# The ServSafe® Manager 9th Edition

The content in the ServSafe program is based on the FDA *Food Code*, the latest science in food safety, and best practices in the industry. Several changes have been made to the content since the release of *ServSafe Manager Book 7th Edition Revised*. This document identifies the major changes based on:

- The *Supplement to the 2022 FDA Food Code* (Released 11/2024)
- Updates to the ServSafe Content Blueprint (2025)

## Note to Instructors

The *ServSafe Manager Book 9th Edition* includes these updates. We strongly recommend using this edition when teaching ServSafe, as it offers students the best opportunity to master the material and ensures all necessary content is being delivered.

Please note that this document's purpose is to inform you of the major content changes to the ServSafe program. It is not meant to provide a map for updating outdated materials.

All instructor materials for the course have been updated to reflect the 9th Edition changes. These materials are available to registered ServSafe Manager instructors on ServSafe.com.

The information below identifies the major changes (highlighted in yellow) that have been incorporated into the ServSafe 9th Edition book.

## Chapter 1: Providing Safe Food

**Training Employees**

ServSafe has expanded information on how to train employees.

***Training***

*As a manager, your job is more than just understanding food safety practices and creating the necessary procedures. You also must train your staff on them.*

*Many regulatory authorities require you to provide food safety training to employees who will be handling food, utensils, and equipment. The* ServSafe Food Handler *program is a good place to start. It was designed to provide the critical food safety knowledge needed for people in employee-level positions.*

*You must do several things when training staff in food safety. First, you must identify training needs based on the roles and responsibilities in your operation. You can do that by observing their performance on the job, interviewing them, or using a formal assessment to find out what they know and what areas require improvement.*

*Next, you must develop the curriculum. The good news is that you don't need to do this alone—*ServSafe Food Handler *has done the work for you.*

*Then, the training must be implemented, following the right training method for your operation. There are several ways to deliver training. On-the-job, instructor-led, and technology-based training, like eLearning, are a few of the more popular options.*

*Finally, employee knowledge must be assessed to determine if the content has been mastered. Traditionally, mastery is measured using a written assessment, like a quiz or exam.*

Of course, your staff should be trained when they are first hired, but that's not the end of it. Ongoing training is critical, too. Whether it's the basics of food safety or job-specific information, staff must be retrained in food safety regularly. When a food handler has completed training, make sure it is documented.

*You will need to monitor employees to make sure they're doing what you trained them to do. At times, you may notice that tasks are being performed incorrectly. Since this could increase the risk to food safety, it's important to take corrective action immediately. And if it happens frequently, employees will likely need to be retrained.*

**Regulatory Inspections**

ServSafe now includes an overview of the regulatory inspection process, highlighting key requirements. It acknowledges that establishments must grant access for regulatory inspections and notes that some jurisdictions mandate posting a notification when an inspection report is available.

> ***Inspections (New)***
>
> *Most operations that serve food to the public require inspections. An inspection measures if an operation is meeting minimum food safety standards. It also produces a written report that notes deficiencies. This report helps an operation comply with safe food practices.*
>
> *In most cases, inspectors will arrive without warning. Do not refuse entry to an inspector. Inspectors have the authority to gain access to the operation. They also have the authority to revoke the operation's permit for refusing entry.*
>
> *After the inspection, the inspector will explain the results and the score, if one is given. Discuss any violations and correction time frames with the inspector. A copy of the report will then be given to you or the person in charge at the time of the inspection. Keep copies of all reports on file in the operation.*
>
> *Some jurisdictions require establishments to notify the public when their inspection report becomes available.*

## Chapter 2: Forms of Contamination

**Food Defense**

The *Supplement to the 2022 FDA Food Code* includes a new definition of food defense and mandates employee awareness on the subject. In response, ServSafe has transitioned from covering information on developing a food defense program based on the FDA's ALERT tool, to using the FDA's *Employees First* initiative, which is designed to enhance employee awareness of food defense.

