



CONSUMER PROTECTION PROGRAM
RETAIL FOOD INSPECTION REPORT
San Francisco Department of Public Health
Environmental Health Branch
www.sfdph.org/dph/eh
415-252-3800

| | |
|-------------------|------------|
| Date | 08/13/2025 |
| Time In | 11:05 AM |
| Time Out | 01:05 PM |
| Inspection Type | Routine |
| Reinspection Date | |

| | | | |
|--|----------------------------------|---|-------------------------------|
| Facility Name (DBA) WHOLE FOODS MARKET | | | |
| Facility Address 3950 24TH ST SAN FRANCISCO CA 94114-3704 | | | |
| Owner WHOLE FOODS MARKET CALIF INC | | Certified Food Safety Manager Jack Douglas Jr. | Expiration Date 07/07/2027 |
| Business Email SALESTAXQUESTIONS@WHOLEF | Business Phone (510) 428-7400 | License Certificate 20121524313 | Expiration Date 03/31/2026 |

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|------------------|
| FACILITY STATUS |
| PASS |
| CONDITIONAL PASS |
| CLOSURE |

The violations indicated below are California Retail Food Code violations and must be corrected.
Reinspection Fee Applicable for Major violations

| OUT = Not in compliance | | | | | | | MAJ = Major violation | | MIN = Minor violation | | COS = Corrected on site | | NO = Not Observed | | NA = Not Applicable | | | |
|---------------------------------------|--|--|--|--|--|--|-----------------------|-----|-----------------------|----|-------------------------|----------------------------------|---|-------------|---------------------|-----|-----|--|
| CRITICAL RISK FACTORS | | | | | | | GOOD RETAIL PRACTICES | | | | | | | | | | | |
| | | | | | | | OUT | | | | | | | SUPERVISION | | OUT | COS | |
| EMPLOYEE HEALTH, HYGIENE, & KNOWLEDGE | | | | | | | MAJ | MIN | COS | NO | NA | 24 | Person in charge present and performs duties | | | | | |
| 1a | Demonstration of Knowledge | | | | | | | | | | | 25 | Personal cleanliness and hair restraints | | | | | |
| 1b | Food Safety Manager Certification and Food Handler Card | | | | | | | | | | | GENERAL FOOD SAFETY REQUIREMENTS | | | | | | |
| 2 | Communicable disease; reporting, restrictions & exclusions | | | | | | | | | | | 26 | Approved thawing methods in use | | | | | |
| 3 | No discharge from eyes, nose and mouth | | | | | | | | | | | 27 | Food separated and protected | | | | | |
| 4 | Proper eating, tasting, drinking or tobacco use | | | | | | | | | | | 28 | Washing fruits and vegetables | | | | | |
| PREVENTION OF CONTAMINATION BY HANDS | | | | | | | | | | | | 29 | Toxic substances properly identified, stored and used | | | | | |
| 5 | Hands clean and properly washed; proper glove use | | | | | | | | | | | FOOD STORAGE/DISPLAY/SERVICE | | | | | | |
| 6 | Adequate hand washing facilities; supplied and accessible | | | | | | | | | | | 30 | Food storage; food storage containers identified | | | | | |
| TIME AND TEMPERATURE RELATIONSHIP | | | | | | | | | | | | 31 | Consumer self service | | | | | |
| 7 | Proper hot and cold holding temperatures | | | | | | | | | | | 32 | Food properly labeled & honestly presented | | | | | |
| 8 | Time as a public health control; procedures & records | | | | | | | | | | | EQUIPMENT/ UTENSILS/LINENS | | | | | | |
| 9 | Proper cooling methods | | | | | | | | | | | 33 | Nonfood contact surfaces clean | | | | | |
| 10 | Proper cooking time and temperature | | | | | | | | | | | 34 | Warewash facilities: installed, maintained, used; test strips | | | | | |
| 11 | Proper reheating for hot holding | | | | | | | | | | | 35 | Equipment approved; clean; installed; good repair; capacity | | | ✕ | | |
| PROTECTION FROM CONTAMINATION | | | | | | | | | | | | 36 | Equipment, utensils and linens: storage and use | | | | | |
| 12 | Returned and re-service of food | | | | | | | | | | | 37 | Adequate ventilation and lighting; designated areas, use | | | | | |
| 13 | Food in good condition, safe, and unadulterated | | | | | | | | | | | 38 | Thermometers provided and accurate | | | | | |
| 14 | Food contact surfaces: clean and sanitized | | | | | | | ✕ | ✕ | | | 39 | Wiping cloths; properly used and stored | | | | | |
| FOOD FROM APPROVED SOURCES | | | | | | | | | | | | PHYSICAL FACILITIES | | | | | | |
| 15 | Food from Approved Source | | | | | | | | | | | 40 | Plumbing; proper backflow devices | | | ✕ | | |
| 16 | Compliance with shell stock tags, condition, display | | | | | | | | | | | 41 | Refuse properly disposed & area maintained | | | | | |
| 17 | Compliance with Gulf Oyster Regulations | | | | | | | | | | | 42 | Toilet facilities: facilities properly maintained | | | | | |
| ADDITIONAL CRITICAL RISK FACTORS | | | | | | | | | | | | 43 | Premises; personal/cleaning items; vermin proofing | | | | | |
| 18 | Compliance with variance, specialized processes & HACCP | | | | | | | | | | | 44 | Floors, walls and ceiling: built, maintained and clean | | | ✕ | | |
| 19 | Consumer advisory provided for raw or undercooked foods | | | | | | | | | | | 45 | No unapproved living or sleeping quarters | | | | | |
| 20 | Licensed health care facilities/public & private schools: prohibited foods not offered | | | | | | | | | | | SIGNS/REQUIREMENTS | | | | | | |
| 21 | Hot and cold running water available | | | | | | | | | | | 46 | Signs posted; last inspection report available | | | | | |
| 22 | Sewage and wastewater properly disposed | | | | | | | | | | | 47 | Valid Permit & License Certificate available | | | | | |
| 23 | No insects, rodents, birds or nonservice animals | | | | | | | | | | | 48 | Plan Review | | | | | |

