



DHCR HSE Food Safety

Policy & Procedure and Guideline

Department: HSE

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DHCR HSE Food Safety Procedure

INTRODUCTION

This Food Safety Guideline has been prepared by DHCR HSE, and provides clarity on the requirements in relation to managing food safety to help develop Occupational Health and Safety awareness of good practice for all food handlers in the delivering of high food services standards, within the healthcare city.

1- Purpose:

1.1	To provide a guideline for the management of food
1.2	To ensure safe food practices are followed to protect public health
1.3	To protect staff and stakeholders from the exposure of microbiological hazards
1.4	To provide better knowledge of safe food handling practices
1.5	To comply with the rules & regulations of Dubai Healthcare City and Dubai Municipality

2- Scope of application:

2.1	This guidance applies to all facilities operating, catering food and beverages and their staff to include restaurants, hotels, cafeterias and cafés, food service operations in institutions, including hospitals and schools, bakeries, butcheries, grocery store, supermarkets, food catering units, canteens, food factories and warehouses, kiosks, temporary or permanent food events, and mobile vending operations, food packing material manufacturers and suppliers.
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3- Policy:

3.1	All working with Food and Beverages should follow the Food Safety Guideline
3.2	All handling Food and Beverages must have the appropriate food safety management systems to protect The integrity and quality of food standards

4- Responsibility

4.1	Every Business Partner (BP) who provides Food and Beverages (F&B) and their staff, handling, delivering catering for F&B and should adhere to this DHCR Food Safety Guideline, Food Safety Code 2003 and have a Food Safety Person in Charge (PIC) in each F&B Facility. 4.1.1 Every F&B Business Partner, must notify the registered PIC in their facility to DHCR HSE Department
4.2	Business Partner offering specific catering facilities must ensure compliance with DM Food Control Department, Food Studies & Planning Section 2015.



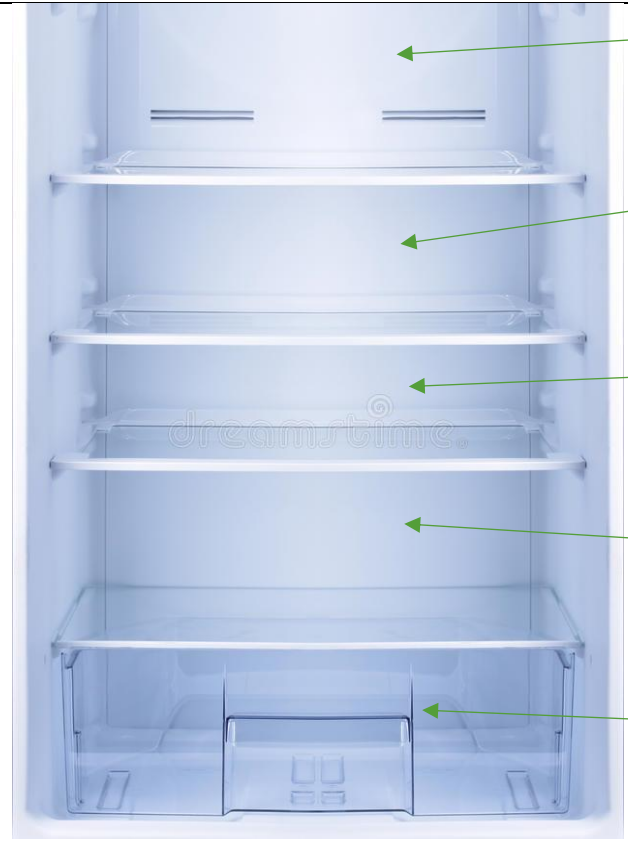
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- 4.3** The PIC Requirements, are as follows:
- 4.3.1 All F&B business must employ at least one full – time, onsite PIC, Certified in food safety.
 - 4.3.2 All food services businesses preparing food must have at least one PIC per shift.
 - 4.3.3 The PIC is responsible for and oversees all operations affecting food safety.
 - 4.3.4 The PIC must attend approved course and pass exam, their Certificate is valid for 5 years (and must be kept on display for customers, external stakeholders, DHCR HSE, DM inspection.
 - 4.3.5 If the PIC leaves, they must be replaced, with an equally qualified PIC in 30 days and certified within 45 days.
- 4.4** Responsibilities of the PIC, are as follows:
- 4.4.1 Must be competent to do the task and must know the food safety risks re the F&B business
 - 4.4.2 Must ensure food safety policies and procedures are maintained
 - 4.4.3 Effective supervision to ensure safe food practices
 - 4.4.4 Carry out regular internal inspections, e.g. monthly reviews (supported by documents)
 - 4.4.5 Identify food risks and take the appropriate corrective action
 - 4.4.6 Liaise with DHCR HSE food inspectors / DM and any other external stakeholder
 - 4.4.7 Ensure all employees are trained before starting work, competent to carry out the responsibilities

