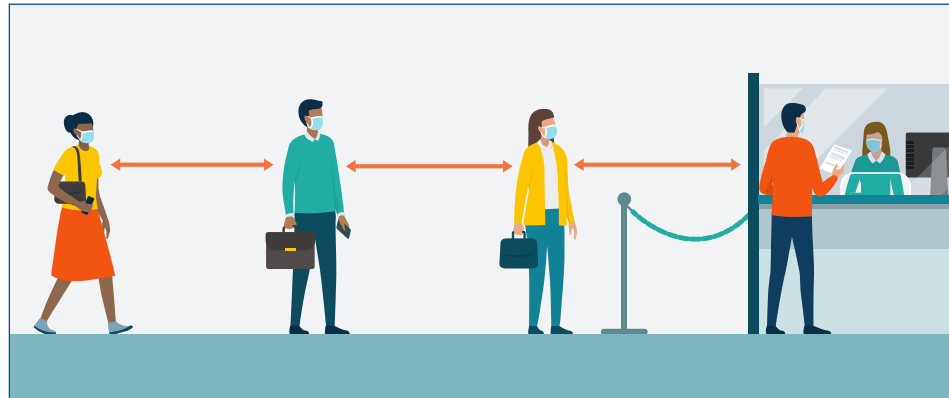
Thermal Screening at the Entry



Stringent Personal Hygiene



Deep Cleaning & Sanitation



Physical Distancing



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## Screening at Entry

Food Business Operator's & Employers should have screening protocol to screen all personnel entering in the premises. All employees/workers/visitors should be screened at entry point for symptoms of Covid 19 such as Temperature (Using non contact type thermometer). Those with temperature more than 37.5 Deg C (99 Deg F) and/or Flu like symptoms shall not be allowed to enter establishment. Some common Symptoms are:

- Fever
- Cough
- Shortness of Breadth
- Breathing Difficulties
- Fatigue.

Employees/workers/visitors should be encouraged to shelf declare & inform about any sign or symptoms of respiratory illness before or during work/visit.





## Personal Hygiene



No gaps should be observed after wearing the mask / cover. The face mask / cover should be changed every 6 hours or as soon as they get wet.

Face mask / cover and clean protective clothing **MUST** be worn by all.

Reusable masks should be washed and sanitized. Disposal of the mask must be done separately in the closed bins. Paper/tissue, paper bag may preferably be used to put used face covers before disposal.



- Hand wash & sanitation facility should be available to workers, customers especially at the entry
- Hand wash for min. 20 Sec / WHO guidelines, preferably followed by sanitation with 70% alcohol or equivalent. Staff **MUST** wash and sanitize their hands after removing the street cloths and before touching the clean cloths.



## Personal Hygiene

### HOW TO WEAR MASK PROPERLY



1  
Clean your hands  
with soap and water  
or hand sanitiser



2  
Hold the mask by  
the ear loops and  
place a loop around  
each ear



3  
Hold or pinch the  
stiff edge to the  
shape of your nose



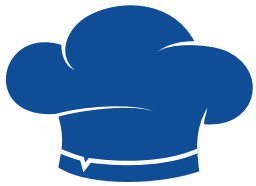
4  
Pull the bottom of  
the mask over your  
mouth and chin




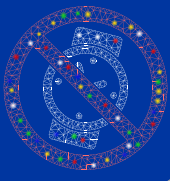







5  
Avoid touching the  
front of the mask  
when wearing



6  
Along with mask use  
proper hair cover



## Personal Hygiene

	Strict implementation of GMP. Use of Jewelry & watches should be prevented in food handling area. Sanitize personal belongings like Mobile phones after entry at work place.		
	Gloves to be worn during handling of ready to eat food like all product post baking, after which no other surface is be touched. Note that wearing gloves may give false sense of security. There is no substitute to hand washing and sanitizing to prevent Covid-19.		
	Reporting of illness: Encourage workers to stay home if they are showing symptoms like coughing, fever, breathlessness etc.		
	Discontinue use of Biometric / fingerprints, sharing of belongings, (e.g. gloves, jackets, common stationery, pens, work tools etc) during pandemic period.		
	Food premises, toilets, counters, equipment's etc shall be thoroughly cleaned with hot water & detergent and disinfected with 0.1% hypochlorite solution or equivalent.		
	Prevention of surface contamination: Use barrier such as tongs, gloves or other utensils to prevent direct hand contact with food, especially for uncooked food.		



## Cleaning & Sanitation

Following Food establishments shall be cleaned with soap and water, followed by disinfection (using freshly prepared 1% hypochlorite solution or equivalent ).