> ***Food Defense***
>
> So far, you have learned about methods to prevent accidental contamination of food. But, you also must take steps to *protect it from intentional contamination or tampering. This is called "food defense."*
>
> Threats can come from a variety of sources, including:
>
> - Disgruntled current or former staff
> - Competitors
> - Terrorists or activists
> - Vendors
>
> These people may try to tamper with your food using biological, chemical, or physical contaminants. They may even use radioactive materials. Attacks might occur anywhere in the food supply chain. But they are usually focused on a specific food item, process, or business.
>
> The best way to protect food is to make it as difficult as possible for someone to tamper with it. For this reason, a food defense program should deal with the points in your operation where food is at risk.
>
> *As a manager, it's your job to make employees aware of food defense. This includes recognizing signs of intentional contamination as it relates to their assigned duties and understanding the importance of reporting suspicious activity.*
>
> *To help, the FDA has a tool called Employees FIRST that can be used to raise employee awareness of food defense. It uses the acronym, FIRST, to inform employees about the risk of intentional contamination and the actions they can take to identify and reduce these risks.*
>
> ***F:** Follow company food defense plan and procedures*
>
> ***I:** Inspect your work area and surrounding areas*
>
> ***R:** Recognize anything out of the ordinary*
>
> ***S:** Secure all ingredients, supplies, and finished product*
>
> ***T:** Tell management if you notice anything unusual or suspicious*

**Posting Notification of Allergens**

ServSafe now includes information on the requirement that establishments post written notification of major allergens found in the food served or sold. It also provides examples of how this information can be posted.

> ***Posting Notification***
>
> *You must provide written notification of major food allergens present in foods served or sold in your operation. This can be done physically, using brochures, table tents, signage, or other materials; or electronically, through websites, apps, digital menus, or QR codes.*

**Corrective Action for Cross-Contact**

ServSafe now includes information on what to do when cross-contact has occurred.

> ***What to Do If Cross-Contact Has Occurred***
>
> *If cross-contact occurs, the best practice is to discard any affected food and thoroughly clean and sanitize all surfaces that may have been contaminated.*

## Chapter 3: The Safe Food Handler

**Hand Antiseptics**

The *Supplement to the 2022 FDA Food Code* clarified that hand antiseptics should not be called "sanitizers" as they cannot reduce microorganisms to the same level. Therefore, ServSafe has revised references to *hand sanitizer*, noting that these products are often "mistakenly called" sanitizers.

> **Hand Antiseptics**
>
> Hand antiseptics, *often mistakenly* called hand sanitizers, are liquids or gels that are used to lower the number of pathogens on skin. If used, they must comply with the Code of Federal Regulations (CFR) and Food and Drug Administration (FDA) standards.
>
> Only use hand antiseptics after handwashing. NEVER use them in place of it. Wait for a hand antiseptic to dry before you touch food or equipment.

**Cut-Resistant Gloves**

ServSafe added new information regarding the requirements for purchasing cut-resistant gloves.

> **Which Gloves to Buy**
>
> ***Cut-Resistant Gloves*** *If used, cut-resistant gloves must be smooth, durable, and nonabsorbent.*

## Chapter 5: The Flow of Food: Purchasing, Receiving, and Storage

**Storage Containers**

ServSafe has added prohibition against reusing single-use containers to store food.

> **(Storage) Containers**
>
> - Store food in containers intended for food.
> - Use containers that are durable, leakproof, and able to be sealed or covered.
> - *Never reuse single-use containers to store food.*
> - NEVER use empty food containers to store chemicals. NEVER put food, equipment, utensils, linens, and single-use items in empty chemical containers.

## Chapter 6: The Flow of Food: Preparation

**Unwashed Produce**

ServSafe now includes the requirement that unwashed fruits and vegetables be separated from ready-to-eat foods.

> **Cross-contamination** Make sure fruit and vegetables do NOT touch surfaces exposed to raw meat, seafood, or poultry. *Separate unwashed fruits and vegetables from ready-to-eat foods.*

**Variances**

ServSafe now acknowledges that variances may be required in situations other than prepping food with special requirements.

> **Preparation Practices That Have Special Requirements**
>
> You will need a variance when prepping food in certain ways. *There may be other situations where a variance is required.* A variance is a document issued by your regulatory authority that allows a regulatory requirement to be waived or changed…

**Food Reheated for Immediate Service**

ServSafe has added "a package of sous-vide food" as an example of an item that can be reheated to any temperature if prepared for immediate service.

