

Qatar Clean Program

Version 2

Program guidelines for safe reopening of restaurants in the COVID-19 context

Table of Contents

Summary and Document Overview.....	3
1. QCP for restaurant implementation.....	4
2. Employee rules	5
3. Guest, contractor & supplier rules.....	6
4. Restaurant Service:	7
5. Frequent cleaning and disinfection and staff protection	7
6. Personnel hygiene and behavior requirements.....	9
7. Ensure food hygiene recommendations:.....	10
8. Pest Control program should be implemented:	11
9. HVAC cleaning and maintenance:	11
10. Managing COVID-19 cases and disinfection techniques	11
11. Documentation of all preventive measures	12
12. Compliance with government orders, guidelines and health information	12
Appendix 1: Receiving goods.....	13
Appendix 2: Personal hygiene & behavior requirements	14
Appendix 3: Cleaning and disinfection	19
Appendix 4 : Pest Management	23

Summary and Document Overview

Qatar Clean Program puts in place measures & regulations that restaurants must follow in order to protect and maintain the safety of their guests, employees, contractors, and suppliers from COVID-19.

This document provides an overview of the key guidelines that restaurants need to follow along with all necessary checklists & templates that will be required for reporting on adherence to MOPH, QNTC & other partners.

In order to efficiently use this document, restaurant management teams are advised to take the following approach:

1. Review restaurant Program guidelines
2. Review checklist to be used during restaurants inspections and audits to ensure adherence with guidelines.
3. Review all food safety procedures elaborated and implemented by the food establishment as well as the log sheet and checklists related.
4. In addition to QCP for restaurants guideline, restaurants must also adhere to the most up to date COVID-19 regulations from MOPH and other government advisories.

Please note that this guideline is likely evolve based on COVID-19 linked circumstances.

Please check the below websites for any updates:

QCP website: www.qatarclean.com

MOPH website: <https://www.moph.gov.qa/english/Pages/default.aspx>

Qatar Clean Program Guidelines - Restaurants (QCP)

1. QCP for restaurant implementation

Restaurant management must assign a dedicated Program Manager who will be responsible for ensuring compliance with program guidelines, suggesting improvement areas and communicating effectively with employees, external stakeholders & guests.

1.1 Commitment from restaurant management

Restaurant management should commit to develop, implement and, improve the effectiveness of the Program.

Restaurant management must ensure adherence with Program guidelines during inspections conducted by MOPH & other partners.

1.2 Appointment of a dedicated program manager

Restaurant management should appoint a Manager to ensure compliance with requirements of the Program. The roles and responsibilities of the program manager include, but are not limited to, the following:

- a. Develop and implement key initiatives identified in the Program.
- b. Take actions and continually improve the effectiveness of the Program.
- c. Ensure that restaurant employees, contractors, suppliers, vendors and guests are familiar and comply with requirements.

1.3 Ensure effective communications with employees, external stakeholders & guests

Restaurant management should communicate the following to employees, tenants, contractors, suppliers & guests:

- a. Key initiatives, details and requirements of the program
- b. Roles & responsibilities of all stakeholders and ways to uphold program requirements
- c. Consequences of not following the program guidelines

2. Employee rules

Restaurant management should monitor the health of all employees including, but not limited to daily checking and recording of the temperature, checking for respiratory symptoms, and efficiently deploying personnel in day to day activities.

2.1 Requirements from employees

- a. Check Ehteraz (green status) and temperature checks and observe respiratory symptoms such as cough or runny nose or shortness of breath of employees upon arrival & when leaving work. Refer to Temperature Monitoring Log template.
- b. In case of temperature of 38 degree Celsius or higher, and/or identified respiratory symptoms, ensure that employees seek immediate medical attention.
- c. Ensure employees who have recently entered Qatar less than 14 days ago or are under a home quarantine order are not at the hotel. The observations for employees should be recorded in declaration forms bi-weekly.
- d. Compulsory wearing of face masks for staff who are in direct contact with customers and in kitchens, restaurants & dining facilities.
- e. Whenever shift or teams are working, maintain the same staff in each teams or shift groups so that where contact is unavoidable, this happens between the same people.
- f. Maintain records of staff rosters for each shift/day to enable contact tracing if needed.
- g. Stagger shifts and breaks to reduce number of opportunities for staff to congregate.
- h. Vulnerable employee and staff who are above 55 years old, with chronic conditions like hypertension, diabetes, respiratory diseases and immunity linked diseases should not be at work. Employees who are pregnant, those with chronic conditions, or those with increased health risks should be advised to work from home and delay return to work locations until phase 4, if possible.
- i. If not possible, separate vulnerable employees to protect most at-risk groups. Separation should be on site, in transit & at accommodations.
- j. Ensure pre-shift meetings are virtual in order to minimize contact between staff teams, unless necessary. In case in person briefings are required, employees must wear protective masks and ensure 4 square meters distance between themselves.
- k. Transport staff to and from accommodations in batches. Vehicles must operate at a maximum of 50% capacity as per MOI guidelines with all staff wearing protective masks and gloves. Further, disinfect all vehicles after each trip.
- l. Ensure daily disinfection of common areas and strict social/ physical distancing measures in employee accommodations.