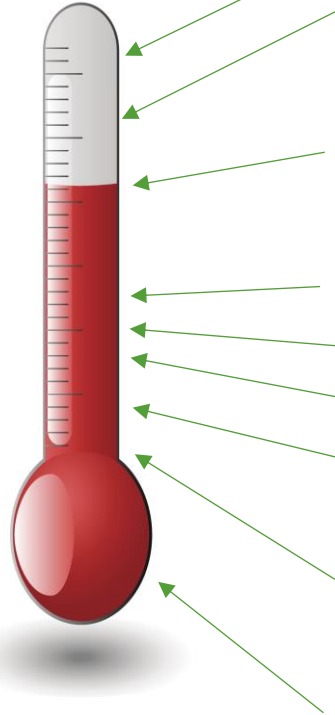
5- Procedure

- 5.1** Responsibility of Business Partners Food Safety Person in Charge (“PIC”), on day-to-day activities
- 5.1.1 Carry out opening and closing checks
 - 5.1.2 Ensure deliveries are from DM approved suppliers
 - 5.1.3 Food handlers start work clean, properly dressed, nails short, no septic cuts, are fit and hands washed
 - 5.1.4 Provide appropriate supervision to eliminate any bad practices
 - 5.1.5 Ensure there are no temperature abuse during the management of food, see values reference 5.5
 - 5.1.6 Ensure Thermometer are used properly
 - 5.1.7 Ensure there is effective; safe cleaning, pest control, waste management
 - 5.1.8 Ensure all materials are replenished throughout the day
- The PIC should accompany the inspector during the inspection visit to provide necessary documents and information and to know the applicable instructions and suggestions.
- 5.2** Food Handlers Responsibilities
- 5.2.1 Staff must obtain occupational health card from Dubai Municipality clinic before joining the work.
 - 5.2.2 Staff must take basic food hygiene course through training companies approved by food control department
 - 5.2.3 Adequate and separate storage must be provided for storing personal belongings
- 5.3** Fridge Food Storage

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Hierarchy of Food Storage					
	Cooked Foods				
	Raw Ready-to-Eat Foods				
	Oysters / Fish				
	Raw Foods to be cooked Note: Raw foods are stored under refrigeration to prevent multiplication of bacteria, but must be stored correctly to avoid contamination				
	Poultry to be cooked Note: Raw foods are stored under refrigeration to prevent multiplication of bacteria, but must be stored correctly to avoid contamination				
5.4	<p>Required Environment Temperatures</p> <p>5.4.1 Ambient Room Temperature = 25 °C</p> <p>5.4.2 Humidity should be below = 60 °C</p> <p>5.4.3 Running water temperatures range between 30 – 40 °C</p> <p>5.4.4 Hot running water temperature = 40 °C</p> <p>5.4.5 Cold running water temperature = 20 °C</p> <p>5.4.6 Dry foods should be stored in a clean and dry place (not more than 30 °C) but not in rooms that are humid and warm</p> <p>5.4.7 If you do not have the facility to keep food above 60 °C, such food should be consumed within 2 hours after preparation</p> <p>5.4.8 Cooked food left at room temperature for more than 2 hours should be discarded</p>				
5.5	<p>Food Safety Critical Control Value Limits (CCVL)</p> <p>All BP must strictly adhere CCVL during the handling / storage /serving of food</p> <table border="1"> <tr> <td>100 °C = Boiling Point</td> </tr> <tr> <td>75 °C = Cooking Temperature</td> </tr> <tr> <td>60 °C = Cooking Temperature to kill bacteria</td> </tr> <tr> <td>Hot Foods (cooked rice / meat) should be held hot above 60 °C after cooking until consumption</td> </tr> </table>	100 °C = Boiling Point	75 °C = Cooking Temperature	60 °C = Cooking Temperature to kill bacteria	Hot Foods (cooked rice / meat) should be held hot above 60 °C after cooking until consumption
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Note: Most food poisoning bacteria starts to die at 60°C and above

50 °C = High Level Danger Zone

37 °C = Optimum Temperature for bacteria growth

20 °C = Lower Level Danger Zone

5 °C = Refrigeration / Cold Storage

Cold Food should be stored below 5 °C

1 – 4 °C = Chiller Temperatures

Cold foods such as milk, fresh juice, cold cut meat and any other chilled product cold below 5 °C

-18 °C = Freezer Temperatures

5.6 Lux Levels

5.6.1 Dry Food Storage = 110 Lux Levels

5.6.2 Storage lighting fresh produce / package area = 220 Lux Levels

5.6.3 Working Area = 550 Lux Levels

5.7 Laundered Catering Clothing / Work Material

Catering 'Clothing / Fabric' material should be laundered at 65 °C for a minimum cycle of 30 Minutes.

5.8 Temperature Requirements for Food Deliveries

Chilled foods = 5 °C

Frozen Foods = -18 °C

5.9 Shelf life of Cooking or Cooling

5.9.1 There is a 3-day shelf life of cooking / cooling of chilled stored food

5.9.2 Foods should be eaten within 2 hours after preparation

5.10 Reheating Food

5.10.1 To ensure safety and quality of foods, it is not allowed to reheat cooked foods more than one time. Foods that are reheated in microwaves should stirred frequently to ensure balanced distribution of heat. Reheating time should not be less than 2minutes.

5.10.2 Cooked foods that are cooled and stored at 5°C, can be reheated. Such foods should be served immediately. And should not be kept more than 2 hours at room temperature.

