

CERTIFICATION STUDY GUIDE

Industrial Meat Cutter Level 1



FOOD PROCESSING SKILLS CANADA CONTACT INFORMATION



FPSC is here to help!

This Study Guide covers all the information on the Canadian Certified Industrial Meat Cutter (CCIMC) Level 1 Certification. If you have questions after reviewing the Study Guide, please contact the FoodCert™ Team

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INTRODUCTION

Food Processing is Canada’s third largest industry, employing more than half a million people. The sector is extremely diverse, consisting of more than 5,545 firms representing various sizes, structures and sub-sectors that produce over \$50 billion in annual sales. The various sub-industries of the broader food processing sector include: Animal Food Production, Grain and Oilseed, Sugar and Confectionary, Fruit and Vegetable, Dairy, Meat and Poultry, Fish and Seafood, Bakery, Beverage, Cannabis, and Other.

The Industrial Meat Cutter Level 1 Certification identifies and recognizes individuals who meet a specified standard defining competence in the meat field. A certified worker, on average, is more competent than a non-certified worker. The program is anchored in National Occupations Standards (NOS) developed by industry stakeholders. Along with information on essential skills and data derived from labour market information, the NOS define the scope of each professional domain in sufficient detail to form the basis for assessment instrument development. Standards include knowledge and performance criteria as defined and validated by the industry. They are established at an expert rather than a job-entry level. Without these standards, no certification program could be built.

This study guide was written to provide you with the knowledge you need to pass the Industrial Meat Cutter Level 1 Certification. The CCIMC Level 1 Certification gives employers a benchmark for evaluating their employee’s knowledge and performance. When an applicant for a job says, “I’m CCIMC Level 1 Certified”, the employer can be assured that the applicants knows the fundamental CCIMC Level 1 concepts. For example, a CCIMC Level 1 certified worker should know the Basic Knife skills and Food Safety.



DON'T just study the questions and answers—the questions on the actual exam will be different from the practice ones included in this book and the online practice exam. The exam is designed to test your knowledge of a concept or objective, so use this book to learn the objective behind the question.

1. WHAT IS THE CCIMC LEVEL 1 CERTIFICATION

Certification has found its way into almost every industry for a reason; it helps advance the profession. Certification helps employers evaluate potential new hires, analyze job performance, evaluate employees, select contractors, market services, and motivate employees to enhance their skills and knowledge. Certification gives recognition of competency, shows commitment to the profession, and helps with job advancement. There has been an explosive growth professional certification.

The CCIMC Level 1 certification was developed by Food Processing Skills Canada (FPSC) to provide an industry-wide means of certifying the competencies of Industrial Meat Cutters. Candidates seeking certification as Level 1 Industrial Meat Cutter must successfully challenge an applied knowledge multiple-choice examination and a performance evaluation/assessment.

This Industrial Meat Cutter Level 1 exam is the first step of a two-step certification process for food processing professionals who use knives and work in a meat processing environment. To qualify to write this exam, individuals must register by providing proof of employment of a minimum of three months in a meat processing organization in a position that requires the use of conventional knives.

2. WHY BECOME CCIMC LEVEL 1 CERTIFIED?

Today, it is increasingly difficult to get a job suited to your knowledge and skills. There are certain criteria that are valued more by employers than by others. Having a certificate from an organization means that you have attended the appropriate course through the approved training partners.

Food Processing Skills Canada and its FoodCert™ program provides the opportunity for prospective employers in the Food and Beverage industry to verify a worker's competencies through the FoodCert™ Passport, which is distributed to candidates after successful completion of any given certification. This brings trust and credibility to your resume and can help you get one step closer to your dream job in the industry.

- **Certification helps you get hired and allows you to grow within the company:**

Employers looking to hire want you to have knowledge, experience and certifications in your areas of expertise.

- **Provide an incentive for learning and progression:**

Certifications don't just separate job candidates starting out; they also demonstrate that you're committed to your profession and are willing to invest in your future. That's why employers are more likely to invest in you if you hold a certification.

- **Certification grows your skills:**

One of the most important reasons to get certified is that it helps you stay ahead of the competition. If you truly want to succeed in your career, you need to stay current in all the technologies and regulations that affect your profession. Always keep learning and you'll have a knowledge base that will make you an asset to your employer far into the future.

