TRAIN STATION

STANDARD OPERATING PROCEDURES

The Station is a state-certified commercial kitchen, available for lease by commercial clients and community members. As a shared-use facility, it is imperative all clients follow procedures and policies outlined in this manual to maintain smooth and efficient kitchen operations.

KITCHEN USER HEALTH AND HYGINE

- Illness & Wound Policy:

Any person with illness, illness exposure or wounds that pose a reasonable possibility of food contact contamination shall be excluded from the production area and from food contact operations while infected or until the wound is properly contained. If you sustain a minor injury while working in the Station, please remove yourself from the production area as quickly as possible to avoid any contamination. Any open wounds must be covered with a bandage & glove (when applicable) before entering the production area. First Aid Kits can be found in the main lobby and restrooms.

- Health Reporting Requirements:

The following high-risk conditions must be reported to the Station manager: diarrhea, fever, vomiting, jaundice or sore throat with fever symptoms, exposed wounds, medical diagnosis or exposure to (including household members diagnosed or known to be working in environments with confirmed outbreak) Norovirus, Salmonella Typhi, Hepatitis A, Shigellosis, Escherichia coli 0157:H7 or other EHEC/STEC infection. Food handlers must be symptom free for 24 hours before returning to the facility.

- Cleanliness:

All clients working in direct contact with food, food-contact surfaces and food packaging materials must use hygienic practices. Users must maintain adequate personal cleanliness during facility use. Clean clothes are required and shall adequately protect against contamination from perspiration, hair, cosmetics, chemicals, and medicines applied to the skin. Fingernails shall be kept short and clean.

- Required Uniform:

Station recommends each client purchase a pair of designated shoes to be worn in the kitchen. Closed toe shoes with non-slip, rubber soles shall be worn for safety. Sandals or flip-flops are not acceptable. Aprons or Chef's jackets shall be worn over clothes during production. They shall be removed and properly stored if leaving the kitchen production area to go outside, to the restroom, etc. Hair restraints such as hair nets, headbands, caps, etc. shall be worn in the production area.

Beard covers shall also be worn when applicable. Jewelry is limited to a plain wedding band that is appropriately secured. Anything that could fall into product or equipment is not allowed.

- Hand Washing & Gloves:

Each time users enter the production floor, after any absence from workstation, after touching face or mouth, before changing gloves, and any other time when hands become soiled, they shall wash their hands and arms thoroughly with warm soapy water for 20 seconds. Gloves should be worn during food handling and used in a clean and sanitary manner. Gloves shall be changed when ripped, after touching anything that could be contaminated, after coughing/sneezing, or within four hours of the same task. Gloves must always be worn if there is an open cut/bandage on the hand. Gloves must always be worn over long or fake fingernails.

- Personal Belongings:

No personal belongings, including jackets, water bottles, or cell phones, shall be placed on food prep surfaces or left at the facility overnight. Personal speakers are allowed but cannot be located on prep surfaces. When playing music, please use common courtesy and respect others also in space

- Eating and Drinking:

No eating, chewing gum, or drinking beverages is allowed in the processing areas.

FACILITIES AND GROUNDS

- Personnel Policy:

Only one tenant is allowed to book the facility at any given time. A maximum number of employees/volunteers per business may not exceed more than eight users.

- Parking/Delivery Policy:

Parking is available on the street. Users are expected to use hazard lights when loading/unloading on the street. It is the responsibility of the tenant to receive and move any deliveries into the facility. Staff will not accept any deliveries.

- Pest Control Policy:

Any sightings of pests or rodents must be reported in the Pest Sightings Logbook located in the cleaning closet.

- Pets and Service Animals Policy:

No pets are allowed on the premises of the Station. Service Dogs or guide dogs may be allowed in non-food prep locations such as the lobby if it is unlikely to cause contamination of food, food-

contact surfaces, or food-packaging materials. Please contact Station Manager if a service or guide dog will be required to accompany you.

- Smoke, Alcohol, and Drug Policy:

The Station, building, and property exterior are SMOKE, ALCOHOL, and DRUG-FREE. Smoke includes cannabis or tobacco products, whether smokeless, dip, snuff, electronic cigarettes, or vapes. Drugs, including drug biproducts, may not be used as ingredients in manufactured products in the facility.

Users suspected of smoking or using alcohol and/or illegal drugs on the premises will be asked to remove themselves from the property and will not be refunded for hours lost. Station reserves the right to immediately terminate tenancy, and contact authorities, in the event of suspected use of these substances on the property.

- User Reporting Policy:

It is the responsibility of the user to inform Station staff, in writing on the Station Rental Log or via email, when consumables (paper towels, toilet paper, hand soap, cleaning supplies, etc.) are running low and will need to be replaced and/or if any equipment breaks or difficulties arise during production. The sooner we know about an issue, the sooner we can fix it for you!

