

IndiaGHP Certification Scheme

Certification Criteria



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**INDIA GHP CERTIFICATION SCHEME
CERTIFICATION CRITERIA**

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IndiaGHP CERTIFICATION SCHEME

Certification Criteria

1. This document describes the requirements against which certification can be obtained under the IndiaGHP Certification Scheme.
2. IndiaGHP Certification Criteria comprises of ;
 - i) IndiaGHP – Standard based on Codex General Principle of Food Hygiene (Annex-A)

Note : When primary production is covered under the scope of GHP certification, the requirements of QCI/INDGAP, as applicable, would apply. Independent certification as per QCI/INDGAP is not a part of this Voluntary Certification Scheme for Food Safety.

- ii) the domestic regulatory requirements

OR

Compliance to regulatory requirements of foreign countries where the organizations seeking IndiaGHP certification are located, provided they are more stringent than the domestic regulatory requirements mentioned above.

Note:

Domestic Regulatory requirements means ;

- **Food Safety and Standards Authority of India** in Schedule 4 General Hygienic and Sanitary practices to be followed by Food Business operators under the Food safety and Standards (Licensing and Registration of Food businesses) Regulation, 2011 ;
- Other regulatory requirements as applicable for food hygiene to the specific part of the food chain sector.

INDIAGHP STANDARD

INTRODUCTION

India GHP– Standard describes the requirements against which certification as per India GHP can be obtained under the IndiaGHP Certification Scheme for Food Safety operated by Quality Council of India (QCI). The objective is to define Good Hygienic Practice (GHP) requirements that any food business needs to implement for the production of safe and suitable food.

IndiaGHP Standard is based on the Recommended International Code of Practice: General Principles of Food Hygiene (CAC/RCP 1 – 1969 as amended) and A Regional Guidance on Criteria for Good Manufacturing Practices / Hazard Analysis and Critical Control points (GMP/HACCP) for Asian Countries (FAO RAP Publication 2014/21) .

The document is not a substitute for food regulations and licensing requirements. It is the responsibility of the food operators to ensure compliance with the applicable national regulations. This document may also be used for the purpose of internal and/or external inspection or evaluation of compliance with these requirements by governments or any others.

SECTION 1 – SCOPE AND USE

This part of the document specifies the basic GHP for the production of safe and suitable food. The requirements as given in this part apply to the entire food chain. The document has specified requirements where compliance with the Standard is essential and obligatory and in such cases the word “shall” is used. In addition, certain recommended good practices for which different means of implementation could be adopted and practices where recorded evidence of compliance may not always be required but may be preferred have also been identified and in such cases the word “should” is used.

The text uses phrases “where necessary” and “where appropriate”. This means that, although the requirement is generally appropriate and reasonable, there will nevertheless be some situations where it is neither necessary nor appropriate on the grounds of food safety and suitability.

This **part of the document is applicable to all** Organizations within the food chain range from feed producers through food manufacturers, transport and storage operators and subcontractors to retail and food service outlets together with inter-related organizations such as producers of equipment, packaging material, cleaning agents, additives and ingredients.

Note: For the retail sector a separate guidance titled “Guidance on hygiene and safety in the food retail sector” published by FAO (RAP Publication 2014/06) can be referred to.

SECTION 2 – DEFINITIONS

For the purpose of this document, the following expressions have the meaning stated:

Cleaning – the removal of soil, food residue, dirt, grease or other objectionable matter.

Contaminant – any biological or chemical agent, foreign matter, or other substances not intentionally added to food which may compromise food safety or suitability.

Contamination – the introduction or occurrence of a contaminant in food or the food environment.

Disinfection – the reduction, by means of chemical agents and/or physical methods, of the number of micro-organisms in the environment, to a level that does not compromise food safety or suitability.

Establishment – any building or area in which food is handled and the surroundings are under the control of the same management.

Food hygiene – all conditions and measures necessary to ensure the safety and suitability of food at all stages of the food chain.