- m. Preventive measures should be taken as well in staff canteen (social distancing & wearing PPE)

3. Guest, contractor & supplier rules

Restaurants management must monitor temperature & respiratory symptoms

All guests, contractors & suppliers must wear protective masks in common areas. In addition, restaurants must display MOPH & government health instructions in large fonts and comply with safe distancing measures in all common areas

3.1 Monitor guests, contractors and suppliers

- a. Check temperature Ehteraz (green status) and look out for respiratory symptoms such as cough or runny nose or shortness of breath of all guests, contractors and suppliers. Temperature checks to be conducted at the time of entry into the restaurant/ supply, storage area using temperature Monitoring Log template
- b. In case of temperature of 38 degree Celsius or higher for adults or 37.5 degree Celsius or higher for kids, and/or identified respiratory symptoms, ensure that guests, contractors & suppliers seek immediate medical attention.

3.2 Display updated health information from MOPH.

Display updated health information from the MOPH in English & Arabic in common areas. Ensure large font sizes for easy reading. Health information includes, but are not limited to daily temperature screening, taking note of respiratory symptoms such as cough or runny nose or shortness of breath, and remaining vigilant and practicing good personal hygiene, such as washing hands and refraining from touching one's face.

<https://covid19.moph.gov.qa/EN/Pages/default.aspx>

3.3 Ensure safe distancing measures compliance for guests.

The restaurant should put in place necessary precautionary measures to ensure safe distancing:

- a. Prior reservation is required. No walk ins will be permitted
- b. Enforce time restriction of 2 Hours per seating at an F&B outlet along with seating arrangement communicated upon reservation
- c. No waiting lines will be permitted. Ensure queues are fast moving
- d. Ensure a safe distance of at least 2 meters between tables. Ensure safe distance between seats
- e. Allow increase in restaurant capacity starting with 30% for all restaurants,

50% of restaurants visited and evaluated by MOPH food safety team, and full capacity for restaurants certified as Qatar Clean compliant.

- f. For seating and table arrangements, maximum five people are allowed on each table ensuring at least 2-meter distance between the tables and safe distance between chairs. Family members are exempted from this rule.
- g. Hang red tag on entrance indicating maximum number of allowed guests is achieved or any other alternative similar measures to indicate the capacity level.

4. Restaurant Service:

- a. The server provides further assistance to the guest for placing food and beverage order through the QR code (or alternative contactless option). Order is taken and punched with preferences
- b. Water other beverages will be served by the server as per the order
- c. In case the guest opts for set menu, mezze to be served on the table in as individual serving
- d. Guests can opt for the use of disposable crockery and disposable paper placement.
- e. Freshly prepared dishes from the live station will be served to the guest on the table as per guest preference by the server
- f. Refilling of water beverages to be checked Main course to be served
- g. The table will be cleared, and desserts will be served as the course progresses
- h. Restaurants are encouraged to use the QR code (or alternative contactless option) where applicable at each table
- i. Where possible digital menus connected with a QR code (or alternative contactless option) can also be applied
- j. Shisha will not be permitted in this phase
- k. Where possible avoid cash payment and advice the use of contact less card payments

5. Frequent cleaning and disinfection and staff protection

Restaurant must frequently clean and disinfect all common facilities following cleaning and disinfection guidelines (MOPH), provide protection equipment to all employees, and ensure that compliance with personal hygiene guidelines.

- a. Thoroughly detail -clean and disinfect entire facilities, especially before the reopening, as it has been closed. Focus on high-contact areas that would be touched by both employees and customers. Follow MOPH cleaning and disinfection procedure
- b. All regularly touched surfaces should be cleaned and disinfected regularly