> **Food reheated for immediate service** You can reheat food that will be served immediately, such as beef for a beef sandwich, *or a package of sous-vide food,* to any temperature. However, you must make sure the food was cooked and cooled correctly.

## Chapter 7: The Flow of Food: Service

**Time as Method of Control**

ServSafe has revised information on the requirements for holding food without temperature control.

> **Holding Food Without Temperature Control**
>
> Your operation may choose to display or hold TCS food without temperature control. *However, if you primarily serve a high-risk population, this is not permitted for raw (shell) eggs.*
>
> *To display or hold TCS food without temperature control, you must:*
>
> - *Prepare written procedures in advance*
> - *Maintain these procedures on-site*
> - *Make the procedures available to the regulatory authority upon request*
>
> *Additional conditions may also apply.* Note that the requirements for holding cold food differ from those for holding hot food. Before using time as a method of control, consult your local regulatory authority for specific guidelines.

**Serving Utensils**

ServSafe has updated requirements on storing utensils during food service.

> **Serving Utensils** Store serving utensils in the food with the handle extended above the rim of the container. *You can also place them on a clean and sanitized food-contact surface.*

**Refilling Returnable Containers**

The *Supplement to the 2022 FDA Food Code* revised the requirement for refilling returnable containers to clarify when and how they may be refilled with food. ServSafe has reflected this revised requirement.

***Refilling Containers***

*Some jurisdictions allow specific types of containers to be refilled with food when returned by a guest. These containers can be refilled by a food handler or guest if they meet these conditions:*

- *They were designed to be reused. Single-service containers cannot be refilled.*
- *They are cleaned and sanitized by a food handler before being refilled.*
- *They are visually inspected by a food handler to verify they meet requirements.*

*When refilling containers:*

- *Transfer the food in a way that avoids contamination.*
- *Avoid handling the food-contact surfaces of containers.*

Take-home beverage containers can also be refilled as long as the beverage is not a TCS food and the container will be refilled for the same guest. The container must also meet these conditions:

- It can be effectively cleaned at home and in the operation.
- It will be rinsed with fresh, hot water under pressure before refilling.
- It will be refilled by staff in the operation or by the guest using a process that prevents contamination.

*As a manager, you need to monitor employees to make sure they are following procedures correctly.*

**Off-Site Service**

ServSafe now acknowledges the importance of following regulatory requirements when serving food off-site.

**Off-Site Service**

Delays from the point of preparation to the point of service increase the risk that food will be exposed to contamination or time-temperature abuse. *To transport food and items correctly, follow regulatory requirements and these procedures…*

## Chapter 8: Food Safety Management Systems

### Food Safety Culture

ServSafe has added new information on building a food safety culture in the organization.

***Food Safety Culture***

*As discussed earlier, restaurants and foodservice operations face many food safety challenges. That's why it's critical to establish a strong food safety culture. These are the shared values, beliefs, attitudes, and practices the people in your organization have regarding food safety.*

*Every organization has a food safety culture. The question is whether or not that culture is strong. A strong culture prioritizes practices that reduce the risk of contamination and foodborne illness.*

*Several key elements must be included when building a food safety culture.*

- ***Securing commitment from leadership:*** *Management must prioritize and support food safety within the operation. This must come from the top down. Without this commitment, food safety may not be valued by others in the operation.*
- ***Making food safety a priority:*** *Employees must receive initial and ongoing food safety training. The value and purpose of this training must be emphasized to staff. All employees must be knowledgeable of food safety practices and confident in their ability to perform them. Food safety must be a fundamental part of daily routines.*
- ***Prioritizing food safety when making decisions:*** *Food safety considerations should also be incorporated into all decision-making throughout the flow of food.*
- ***Modeling desired behaviors:*** *Managers must consistently model the food safety behaviors they expect from their people. This sets clear expectations for employees and shows that the behaviors are important.*
- ***Explaining the* whys:** *It is critical to explain the reasons behind the food safety practices employees are being asked to perform. Employees are more likely to follow these practices if they see the value and purpose behind them.*
- ***Recognizing and celebrating success and positive performances:*** *Acknowledging and rewarding employees who perform food safety practices correctly makes them feel valued and appreciated, boosts their morale, and motivates them to continue performing well.*
- ***Demonstrating best practices:*** *Seeing best practices in action helps employees understand exactly what is expected of them. It provides a clear, concrete example of how tasks should be performed.*
- ***Providing the right tools and resources:*** *When employees have the right tools, they can perform food safety tasks correctly. Without them, even well-trained staff may struggle to do so.*
- ***Ensuring consistency in practices:*** *Food safety practices should be standardized throughout the operation. This ensures they will be performed consistently. Make sure your standard operating procedures use consistent terminology.*
- ***Setting expectations and addressing them with employees when they are not met:*** *Clearly define food safety expectations and hold employees accountable. Address any deviations promptly to reinforce the importance of compliance.*
- ***Building connections and partnerships:*** *Partner with suppliers, regulatory authorities, and others to enhance food safety practices and stay updated on industry standards.*

