



Customer Safety
Employee Safety
Food Safety

Food Retail Guide

Store Hygiene & Food Safety



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, check-outs and restaurants
- Food hygiene for food safety and quality

An increasing demand from customers and employees has led to updated and improved best practices around food safety and employee hygiene in food retail environments.

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 food safety
- Colour-coding for greater food safety
- Developing a colour-coding plan: step by step
- 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 require regular cleaning and disinfection to ensure 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, which includes 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 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

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



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.



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 can help you.

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



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 delicatessen.
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.



Drain cleaning is very important in the butchery




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



Scrub your food preparation surfaces and tables carefully every day.

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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.



Remove excess water and food debris from food-preparation surfaces with our Ultra Hygiene Table Squeegee.

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 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.



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Maintenance & Storage

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

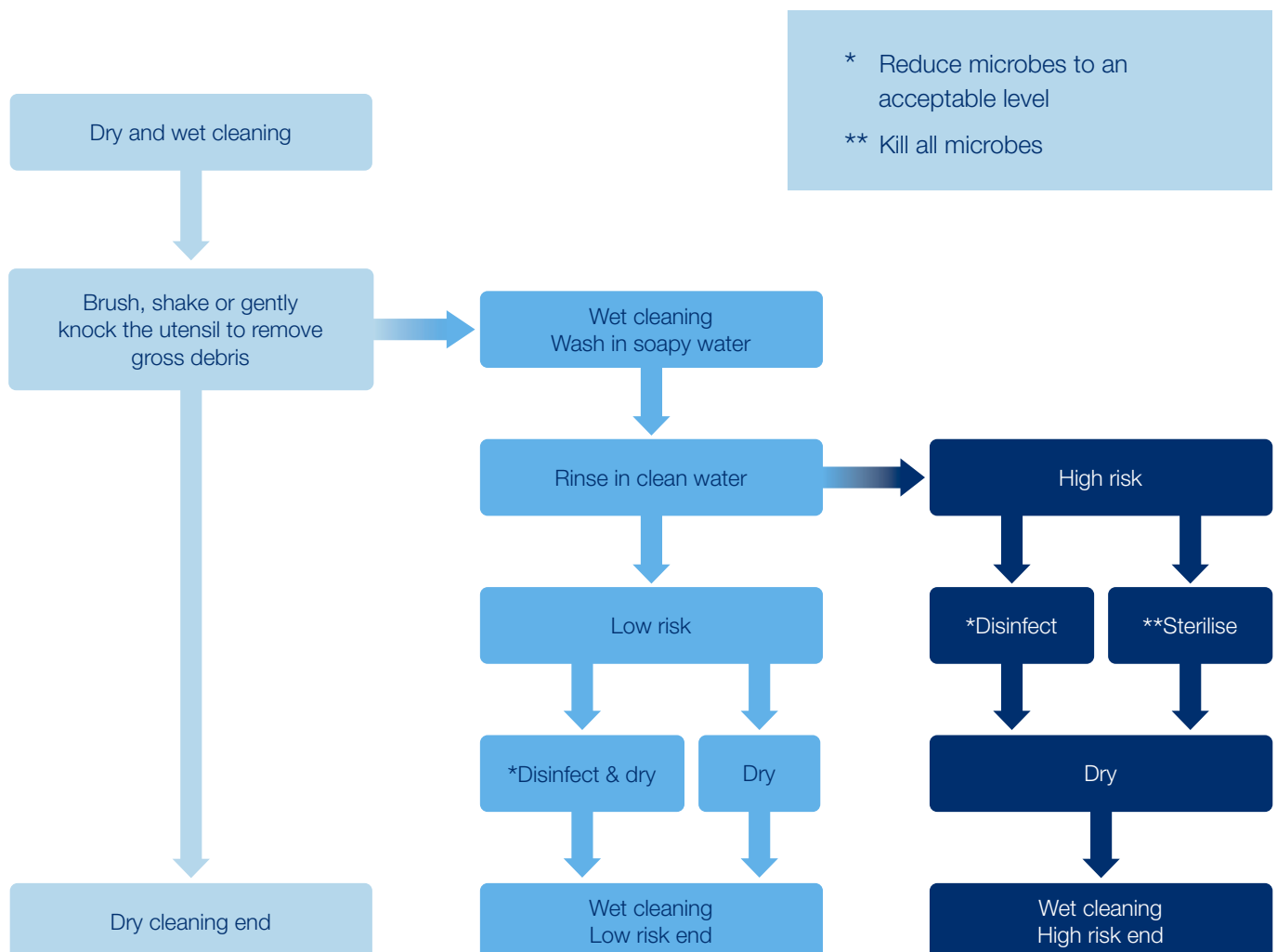
- Regularly inspect for damage, wear and tear, and replace as appropriate, based on risk assessment
- Produce descriptions/images of what is acceptable and what is not, and train staff appropriately
- Keep records of utensil inspection and replacement for auditing/due-diligence purposes
- Avoid makeshift 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.



We conducted a survey to find out how much time employees spend looking for a cleaning tool each day. The conclusion was that about 60% spend 5 minutes or more.

This can be avoided with Vikan's storage solutions, which will save you both time and money. But how much does 5 minutes per employee per day actually add up to?

50
min./day

10 associates spending
5 min. per day

350
min./week

If cleaning is done each
day of the week

303
hours/year

18,200 minutes per year
per store

€3,788
per store/year

Cost to look for tools
at €12.5/hr

€380
thousand/year

Estimated annual labour
cost in a 100 unit Food
Retail chain

The survey included 110 food retail participants and the tools were defined as dustpans, brooms, squeegees, deck brushes, etc.

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

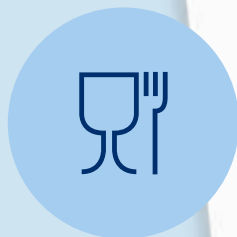
Regulations require that items that come into contact with food or food-contact surfaces must be made from food contact-compliant materials that cannot transfer unwanted substances to the products. Plastic items used in this way within the EU must comply with the following regulations:

- (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

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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