EQUIPMENT & STORAGE

- Standard Operating Procedures (SOPs):

All users and participants, including each tenant's employees or volunteers, must be trained on equipment prior to use. Users shall follow Station SOPs which outline proper procedures for maintenance, operation, shutdown, and cleaning equipment. Updated SOPs shall be reviewed and signed by each user within 30 days of update. Chemical Safety Data Sheet is also provided and is in the cleaning closest.

- Storage Policy:

Storage is assigned by membership. Storage fees are set by the fee scheduled and are not determined based on actual use or assigned space. Accessing storage areas are permitted without booking production time, so long as tenants enter through the main kitchen doors and not the lobby doors and do not disrupt other rentals. All items must be clearly labeled with contents and preparation date, according to the Food Storage Hierarchy. No items shall be placed on the floor or on other shelves. Staff may move or remove items if they pose a safety risk or are improperly stored.

- Tenant Equipment and Property:

Tenants are to provide their own cleaning towels, aprons, single-use gloves, ingredients, utensils, small wares, and any special items necessary to their specific production needs. Personal items left

behind and not stored properly on designated storage shelves will be removed without notice. At no time shall a tenant bring and leave equipment at the Station other than what may fit on their designated dry storage carts.

- Communal Equipment and Station Property:

Items provided by Station, including but not limited to small wares and equipment, must not leave the premises. Communal equipment must be cleaned and returned to its designated location at the end of each use.

- Cleaning Policy:

Before using facilities, users should confirm the cleanliness of all food contact surfaces, small wares, and large equipment (including, but not limited to, utensils, containers, inside and outside large equipment, spill tray under 8-burner stove, 3-compartment sinks and drains, vent hoods). It is recommended that users wash, rinse, and sanitize all items they will use prior to using them.

During use of the facilities, users shall exercise due diligence to keep their stations clear and clean as they go, i.e., any spills must be cleaned immediately. Users must also avoid contaminating or clogging the waste disposal system, sewer and drain lines, by thoroughly straining food waste into provided waste bins prior to cleaning. The three compartment sink area must be wiped down, with no meat or other food particles remaining in the drain. Dispose of grease and used cooking oil in the provided containers. **Never dump grease directly down the drain.**

The Station provides USDA approved cleaners, brooms, mop and mop buckets, scrub brushes, squeegees, and scrubbing pads. All supplies are in the cleaning closet.

After using facilities, users must confirm the cleanliness of the facility, all food contact surfaces, small wares, and large equipment (including, but not limited to, utensils, containers, inside and outside large equipment, spill tray under 8-burner stove, 3-compartment sinks and drains, vent hoods.) All equipment and accessories used shall be cleaned inside and out according to procedures outlined in equipment SOPs.

Prior to leaving the facility, users must complete the Station Rental Log. This form tracks time-in and time-out and is used to communicate any broken or missing items, items running low on stock, and cleanliness of the kitchen. The Station Rental Log can be found in the main lobby and includes the following:

  - All communal equipment must be properly cleaned, dried, and put away. Any utility carts used must been wiped down.
  - Waste must be removed from the facility and disposed of properly in the outside dumpster at the end of each shift. Waste bins must be wiped down and placed in the cleaning closet after use.
  - Floors must be swept and mopped prior to leaving the facility. Please ensure to sweep underneath and behind surfaces. Use the provided mop bucket and floor

degreaser to mix soap/water. Brushes are provided for scrubbing, and squeegees are provided to push water into drains. Mops must be drained and properly hung. Mop bucket shall be emptied of water and left upside down to drain. Wet floor signs are left out.

- Non-Compliance

A fee schedule is set by the Town Council and includes administrative fees and non-compliance fees. These fees may be imposed on tenants found to be in non-compliance with Standard Operating Procedures or Lease Agreement. This includes failure to fill out Station Rental Log, improper use of equipment, the improper cleanliness of equipment and facilities, and anytime staff are required to perform an emergency cleanup. Tenants who fail to comply with Virgina food code requirements may be subject to additional fees, a termination of lease, or both.

- Technical Assistance:

Station staff are happy to help as much as possible. Our expectation is that you will ask for assistance if you have questions on equipment operation, safety procedures or effective kitchen use, but otherwise you will be self-sufficient in the kitchen.

- Emergency Contacts:

Emergency	911
Police non-emergency	(276) 628-3111
Fire non-emergency	(276) 628-5563
Town Staff Contact	(276) 698-9553

I, _____, representing myself (or my organization named _____) agree to all the terms listed in the Station Standard Operating Procedures.

_____ _____

Tenant Signature Date

_____ _____

Town of Abingdon Representative Date