**Food Safety Management Systems**

The *Supplement to the 2022 FDA Food Code* provided a new definition of food safety management systems and identified when they are required. ServSafe now incorporates this.

**Food Safety Management Systems**

*A strong food safety culture requires the incorporation of a food safety management system. This is a specific set of actions taken by management and employees to control risks and hazards throughout the flow of food that can lead to foodborne illness.*

*A food safety management system relies on the establishment of food safety policies and procedures, employee training on them, and monitoring to ensure that employees are following them.*

*Food establishments must have a food safety management system that is documented in writing. This system must be:*

- *developed and maintained*
- *implemented during all hours of operation*
- *made available to the regulatory authority upon request*

*This may not be required in certain establishments that, in the regulatory authority's view, pose minimal risk of causing a foodborne illness. This decision would be based on the type of operation and extent of food preparation.*

***Prerequisite Programs***

Having some food safety programs already in place gives you the foundation for your system. The principles presented in ServSafe are the basis of these programs. Here are some examples of the programs your operation needs.

- Personal hygiene program
- Supplier selection and specification program
- Cleaning and sanitation program
- Facility design and equipment maintenance program
- Food safety training program
- Quality control and assurance programs
- Standard operating procedures (SOPs)
- Pest Control Program

**Active Managerial Control**

The *Supplement to the 2022 FDA Food Code* provided a new definition of active managerial control. ServSafe has revised the content to reflect this and expanded the explanation of what active managerial control is.

**Active Managerial Control**

Earlier, you learned that there are five common risk factors for foodborne illness:

1. Purchasing food from unsafe sources
2. Failing to cook food correctly
3. Holding food at incorrect temperatures
4. Using contaminated equipment
5. Practicing poor personal hygiene

It is the manager's responsibility to actively control these and other risk factors for foodborne illness. This is called active managerial control.

*According to the FDA* Food Code*, active managerial control is the purposeful incorporation of specific actions or procedures by management to gain control over foodborne illness risk factors in the operation.*

*Active managerial control is both proactive and reactive. Not only do you anticipate risks; but when found, you actively correct them. That corrective action is then incorporated back into policies and procedures to prevent the issue from occurring in the future. So active managerial control is adaptive. By identifying areas for improvement and implementing corrective actions, you can adjust your policies appropriately to meet changing circumstances or challenges.*

There are many ways to achieve active managerial control in the operation. According to the Food and Drug Administration (FDA), you can use simple tools, such as *self-inspections*. It can also be achieved through more *comprehensive* solutions, such as a Hazard Analysis Critical Control Point (HACCP) program.

*There are some important steps to take when implementing active managerial control:*

- *Find potential risks.* Find and document the potential foodborne illness risks in your operation. Then, identify the hazards that can be controlled or eliminated. *Ensuring that holding times and temperatures are correct is an example.*
- Monitor *critical activities in the operation.* Food will be safe if managers monitor critical activities. *This might include things like monitoring temperatures during cooking, cooling, and reheating.*
- Take corrective action. Take the appropriate steps to correct improper procedures or behaviors. *For example, if a sanitizer level is too low when tested, correct the situation by remixing a fresh sanitizing solution.*
- *Oversee staff.* Verify that all policies, procedures, and corrective actions are followed.
- *Train staff.* Ensure employees are trained to follow food safety procedures and retrained when necessary.
- *Reevaluate the program.* Periodically reassess the system to make sure it is working correctly and effectively.

