



Customer Safety
Employee Safety
Food Safety

Store Hygiene & Food Safety Guide



A clean store is a safer store

Food retailers face many challenges involving store hygiene and food safety every day, including:

- Maintenance of general store hygiene
- Hygiene in customer facilities, e.g. toilets, restaurants
- Food hygiene for food safety and quality

Today as a result of the Covid-19 pandemic, you're facing additional challenges related to the health and safety of your employees and of your customers.

That's why we have put together a guide to support you in these areas.

The topics covered include:

- General store hygiene
- Customer facility hygiene
- Cleaning for Covid-19 control
- Cleaning for food safety
- Colour-coding for greater food safety
- Maintenance, Storage & Compliance

Customer
Safety

Employee
Safety



First impressions last.
Customers feel safe and comfortable
in a clean and hygienic environment.



Customer
Safety

Employee
Safety

Areas with high traffic such as check-out areas require regular cleaning and disinfection ensuring the safety and confidence of your customers and employees.

Key for general store hygiene

Maintaining a clean and tidy store aids both food safety and health and safety, and leaves a good impression on your customers.

A retail cleaning programme should contain:

- Regular cleaning of walls, floors, fixtures and fittings
- Plan for “emergency” cleaning situations
- Touch points cleaning

Cleaning is a process, which does not just involve the use of chemicals.

The cleaning process involves a combination of Temperature; Action; Chemistry; and Time (TACT).

Vikan specialises in the ‘action’ part of this process, so using the right tools and effort to remove dirt and debris.

In cleaning, ‘action’ should comprise at least 4 steps:

- Washing
- Rinsing
- Drying
- Disinfecting

Vikan solutions and tools help you achieve the action required to ensure efficient and effective cleaning.

Customer facility hygiene

Ensuring high standards of hygiene in customer facilities is essential to maintaining customer confidence and loyalty.

Areas such as customer toilets and restaurants need special attention and should have cleaning equipment suitable for each particular area.

Cleaning for Covid-19 control

As a result of the Covid-19 pandemic businesses have a responsibility to ensure the health and safety of both their staff and customers.

Routine general and customer facility hygiene practices need to be enhanced through more regular cleaning and disinfection of frequently touched surfaces, such as door handles, taps, tables and chairs, basket and trolley handles, etc.

Many stores have now installed screens to protect personnel from infectious droplets and aerosols. These will need to be regularly cleaned and disinfected.

Cleaning for food safety

Vikan provides food safety support to the retail sector every day. We help develop a comprehensive approach to food safety management covering:

- Colour-coding
- Food contact compliance
- Tool cleaning, maintenance and storage

Colour-coding for greater food safety

Colour-coding can be used to ensure food safety by using colour to segregate tools for use with specific hazards, in specific processes, and in different zones in your store. This segregation minimises the risk of cross-contamination from microorganisms, food debris, allergens, chemicals and foreign bodies.

Food Safety & Colour-Coding

Make sure your utensils are stored in the same area where they are used.



Think about the colour of your food product ingredients and choose a contrasting colour for the tool.



Tips and tricks

Keep it simple. Colour-coding systems work best when they're kept simple. Try to restrict your colour-coding plan to as few colours as possible.

Use contrasting colours. Think about the colour of your food product and choose a contrasting colour for the tool. This makes it easy to spot any tools or fragments that end up in a food product.

Colour match tools and storage.

Make sure your utensils are stored in the same area where they are used, and use matching colour-coded storage solutions, such as shadow boards and wall brackets.

Developing a colour-coding plan: step by step

1

Identify the hazards

Start your colour-coding by identifying all the food-safety hazards (e.g. allergens, microorganisms, foreign bodies etc.) associated with the particular process and/or zone (e.g. your bakery, deli, fish counter etc.), and consider how they can be controlled.

2

Choose your strategy

Choose the most appropriate colour-coded segregation strategy for a particular process and/or within a zone in your store. This will vary depending on the type of food you are producing/handling, your production processes, and relevant legal and compliance requirements. Commonly used strategies are:

- Colour-coding by use
- Colour-coding by process
- Colour-coding by zone



3

Prepare your colour-coding plan

At Vikan, we do not only supply a full range of cleaning tools and utensils in a variety of colours, we also provide extensive support in setting up your colour-coding plan. The best way to get started is to visit [Vikan.com](https://vikan.com).