5.10.3 Reheating time should not exceed 1 hour. The internal temperature of reheated food should reach 75°C. Reheat food well by using appropriate container, the liquid food heats until boiling



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and solid food to 75°C for 30 second.

5.11 Frozen Foods

5.11.1 Frozen foods should be thawed quickly that will prevent the rapid growth of pathogenic and spoilage bacteria. When thawing high risk frozen foods, the warmest portion of the food shall not rise above 5°C and the food should be used within 48hours from the time of start of thawing. Frozen raw meat, poultry and fish may be thawed by:

5.11.1.1 Under refrigeration at air temperature of 10°C or less

5.11.1.2 Under cold running water3-Microwaves

5.11.1.3 The product temperature does not exceed 5°C.

5.11.2 If the raw food is not to be cooked/prepared immediately after thawing, it should be stored below 5°C. Such foods should be cooked within 72 hours from the time of the start of thawing.

Control measures for frozen food:

5.11.2.1 Frozen food must be stored at -18°C

5.11.2.2 Frozen food must not exceed the frozen food load line

5.11.2.3 The freezer must have air circulation

5.11.2.4 Hot food should not be placed in the freezer

5.11.2.5 Frozen food must be securely packaged

5.11.2.6 Frozen food should have a segregation / separation process

5.11.2.7 Frozen food should have a stock rotation procedure

5.11.2.8 Freezer should be clean & tidy

5.12 Left over foods

Left over foods are highly attractive for bacterial growth and therefore they should be stored carefully to prevent bacterial reproduction which may lead to food poisoning

Refrigerate foods within 2 hours or less after cooking.

5.13 Hazards in Food

5.13.1 Microbiological

5.13.2 Physical

5.13.3 Chemical

5.13.4 Allergic

5.13.1 Requirements for Bacteria to Multiply can be controlled to prevent or eliminate a food safety hazard to an acceptable limit

5.13.1.1 Moisture / Water

5.13.1.2 Nutrients

5.13.1.3 PH

5.13.1.4 Time

5.13.1.5 Oxygen

5.13.1.6 Heat



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	<p>5.13.1.2 Types of Microbiological Hazards</p> <p style="padding-left: 20px;">5.13.1.2.1 Microbiological- Pathogenic</p> <p style="padding-left: 20px;">5.13.1.2.2 Non Microbiological- Poison</p>
5.14	<p>How to Control Bacteria in Microbiological Hazards</p> <p style="padding-left: 20px;">5.14.1.1 Cooking at temperatures at least 75°C</p> <p style="padding-left: 20px;">5.14.1.2 Pasteurisation</p> <p style="padding-left: 20px;">5.14.1.3 Canning</p> <p style="padding-left: 20px;">5.14.1.4 Sterilisation</p> <p style="padding-left: 20px;">5.14.1.5 UHT (ultra-heat treated)</p> <p style="padding-left: 20px;">5.14.1.6 Chlorine (water) irradiation</p> <p style="padding-left: 20px;">5.14.1.7 U/V Light</p>
5.15	<p>How to control Microbiological Contamination Hazards</p> <p style="padding-left: 20px;">5.15.1 Purchase food from DM approved suppliers</p> <p style="padding-left: 20px;">5.15.2 Check delivery vehicles</p> <p style="padding-left: 20px;">5.15.3 Inspect food on arrival</p> <p style="padding-left: 20px;">5.15.4 Ensure immediate storage</p> <p style="padding-left: 20px;">5.15.5 Set up integrated pest management</p> <p style="padding-left: 20px;">5.15.6 Instill good personal hygiene</p> <p style="padding-left: 20px;">5.15.7 Have a visitor policy</p> <p style="padding-left: 20px;">5.15.8 Ensure training is adequate</p> <p style="padding-left: 20px;">5.15.9 Effective instruction and supervision</p> <p style="padding-left: 20px;">5.15.10 Good design of premises and equipment</p> <p style="padding-left: 20px;">5.15.11 Minimise handling</p> <p style="padding-left: 20px;">5.15.12 Segregate high-risk and raw food</p> <p style="padding-left: 20px;">5.15.13 Effective cooling and defrosting systems</p> <p style="padding-left: 20px;">5.15.14 Discard unfit food immediately</p> <p style="padding-left: 20px;">5.15.15 Cleaning Schedules / systematic cleaning</p>
5.16	<p>How to Control Chemical Hazards</p> <p style="padding-left: 20px;">5.16.1 Ensure you only have approved Dubai Municipality approved suppliers</p> <p style="padding-left: 20px;">5.16.2 Ensure you Train the Cleaners on the safe handling of chemicals</p> <p style="padding-left: 20px;">5.16.3 Segregation and Separation of chemicals from food</p> <p style="padding-left: 20px;">5.16.4 Never use unlabeled/unmarked chemicals</p> <p style="padding-left: 20px;">5.16.5 Ensure you have the correct dilution</p> <p style="padding-left: 20px;">5.16.6 Never clean near opened or above open food</p> <p style="padding-left: 20px;">5.16.7 Using approved food-grade chemicals</p>
5.17	<p>How to Control Allergic Hazards</p> <p style="padding-left: 20px;">5.17.1 Ensure you have good HACCP Practices</p>