*These steps mirror those found in HACCP.*

**The Seven HACCP Principles**

ServSafe has added new information on the Seven HACCP Principles and implementing a HACCP Plan.

***The Seven HACCP Principles***

*A HACCP plan is based on seven basic principles. These principles are the seven steps that outline how to create a HACCP plan.*

*Each HACCP principle builds on the information gained from the previous principle. You must consider all seven principles, in order, when developing your plan. Here are the seven principles:*

1. *Conduct a hazard analysis.*
2. *Determine critical control points (CCPs).*
3. *Establish critical limits.*
4. *Establish monitoring procedures.*
5. *Identify corrective actions.*
6. *Verify that the system works.*
7. *Establish procedures for record keeping and documentation.*

*Here is a closer look at these principles and an overview of how to build a HACCP program.*

***Principle 1: Conduct a hazard analysis***

*First, identify and assess potential hazards in the food you serve. Start by looking at how food is processed in your operation. Many types of food are processed in similar ways. Here are some common processes:*

- *Prepping and serving without cooking (salads, cold sandwiches, etc.)*
- *Prepping and cooking for same-day service (grilled chicken sandwiches, hamburgers, etc.)*
- *Prepping, cooking, holding, cooling, reheating, and serving (chili, soup, pasta sauce with meat, etc.)*

*Look at your menu and identify items that are processed like this. Next, identify the TCS food. Determine where food safety hazards are likely to occur for each TCS food. They can come from biological, chemical, or physical contaminants.*

***Principle 2: Determine critical control points (CCPs)***

*Find the points in the process where the identified hazard(s) can be prevented, eliminated, or reduced to safe levels. These are the critical control points (CCPs). Depending on the process, there may be more than one CCP.*

***Principle 3: Establish critical limits***

*For each CCP, establish minimum or maximum limits. These limits must be met to prevent or eliminate the hazard, or to reduce it to a safe level.*

***Principle 4: Establish monitoring procedures***

*Once critical limits have been created, determine the best way for your operation to check them. Make sure the limits are consistently met. Identify who will monitor them and how often.*

***Principle 5: Identify corrective actions***

*Identify steps that must be taken when a critical limit is not met. These steps should be determined in advance.*

***Principle 6: Verify that the system works***

*Determine if the plan is working as intended. Evaluate it regularly. Use your monitoring charts, records, hazard analysis, etc., and determine if your plan prevents, reduces, or eliminates identified hazards.*

***Principle 7: Establish procedures for record-keeping and documentation***

*Maintain your HACCP plan and keep all documentation created when developing it. Keep records for the following actions:*

- *Monitoring activities*
- *Taking corrective action*
- *Validating equipment (checking for good working condition)*
- *Working with suppliers (i.e., shelf-life studies, invoices, specifications, challenge studies, etc.)*

**When a HACCP Plan Is Required**

ServSafe has added new information on when a HACCP Plan is required.

***When a HACCP Plan Is Required***

*Except in a few special cases, a HACCP plan is not required. However, HACCP plans may be required when:*

- *requesting a variance from a regulatory requirement*
- *using a specialized food processing method (e.g., smoking food for preservation)*

**Self-Inspections**

ServSafe now includes information on what to look for when conducting self-inspections. It also notes the importance of mirroring the type of inspection conducted by the regulatory authority.

***Self-Inspections (B-Head)***

*Well-managed operations perform frequent self-inspections to keep food safe. These are done in addition to—and more often than—regulatory inspections. They can be conducted in-house or by a third-party organization.*

*When creating a self-inspection program, it's a best practice to mirror the type of inspection that will be performed by your regulatory authority. Get a copy of their inspection form and follow it.*

*There are specific things to look for when conducting a self-inspection. This includes determining whether your operation meets requirements regarding:*

- *The food establishment*
- *Flow of food (receiving, storage, preparation, cooking, holding, cooling, reheating, service)*
- *Personal hygiene/health*
- *Employee practices*
- *Appropriate temperatures (receiving, storage, cooking, holding, cooling, reheating)*
- *Preventing biological, chemical, and physical hazards*
- *Cleaning and sanitizing*
- *Plumbing and sewage*
- *Exterior grounds*
- *Waste handling*
- *Pest control*
- *Equipment maintenance*
- *Crisis management*
- *Appropriate documentation*
- *Food Safety Management Systems*

*As a manager, you should regularly inspect and monitor these areas to ensure requirements are being met. Also, you should be familiar with your regulatory inspection process and incorporate the same processes into your self-inspections.*

## Chapter 9: Safe Facilities and Pest Management

### Plan Review

The *Supplement to the 2022 FDA Food Code* added the requirement that plan reviews show evidence that a food safety management plan is in place. ServSafe has added the requirement for submitting a plan review before starting new construction or remodeling. It includes a discussion of the plan review process and the benefits to an establishment. It also reflects the new FDA *Food Code* requirement.