using standard disinfection products

- c. Avoid all food contact surfaces when using disinfectants
- d. Between customers, clean and disinfect table condiments, digital ordering devices, clean and disinfect reusable menus, table tops and common touch areas. Single use items should be discarded (including paper menus after each customer use)
- e. For restrooms cleanse between each customer use, including door handles, flush, and taps. No use of air dryers, use disposable paper towels and dispose regularly.
- f. Replace and upgrade air conditioning filters prior to re-opening and check system optimized to ensure proper ventilation is maintained
- g. All utensils shall be cleaned and disinfected preferably using a dishwasher machine to maintain required temperature
- h. All food contact surfaces shall be fully cleaned and disinfected between incompatible types of products (e.g. raw/cooked, allergen/non-allergen, etc.) to avoid cross over of products.
- i. The environment around and above where exposed product is handled shall be fully cleaned and disinfected between incompatible types of products (e.g. raw/cooked, allergen/non-allergen, etc.).
- j. Processing environments should generally be fully cleaned and disinfected (where relevant) at least daily.
- k. All staff facilities shall be clean, tidy and well maintained.
- l. There shall be dedicated cleaning equipment for each type of facility (e.g. toilets, locker rooms and kitchen/eating areas).
- m. Clean and disinfect common facilities frequently at a minimum of every 3 hours or as needed. Additionally, follow manufacturer recommendations.

Common facilities include, but are not limited to, the following:

- I. Reception where applicable
 - II. Public areas
 - III. Lifts including but not limited to buttons, railings and handles, where applicable
 - IV. Doors including but not limited to doorknobs and handles
 - V. Handrails of escalators and staircases, where applicable
 - VI. Toilets
 - VII. Other common areas
- n. The cleaning equipment shall be stored to avoid cross contamination with other equipment (e.g. toilet cleaning separate from restaurant and kitchen cleaning equipment).
 - o. restaurant must maintain log of common facilities cleaned and disinfected as

- a daily entry by workers.
- p. Restaurants must make available disinfecting wipes & hand sanitizers at points of entry and at key high traffic areas.
- q. Provide high quality masks, gloves, and sanitizer kits to all employees and contractors performing disinfection and room cleaning work.

Please refer to appendix 3 for additional details on cleaning and disinfection guidelines

6. Personnel hygiene and behavior requirements

- a. The restaurant/ operator should implement an effective written personal hygiene policy that identifies personnel hygiene and behavior should be followed to maintain food safety and to minimize the risk of the spread of infection.
- b. The personnel hygiene policy should be communicated to all employees.
- c. Operator shall ensure that persons undertaking, or supervising food handling operations have skills and knowledge in food safety and food hygiene matters for them to be able to identify potential risks and take the necessary actions.
- d. Staff should be reminded to:
 - i. Monitor temperatures twice daily – once at entry and once at exit.
 - ii. Report to their supervisors, see a doctor and stay away from fellow colleagues if they are unwell.
 - iii. Follow cough etiquettes: Cover mouths with tissue paper when coughing or sneezing and dispose of the soiled tissue paper into the rubbish bin immediately. Wash hands thoroughly with soap and water.
 - iv. Practice good toilet habits (e.g. flush toilets after use).
 - v. Practice good personal hygiene (e.g. wash hands with soap and water before and after meals, after clean-up is carried out, after handling refuse or other dirty items, and after visiting the toilet).
 - vi. Follow the proper procedure of wearing and changing gloves (MOPH poster will be distributed)
 - vii. Use gloves when clearing items discarded on restaurants tables and/or in kitchen such as used tissue papers and toothpicks.
 - viii. Refrain from touching their exposed body parts such as eyes, nose, face and arms with soiled gloves or unwashed hands.

Please refer to appendix 2 for additional details on personal hygiene and behavior requirement

7. Ensure food hygiene recommendations:

- a. Restaurants certified as Qatar Clean compliant are now permitted to offer buffet option, but should follow the below guidelines:
 - i. The guest can walk around the food display counter and choose his meal following a predefined flow (floor marking with social distancing of 2 meter) and wearing a face mask
 - ii. The food establishment should assign a team member to make sure that this procedure is implemented all the time
 - iii. Masks and gloves to be worn by food handler preparing and delivering meals in the buffet at all times, and to properly use them. Emphasize regular hand hygiene and change gloves frequently.
 - iv. Limit contact time between food handler and guests.
 - v. Plastic barrier or/and sneeze guard should be fixed around the food display counter then the food is protected and there is separation between the food handler and the guest
 - vi. The customer has to choose the meal (s) he wants to eat from the display area and notify the chef/food handler by pointing behind the plastic barrier, and after providing the service (the plate) the customer goes to the dining area.
 - vii. For show-cooking meals, the guest will choose the ingredients and go back to his table, the waiter will serve it when ready
 - viii. All offered food items in the buffet to be covered
- b. Remove all multi-use condiment, salt, pepper and sauce bottles and replace with single use packets.
- c. Guests can opt for the use of disposable crockery and disposable paper placement
- d. Where possible digital menus connected with a QR Code/ or alternative can be applied
- e. Change, wash and disinfect utensils frequently.
- f. If providing 'grab and go' service, stock coolers to no more than minimum levels
- g. Ensure all food products are delivered by an approved food supplier
- h. Provide mono packaged food items to minimize contact (e.g., mono packaged salt, pepper, sugar, etc.)
- i. Do not use cracked or chipped crockery as germs can harbor in cracks.
- j. Use separate chopping boards, knives and other instruments for raw and cooked foods to prevent cross contamination.
- k. Store raw food or cooked/ready-to-eat food separately.
- l. To minimize the risk of cross contamination, staff movements must be kept to a minimum and controls put in place for staff that are required to move