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	<p>5.17.2 Avoid food contamination</p> <p>5.17.3 Separate / Segregate foods</p> <p>5.17.4 Separate / Segregate Utensils</p> <p>5.17.5 Food Colour Coding</p> <p>5.17.6 Ensure Labelling is clear and legible</p> <p>5.17.7 Ensure staff are trained</p>
5.18	<p>How to control Food Poisoning</p> <p>5.18.1 Break the Food Chain from food contamination to food ingestion</p> <p>5.18.2 Ensure all staff have good hygiene practices</p> <p>5.18.3 Ensure compliance with HACCP standards</p> <p>5.18.4 Remove the source of food contamination</p> <p>5.18.5 Eliminate the risk of food contamination at source</p> <p>5.18.6 Prevent multiplication of bacteria</p> <p>5.18.7 Destroy all bacteria</p> <p>5.18.8 Catering Linear process</p>
5.19	<p>Food Poisoning Incubation Period</p> <p>5.19.1 Food poisoning can incubate from a range of 1- 36 hours</p> <p>5.19.2 Common duration of food poisoning range between 1- 7 days</p>
5.20	<p>Role & Responsibility of PIC in the event of food poisoning</p> <p>5.20.1 Advise Dubai Municipality (DM) & DHCR HSE of any Food Poisoning event</p> <p>5.20.2 Immediately stop sales / release of any food</p> <p>5.20.3 Remove & isolate the contaminated food</p> <p>5.20.4 Isolate the contaminated food from staff and visitors</p> <p>5.20.5 Ensure specimens of the contaminated food are retained as evidence for DM</p> <p>5.20.6 Retain evidence of the food pathway history (suppliers / temperatures / handlers etc.)</p> <p>5.20.7 Manage customer complaints</p> <p>5.20.8 Records of all historical audits inspections</p> <p>5.20.9 Oversee the deep clean disinfectant program</p>
5.21	<p>Food Handlers Requirements</p> <p>High standards of personal hygiene should be maintained in all food establishments to ensure that those who come into contact with food are not likely to contaminate food by: maintaining an appropriate degree of personal cleanliness; behaving and operating in an appropriate manner. All food handlers must adhere to the following:</p> <p>5.21.1 Food handlers should undergo medical fitness tests conducted by the concerned government authority and retain relevant occupational health cards</p> <p>5.21.2 Ensure they are trained and adhere to strict personal hygiene procedures</p>

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- 5.21.3 Trained and adhered to the procedures to avoid work if ill
- 5.21.4 All food handlers should be in good health, have good eyesight and be able to read, especially if they are responsible for checking thermometers, instructions on labels, date coding etc.
- 5.21.5 All staff engaged in food handling must be free from any symptoms of illnesses or communicable diseases such as diarrhea, vomiting, fever, sore throat, abdominal pain and jaundice, not be carriers of food-borne diseases e.g. typhoid/paratyphoid, cholera, hepatitis type A; and not be suffering from discharging wounds or sores on any exposed part of their bodies, or from discharge from their ears, eyes or noses.
- 5.21.6 A food handler should be instructed in writing to report to the PIC if they are suffering from a communicable disease in the following situations:
- 5.21.6.1 They have any symptoms associated with an acute gastro-intestinal illness, such as diarrhea, fever, vomiting.
- 5.21.6.2 They are suspected of causing or being exposed to a confirmed communicable disease Outbreak.
- 5.21.6.3 They live in the same household as a person who is diagnosed with a communicable Disease.
- 5.21.7 PIC Responsibility
- If a food handler is suffering from an illness or communicable disease, the PIC is responsible for ensuring appropriate action is taken. This may include excluding the individual from activities that involve the handling of food or food contact surfaces, food utensils and equipment, or authorising the individual's absence from the work place. When returning to work after medical leave or illness, food handlers should have written clearance from the treating physician, particularly in the case of diagnosed, reportable communicable diseases. Food handlers suffering from any food borne illness should not return to work until 48 hours after the disease symptoms have completely cleared and they have finished using any medication
- 5.21.8 Food Handlers Injuries
- Food handlers with open infected lesions, cuts, wounds on their bodies must not be allowed to handle food or to come into contact with food utensils, equipment and food contact surfaces. Food handlers with clean cuts / wounds can work if the cuts are completely protected by brightly coloured, waterproof dressings that can be spotted easily if fallen in to the food.
- 5.21.9 Food Handlers Personal Hygiene Practices
- Food handlers should maintain high levels of personal hygiene at all times, and follow the attached criteria
- 5.21.9.1 Food preparation or storage area, hair should be covered with a clean hat or hair net.
Where required, beards should be completely covered with beard nets.
- 5.21.9.2 Should not wear watches, or jewelry