Customer Restaurant / Orange Zone

Many people use store restaurants throughout the day.

Cleaning and disinfection is key to ensuring the safety and confidence of your customers and staff.

Regular cleaning of surfaces such as tables, chairs, counters and floors should therefore be a priority.

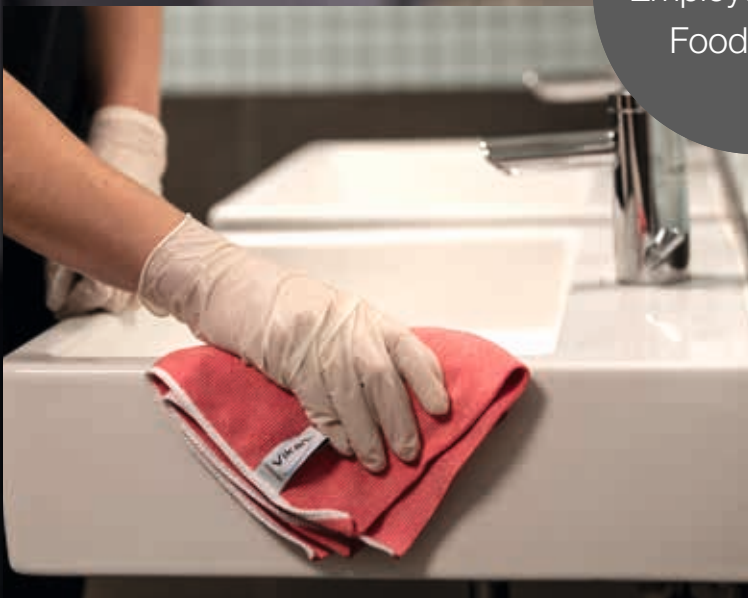


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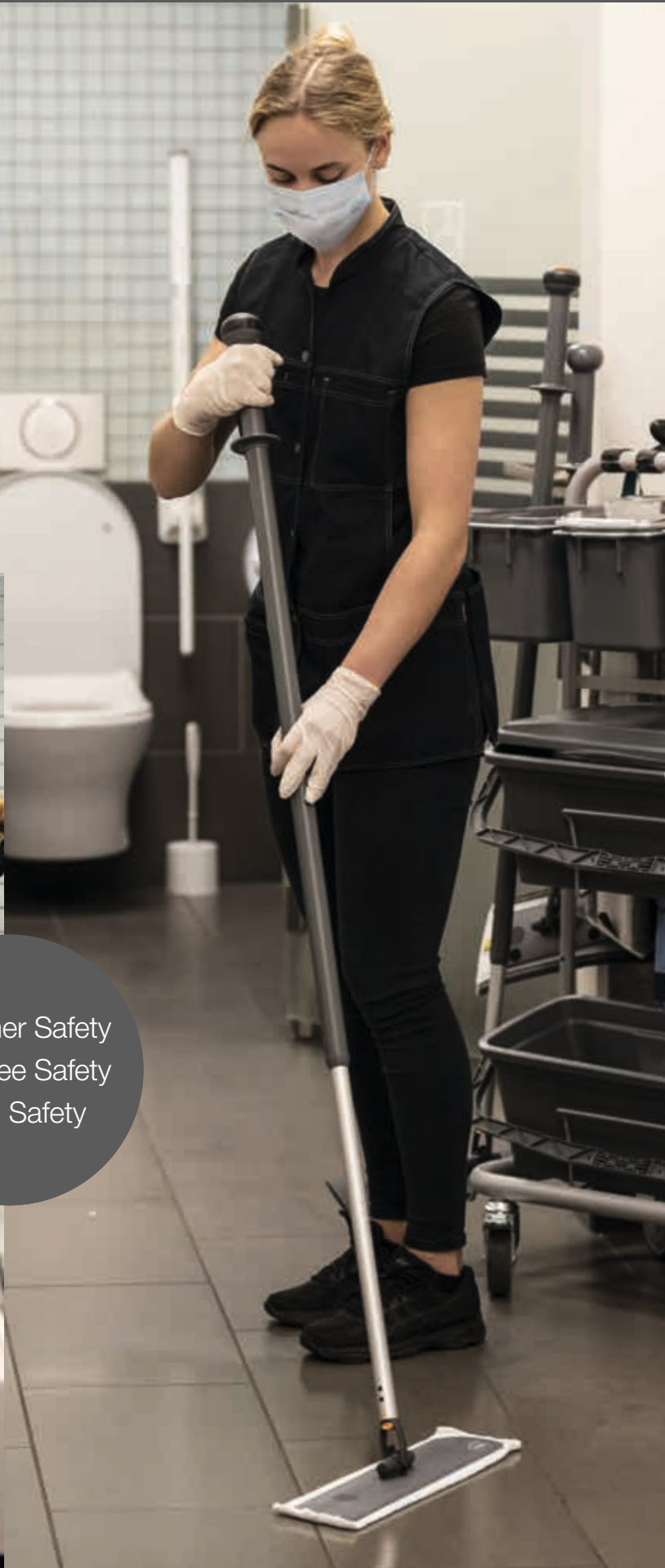