3. HOW TO BECOME CCIMC LEVEL 1 CERTIFIED?

The Process to your CCIMC Level 1 Certification:

Earning the prestigious Canadian Certified Industrial Meat Cutter (CCIMC) Level 1 involves two steps:

1. Having the minimum amount of practical experience (3 months) and, successful completion of the online exam to test knowledge.
2. Successful completion of the performance assessment/evaluation which will be conducted by a trained in-house evaluator using a smartphone, tablet or digital camera (e.g. Go Pro) technology to record the candidates carrying out the tasks. This Performance Assessment/Evaluation will be conducted after candidates have successfully completed the knowledge assessment.



The second step to the two-step certification process involves the provisioning and review of a Performance Evaluation on the use of skills and practices required for the work involved in the meat processing environment. The organization evaluating participants is asked to record, survey, and evaluate the cutting practices on video in a live setting, to then provide the content to FPSC via document upload for our review and auditing before completing the certification process. FPSC can provide the organization with a Go-Pro camera rental to upon request, to administer the video recording for the performance evaluations as required.

4. COMPETENCIES OBJECTIVES

There are nine main categories and eleven major skills areas, from FPSC's National Occupational Standard for an Industrial Meat Cutting (IMC) professional, in which candidates will be evaluated against.

Food Processing Equipment

Use Food Processing Hand and Power Tools

Use knives and saws

Purpose of the Task

Knives, electric blades and saws are specialized hand tools typically used in meat and seafood processing. These tools require skill and technique to use properly and efficiently and require specific maintenance and care. There is a high potential risk for injury when using knives and electric blades and saws.

Performance

- Use requires Personal Protective Equipment (PPE), e.g. safety glasses, safety footwear, mesh gloves
- Use knives and saws for intended purpose
- Use correct type of knife for cutting task, for example:
 - ✓ boning knife to cut meat away from bones
 - ✓ scimitar to fabricate meat cuts
 - ✓ electric blades to remove hides from carcasses
 - ✓ filleting knife to remove fish from skin
 - ✓ box cutters to open packaging
- Use knives:
 - ✓ select best knife for task
 - ✓ check knife condition, do not use if:
 - dull
 - blade is loose
 - handle is broken or damaged or not a nonslip material
 - ✓ use knives to trim, portion, de-bone, chop, fillet, gut, skin, peel meat and other food products:
 - make clean and efficient cuts, minimizing waste
 - ✓ notify supervisor if knives need to be repaired, sharpened or replaced

- **Maintain knives:**

- ✓ clean and sanitize knives:
 - do not leave submerged in water
- ✓ sharpen knives as needed, using a stone or sharpening service
- ✓ steel knives before and during use
- ✓ store separately, away from other tools
- ✓ store in designated location in designated holders, e.g. sheaths, rolls

- **Use correct type of saw for cutting task, for example:**

- ✓ electric band saw to cut through bone or frozen product and for uniform slicing
- ✓ power saws to cut carcasses
- ✓ hand saw with correct size blade to cut bone and cartilage of carcasses

- **Operate power saw:**

- ✓ verify physical set-up
- ✓ ensure safety guards are in place
- ✓ set specific equipment controls, e.g. speed
- ✓ wear appropriate Personal Protective Equipment (PPE)
- ✓ energize/power up equipment
- ✓ monitor operations
- ✓ troubleshoot problems as needed
- ✓ report and document changes or deviations from Standard Operating Procedures (SOPs)

- **Maintain saw, for example:**

- ✓ replace blade for specific purposes or when dull
- ✓ carry out preventative maintenance

- **Complete documentation, as required, e.g. report lost or damaged tools**

Knowledge

- Standard Operating Procedures (SOPs) Good Manufacturing Practices (GMP) Occupational Health and Safety
- Required knives and saws for specific tasks
- Cutting techniques, e.g. positions for holding knife and knife manipulation
- Look for indicators of wear and dullness of knife and saw cutting edges, review sharpening procedures for knives
- Indicators of unsafe operating condition for powered equipment, e.g. lack or malfunctioning safety guards, frayed power guards
- Personal Protective Equipment specific for working with knives, e.g. cutting gloves and apron
- Review procedures for effective cutting techniques to cut accurately and efficiently

Food Safety Management System

Comply with Food Safety Management System

Follow food safety management system

Purpose of the Task

Following the food safety management system is important to ensure the protection of employees and customers. Failure to comply can have serious consequences, including product that can cause illness and death in the general public.