Hazard – a biological, chemical or physical agent in, or a condition of, food with the potential to cause an adverse health effect.

HACCP – a system which identifies, evaluates, and controls hazards which are significant for food safety.

Food handler – any person who directly handles packaged or unpackaged food, food equipment and utensils, or food contact surfaces and is therefore expected to comply with food hygiene requirements.

Food safety – assurance that food will not cause harm to the consumer when it is prepared and/or eaten according to its intended use.

Food suitability – assurance that food is acceptable for human consumption according to its intended use.

Primary production – those steps in the food chain up to and including, for example, harvesting, slaughtering, milking, fishing.

Traceability – ability to follow the movement of the food through specified stage/s of production, processing and distribution.

Good Hygienic Practices (GHP)– are hygienic and manufacturing practices that provide basic environmental and operating conditions for production of safe and suitable food and are a prerequisite to a successful implementation of HACCP.

SECTION 3 – PRIMARY PRODUCTION

3.1 Requirements for primary production prescribed in QCI/INDGAP, as applicable, would apply.

SECTION 4 - ESTABLISHMENT DESIGN AND FACILITIES

4.1 Location

4.1.1 Establishments

Potential sources of contamination should be considered when deciding where to locate food establishments, as well as the effectiveness of any reasonable measures that might be taken to protect food.

Establishments shall be located away from:

- environmentally polluted areas and industrial activities that pose a serious threat of contaminating food;
- areas subject to flooding or stagnating waters unless sufficient safeguards are provided;
- areas prone to infestations of pests; and
- areas where wastes, either solid or liquid, cannot be removed effectively.

Where buildings are surrounded by grassed or planted areas, a clear space should be provided between grassed planted areas and the main building. Such grassed/planted areas shall be regularly tended and well-maintained.

External pathways and roads surrounding the establishment shall be suitably surfaced and maintained in good repair to avoid contamination of the product.

4.2 Premises and rooms

4.2.1 Design and layout

4.2.1.1 External design

The external design, layout and construction shall be such that it does not compromise food safety requirements (e.g. bird nesting, sealing gaps around pipes, ingress of water and other contaminants).

4.2.1.2 Internal design

The internal design and layout of food establishments shall be such as to permit good food hygiene and manufacturing practices, including protection against cross-contamination between and during operations by foodstuffs. In particular the following conditions shall be satisfied:

- Basic infrastructure appropriate to the operations shall be in place. Flow shall be so designed that there is no criss-cross movement of men and material. Entry and exit points for material and personnel shall as far as possible, be separate. Food flow shall be in one direction, as far as possible. When designing, it shall be ensured that storage areas are clearly demarcated so that passage ways and processing areas are not used for regular storage purposes.
- Adequate space shall be provided for various activities such as raw material receipt and storage, processing, final product storage, changing facilities for personnel, foot bath facilities as appropriate to the industry, separate eating area that is located away from the process area, toilets/ washrooms which do not open directly into the processing/ packing/ storage areas.
- There shall be adequate separation between storage areas (raw material, packaging material and finished goods), processing area, packing area, utility area etc.
- There shall be provision of appropriate loading and unloading points that facilitate movement of material and the same, where provided for, shall be suitably covered to provide adequate protection from pests, rain, etc.
- All requisite “No Objection Certificates (NOC)” or similar permits/ certificates from various authorities as required, shall be obtained during the design stage.