Restroom / Grey Zone

Clean toilets send a powerful signal about your store's dedication to hygiene. All areas, including toilets, should meet high standards of cleanliness and provide your customer with the assurance that you take hygiene seriously.



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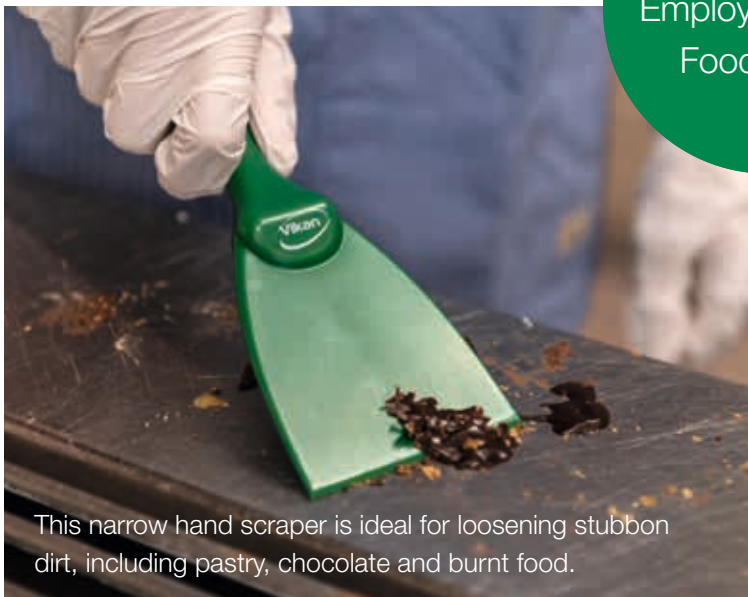
Bakery / Green Zone

The bakery area requires a lot of specific cleaning & food handling tools.

When baking you work in a combined wet and dry working area and the right cleaning tools facilitate your work.

Moreover, allergens must always be under control. The large Vikan assortment will help you.

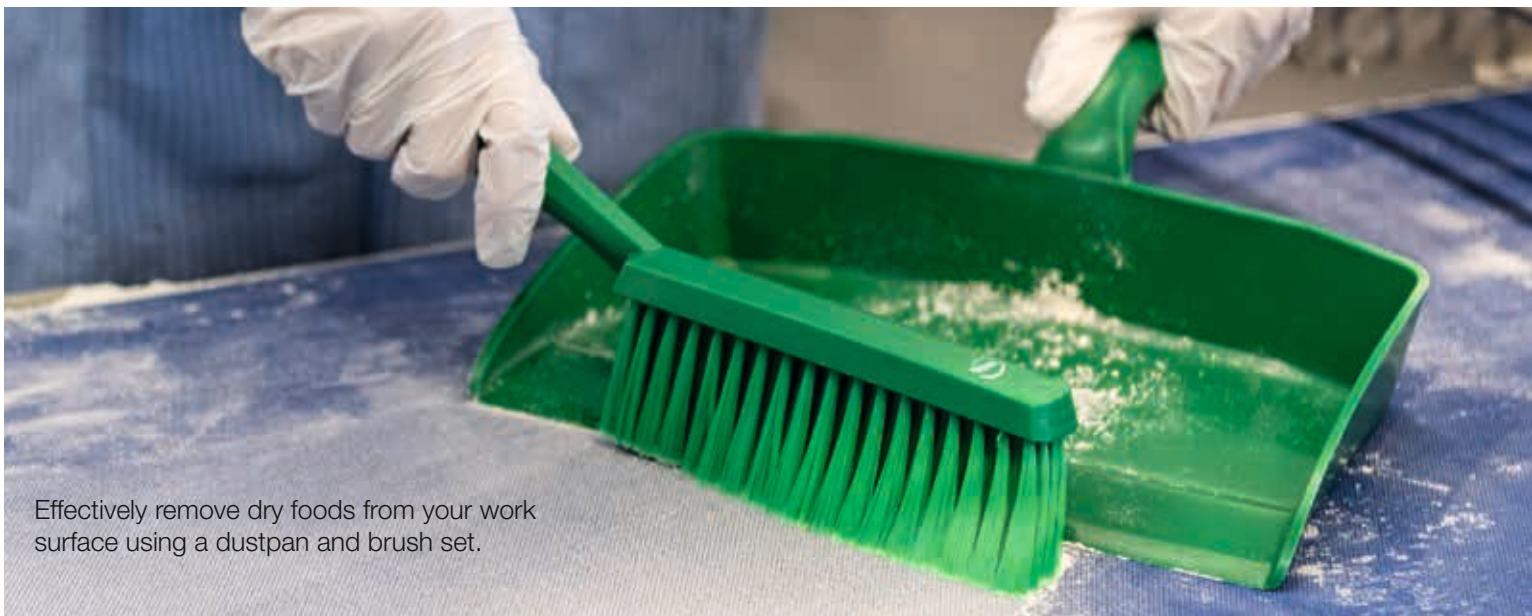
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This narrow hand scraper is ideal for loosening stubborn dirt, including pastry, chocolate and burnt food.