Performance

- Maintain personal hygiene, including:
 - ✓ wash hands frequently
 - ✓ use food safety apparel, e.g. hair nets
 - ✓ wear clean clothing, e.g. cover or change out of street clothing when in food processing area
- Ensure workplace is clean and sanitized, as required
- Use safe product handling practices
- Identify hazards associated with products being handled
- Take corrective action when deviations occur
- Report:
 - ✓ unsafe/unsanitary conditions
 - ✓ illness or injury that could impact food safety

Knowledge

- Organizational policies and procedures
- Organization's food safety management system
- Products and intended uses
- Critical control points (CCPs), where applicable
- Effects of incorrect temperature on product, e.g. freezer burn, bacteria growth, common foodborne illnesses transmissible by humans

Glossary

Critical Control Point (CCP) - a step at which control can be applied and is essential to prevent or eliminate a food or product safety hazard or reduce it to an acceptable level.

Quality Management

Follow Food Traceability System

Follow food traceability system

Purpose of the Task

Food traceability provides real-time key manufacturing, quality management and traceability data for recalls. Food traceability systems need to be integrated with an organization's existing IT infrastructure and control systems. It requires an investment in hardware, software and training to ensure that the system will work. Any product produced by the organization should be able to be tracked back to its sources of raw materials.

Performance

- Obtain premise/business identification number for product tracking, if applicable
- Assign codes, for example: product units dates/times batches lots
- Assign/obtain a product identification code

Knowledge

- Good Manufacturing Practices (GMP) Standard Operating Procedures (SOPs) Purpose and benefits of traceability systems; i.e. Number of products produced
- Equipment used for various processes documentation requirements, manual or electronic Existing control systems, e.g. inventory management

Glossary

Traceability - ability to trace and follow raw materials, components and products through all stages of receipt, production, processing and distribution, both forwards and backward.

Monitor Product Quality

Monitor quality of raw meat

Purpose of the Task

Monitoring the quality of raw meat is necessary in order to maintain temperature control to ensure fresh and defect free product to meet customer requirements.

Performance

- Follow company regulatory standards for quality inspections, sampling and verification of raw materials, for example:
 - ✓ size
 - ✓ deformities
 - ✓ foreign material
 - ✓ organoleptic evaluation, for example:
 - ✓ colour
 - ✓ water content
 - ✓ odour
 - ✓ substitutions or fraud
- Accept or reject raw materials/products based on comparison to quality specifications:
 - ✓ place defective/rejected meat in designated container
- Record lot number, if applicable
- Check expiry date(s), if applicable
- Document and take action, as required:
 - ✓ inform quality control personnel or management

Knowledge

- Characteristics of meat, for example:
 - ✓ structure
 - ✓ muscle
 - ✓ cartilage
 - ✓ bone
 - ✓ water
 - ✓ composition of muscle tissue
 - ✓ muscle contraction
- Aging, blooming and tenderness factors of meat
- Physical spoilage characteristics, e.g. colour, smell
- Raw materials/product specifications

- Common raw material/product defects
- Quality standards and specifications, e.g. acceptance/rejection criteria
- Customer/consumer requirements
- Defective/rejected meat handling processes/procedures
- Reporting protocols

Glossary

- **Organoleptic** - refers to any sensory properties of a product involving taste, colour, odour and feel. Organoleptic testing involves inspection through visual examination, feeling and smelling of products.

Monitor foreign body detection and removal equipment

Purpose of the Task

It is necessary to check for the presence of foreign materials in food and beverage products in order to provide a safe food product for consumers. Monitoring this equipment is necessary to ensure the detection and removal of contaminated product/ingredients from the food production process.

Performance

- Monitor foreign-body detection and removal equipment at critical control points in the process
- Calibrate equipment, if applicable, e.g. metal detectors, x-ray equipment, optical scanners with and without product
- Monitor removal of foreign bodies from physical separation equipment, if applicable, e.g. filters, sieves, gravity separators
- Remove product from line when foreign-body detection equipment registers a positive reading for contamination, if applicable:
 - ✓ hold product from last verified check
- Report presence of foreign material to quality department and department supervisor
- Complete required documentation, if applicable, making note of:
 - ✓ time
 - ✓ lot numbers
- Retain all documentation for Quality Assurance department and/or management

Knowledge

- Good Manufacturing Practices (GMP)
- Standard Operating Procedures (SOPs)
- Critical Control Points
- Hazards of the equipment, e.g. radiation

- Foreign-body detection and removal equipment, including:
 - ✓ filters and sieves
 - ✓ metal detection equipment
 - ✓ magnets
 - ✓ x-ray equipment
 - ✓ optical scanners
 - ✓ gravity separators
- Magnets and magnet strength
- Ferrous and non-ferrous metals
- Filter and sieve specifications for foreign-body removal
- Critical limits

Glossary

Critical Control Point (CCP) - point or step in process where control measures must be applied to prevent or eliminate the occurrence of a safety hazard, or reduce the hazard to an acceptable level.