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Food preparation/  
production area

Stores

Packaging area

Service area

Waste disposal area

Office space

Transport vehicle



### Food Service Area:

Thorough cleaning and disinfection after every batch preparation and common touch points such as door knobs, equipment handles, desk, grocery cart handles, etc.

Clean Equipment, containers, utensils, cutlery, etc. thoroughly with soap and water. Use of hot water (above 60° C) is recommended.

### High Touch Points

Metallic surfaces like door handles, security locks, handles of baskets/carts, display racks (where bleach is not suitable)

Hand sanitizing stations at the entry and near high contact surfaces

Toilets and Washrooms

Area of two meters around the person who has coughed

All cleaning equipment, cloth, mops, reusable protective gear such as boots, gloves

### Method & Frequency for cleaning

70 % alcohol

Cleaned at least twice in a shift.  
Sanitized with 1% sodium hypochlorite

After every shift using water and detergent, followed by 1% sodium hypochlorite

Vacated immediately, thoroughly cleaned and disinfected with freshly prepared 1 % hypochlorite solution

Cleaned thoroughly before use & after use.  
Sanitize where required



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## Basic Cleaning & Sanitation Steps

### Step 1 Preparation

- Remove loose dirt and food particles.
- Rinse with warm, potable water.

### Step 2 Cleaning

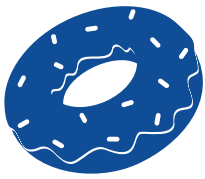
- Wash with hot water (60 °C) and detergent.
- Rinse with clean potable water.

### Step 3 Sanitising

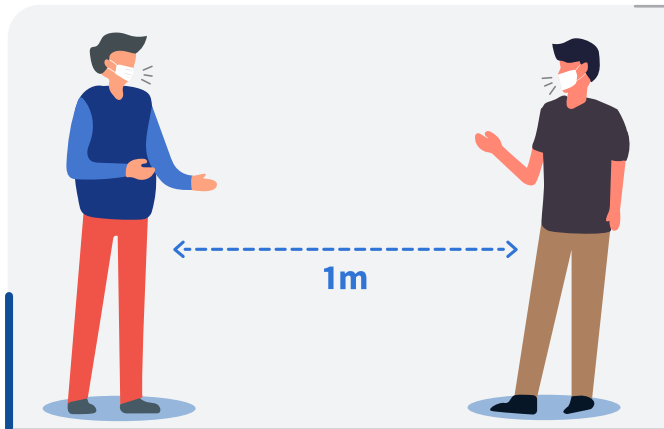
- Treat with very hot, clean, potable water (75 °C) for at least 2 minutes.

### Step 4 Drying

- Dry benches, counters and equipment.



## Physical Distancing



- Minimize physical contacts between two persons. Minimum distance to be maintained is 1 meter.
- Only 3-4 employees in an area of 10 ft at any given point of time.
- Stagger work stations, food preparation area etc.

Food delivery personnel should leave the packet at 1 meter distance at customer's door.



DO NOT handover the food packet directly to the customer.

Limit number of people e.g. Drivers, Cleaners, Customers etc

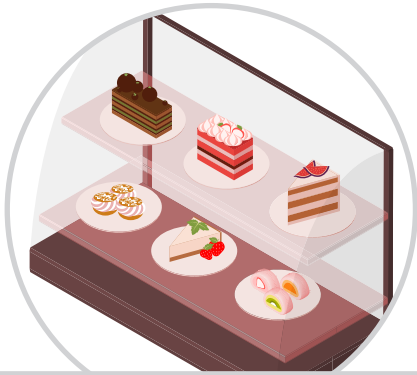
Limit number of customers entering the store at one point of time. Hand sanitization at entry and exit of a premise

Use spacing measures like stickers, tapes, markers to maintain the distance at all the places

Use Flexi-glass barriers at tills and counters Reduce stock quantity on display and create a gap between two products displayed



## Food Services / Takeaways



No Open Display of ready-to-eat foods, should be kept covered in glass displays



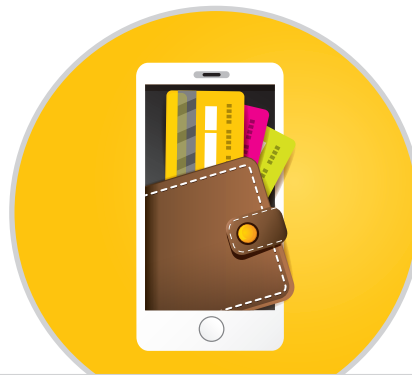
Visual display of DOs and DON'Ts



Disposable items: Use disposable utensils, cutlery, and single use sachet (of salt pepper, sugar, ketchup, etc)