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	<p>5.21.9.3 Only clean and preferably light coloured outer clothing or protective overalls should be worn</p> <p>5.21.9.4 If clothing becomes soiled it should be changed or cleaned as necessary</p> <p>5.21.10 Food Handlers when to wash their hands</p> <p>5.21.10.1 Before commencing work</p> <p>5.21.10.2 Before handling food</p> <p>5.21.10.3 After visiting the toilet</p> <p>5.21.10.4 After putting on or changing a wound dressing</p> <p>5.21.10.5 After dealing with an ill colleague or customer</p> <p>5.21.10.6 After coming into contact with pests or their faeces</p> <p>5.21.10.7 After handling contaminated raw foods of animal or plant origin</p> <p>5.21.10.8 After handling soiled equipment or utensils</p> <p>5.21.10.9 After coughing, sneezing, smoking, eating, drinking or blowing nose</p> <p>5.21.10.10 After handling animals or waste</p> <p>5.21.10.11 After engaging in any activities that may contaminate hands (e.g. handling money)</p> <p>5.21.10.12 After returning from a break</p>
5.22	<p>PPE – Personal Protective Equipment</p> <p>Food handlers should have at least 4 sets of uniforms to ensure that they can change to clean uniforms when necessary.</p>
5.23	<p>Requirements for Hand Wash Station</p> <p>At least one hand wash station shall be provided in each food preparation area. Additional hand wash stations may be required depending on the type and extent of activity.</p> <p>5.23.1 The Hand wash station must be clean at all times</p> <p>5.23.2 Hand wash station should not be used to wash / handle food</p> <p>5.23.3 There should be non-hand operated taps</p> <p>5.23.4 Running water must have a temperature range from 30 – 40 °C (not too hot not too cold)</p> <p>5.23.5 Single-use liquid soap dispensers must be provided at all times</p> <p>5.23.6 Paper towels must be provided at all times</p> <p>5.23.7 Waste bins should be provided</p> <p>5.23.8 Be located to allow convenient access and use by food handlers and other workers</p> <p>5.23.9 Be easily cleanable, and maintained in a clean and sanitary condition</p> <p>5.23.10 Clear signboards and not be used for purposes other than hand washing</p>
5.24	<p>Welfare: Toilet Facilities and Dressing Areas</p> <p>5.24.1 Adequate, suitable and conveniently located toilets should be provided for food handlers. The following criteria should be considered:</p> <p>5.24.1.1 Toilets should be conveniently located and accessible to workers during all hours of</p>

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	<p>operation.</p> <p>5.24.1.2 Toilets should be completely enclosed and provided with a tight-fitting and self-closing door.</p> <p>5.24.1.3 Toilets should be equipped with a hand wash station; including a liquid soap and paper towel dispenser; have handwashing sign prominently displayed.</p> <p>5.24.1.4 Toilets should be easily cleanable, well ventilated, and well lit.</p> <p>5.24.1.5 Toilets should not open directly into a food area where food or packaging material is stored, handled or packed.</p> <p>5.24.1.6 Toilets should be separated with a double door and ventilated space.</p> <p>5.24.2 Toilet rooms for the public, if provided, should be completely enclosed and separated from the food preparation and storage areas.</p> <p>5.24.3 Dressing and changing areas should be provided if workers routinely change their clothes in the food premises. Dressing and changing areas should be: easily cleanable; well ventilated and well lit; provided with lockers or other suitable facilities for the storage of workers' possessions and uniforms; separate for male and female employees.</p>
5.25	<p>PIC Role for Adherence of Hand Washing/ Hygiene Standards</p> <p>5.25.1 Ensure all staff are trained on hand hygiene</p> <p>5.25.2 PIC must lead by example</p> <p>5.25.3 Ensure liquid soap and towels are provided</p> <p>5.25.4 Monitor visual checks for adherence to hand hygiene</p> <p>5.25.5 Provide regular swabbing checks of compliance</p>
5.26	<p>PIC Required Opening & Closing Checks</p>



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Opening Checks

- Temperatures checks of Equipment & Chillers
- Fitness of Staff / suitability of clothing & PPE
- Review the PPM Program
- Facility Hygiene Standards
- Review of cleaning and condition of work surfaces & materials
- Review the Catering hygiene set up
- Monitor Pest / hazards

Closing Checks

- Ensure no food is left out
- Review Life cycle of food
- Ensure facility is thoroughly cleaned
- Remove all dirty clothes
- Waste Removed
- Windows closed
- All electrical equipment is powered off
- All records are retained

- 5.27 5.27.1 Cleaning Procedures
- Food establishments should have adequate facilities to enable effective cleaning activities. There should be separate cleaning rooms with proper segregation between cleaned and unclean equipment such that cross-contamination is prevented.
- 5.27.2 BP should follow 6 x Stages of Cleaning:
- 5.27.2.1 Step 1 – Pre Clean- remove dirt & grease
- 5.27.2.2 Step 2 – Main Clean- Use Detergent & hot water should be at 82 °C for 30 Seconds
- 5.27.2.3 Step 3 – Rinse the area
- 5.27.2.4 Step 4 - Sanitising the area using Disinfectant
- 5.27.2.5 Step 5 – Final Rinse the area
- 5.27.2.6 Step 6 – Air Dry
- 5.27.3 BP should follow 4 x Stages of Cleaning for any work surface which is used for both raw and ready-to-eat foods which must be cleaned and sanitized.
- 5.27.3.1 Step 1 – Pre-Clean
- 5.27.3.2 Step 2 – Sanitise
- 5.27.3.3 Step 3 – Rinse
- 5.27.3.4 Step 4 – Air Dry
- 5.27.4 To meet the cleaning requirements every food establishment should have sufficient and suitable cleaning materials, equipment and facilities. The service sink or curbed cleaning facility, equipped with a floor drain, should be conveniently located for the cleaning of mops or similar wet floor cleaning tools, and for the disposal of mop water and similar liquid waste. Such facilities should be