Inspect finished meat and game

Purpose of the Task

Inspecting finished products is an important component of quality management in order to meet customers' specifications and requirements.

Performance

- Verify that product and packaging meets company standards, specifications and regulatory requirements, for example:
 - ✓ take samples
 - ✓ take measurements
 - ✓ compare product samples and measurements to approved standards/specifications
- Identify non-conforming products, for example:
 - ✓ sub-standard
 - ✓ out of specifications
- Follow process for non-conforming products, for example:
 - ✓ pre-hold
 - ✓ hold
 - ✓ immediate disposal
 - ✓ rework
 - ✓ positive release

- Notify appropriate personnel
- Document action taken, as required or if applicable

Knowledge

- Applicable legislation and regulations, e.g. food safety protocols (SOPs), Canadian Meat Inspection Act
- Good Manufacturing Practices (GMP)
- Standard Operating Procedures (SOPs), including Food Safety Management Plan
- Meat inspection levels and agencies
- Meat inspection process, i.e. three stages of anti-mortem, post-mortem, laboratory meat, poultry and game grading categories, e.g. Beef Grade A, Pork Canada Sow 2, Canada Utility Grade Poultry
- Meat, poultry and game quality indicators/factors, e.g. age, colour, fat, weight
- Product specifications and standards
- Criteria for non-conforming product
- Defective/rejected meat handling process/procedures

Glossary

- **Standard** - criteria or specifications that can be judged or evaluated and that define the limits of acceptability associated with prerequisite programs and process controls.
- **Sub-standard** - below or not meeting the requirements of the standard.
- **Out of specifications** - not within the limits of acceptability. Hold in-process product that is held back until cleared to proceed or removed from process stream.
- **Non-conforming**- product finished or in-process product that does not conform to specifications.
- **Rework** - product that initially has been removed from production and is returned into production stream to be re-processed.

Sanitation

Clean Food Processing Equipment and Tools

Prepare for cleaning

Purpose of the Task

Prior to cleaning equipment, workers must follow a procedure to prepare for cleaning and identify potential hazards in order to prevent mechanical damage or personal harm during the cleaning process.

Performance

- Use required personal protective equipment, e.g. gloves, goggles, apron
- Accept transfer of area and equipment for cleaning, considering high and low risk areas
- Survey equipment and area for hazards
- Remove and report identified hazards
- Move product, ingredients and packaging out of the area being cleaned:
 - ✓ report movement to supervisor to prevent cross-contamination
- Protect water-sensitive parts of machinery, e.g. electrical components
- Remove energy source from equipment
- Remove gross food particles from equipment, preparation areas and floors:
 - ✓ place all food particles in clearly marked containers for immediate disposal
- Lock-out/tag-out equipment, as necessary

Knowledge

- Standard Operating Procedures (SOPs)
- Good Manufacturing Practices (GMP)
- Occupational Health and Safety practices
- Cleaning and sanitizing chemicals and sanitizers:
 - ✓ food-safe and non-food safe chemicals
 - ✓ disposal of waste chemicals and sanitizer effluent
- Hazard awareness and identification process
- Product handling and storage practices
- Areas of equipment where food and particles accumulate
- Lock-out/tag-out (LOTO) procedures
- Workplace Hazardous Material Information System (WHMIS), i.e. Material Safety Data Sheets (MSDS)

Glossary

- **Lock-out/Tag-out** - is a safety procedure which is used in industry and research settings to ensure that dangerous machines are properly shut off and not started up again prior to the completion of maintenance or servicing work.
- **Material Safety Data Sheet (MSDS)** - a document that contains information on the potential hazards (health, fire, reactivity and environmental) and how to work safely with the chemical product .
- **Hazardous Materials Information System (WHMIS)** - a comprehensive plan for providing information on the safe use of hazardous materials used in Canadian workplaces. Information is provided by means of product labels, Material Safety Data Sheets (MSDS) and worker education programs.

Conduct daily cleaning for food processing equipment and tools

Purpose of the Task

Equipment used in food processing can be a source of food borne illness if not properly cleaned. It must be properly cleaned to eliminate contaminants and reduce microbial load to an acceptable level, in order to ensure food safety.