> ***Plan Review***
>
> *Before starting any new construction or remodeling project, you must submit a plan to the regulatory authority. If required, the plan must be approved before construction begins.*
>
> *During the plan review process, the regulatory authority ensures that your design complies with regulatory requirements, approved equipment is utilized, food flows safely through the operation, and a food safety management system is either in place or is being developed.*
>
> *The plan review offers valuable benefits to the operation. It enhances food safety while saving time and money by identifying the best and most efficient processes for your operation.*

### Permit to Operate

ServSafe has added the requirement that in order to operate, food establishments have a valid permit to operate issued by the regulatory authority.

> **Plan Review**
>
> Before starting any new construction or remodeling project, you must submit a plan to the regulatory authority. If required, the plan must be approved before construction begins.
>
> During the plan review process, the regulatory authority ensures that your design complies with regulatory requirements, approved equipment is utilized, food flows safely through the operation, and a food safety management system is either in place or is being developed.
>
> The plan review offers valuable benefits to the operation. It enhances food safety while saving time and money by identifying the best and most efficient processes for your operation.
>
> *Keep in mind that you cannot operate a food establishment without a valid permit to operate issued by the regulatory authority.*

### Equipment Food-Contact Surfaces

ServSafe has added the requirement that equipment food-contact surfaces be nonabsorbent and that equipment be replaced if it no longer meets standards.

> **Equipment Selection**
>
> Foodservice equipment must meet specific standards if it will come in contact with food, such as being smooth, easy to clean, durable, and *nonabsorbent.*
>
> *If your equipment no longer meets these standards, it must be replaced.*

**ANAB**

ServSafe now includes the clarification that organizations that develop standards for the sanitary design and construction of equipment and/or certify equipment that meet these standards must be accredited by the American National Standards Institute National Accreditation Board (ANAB).

**Equipment Selection**

Foodservice equipment must meet specific standards if it will come in contact with food, such as being smooth, easy to clean, durable, and nonabsorbent.

Organizations such as NSF have developed standards like these for the sanitary design and construction of foodservice equipment. They also certify equipment that meet these standards. Other organizations classify equipment or evaluate it to ensure that it meets the standards.

These organizations must be accredited by the *American National Standards Institute National Accreditation Board (ANAB), which is a wholly owned subsidiary of the American National Standards Institute (ANSI), a nonprofit corporation.* When purchasing equipment, look for the NSF mark, the UL EPH classified mark, or the ETL sanitation mark. These indicate that the equipment has been certified or classified for sanitation under an *ANAB-accredited* program.

**When to Repair or Replace Equipment**

ServSafe added specific criteria identifying when equipment must be repaired or replaced.

**Installing and Maintaining Equipment**

*Once you have installed equipment, check it regularly to make sure it is working as intended. Repair or replace equipment if it is:*

- *worn,*
- *deteriorated,*
- *unsafe,*
- *difficult-to-clean, or*
- *not functioning properly*

*Make sure equipment is maintained regularly by qualified people. You can usually set up a maintenance schedule with your supplier or manufacturer to keep it in good condition.*

**Restrooms**

ServSafe has added requirements for restrooms.

***Restrooms***

*Restrooms should be convenient, sanitary, and have self-closing doors. They should also be clean and in good repair.*

**Wastewater**

ServSafe added the requirement that wastewater be disposed of properly.

***Waste***

*Wastewater must be disposed of into an approved sewage system.*

**Garbage Pickup Frequency**

ServSafe has added content on the possible necessity of increasing the frequency of garbage pickup to prevent pests and contamination.