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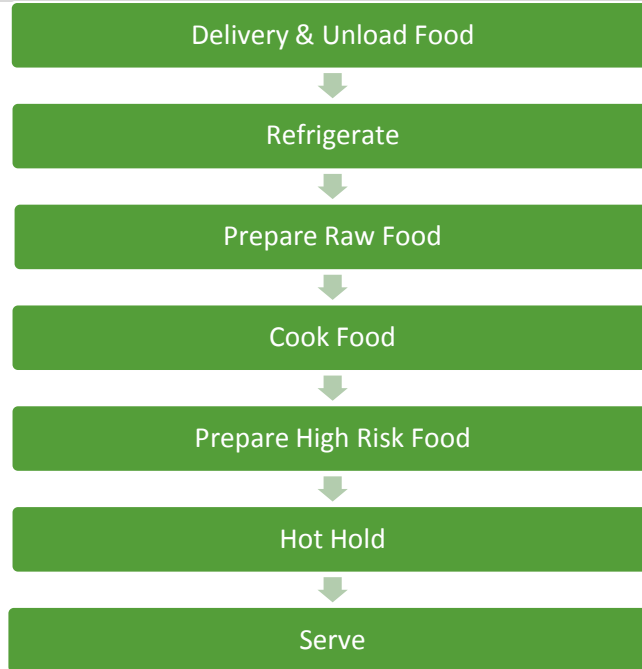
	located away from food handling areas. Adequate storage facilities should be provided as necessary stored away from food handling areas to store brooms, mops, pails, and cleaning compounds when not in use. Toilets should not be used for storing cleaning materials or equipment.
5.28	<p>What should be recorded in the Cleaning Schedule</p> <p>5.28.1 Surface – What/How/When and Time area was being cleaned</p> <p>5.28.2 Who – Staff must have the PPE/ Safety Procedures for the work activity</p> <p>5.28.3 Chemical – Type / Dilution/ Time & Storage of chemicals</p>
5.29	<p>How to ensure the effectiveness of disinfectant cleaning, can be determined by bacterial monitoring with the application of a swab test and not be visual inspection.</p> <p>Types of Disinfection Process:</p> <p>5.29.1 Hot Water</p> <p>5.29.2 Steam</p> <p>5.29.3 Dishwasher</p> <p>5.29.4 Chemicals</p> <p>5.29.5 Bleach</p>
5.30	<p>BP should have an Environment pest control program</p> <p>5.30.1 Food premises should be kept free of pests like rodents, insects, birds and animals. Food premises and surrounding areas should be inspected regularly to look for signs of pest infestation. Whenever pests are detected, control actions should be taken promptly to rectify the situation. Pest control activities must be done by specialist licensed pest control agencies that can carry out pest inspection and subsequent control work.</p> <p>5.30.2 To avoid pest infestation in the premises, it is necessary to maintain food establishment at high standards of hygiene and immediately fix any structural defects. Proofing measures should be adopted to block the entry of pests. Foods should be properly protected and waste disposed of to remove their food source.</p> <p>5.30.2.1 Ensure a good housekeeping program</p> <p>5.30.2.2 Establish building controls to prevent pest access</p> <p>5.30.2.3 Provide Physical controls with the use of U/V Fly killers / cockroach monitoring traps / Rodent Traps / Hormone Traps / Sticky Flypapers</p> <p>5.30.2.4 Application of Chemical control</p> <p>5.30.3 Role of PIC with Pest Program</p> <p>The PIC should ensure there is a proactive pest management program, carry out inspections, advise and guide staff, monitor deliveries and ensure contractors don't contaminate food, monitor effectiveness of the cleaning program.</p>
5.31	BP must have a Grease Trap Program

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	Grease traps should, whenever possible, be located outside the premise. Grease traps should be of a suitable type and be regularly inspected. The greasy waste should be promptly removed and the adjoining floor surfaces should be cleaned thoroughly afterwards.
5.32	<p>BP Compliance with F&B Facilities Requirements</p> <p>5.32.1 DM approved Pest Contractors Control Program (Pest Control Contract, DM Approved)</p> <p>5.32.2 DM approved Grease Trap Control Program (Grease trap should not be fixed in the kitchen)</p> <p>5.32.3 Ensure adequate lighting / ventilation / temperatures</p> <p>5.32.4 Ensure Insect Trap Control Program (Provide insect killers), Windows and doors shall be tightly closed to prevent the entry of insects and rodents</p> <p>5.32.5 Floors, walls and ceiling, shall to be washable easy to clean, nonabsorbent, fire proof, light colored, smooth, and nontoxic and with no cracks. Floor properly sloped to facilitate draining. All joints between the walls and the floors, between the walls and the ceilings should be tightly closed and concave to facilitate cleaning</p> <p>5.32.6 Lights must be covered with plastic cover</p> <p>5.32.7 Facility in a good repair and condition</p> <p>5.32.8 Permit cleaning & disinfection</p>
5.33	<p>Pre requisite for a HACCP Program</p> <p>5.33.1 BP Management commitment to HACCP Program</p> <p>5.33.2 Ensure DM approved suppliers / contractors</p> <p>5.33.3 Ensure F&B good work place Linear Design</p> <p>5.33.4 Ensure equipment calibration with supporting evidence</p> <p>5.33.5 All equipment must have a Planned Preventative Maintenance Program</p> <p>5.33.6 Ensure robust hygiene procedures, supported with evidence</p> <p>5.33.7 Robust program of stock rotation</p> <p>5.33.8 Effective cleaning detergent / disinfection</p> <p>5.33.9 Robust pest management program</p> <p>5.33.10 Robust evidence of effective cleaning program</p> <p>5.33.11 Evidence of robust waste management program</p> <p>5.33.12 Labelling / Segregation / Separation of Food Hazards</p> <p>5.33.13 Business Continuity Plan</p>
5.34	BP should ensure operational Linear Work Flow Process