Performance

- Wear required Personal Protective Equipment (PPE) as specified in Material Safety Data Sheet (MSDS) for cleaning and sanitation chemicals being used
- De-energize/lock out equipment, if applicable
- Follow instructions as per equipment manual
- Disassemble equipment, as required
- Use specified cleaning and sanitizing chemicals:
 - ✓ use correct strength of chemicals and sanitizers
- Use specified cleaning tools:
 - ✓ verify cleanliness/clean tool before use
 - ✓ use tools for intended purpose
 - ✓ clean tools after use
- Consult Quality Assurance (QA) personnel to verify cleanliness
- Complete cleaning records to verify that cleaning and sanitizing has taken place
- Return cleaning chemicals and tools to secure storage areas
- Reassemble equipment, as required
- Dispose of PPE or return to appropriate area for laundering

Knowledge

- Standard Operating Procedures (SOPs)
- Good Manufacturing Practices (GMP)
- Occupational Health and Safety practices
- Cleaning and sanitizing chemicals and sanitizers:
 - ✓ food-safe and non-food safe chemicals
 - ✓ disposal of waste chemicals and sanitizer effluent
- Titration
- Safe storage practices for chemicals and sanitizers
- Different types of cleaning and sanitizing equipment
- Material Safety Data Sheet (MSDS)
- Workplace Hazardous Materials Information System (WHMIS)
- Appropriate PPE use and maintenance
- Equipment, chemical, physical and biological hazards
- Equipment manuals
- Food contaminants, e.g. salmonella, listeria
- Lock-out/tag-out procedures
- How to disassemble and reassemble equipment

Glossary

- **Lock-out/Tag-out** - a safety procedure which is used in industry and research settings to ensure that dangerous machines are properly shut off and not started up again prior to the completion of maintenance or servicing work.
- **Material Safety Data Sheet (MSDS)** - a document that contains information on the potential hazards (health, fire, reactivity and environmental) and how to work safely with the chemical product
- **Hazardous Materials Information System (WHMIS)** - a comprehensive plan for providing information on the safe use of hazardous materials used in Canadian workplaces. Information is provided by means of product labels, Material Safety Data Sheets (MSDS) and worker education programs.

Sanitize Food Processing Equipment and Tools

Prepare for daily sanitizing of food processing equipment and tools

Purpose of the Task

Prior to sanitizing any equipment, workers must follow a procedure to prepare for sanitizing and identify potential hazards in order to prevent mechanical damage or personal harm during the cleaning process.

Performance

- Survey equipment and area for hazards
- Document any hazards
- Determine type of sanitizing process will be used, e.g. heat or chemicals:
 - ✓ refer to appropriate sanitation Standard Operating Procedures (SOPs)
- Verify sanitizing agent contact time
- Lock-out/tag-out equipment, as required

Knowledge

- Standard Operating Procedures (SOPs)
- Good Manufacturing Practices (GMP)
- Occupational Health and Safety practices
- Cleaning and sanitizing chemicals and sanitizers:
 - ✓ food-safe and non-food safe chemicals
 - ✓ disposable of waste chemical and sanitizer effluent
- WHMIS and specific chemical hazards and associated controls
- Sanitizing procedures, including:
 - ✓ sanitizer contact times

Glossary

Sanitizing - is the treatment of a clean surface with a chemical or physical agent (e.g. heat) to reduce microorganisms that cause disease and/or spoilage to levels considered safe for public health. Sanitizing a food contact surface must reduce the population of specific bacteria by 99.999 percent in 30 seconds. Non-food contact surfaces require a reduction of 99.9 percent, also within 30 seconds. When microbial populations are reduced to these levels, the surfaces are considered to be microbiologically clean.

Workplace Hazardous Materials Information System (WHMIS) - a comprehensive plan for providing information on the safe use of hazardous materials used in Canadian workplaces. Information is provided by means of product labels, Material Safety Data Sheets (MSDS) and worker education programs.

Conduct daily sanitizing of food processing equipment and tools

Purpose of the Task

Proper equipment sanitization is critical to ensure that all equipment and components within a food processing facility remain free from contaminants and bacteria that could compromise the integrity and safety of the food products being processed and delivered to market.

Performance

- Inspect equipment to ensure it has been properly cleaned (i.e. no sign of debris/contamination):
 - ✓ clean equipment, where applicable, prior to sanitizing
- Apply sanitizing agents
- Rinse chemical sanitizers after appropriate contact time has been reached
- Air dry all rinsed surfaces
- Conduct microbiological surface test (e.g. environmental swab) to verify food contact surfaces are free of contaminants
- Record all sanitizing activities according to the sanitation Standard Operating Procedure (SOP), e.g. during change-over of product
- Remove lock-out/tag-out