| COMPLIANCE & ENFORCEMENT | | | | |
|---|---|--|---|--------------------------------|
| Permit Suspension The permittee has the right to a hearing if requested in writing within 15 calendar days of receipt of this notice to show cause of why the permit to operate should not be suspended or revoked; otherwise the right to a hearing shall be deemed waived. | Notice of Abatement Conference Issued / Citation Issued | | | Unpermitted Food Facility |
| | Voluntary Condemnation & Destruction | | × | Documents or Referral Required |
| | Samples / Impoundment / Embargo | | | Reinspection Fee Applicable |

| SIGNATURES OF ACKNOWLEDGMENT | | | |
|----------------------------------|-----------------------------------|--|-------------------------|
| Inspector (REHS) Katie Dea | Inspector Phone (415) 252-3815 | Inspector Email katie.dea@sfdph.org | Inspector Signature |
| Received by (Print name) Jack | | Received by Signature | |



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- DOCUMENTS REQUIRED:
Submit additional documents as instructed.
Observation: see #35

14 - FOOD CONTACT SURFACES: CLEAN AND SANITIZED (CORRECTED ON SITE)
Corrective Action: Properly wash, rinse and sanitize all food contact surfaces. Make a 100 ppm bleach sanitizing solution or a 200 ppm quaternary ammonia solution for the third compartment.
Observation: ENSURE sanitizer spray bottles are tested to be 200ppm quaternary ammonia prior to use and change out every 4 hours or more as needed.
- Observed sanitizer spray bottle in the deli at ~0ppm quaternary ammonia. Sanitizer solution was available in this area but not in the spray bottle tested. COS - sanitizer solution remade at time of inspection and measured at 200ppm quaternary ammonia
California Retail Food Code: 113984(d), 114097, 114099.1, 114099.4, 114099.6, 114101(b, c, d), 114105, 114109, 114111, 114113, 11415 (a, b, D), 114117, 114125(b), 114141