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- 5.35 Recommended standards for food equipment
- 5.35.1 Equipment should be well designed
 - 5.35.2 Equipment should be accessible and easy to clean
 - 5.35.3 Equipment should be smooth / waterproof / heard wearing
 - 5.35.4 Softwood should not be used in a catering facility
 - 5.35.5 Equipment should not have any crevices / recesses
 - 5.35.6 Equipment should be constructed so that it is non- toxic / non-flaking / non-tainted / corrosion resistant
- 5.36 BP should ensure they retain the following documents for inspection:
- 5.36.1 Inspection booklet
 - 5.36.2 Copy of the trade license
 - 5.36.3 The layout of the establishment which is approved by the Food Control Department (whenever is required)
 - 5.36.4 Occupational health cards for the food handlers (issued by DM)
 - 5.36.5 Training certificates of the food handlers (approved by DM)
PIC certificate
 - 5.36.6 Pest control contract (with a company which is approved by DM)
 - 5.36.7 List of major suppliers
 - 5.36.8 Temperature control records (for equipment and food)
 - 5.36.9 Programs of cleaning, maintenance and calibration and record keeping
 - 5.36.10 Employee sickness report and sick leave book
 - 5.36.11 Copy of permits of food transportation vehicles (if any)
 - 5.36.12 Copies of food transportations' vehicles' permits (if any)



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	5.36.13 Any other relevant document/permits
	5.36.14 Getting acquainted with the inspection results
5.37	<p>Waste Procedures</p> <p>All waste should be stored in garbage storage rooms and containers should be emptied, cleaned and disinfected as often as necessary. Solid waste containers/receptacles located outside the premises should be:</p> <p>5.37.1 Equipped with covers and closed when not in use</p> <p>5.37.2 Maintained in a manner that does not attract pests</p> <p>5.37.3 Located away for the entrance of the food establishment</p> <p>5.37.4 Preferably stored in a pest proof structure</p>
5.38	<p>Incident Reporting</p> <p>Fill out the incident report form for any Food Safety issue that results in food poisoning, staff / visitor harm and send to DHCR HSE Department, by way of notification.</p>
5.39	<p>Customer Complaint Handling</p> <p>All F&B Business Partners should have a customer complaint handling system that gives guidance on how to respond, investigate and take preventive action when there is a food related complaint. All food related complaints which include product related complaints and complaints pertaining to suspected foodborne illnesses should be logged in the complaints record. Complaints must be investigated promptly and efficiently, and the details of investigation and corrective action must be retained for a period of at least one year.</p> <p>5.39.1 Food establishment operator must contact the Food Control Department immediately if:</p> <p style="padding-left: 20px;">5.39.1.1 An outbreak of foodborne disease is suspected</p> <p style="padding-left: 20px;">5.39.1.2 If the complainant is injured or critically ill</p>
5.40	<p>Enforcement</p> <p>It is the responsibility of the Business Partners to ensure compliance with the DHCR Food Safety Procedure</p>

6- Communication: (Check all that apply)

<input checked="" type="checkbox"/>	Announcement
<input type="checkbox"/>	Awareness
<input checked="" type="checkbox"/>	Training
<input type="checkbox"/>	Other specify

7- Definitions:

Occupational	Bactericide:	A substance which destroys bacteria
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Health & Safety Food Safety Definitions	<p>Biodegradable:</p> <p>Carriers:</p> <p>Causative Agent:</p> <p>Cleaning:</p> <p>Container:</p> <p>Contaminated:</p> <p>Control Measures:</p> <p>Corrective Action:</p> <p>Critical Control Point (CCP)</p> <p>Cross-Contamination:</p> <p>Detergent:</p> <p>Disinfectant:</p> <p>FEFO:</p> <p>Food:</p> <p>Food Handler:</p> <p>Food Hygiene:</p>	<p>A substance capable of being broken down by bacteria or other living organisms</p> <p>People who show no symptoms but excrete food poisoning organisms or carry them on their bodies</p> <p>The bacteria, toxin or poison that contaminates the food and causes illness</p> <p>The process of removing soil, food residues, dirt, grease and other objectionable matter.</p> <p>Means any portable device in which a medical waste is stored, transported, disposed or otherwise handled</p> <p>Means soiled or made inferior or potentially infectious through physical contact or mixture with medical waste</p> <p>An action or activity that can be used to prevent, eliminate, or reduce a hazard to an acceptable level.</p> <p>An Action to be taken when the results of monitoring at the CCP indicate a loss of control.</p> <p>A step where control is essential to prevent a food safety hazard</p> <p>The transfer of bacteria from a contaminated source, Usually raw food, to ready-to-eat food</p> <p>A chemical used to removed dirt, grease and food particles, does not kill bacteria</p> <p>The reduction of microbial load, by means of hygienic chemical or physical agents, to a level that will not compromise food stability or lead to harmful contamination of food</p> <p>First Expiry Date First Out</p> <p>Any substance or product intended to be or reasonably expected to be ingested by people. This includes beverages and drinks (except alcohol), chewing gum and any substance including water.</p> <p>Any person handling food directly or indirectly in a food establishment, whether packaged or unpackaged food, food equipment and utensils or food contact surfaces.</p> <p>The measures and conditions necessary to control hazards and to ensure food is fit for human consumption i.e. safe to eat</p>
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Food Poisoning:	Any disease of an infectious or toxic nature caused by or thought to be caused by the consumption of food or water
Food Safety Hazard:	Something with the potential to cause harm
Food Vehicle:	The food consumed that contained the causative agent
Hazard:	A biological, chemical or physical agent in, or condition of, food with the potential to cause an adverse effect.
Hazard analysis:	The process of collecting and evaluating information on hazards and conditions leading to their presence to decide which are significant for food safety and therefore should be addressed in the HACCP plan.
HACCP (Hazard Analysis and Critical Control Point):	A preventive system of food safety management that identifies, evaluates, and controls hazards which are significant to food safety based on product design, hazard analysis and process control.
High-Risk Foods:	<p>High-risk foods are foods which will support the growth of food poisoning bacteria or the formation of toxins AND which are ready to eat.</p> <p>Foods such as:</p> <ul style="list-style-type: none"> ready to eat foods such as sandwiches, pizzas, hot meals; cooked products containing meat, fish, cheese etc.; cooked products that are reheated and served pies, readymade meals, etc.; smoked or cured meats and fish; raw ready to eat foods -e.g. Oysters, Kebneyah, Sushi; dairy based desserts; ripened soft or moulded cheese – e.g. Brie, Danish Blue, etc.; prepared vegetable salads including those containing foods labelled/described as needing to be kept at a specific temperature;
Incubation Period:	The time between consuming the contaminated food and the first signs of illness
Pathogen:	A disease- causing organism
PIC:	Person in Charge
Person in Charge:	A person directly responsible for the food related operations in the food establishment and has direct authority, control or

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Pests:	<p>supervision over employees who engage in the storage, preparation, display, or service of foods.</p> <p>The term pest in this document refers to any undesirable animal or insects including, but not limited to, birds, rodents, flies, larvae etc. that live in or on our food and are objectionable or a nuisance.</p>
PPE:	<p>Personal Protective Equipment PPE means all equipment designed to be worn or held by an employee for protection against one or more hazards likely to endanger the employee's safety and health at work;</p>
PRP:	<p>Prerequisite Program: The good hygiene practices a business must have in place before implementing HACCP</p>
Raw Animal Foods:	<p>Raw foods of animal origin such as meat, poultry products, fish, shellfish etc. that are likely to be contaminated with pathogenic or spoilage microorganisms. They are usually stored chilled or frozen to minimise spoilage.</p>
Raw Food:	<p>Food that is neither cooked nor heat processed.</p>
Ready-to-Eat Foods:	<p>Any food for consumption without further treatment or processing. Examples of ready-to-eat food items may include: sliced cooked meats, cooked meat products and preparations, cooked/roast chickens, sandwiches and filled rolls, dairy products such as milk and cheese, fruits, pre-washed/topped and tailed vegetables, prepared vegetable salads, whole salad items such as tomatoes or cucumbers, open and canned ready-to-eat fish and fish products such as salmon, tuna or sardines, shellfish, preserves and jams, condiments, bread, confectionery and biscuits.</p>
Safe (Critical) Limit:	<p>A proven limit that ensures food can be eaten safely</p>
Safe Food:	<p>Food that is free of contaminants and will not cause harm, injury or illness</p>
Sanitiser:	<p>A combined detergent and disinfectant</p>
Shelf-life:	<p>The period during which a food product maintains its microbiological safety and suitability at a specified storage temperature and where appropriate, specified storage and handling conditions.</p>



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Sources:	The point from which the causative agent first entered the food chain or what brought the causative agent to the food premises
Sterilising:	The process of destroying all micro-organisms and their spores

8- Reference:

8.1	Dubai Municipality, Food Control Department, Food Studies & Planning Section, 2015
8.2	DHCA Governing Regulation No. 1 of 2013.
8.3	DHCR HSE Incident Reporting Policy
8.4	DHCR HSE Risk Assessment Policy
8.5	Food Code 2003
8.6	Local Order No. 11/2003



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Revision History

S No:	Summary	Amend Type*	Page	Issue No.	Issue Date
1.	Formatted and Technical Review Completed	Modify	all	1	31/5/2018
2.					
3.					
4.					
5.					
6.					

* Amend Type: New- Add – Modify – Cancel