Knowledge

- Standard Operating Procedures (SOPs)
- Good Manufacturing Practices (GMP)
- Occupational Health and Safety practices
- Cleaning and sanitizing chemicals and sanitizers:
 - ✓ food-safe and non-food safe chemicals
 - ✓ disposal of waste chemicals and sanitizer effluent
- Sanitizing procedures, including:
 - ✓ sanitizer contact times
- Proper water pressure, temperature and volume for pre-rinsing
- Proper air pressure for dry cleaning equipment and component parts
- Workplace Hazardous Materials Information System (WHMIS) and specific chemical hazards and associated controls
- Lock-out/tag-out procedures

Glossary

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- **Workplace Hazardous Materials Information System (WHMIS)** - is a comprehensive plan for providing information on the safe use of hazardous materials used in Canadian workplaces. Information is provided by means of product labels, Material Safety Data Sheets (MSDS) and worker education programs.

- **Lock-out/Tag-out** - is a safety procedure which is used in industry and research settings to ensure that dangerous machines are properly shut off and not started up again prior to the completion of maintenance or servicing work.

Health and Safety

Comply with Occupational Health and Safety Program Follow occupational health and safety program

Purpose of the Task

When all employees adhere to the occupational health and safety program the risk of the occurrence of accidents and injuries significantly decreases, leading to enhanced productivity and worker safety.

Performance

- Comply with organization policies and procedures regarding occupational health and safety
- Wear personal protective equipment (PPE) as required
- Use machinery, equipment and materials only as authorized
- Follow written work procedures
- Use safe ergonomic practices, e.g. safe lifting, repetitive strain avoidance
- Use safe work principles, e.g. avoid rushing or taking shortcuts, making safety the top priority
- Report hazards, unsafe conditions or actions to supervisor
- Report accidents, incidents and near misses
- Report all injuries for first aid, regardless of severity
- Cooperate with the Joint Occupational Health and Safety Committee (JOHS) or Health and Safety Representative

Knowledge

- Personal legal responsibility for following Occupational Health and Safety Program
- Worker's Compensation program, including purpose, responsibilities, compensation and benefits
- Importance of occupational health and safety
- Potential Hazards with the workplace
- Workplace Hazardous Materials Information System (WHMIS) and applicable Material Safety Data Sheets (MSDS)
- Safe ergonomic practices
- Types of common accidents/incidents and their causes
- Locations of safety equipment within facility, e.g. eye wash station, first aid kit, emergency exits
- Joint Occupational Health and Safety Committee (JOHS) members and Health and Safety Representative
- Reporting procedures for hazards, accidents, near misses

Participate in emergency preparation

Purpose of the Task

Emergency preparedness is critical for all employees to ensure that in the event of an accident or incident, all involved parties are aware of the protocols and procedures to ensure safety.

Performance

- Locate fire exits and muster points throughout the facility
- Locate first aid stations, eye wash stations, MSDS, emergency phones
- Identify individuals trained in CPR and first aid
- Use safe handling procedures for handling facility materials, i.e. according to Workplace Hazardous Material Information System (WHMIS)
- Participate in emergency drills, e.g. fire, chemical spills, evacuations, critical accidents

Knowledge

- Organization's policies and procedures, e.g. evacuation plans
- Locations of all first aid stations, eye wash stations, MSDS, emergency phones and muster points throughout the facility
- Emergency contact information, e.g. security system, gas/utilities, fire, Ministry of Environment, Ministry of Labour, senior management
- Workplace Hazardous Materials Information System (WHMIS) and applicable Material Safety Data Sheets (MSDS)
- Types of common accidents and their causes
- Reporting procedures for emergencies

Participate in accident/incident investigations

Purpose of the Task

In the aftermath of an accident/incident at an organization's worksite, all personnel must cooperate with external and internal investigators and follow standard operating procedures.

Performance

- Notify relevant personnel immediately of accident/incident, e.g. supervisor
- Complete documentation according to standard operating procedures, for example:
 - ✓ use specified form

- ✓ obtain assistance to complete, if required, e.g. interpreter for ESL staff
- ✓ be honest and as complete as possible
- Provide documentation to investigative authorities
- Cooperate with investigators:
 - ✓ explain processes and procedures when asked
 - ✓ answer questions honestly
- Continue to carry out work as normal, if possible
- Provide records and documentation as requested, i.e. Worker's Compensation reports, paystubs
- Follow organization's policies and procedures regarding communications

Knowledge

- Applicable legislation and regulations for organization, e.g. food safety protocols, Occupational Health and Safety standards
- Organization's functional areas
- Protocols for external personnel on site, e.g. security
- Roles and responsibilities of workforce
- Organization's physical plant layout
- Equipment information, e.g. maintenance records, age

Comply with Organizational Policies and Procedures

Comply with organizational policies and standard operating procedures (SOPS)

Purpose of the Task

Personnel must actively engage in policy and SOP compliance in order to ensure quality assurance and food safety, as well as ensuring safety legislation and company key performance indicators are met.