E- Payments / E-Wallets: Refrain from handling cash. If handled, wash or sanitise hands



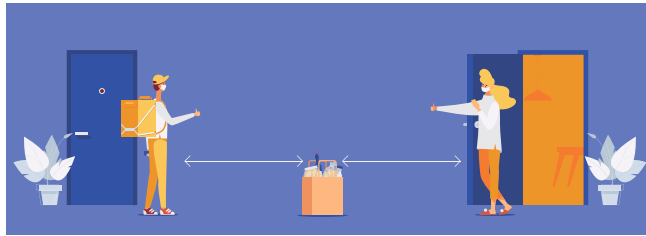
Encourage customers to use e-wallets such as UPI, QR codes, net-banking. In case credit/debit cards are used, the card machine to be sanitized with 70 % alcohol after each use



On-line orders: Encourage customers to place orders online or on telephone, well in advance to reduce the wait time



## Food Delivery: Food Handler



Contactless  
Delivery



Increase the frequency of cleaning and disinfecting of high-touch surfaces such as counter tops and touch pads and within the vehicle, by wiping down surfaces using a regular household cleaning spray or wipe.

Make sure to read the label and follow manufacturer's instructions on use.

Establish designated pick-up zones for customers to help maintain social distancing.

Face to be covered with a clean mask or face cover. Hands to be sanitised before food pick up and after delivery.

Practice social distancing when delivering food, e.g., offering "no touch" deliveries and sending text alerts or calling when deliveries have arrived. Physical distancing of 1 meter is followed between self and customer.

Keep hot foods hot and cold foods cold by storing in appropriate transport vessels.

Keep cold foods cold by keeping enough coolant materials, e.g., gel packs.

Keep hot foods hot by ensuring insulated cases are properly functioning.

Keep foods separated to avoid cross contamination, e.g., keeping raw foods separated from cooked and ready-to-eat foods.

Ensure that any wrapping and packaging used for food transport is done so that contamination of the food is prevented.

Routinely clean and sanitize coolers and insulated bags used to deliver foods.

Contact with common touch points such as door bell, handles, etc to be avoided. If unavoidable, hands to be immediately sanitised. Contactless delivery methods shall be encouraged.

## When an Employee tests Positive for COVID-19 or is showing symptoms associated with COVID-19

When symptoms are seen, but testing is not done

Employees should notify their supervisor



If the Employee at Home, Recommended to stay home and be excluded from work until they are free of symptoms



Encourage the employee to contact their local health authority and seek medical attention upon initial appearance of symptoms



If the employee is onsite at the facility, notify the administrative / health authorities for further Protocol



Clean & Sanitise entire facility & equipment's

## Food Transportation & Distribution

Training of the drivers, loaders and other staff about the COVID-19 infection symptoms and precaution to be taken like personal hygiene, cleaning & Sanitation, Social Distancing



Regular cleaning & Sanitation of Delivery/transport vehicles & Use dedicated vehicles for food deliveries/ distribution

Anyone displaying flu like symptoms should be avoided for handling / transporting / delivering food



Drivers, loaders and other staff to maintain high standards of personal hygiene

Hand washing material and Sanitizer bottle to be fixed in driver cabin

Avoid use of public toilets and crowded places during the breaks



If a vehicle enters an area marked as a COVID-19 hotspot, then the vehicle shall be thoroughly cleaned and disinfected before use



Carriers/stands used for storage of food products should be cleaned & sanitised regularly

Maintain distancing during loading & unloading

## Responsibility of Food Business Owner / Manager during Covid 19

Conduct Awareness Training on COVID-19 to all food handlers on symptoms, spreads, company procedures, Personal hygiene, Social distancing, Wearing Mask, Safe food handling etc



Encourage employees to come forward to inform / declare if they are experiencing any symptoms



Covid 19 Screening of all personal entering in the premise



Ensure employees use protective gears



Use Aarogya Setu App



Emergency Preparedness to response & deal with Covid 19 Infectious situation







# **#StaySafe**

## **CONTACT US**

For query/feedback please contact us at [cs.india@genmills.com](mailto:cs.india@genmills.com)  
or call Namaste General Mills at **1800-111-789** (Mon to Fri: 9 am to 6 pm).

 <https://www.instagram.com/bakewithpillsbury/>

 <https://www.facebook.com/Bakewithpillsbury/>

## **Reference Advice:**

Provided by General Mills India Pvt Ltd “**with the Global Bakery Expertise of 100+ years**”.

Source for additional information - Food Safety and Standard Authority of India at <https://www.fssai.gov.in/>