Colour-coded tool storage
- minimise the risk of
cross-contamination
and tool damage and
help find things when
you need them.



Effectively remove dry foods from your work surface using a dustpan and brush set.

Delicatessen / Red Zone

The delicatessen department should always be clean and appear inviting.

A hygiene critical area serving ready-to-eat products where control of cross-contamination is essential.

All surfaces within this area need to be kept scrupulously clean, and the tools used need to be dedicated for use in this area to minimise the risk of microbial cross-contamination.

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Ensure good hygiene in your delicacy.
Scrub and clean your tables and other surfaces.



Butchery / Yellow Zone

Colour coding and hygienically designed cleaning tools are essential in a wet environment such as the butchery department.

Meat cutting and processing equipment can be very difficult to clean after use without the right tools.

It is essential that the tools used are fit for purpose to prevent cross-contamination between uses.

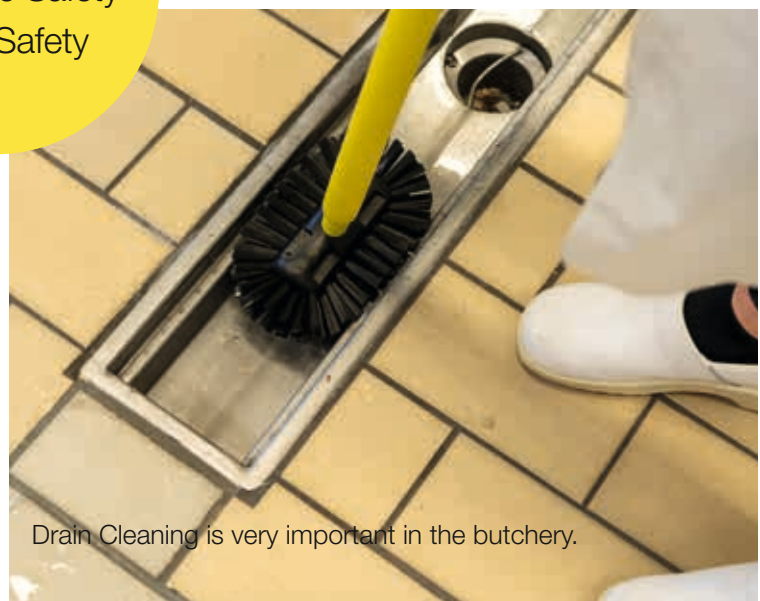


Remove excess water and food debris from food-preparation surfaces.



Scrub your food preparation surfaces and tables carefully every day.

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Drain Cleaning is very important in the butchery.

Fish / Blue Zone

The importance of hygiene in the fish preparation area is significant.

A wet environment like this can easily become dangerous for employees and customers if the correct equipment isn't used.