between different hygiene zones

Please refer to appendix 1 for additional details on food hygiene recommendations.

8. Pest Control program should be implemented:

- a. Ensure compliance with most up to date MOPH guidelines.

Please refer to appendix 4 for additional details on pest control programs.

9. HVAC cleaning and maintenance:

- a. The preventive and intrusive maintenance program should be written and shall be adhered to.
- b. Schedules for essential services, maintenance and contractor visits can be revised to reduce interaction and overlap between people (for example, carrying out services at night).
- c. Inspect, clean and maintain all ventilating and air-conditioning systems monthly and as needed, in particularly for small and confined areas such as lifts and toilets.
- d. Ensure compliance with most up to date MOPH guidelines.

10. Managing COVID-19 cases and disinfection techniques

Restaurant must ensure procedures to manage COVID-19 suspect cases are in place along with post-handling disinfection methods.

Identify and manage unwell personnel. Procedures for managing unwell employees, guest, contractors, suppliers including:

- a. Arrange dedicated separation areas for unwell or suspected cases.
- b. Designate a dedicated route to the isolation/ quarantine areas and transport pickup area.
- c. Arrange communication and transport to designated medical facilities or hospital.
- d. Have an evacuation plan of the remaining employees, contractors, suppliers and guests in case needed or advised by MOPH.
- e. Assist the MOPH with contact testing/ tracing initiatives by reporting on unwell guests & employees.
- f. Thoroughly clean and disinfect the premises exposed to suspected cases of the COVID-19.
- g. Use disinfection products that contain appropriate concentrations of active ingredients.

Please refer to the link below for more information :

<https://www.moph.gov.ga/english/Documents/english/Guidance%20for%20environmental%20cleaning%20in%20non%20health%20care%20facilities%20EN.pdf>

11. Documentation of all preventive measures

Restaurant must document all data requested in the templates and checklists along with other COVID-19 related information in a structured manner

- a. Operators must maintain and be ready to provide the following documents:
 - I. Receiving written procedures
 - II. Receiving records including non-conforming goods records
 - III. List of approved suppliers
 - IV. Audit report of approved suppliers
 - V. Cold units Temperature records
 - VI. Calibration records
 - VII. Employees training Program and records
 - VIII. Personal hygiene and health policies and procedures
 - IX. Employees health certificated issued by medical commission
 - X. food handlers Laundry Records/Procedure
 - XI. Cleaning and Disinfection Standard Operating Procedures;
 - XII. Cleaning schedule and cleaning checklist
 - XIII. NSF certificates and MSDS.
 - XIV. Dishwashing Temperature Monitoring record
 - XV. Results of the inspection programs and the corrective action taken e.g., findings in traps, location of insect infestation.
 - XVI. Record of pest control activities, e.g., pesticide used, method and location of application, etc.
 - XVII. A copy of a valid contract between the food business and the pest control company.
 - XVIII. A map of trap location or bait station.
- b. Ensure COVID-19 related documentation is well structured with identification numbers, description titles & dates.
- c. Ensure that documents and records are retained for at least 1 year and 6 months for traceability.

12. Compliance with government orders, guidelines and health information

In addition to this set of guidelines, restaurants must comply with all health information provided by the MOPH.

- a. Maintain and comply with the list of relevant guidelines and health information on COVID-19 from government agencies and ensure that this

- list is up-to-date. This includes identifying relevant measures and determining how they should be implemented in the hotel.
- b. Comply with all government orders such as home quarantine orders issued by the various Ministries.
 - c. Refer to orders, guidelines and advisories on safe distancing and put in place appropriate safe distancing measures.