> **Outdoor containers**
>
> Place containers on a surface that is smooth, durable, and nonabsorbent. Asphalt and concrete are good choices.
>
> Make sure the containers have tight-fitting lids and are kept covered at all times. Keep their drain plugs in place.
>
> *It may be necessary to increase the frequency of garbage pickup to prevent contamination and pests in the operation. Check with the local regulatory authority for requirements.*

**Imminent Health Hazards**

ServSafe has added "*apparent foodborne-illness outbreaks"* to the list of emergencies considered to be imminent health hazards.

> **Emergencies That Affect the Facility**
>
> Certain crises can affect the safety of the food you serve. Some of the most common include: *apparent foodborne-illness outbreaks,* electrical power outages, fire, flooding, and sewage backups. These are considered by the local regulatory authority to be imminent health hazards.

**Animals on the Premises**

ServSafe now includes information regarding animals on the premises.

> ***Animals on the Premises***
>
> *Some people may require the assistance of a service animal while on the premises. Many jurisdictions permit dogs in patio areas. It is important to check with your local regulatory authority for requirements in these situations.*

**Denying Pest Access and Pest Control Measures**

ServSafe now includes the importance of adding door sweeps to the bottom of doors to help prevent pests from coming inside.

> **Deny access**
>
> Install self-closing doors, *door sweeps,* and air curtains (also called air doors or fly fans).

**Pest Control Measures**

ServSafe now includes examples of pest control measures (i.e. glue boards and snap traps).

> **Pest Control**
>
> Contact your PCO immediately if you see these or any other pest-related problems, so that control measures can be taken. *This might include using pesticides, or devices like glue boards or snap traps. Your PCO will determine if pesticides are necessary and where these devices should be placed. Remember, pesticides should only be applied by a certified applicator.*

## Chapter 10: Cleaning and Sanitizing

**Disinfectants**

The *Supplement to the 2022 FDA Food Code* introduced a new definition for disinfection to clarify its distinction from sanitizers. It also established a requirement to use test kits or other measuring devices to assess the strength of disinfecting solutions. ServSafe now includes this information.

> ***Disinfectants***
>
> *Many operations use disinfectants as part of their cleaning and sanitizing practices. While sanitizing and disinfecting are often confused, they serve distinct purposes: sanitizers reduce pathogens on surfaces to safe levels, while disinfectants are designed to further reduce pathogens and may inactivate or eliminate them.*
>
> *According to the FDA* Food Code*, disinfection is the application of a substance, (or mixture of substances), that destroys or irreversibly inactivates bacteria, fungi, and viruses, but not necessarily bacterial spores*
>
> *So, why not use disinfectants all the time? Disinfectants can leave chemical residues that are unsafe for food-contact surfaces, requiring additional cleaning and sanitizing after use. Additionally, disinfectants can have a greater environmental impact if they are overused.*
>
> *Disinfectants are best reserved for high-risk situations requiring a higher level of pathogen elimination, such as cleaning up bodily fluid spills or complying with directives from regulatory authorities.*
>
> *As with sanitizer solutions, ensuring the proper concentration of a disinfectant solution is critical. Be sure to provide a test kit or other device that accurately measures concentration. Make sure they are available at all times and are easily accessible to employees. Finally, before using disinfectants, verify that they are EPA-approved by checking the product label and always follow the manufacturer's directions.*
>
> *As a manager, you should develop a plan for how to use disinfectants in your operation and train employees on that plan. Keep in mind that you are required to do this when cleaning up bodily fluid spills.*

**Service Sinks**

ServSafe has added "*service sinks*" to the required locations where wastewater can be disposed of.

> **Storing Cleaning Tools and Supplies**
>
> The storage area should have:
>
> - Utility sink for filling buckets and washing cleaning tools
> - *Service sink* or floor drain for dumping dirty water.

**SDS**

ServSafe has added new information on Safety Data Sheets (SDS).

> **Using Foodservice Chemicals**
>
> Many of the chemicals used in your operation can be hazardous, especially if they are used or stored incorrectly. *That's why it's important to have Safety Data Sheets (SDS) for each chemical on the premises. These contain safe handling information and outline measures that should be taken in the event of an emergency. Make sure SDS are accessible to employees at all times.*
>
> One of the biggest dangers *with chemicals* is cross-contamination. To reduce your risk, follow these guidelines…