The storage of the cleaning tools is essential in this area, as it is very often the most visible and open area to the customers.

Cover your fresh fish and seafood with ice using one of our ergonomic scoops or shovels.

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Our nailbrush facilitates effective and quick nail and hand cleaning.



Warehouse, Car Park & Vehicle Cleaning / Black Zone

A clean warehouse gives your employees and auditors trust in your operation.

Ingredients and finished products must be stored in a clean environment, which is facilitated by a robust, daily cleaning regime supported with the correct cleaning tools.

Car Parks are the first point of call for your customers and the ability of your employees to act quick and keep it tidy is key in this area.

Good quality cleaning equipment ensures the first impression is the right impression.

As home deliveries become more and more popular, the cleanliness of the delivery vehicles is now a high priority.

Vikan cleaning tools provides a range of products to keep your vehicles clean and tidy, essential when delivering to your valued customers.



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Ready to go / White Zone

Ready to Eat foods present the highest risk to consumers.

Preparation areas must be cleaned effectively between product changeovers with appropriately colour-coded tools. No debris or area – regardless of how difficult it is to clean – can be overlooked, due to the risk to public health.



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Maintenance & Storage

To maintain your cleaning tools and utensils follow these simple guidelines:

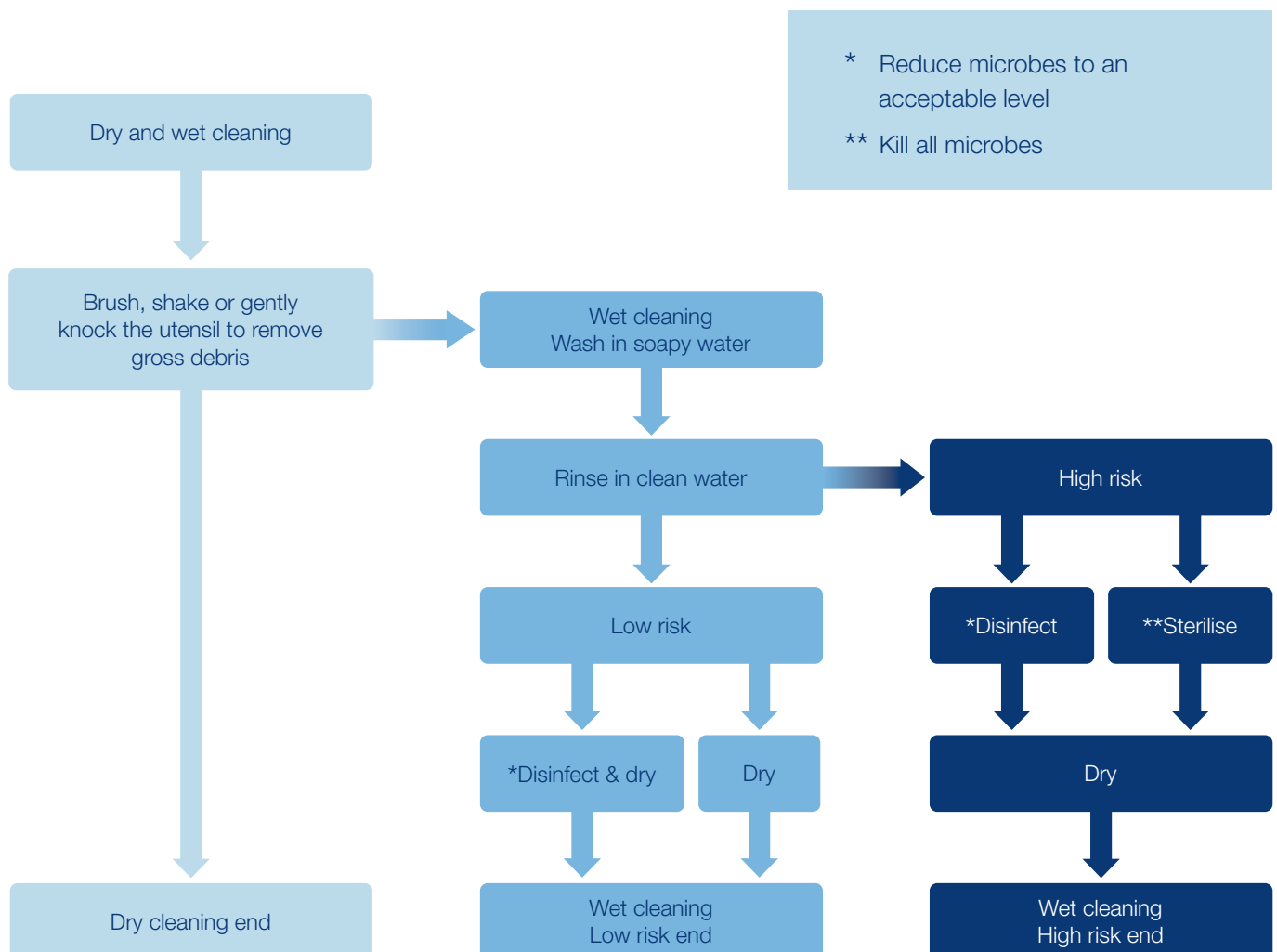
- Regularly inspect for damage, wear and tear, and replace as appropriate, based on risk assessment
- Produce descriptions/images of what is acceptable and what is not, and train staff appropriately
- Keep records of utensil inspection and replacement for auditing/due-diligence purposes
- Avoid makeshift repairs to damaged tools, as this will increase the risk of product contamination