Appendix 1: Receiving goods

1. All goods shall be received from an approved supplier.
2. All packaged products should be disinfected prior to its storage
3. Receiving area should meet the general requirements of food establishment and should be aware of any source of contamination.
4. On receipt of goods, an inspection should be conducted to ensure that the material meets the required specification/expectation of the operation, e.g.
 - a) Packaging is undamaged and goods in acceptable condition (e.g. not partially thawed if frozen)
 - b) All good are correctly labelled (e.g. identification, batch number, expiry or best before dates)
 - c) Goods delivered in appropriate food containers
 - d) Goods are at the correct temperature. Temperature checks completed using a calibrated thermometer.
 - e) No pest or foreign material contamination
 - f) Shellfish are properly tagged/labelled (Tags must be retained for 90 days)
 - g) Eggs are clean and not cracked. Liquid, frozen or powdered eggs are pasteurized.
 - h) All milk products are pasteurized.
 - i) Canned products are not swollen, rusty or leaking.
5. Packaging material, cleaning chemicals, food contact lubricants (and similar) and food contact gases shall be food grade.

Appendix 2: Personal hygiene & behavior requirements

Personal Hygiene Policies

1. The PIC should implement an effective written personal hygiene policy that identifies hygienic behavior and habits that should be followed to prevent contamination of food. These include:
 - a) Good hand washing practice
 - b) Management of sickness and illness
 - c) jewelry policy
 - d) Wound management policy
 - e) Personal protective equipment (PPE) per example: gloves, hairnet, disposable apron, sleeves, covered shoes .

2. Any behavior, which could result in contamination of food, shall be controlled in food processing, distribution, storage and handling areas. This can include:
 - a) Staff movements from raw to cooked areas in manufacturing.
 - b) Eating, drinking and smoking in processing/storage areas.
 - c) Spitting is prohibited, sneezing or coughing managed to prevent contamination.
 - d) Using food products that have fallen on the floor or non-food contact surfaces

3. The access of personnel and visitors should be controlled to prevent contamination.

4. The personal hygiene policy shall include management of visitors (including contractors, pest control company representatives, maintenance staff, etc.) entering the premises. The personal hygiene policy shall be either posted on a notice(s), provided verbally, or on a written form; to clearly indicate the operator's requirements to visitors.

Personal Hygiene Practices

The following hygiene practices shall be maintained by the operation to minimize the risk of product contamination from staff.

1. Particular care must be taken when handling ready to eat products which do not receive any additional cooking prior to consumption.
2. Dedicated areas for smoking should be defined and controls around these areas to prevent cross contamination, e.g. uncovered area, away from food and ingredients, adequate waste disposal facilities, controls around staff movements (PPE) and hand washing.
3. Food and drink should only be consumed in designated areas. Personal food storage shall be separate from products/ingredients handled onsite. Staff shall be aware of allergen controls in relation to personal foods.
4. Employees having open cuts or wounds should not handle food or food contact surfaces unless the injury is completely protected by a secure waterproof covering (for example, rubber gloves).
5. If wound dressings (e.g. Band-Aid) are used there shall be processes in place to ensure these are accounted for.

Staff facilities

This covers the facilities on site for staff use during their time at work. These include toilets, locker rooms, kitchen and dining areas.

1. All staff facilities shall be clean, tidy and well maintained.
2. There shall be dedicated cleaning equipment for each type of staff facility (e.g. toilets, locker rooms and kitchen/eating areas).
3. The cleaning equipment shall be stored to avoid cross contamination with other equipment (e.g. toilet cleaning separate from kitchen cleaning equipment).

Locker rooms and changing facilities

1. The site shall have adequate changing facilities for personnel
2. Food handling personnel should be able to move from changing facilities to production areas without going outside
3. Ventilation from changing facilities should not enter into production areas and shall not enter critical hygiene areas or exit close to exposed product.
4. There should be lockers made available to each employee with space between floor and bottom of the locker for cleaning.
5. Changing facilities should not open directly into production or storage areas and should be equipped with self-closing doors.
6. In changing areas there shall be facilities to maintain segregation of clean and dirty clothes.
7. Personal cloths and items shall not be stored with PPE.

Toilets

1. There shall be a minimum of 1 toilet cubicle for every 10 staff on site.
2. Toilets shall be segregated for the changing/locker rooms.
3. All toilets shall have suitable doors.
4. PPE shall not be stored or hung in the toilets area.
5. Toilets should not open directly onto production, packing or storage areas.
6. All toilets shall be separated from production areas and other food handling areas by suitable intervening space such as corridors or self-closing doors.
7. Ventilation from toilets should not enter into production areas and shall not enter critical hygiene areas or exit close to exposed product.