Performance

- Review organization's policies and SOPs handbook
- Participate in orientation as a new hire
- Take advantage of on-the-job training opportunities
- Complete all tasks according to policies/SOPs
- Communicate with supervisor regularly regarding new and updated SOPs:
 - ✓ ensure SOP being applied is most recent version
- Provide feedback on current policies/SOPs:
 - ✓ identify challenges with compliance
 - ✓ put forward ideas for revisions that still comply with policy

Knowledge

- Difference between a policy and a procedure (SOPs)
- Applicable policies and SOPs for work area
- Importance of compliance
- Own role and responsibilities and those of others, e.g. supervisor, apprentices

Glossary

- **Policy** - a written statement that clearly indicates the position and values of the organization on a specific topic. It contains rules and stipulates what to do.
- **Standard Operating Procedures (SOPs)** - a written set of instructions that describe how to perform the required steps for a particular task or sequence of tasks.

Leadership

Demonstrate Professionalism Exhibit professional and ethical conduct

Purpose of the Task

Professional and ethical conduct promotes a positive image of the industry, organization, brand and oneself and helps to earn the respect of stakeholders, including peers. Being professional also helps to create a positive work environment and sets an example for others.

Performance

- Represent organization's mission, vision, and values through professional conduct
- Demonstrate professional characteristics, for example:
 - ✓ courtesy
 - ✓ dedication
 - ✓ integrity
 - ✓ efficiency
 - ✓ enthusiasm
 - ✓ fairness
 - ✓ flexibility
 - ✓ objectivity
 - ✓ trustworthiness
- Set example for co-workers, colleagues and industry
- Comply with business standards, policies and procedures
- Comply with organization's Code of Ethics, if applicable
- Maintain confidentiality
- Respect diversity:
 - ✓ Monitor personal biases
- Respect co-workers, colleagues, customers and competitors

Knowledge

- Organization's code of conduct and expectations
- Ethical principles
- Organization's code of ethics

Glossary

Code of Ethics - a document outlining the mission and values of the business or organization, how professionals are supposed to approach problems, the ethical principles based on the organization's core values and the standards to which the professional will be held.

Communication

Communicate Effectively Use active listening skills

Purpose of the Task

To ensure messages and information are understood and to prevent misunderstandings that could result in costly errors.

Performance

- Assess situation and timing/location of potential conversation
- Focus complete attention on speaker:
 - ✓ be open-minded
 - ✓ use attentive body language and verbal cues
 - ✓ demonstrate patience, e.g. listen without interruption until message is completed
- Watch for nonverbal indicators that reinforce or contradict message, e.g. nods
- Respond to speaker:
 - ✓ acknowledge message, e.g. thank speaker
 - ✓ offer comments
 - ✓ use effective questions to seek additional information or clarify details, e.g. open-ended questions or closed questions, probing or mirror questions
 - ✓ Reword message in paraphrased terms to confirm understanding

Knowledge

- Questioning techniques
- Paraphrasing
- Nonverbal cues, i.e. body language
- Personality traits
- Different cultural practices
- Appropriate listening environments for various conversations

Use speaking skills

Purpose of the Task

To ensure messages and information are understood and to prevent misunderstandings that could result in costly errors.

Performance

- Determine appropriate time and place to deliver message
- Respect needs and limitations of listeners:
 - ✓ recognize cultural differences in communication
 - ✓ respect schedule and potential time restrictions
 - ✓ anticipate potential emotional responses
- Organize ideas before speaking
- Determine appropriate format, e.g. formal, informal, group, individual, telephone
- Communicate message:
 - ✓ speak clearly
 - ✓ make eye contact
 - ✓ vary tone, volume, pauses, and rate of speech
 - ✓ use appropriate language, e.g. do not use slang, jargon, profanity or sarcasm
 - ✓ exhibit appropriate non-verbal behaviour, e.g. do not invade personal space
- Engage listeners by promoting input
- Confirm that listener understands:
 - ✓ encourage and answer questions
 - ✓ watch for nonverbal cues, e.g. questioning looks

Knowledge

- Purpose of communication
- Speaking techniques
- Nonverbal cues, i.e. body language
- Proper terms for industry/organizational jargon
- Appropriate delivery of message for situation
- Different cultural practices

Use hand signals

Purpose of the Task

The use of universally understood hand signals throughout the facility helps to ensure safe and effective communication among crew members and prevent the damage of goods or personal injury.