- Store utensils appropriately (i.e., on colour-coded wall brackets or shadow boards) to minimise the risk of damage and cross-contamination

Cleaning equipment decontamination

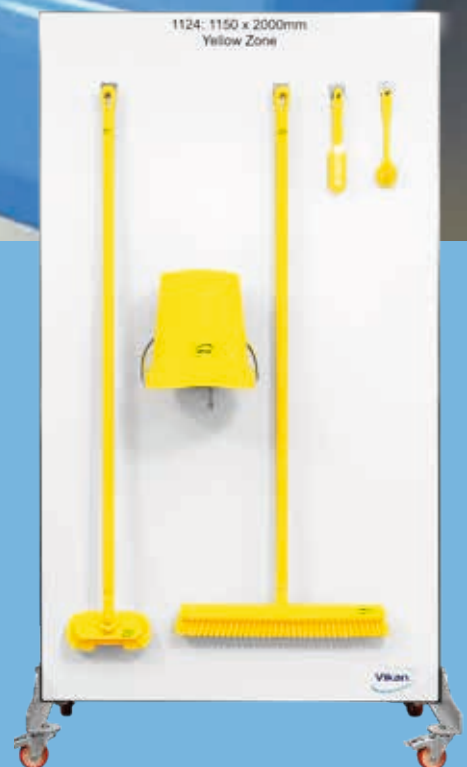
Each zone/area should have validated cleaning and disinfection instructions for their cleaning tools and utensils.

Information to aid in the development of these is available from cleaning equipment and chemical manufacturers.





Store your cleaning tools and utensils appropriately on colour-coded wall brackets or shadow boards to minimise the risk of damage and cross-contamination.



Food safe tools and utensils

Regulations require that tools and utensils used to handle food and beverages are made from food-contact-compliant materials that cannot transfer unwanted substances into the products you are making or packing.



Comply with food-contact regulations

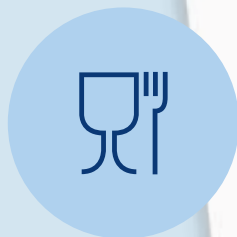
Regulations require that items that come into contact with food or food contact surfaces must be made from food contact-compliant materials that cannot transfer unwanted substances to the products. Plastic items used in this way within the EU must comply with the following regulations:

- (EC) 1935/2004 on food-contact materials
- (EC) 2023/2006 on good manufacturing practice for food-contact materials
- (EU) 10/2011 on plastic food-contact material

Items that comply with these EU regulations are marked with the 'Glass & Fork' symbol (either on the product label or engraved/moulded on the product itself).

Many Vikan cleaning tools and utensils are EU food contact compliant and also comply with the US food contact Regulations, FDA CFR21.

Note: compliance to FDA CFR21 alone is not sufficient to allow use in the EU.



Tips and tricks

Know your regulations. The regulations listed above apply in the European Union. If you operate elsewhere, be sure to find out – and comply with – all applicable regulations. Find more on [Vikan.com](https://www.vikan.com)

Reach out

If you have any questions about the topics covered in the guide, visit www.vikan.com, where a wealth of information and advice is available. Please also feel welcome to contact us or your local Vikan distributor if there's anything else we can do to help.



Visit us at vikan.com

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