Hand washing

1. All sites shall have adequate number of hand washing facilities available and accessible
2. There shall be suitable hand washing facilities available for use after the toilets and before entry into the production areas/ kitchen.
3. Hand washing facilities shall be kept clean and tidy, and waste bins shall be emptied regularly.
4. Suitable hand washing facilities shall have:
 - a) To be hands free (e.g. foot, sensor or knee operated)
 - b) Approved soap and hand sanitizer or other approved cleaning agents
 - c) Disposable paper towels
 - d) Adequate supply and waste disposal facilities
 - e) Air dryers and multi-use towels are not allowed
 - f) Warm water
 - g) Signage showing hand washing instructions and reminders displayed in appropriate languages and locations
5. Staff shall be trained with the appropriate hand washing techniques. All people entering food processing, storage, distribution and handling areas shall wash their hands:
 - a) before starting work;
 - b) after handling chemicals;
 - c) after handling incompatible food products (for example, raw versus cooked or ready-to eat) or after handling contaminated materials;
 - d) after breaks;
 - e) after eating;

- f) after coughing, sneezing or blowing their nose; and
- g) after using toilet facilities

Kitchen and dining facilities

1. There shall be adequate space provided for staff to eat and drink during work time. This can include the provision of cooking facilities.
2. All staff food preparation and eating facilities shall be clean, tidy, well maintained, and supplied with adequate waste disposal equipment.
3. The facilities shall be separate from the production and storage areas.
4. There shall be adequate food storage facilities for staff (can include fridges) that is separate from production storage.
5. The dishwashing facilities shall be separate from hand washing or the production facilities.

Staff movements

1. To minimize the risk of cross contamination, staff movements must be kept to a minimum and controls put in place for staff that are required to move between different hygiene zones (e.g. raw preparation area into cooked product packing).
2. Controls around movements shall also include the movement of equipment, ingredients, wastes and products.
3. Staff in food services moving from a lower care areas (raw) to a high care area (cooked), shall complete the required hygiene controls; which include hand washing and apron change after handling raw products, or controlled by scheduling (e.g. cooked products handled first and then raw).

Personal Protection Equipment (PPE)

1. PPE shall be appropriate to the operation in which the employee is engaged, be worn and maintained in a sanitary manner.
2. The requirements for PPE shall be included in staff training.
3. PPE shall be clean and well maintained to avoid being a source of contamination, e.g. from loose threads of damaged PPE.
4. Heavily soiled PPE shall be changed.
5. Sufficient supply of clean PPE shall be readily available to staff.
6. Employees in processing areas shall wear appropriate hair restraints such as hairnets.
7. Clean PPE should be stored in such a manner as to maintain its hygiene status before used (ideally in a closed cupboard).

8. Facilities should be available for staff to remove and store their PPE during breaks and at the end of shifts (if not cleaned daily). This storage should be separate from personal items.
9. Personal effects, including street clothing, should be stored separately from food processing, distribution, storage and handling areas.
10. Work clothing and gloves should be stored in clean and dry locations.
11. Soiled PPE should be stored separately to avoid cross contamination with clean items.
12. The site shall have procedures in place for the cleaning/laundry of PPE.
13. PPE items which cannot be laundered, e.g. mesh gloves and aprons, must have sanitation procedures in place.

Food handlers health

1. PIC shall have a documented procedure to manage food handler sickness/illness.
2. PIC shall inform all food handlers working for the business of their health and hygiene obligations:
 - a) To report any food borne illness or condition they are suffering from to their supervisor,
 - b) Not to engage in any handling of food where there is a reasonable likelihood of food contamination as a result of the disease,
 - c) Notify their supervisor if they know or suspect that they may have contaminated food whilst handling.
3. PIC shall ensure that a person known to be suffering from, has reason to believe they may be suffering from, or who is a carrier of, a food-borne disease; does not engage in the handling of food where there is a reasonable likelihood of food contamination.
4. PIC may permit a person excluded from handling food to resume handling food, only after receiving clearance from a medical practitioner.

Food handlers – skills, knowledge and training

1. Operator shall ensure that persons undertaking or supervising food handling operations have skills and knowledge in food safety and food hygiene matters for them to be able to identify potential risks and take the necessary actions.
2. Operator should implement a written training program for employees; training should be appropriate to the complexity of the process and the tasks assigned.
3. Post assessment for the training theoretical and practical should be done.
4. Appropriate training in personal hygiene and hygienic handling of food shall be provided to all food handlers at the beginning of their employment.
5. Refresh training should be conducted by the PIC based on the findings during the internal inspection.