Performance

- Provide clear and recognized hand signals
- Communicate intention to move self or objects to all personnel, as necessary
- Respond appropriately to received hand signals

Knowledge

- Meaning of hand signals
- Situations when hand signals are warranted

5. GLOSSARY

- **Code of Ethics** - a document outlining the mission and values of the business or organization, how professionals are supposed to approach problems, the ethical principles based on the organization's core values and the standards to which the professional will be held.
- **Critical Control Point (CCP)** - point or step in process where control measures must be applied to prevent or eliminate the occurrence of a safety hazard or reduce the hazard to an acceptable level.
- **Hold** in-process product that is held back until cleared to proceed or removed from process stream.
- **Lock-out/Tag-out** - Lockout is defined in the Canadian standard CSA Z460-13 "Control of Hazardous Energy - Lockout and Other Methods" as the "placement of a lockout device on an energy-isolating device in accordance with an established procedure." A lockout device is "a mechanical means of locking that uses an individually keyed lock to secure an energy-isolating device in a position that prevents energization of a machine, equipment, or a process."

Lockout is one way to control hazardous energy. See the OSH Answers Hazardous Energy Control Programs for a description of the types of hazardous energy, and steps required in a control program. In practice, lockout is the isolation of energy from the system (a machine, equipment, or process) which physically locks the system in a safe mode.

The energy-isolating device can be a manually operated disconnect switch, a circuit breaker, a line valve, or a block (Note: push buttons, selection switches and other circuit control switches are not considered energy-isolating devices). In most cases, these devices will have loops or tabs which can be locked to a stationary item in a safe position (de-energized position). The locking device (or lockout device) can be any device that has the ability to secure the energy-isolating device in a safe position.

- **Material Safety Data Sheet (MSDS)** - a document that contains information on the potential hazards (health, fire, reactivity and environmental) and how to work safely with the chemical product.
- **Muster point** - a designated place or an area where all employees, passengers, or a large crowd assemble in case of an emergency in an installation, building, public place or a watercraft. It is also known as an emergency assembly point (EAP), or, simply, assembly point.
- **Non-conforming product** - finished and in-process product that does not conform to specifications.
- **Organoleptic** - refers to any sensory properties of a product involving taste, colour, odour and feel. Organoleptic testing involves inspection through visual examination, feeling and smelling of products.
- **Out of specifications** - not within the limits of acceptability.
- **Policy** - a written statement that clearly indicates the position and values of the organization on a specific topic. It contains rules and stipulates what to do.
- **Rework** - a product that initially has been removed from production and is returned into production stream to be re-processed.

- **Sanitizing** - is the treatment of a clean surface with a chemical or physical agent (e.g. heat) to reduce microorganisms that cause disease and/or spoilage to levels considered safe for public health. By definition, sanitizing a food contact surface must reduce the population of specific bacteria by 99.999 percent in 30 seconds. Non-food contact surfaces require a reduction of 99.9 percent, also within 30 seconds. When microbial populations are reduced to these levels, the surfaces are considered to be microbiologically clean.
- **Standard** - criteria or specifications that can be judged or evaluated and that define the limits of acceptability associated with prerequisite programs and process controls.
- **Standard Operating Procedures (SOPs)** - a written set of instructions that describe how to perform the required steps for a particular task or sequence of tasks.
- **Sub-standard** - below or not meeting the requirements of the standard.
- **Traceability** - ability to trace and follow raw material, components and products, through all stages or receipt, production, processing and distribution, both forwards and backwards.
- **Workplace Hazardous Materials Information System (WHMIS)** - a comprehensive plan for providing information on the safe use of hazardous materials used in Canadian workplaces. Information is provided by means of product labels, Material Safety Data Sheets (MSDS) and worker education programs.

6. REFERENCES AND RELATED DOCUMENTS

Many documentary resources have been used in the development of the CCIMC Level 1 certification presented in this manual. Several of the most important sources are listed here.

• Food and Safety Management System

Comply with Food Safety Management System

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Use Food Processing Hand and Power Tools

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3. Canadian Food Industry Council, Retail Meat Cutter National Occupational Standards, 2008
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• Sanitation

Clean Food Processing Equipment and Tools

1. FPSC – Food Processing Sanitation Worker National Occupational Standard
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<http://www.ccohs.ca/oshanswers/hsprograms/lockout.html>
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• Organizational Policies, Procedures, Practices

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Demonstrate Professionalism

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