35 - EQUIPMENT APPROVED: CLEAN; INSTALLED; GOOD REPAIR; CAPACITY
Corrective Action: Ensure all equipment is approved, properly installed, clean, and maintained in good repair. Ensure all appliances are NSF-approved, commercial grade, durable, and easily cleanable.
Observation: 1) WITHIN 7 DAYS:
SEND photo/documentation to verify that the dishwasher in the main preparation kitchen has been repaired to Katie.dea@sfdph.org. MANUALLY wash-rinse-sanitize-air dry all food contact surfaces until the dishwasher is repaired.
- At time of inspection, dishwasher was not in use, pending repairs (a work order has been placed), and manual warewashing was set up with 200ppm quaternary ammonia in the sanitizer compartment.
2) CLEAN the debris buildup inside of the condenser panel of the prep cooler in the main preparation kitchen that was observed on this date.
3) WITHIN 30 DAYS: SEND a photo to Katie.dea@sfdph.org showing that a metal splash guard (at least 6 inches high, corners to be rounded, that extends the length of the sink) has been installed at the hand wash sink in the upstairs bakery (recently re-installed as required earlier this year). Relocate the soap and paper towel dispensers in this area to a location closer to the hand sink.
4) RELOCATE fly-light (observed above warewash sink in main preparation kitchen) to an area that is not above food or food-related/utensil-washing areas.
5) SEND a specification sheet for the new small ice machine that was installed in the meat/seafood section for review and approval to katie.dea@sfdph.org.
California Retail Food Code: 114130-114130.5, 114132, 114133, 114137, 114139, 114153, 114163, 114165, 114167, 114169, 114175, 114177, 114180, 114182
Correct By Date: 08/20/2025

40 - PLUMBING; PROPER BACKFLOW DEVICES
Corrective Action: Protect the potable water supply with a backflow protection device, as required by applicable plumbing codes. All plumbing, plumbing fixtures, and grease interceptors shall be installed in compliance with local plumbing ordinances, shall be maintained so as to prevent any contamination, and shall be kept clean, fully operative, and in good repair. Any hose used for conveying potable water shall be of approved materials, labeled, properly stored, and used for no other purpose.
Observation: WITHIN 30 DAYS: SECURE the ice machine drain line to a rigid pipe/structure to ensure it dispenses all liquid waste generated by the ice machine through an air gap (minimum 1 inch) into the floor sink below the sink in the meat/seafood section that was observed to be dripping onto the floor on this date out of a flexible line. Send a photo to verify repair to Katie.dea@sfdph.org.
California Retail Food Code: 114171, 114189.1, 114190, 114192, 114193, 114193.1, 114199, 114201, 114269
Correct By Date: 09/15/2025

44 - FLOORS, WALLS AND CEILING: BUILT, MAINTAINED AND CLEAN
Corrective Action: Provide walls / ceilings using materials that are durable, smooth, nonabsorbent, light-colored, and washable surfaces. All floor surfaces, other than the customer service areas, shall be approved, smooth, durable, and made of nonabsorbent material that is easily cleanable. Approved base coving shall be provided in all areas, except customer service areas and where food is stored in original unopened containers. Food facilities shall be fully enclosed. All food facilities shall be kept clean and in good repair.

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| Received by (Print name) Jack | | Received by Signature | |



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Observation: CLEAN to remove accumulated debris/residue/dust observed on floors and walls (and pipes) in the warewash area in the main preparation kitchen, on surfaces behind the cookline in the main preparation kitchen, and behind the ovens in the bakery upstairs on walls/surfaces.
California Retail Food Code: 114143(d), 114266, 114268, 114268.1, 114271, 114272
Correct By Date: 08/20/2025

- NOTES

Observation:

- No signs of vermin observed.
- Cold holding measured at 41F or below.
- Hot holding measured at 135F or above.
- Proper labels observed for food prepackaged in the facility and WARNING label provided for fresh juice.
- Proper food storage observed.
- Hot water measured at 100F at hand sinks; 120F at all other sinks.
- Soap and paper towels were fully stocked at all hand sinks.
- Shellstock tags on site, wth stock, and kept on file for 90+ days.
- Temperature logs on site and hand written (cooling) or digital (hot/cold holding).

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