Appendix 3: Cleaning and disinfection

Cleaning and Disinfection Program

1. The PIC shall implement a written cleaning and disinfection program for all areas of the premises (e.g. receiving, processing, storage) and equipment which specifies:
 - a. What is to be cleaned;
 - b. The cleaning agents to be used and mixing instructions;
 - c. The person or people responsible;
 - d. The frequency of the activity; and
 - e. Cleaning methods e.g. removal of food, dismantling of equipment.
2. The program shall be relative to the type of operation and shall take into consideration:
 - a. Types of products, e.g. bakeries may dry clean.
 - b. Risk of the product (raw, ready to eat).
 - c. Cleaning between different products to minimize risk of cross contamination, e.g. allergens.
 - d. Cleaning as you go (during production).
3. The program shall be conducted to minimize the risk for cross contamination of food, food contact surfaces or packaging materials. This can include:
 - a. Food products, ingredients and packaging shall be removed from the area during cleaning.
 - b. Avoid creating aerosols and splashes during cleaning.
4. Appropriate methods shall be in place to check effectiveness of cleaning & disinfection.
5. PIC to document checks on the effectiveness of the cleaning and disinfection program. Checks can be conducted by:
 - a. Visual inspection e.g. post cleaning inspection shall be completed by persons other than those doing the cleaning.
 - b. Swabs for microbial testing
 - c. Final rinse testing to control chemical residues.
 - d. Adenosine triphosphate (ATP) measurement (immediate results)
 - e. Bioluminescence, it does not give you the levels of bacteria on surfaces, just food residues (immediate results)

Cleaning steps process:

1. Removal of gross material through one or more stages of sweeping, wiping, brushing, blowing with air, vacuuming or rinsing. If there is very little gross material on surfaces, this step may sometimes be skipped.
 - a) For fatty/oily material, hot water is often used as the heat melts/loosens the material, making removal quicker.
 - b) For protein residues, cold water is often used as hot water can set/cook the proteins, making them stick harder to surface.
 - c) For areas handling dry powdered/granular materials (e.g. flour, milk powder, sugar, grains, etc.) dry cleaning methods such as wiping, sweeping, brushing, vacuuming or blowing may be used as water would bind with the dry materials. This would make them sticky, harder to remove and would cause remaining residue to set hard on surfaces.
2. Washing with detergents acts by binding fat residues to the detergent, holding them in solution with the water. Some detergents may have enzymes added, which can help to break down proteins, making them easier to remove. Mechanical action (e.g. scrubbing or pressure spraying) at this step is important as it increases the interaction between the detergent and the residue and it physically removes residue from the surfaces. Minimal mechanical action can limit the effectiveness of the washing step, leaving excess residue on surfaces.
3. Rinsing removes the mixture of water/detergent/residue that remains after washing, reducing the overall level of organic matter. For difficult to clean residues or surfaces, or surfaces that require disinfection, the washing and rinsing steps may be repeated a number of times. This helps ensure that for all practical purposes all traces of residue have been effectively removed. For areas/surfaces that do not need to be dried or disinfected, cleaning may finish at this stage.
4. Drying may be an optional stage, often this may be used when residual water may cause a further food or safety hazard, or where residual water may be unsightly.
5. Disinfection is the use of chemical agents or heat (e.g. steam, or very hot water) to kill microorganisms (particularly pathogens), rendering surfaces safe for handling food. Some chemical disinfectants/sanitizers will leave a residue that needs to be rinsed (or wet wiped) off surfaces after use so that they do not taint product, other disinfectants/sanitizers are designed to evaporate so that they do not leave a residue (no rinse sanitizers).

Cleaning and Disinfection Program

1. The PIC shall implement a written cleaning and disinfection program for all areas of the premises (e.g. receiving, processing, storage) and equipment which specifies:
 - a. What is to be cleaned;
 - b. The cleaning agents to be used and mixing instructions;
 - c. The person or people responsible;
 - d. The frequency of the activity; and
 - e. Cleaning methods e.g. removal of food, dismantling of equipment.

2. The program shall be relative to the type of operation and shall take into consideration:
 - a. Types of products, e.g. bakeries may dry clean.
 - b. Risk of the product (raw, ready to eat).
 - c. Cleaning between different products to minimize risk of cross contamination, e.g. allergens.
 - d. Cleaning as you go (during production).

3. The program shall be conducted to minimize the risk for cross contamination of food, food contact surfaces or packaging materials. This can include:
 - a. Food products, ingredients and packaging shall be removed from the area during cleaning.
 - b. Avoid creating aerosols and splashes during cleaning.

4. Appropriate methods shall be in place to check effectiveness of cleaning & disinfection.

5. PIC to document checks on the effectiveness of the cleaning and disinfection program. Checks can be conducted by:
 - a. Visual inspection e.g. post cleaning inspection shall be completed by persons other than those doing the cleaning.
 - b. Swabs for microbial testing
 - c. Final rinse testing to control chemical residues.
 - d. Adenosine triphosphate (ATP) measurement (immediate results)
 - e. Bioluminescence, it does not give you the levels of bacteria on surfaces, just food residues (immediate results)

Cleaning and Disinfection Chemicals

1. Chemicals shall be approved for their intended use. Food grade chemicals shall be used. The operator shall provide NSF certificate, copies of the MSDS and if available a copy of the contract with the supplier.
2. Chemicals shall be handled and used carefully in accordance with the relevant instructions.
3. Chemicals shall be mixed and used at the correct concentrations
4. Chemicals shall be stored separate from food, food contact surfaces and packaging materials.
5. All chemical containers shall be clearly labelled i.e name of chemical, expiry date.

Equipment Used for Cleaning and Disinfection

1. Cleaning and disinfection equipment should be designed for its intended use and should be properly maintained, e.g. brushes in good condition with no loose bristles.
2. If a high-temperature machine is used to disinfect cleaned dishes, the final disinfection rinse shall be at least 82°C.
3. They shall be dedicated for each of areas e.g.:
 - a. Staff facilities (toilets)
 - b. Food contact surfaces
 - c. Food processing areas
 - d. Drains
 - e. Outside area
 - f. Dining area etc.
4. Cleaning and disinfection equipment shall be stored separately away from processing and food items storage areas and preferably provide hanger for mops in small cabinets or storage room.

Cleaning and Disinfection of utensils and processing environment

1. All utensils shall be cleaned and disinfected as detailed in the program.
2. All food contact surfaces shall be fully cleaned and disinfected between incompatible types of products (e.g. raw/cooked, allergen/non-allergen, etc.) to avoid cross over of products.
3. The environment around and above where exposed product is handled shall be fully cleaned and disinfected between incompatible types of products (e.g. raw/cooked, allergen/non-allergen, etc.).
4. Processing environments should generally be fully cleaned and disinfected (where relevant) at least daily.

Appendix 4 : Pest Management

Pest management program

1. Pest management activities in food establishments shall be done by a specialized pest control company, the contract of the pest control company shall be valid, and a copy is available.
2. An effective pest management program for the exterior and interior of the establishment shall be available. The program should be developed based on a thorough inspection visit by the specialist to identify any existing or recurrent pest problem. The pest control program shall include:
 - a) the name of the pest management company for the pest control program;
 - b) The name of the person at the establishment assigned responsibility for pest control;
 - c) Programs for rodents, crawling, walking and flying pests;
 - d) Programs for the management of birds and animals (where relevant)
 - e) A list of chemicals used, the concentration, the location where applied, method and frequency of application;
 - f) A map of trap locations, baits and traps (inside/outside) in appropriate numbers and strategic placement;
 - g) Records of the type and frequency of inspection to verify the effectiveness of the program; (e.g. surveillance, response to pest infestation, corrective action visit)
 - h) Records of the cause and steps taken to control of any existing or recurrent problem;

Pest management equipment

1. Pest management equipment (e.g. bait stations, insect killers, curtains, rodent traps) shall be operating correctly, properly maintained and sited appropriately to reduce the risk of contamination by pests, of raw materials, ingredients, finished products and surfaces.
2. The preference for fly control is Stealth (Glue Board) type units. Electric Fly Killers may be used, they shall be located away from exposed product and away from entry point not to attract insect inside the building, and located at the adequate height.
3. Insect killers light bulbs shall be maintained at a frequency to function properly
4. Dead pests and insects shall be frequently removed ensuring no possible contact with food.
5. The presence and numbers of dead pests should be monitored to aid in the detection of an infestation or an increase in endemic pests (such as flying insects).
6. The air curtain at the receiving area shall be used efficiently to avoid the entry of insects and its size shall be suitable for the door size. It is preferable to use the bait in block form, instead of the pellets, granules and powders, to prevent the pests from transporting the bait and contaminating food.
7. Poisonous rodenticides shall not be used in food processing or storage areas to prevent possible contact with food, packaging material, or equipment.
8. Pesticides shall be approved and used in accordance with labels or applicable laws.

9. Pesticides shall be kept in secure storage outside the food business, with access being limited to authorized personnel.

Presence or evidence of pests, birds and animals

Conduct visual inspection of the premise to ensure that:

1. The food premise shall be free of pests, i.e.:
 - a) Live insects, rodents, and other animals are not found in the food premise and in the food transport vehicles.
 - b) There is no signs or evidence of pest activity in the food premise and in the food transport vehicle e.g. Bait aren't taken, no damage of food containers, no rodent/bird feces, dead animals, webbing, smells, no stored product pests (moths, weevils)....
2. The food premise shall be free of birds and animals, except for:
 - a) Fish in aquarium in some establishments like restaurants.
 - b) The conditions that allow pests entry and habitation shall be controlled