4.2.2 Internal structures and fittings

Structures within food establishments shall be soundly built of durable materials and be easy to maintain, clean and where appropriate, able to be disinfected. In particular the following specific conditions shall be satisfied where necessary to protect the safety and suitability of food:

- the surfaces of walls, partitions and floors shall be made of impervious materials with no toxic effect in intended use and easy to clean;
- walls and partitions shall have a smooth surface up to a height appropriate to the operation, wall paint shall not be flaking off and there shall be no crevices and not be damaged to harbour pests;
- floors shall be constructed to allow adequate drainage and cleaning and the junctions with walls shall be such that they are cleanable , e.g. coved (without sharp angles);
- ceilings including false ceiling and overhead fixtures shall be constructed and finished to minimize the build-up of dirt and condensation, and the shedding of particles, they shall be constructed so as to be gap free and water resistant and it is recommended to avoid asbestos for ceilings;
- windows and ventilators shall be easy to clean, be constructed to minimize the build-up of dirt and where necessary, be fitted with removable and cleanable insect-proof screens/ louvers; mesh on windows (ventilator) shall not be cut/ damaged to avoid pest entry and, where necessary, windows should be fixed; window glasses shall be protected to ensure that food is not contaminated by breakages;
- doors shall have smooth, non-absorbent surfaces, and be easy to clean and, where necessary, disinfect; entry/exit points should be suitably fitted with measures such as strip PVC /air curtains/ wire mesh doors / doors with self-closing devices etc. to ensure dust, insects, birds and animals are kept out;
- drains shall be designed and constructed in a way to protect the entry of pests, rodents, etc; and
- working surfaces that come into direct contact with food shall be in sound condition (free from cracks, crevices, open seams, etc.), durable and easy to clean, maintain and disinfect; they shall be made of smooth (such as free from sharp internal angles or corners, protruding rivets, nuts and bolts, etc.) non-absorbent materials, and inert to the food, to detergents and disinfectants under normal operating conditions; the material of the contact surface shall not release hazards making food unsafe.

4.2.3 Temporary/mobile premises and vending machines

Premises and structures covered here include market stalls, mobile sales and street vending vehicles, and temporary premises in which food is handled such as tents and marquees. All requirements of design, operations and hygiene as applicable to other facilities shall apply to such premises and structures with a view to ensuring safety and suitability of food. In applying these specific conditions and requirements, any hazards associated with such facilities affecting the safety and suitability of food shall be adequately controlled.

4.3 Equipment

4.3.1 Location

Equipment shall be located so that it:

- permits adequate maintenance and cleaning;
- functions in accordance with its intended use; and
- facilitates good hygienic practices, including monitoring, if required.

4.3.2 General requirements

Equipment and containers (other than once-only use containers and packaging) coming into contact with food shall be designed and constructed to ensure that they can be adequately cleaned, disinfected where necessary, and maintained to avoid the contamination of food.

Equipment and containers shall be made of materials that are impervious, non-reactive and with no toxic effect in intended use and do not pass on colours, odours or taste to food.

Where necessary, equipment should be durable and movable or capable of being disassembled to allow for maintenance, cleaning, disinfection, monitoring and, for example, to facilitate inspection for pests.

Non-food contact surfaces of the equipment should be free from unnecessary projections and crevices and designed and constructed to allow easy cleaning and maintenance.

4.3.3 Specific requirements

4.3.3.1 Food control and monitoring equipment – equipment used to cook, heat treat, cool, store or freeze food shall be designed to achieve the required food temperatures as rapidly as necessary for food safety and suitability, and maintain them effectively. Such equipment shall also be designed to allow temperatures to be monitored and controlled. Where necessary, such equipment should have effective means of controlling and monitoring humidity, air-flow and any other characteristic likely to have a detrimental effect on the safety or suitability of food.

4.3.3.2 Calibration of equipment – the monitoring and measuring devices (including inspection and testing equipment) shall be periodically calibrated and records maintained. The frequency of calibration should be based on the type of equipment, criticality of the measurement, location and extent of usage.

4.3.4 Containers for waste and inedible substances

Containers for waste, by-products and inedible or dangerous substances, shall be specifically identifiable, suitably constructed and, where appropriate, made of impervious material. Containers used to hold dangerous substances shall be identified and, where appropriate, be lockable to prevent malicious or accidental contamination of food. Access shall be restricted to authorized personnel.

4.4 Facilities

4.4.1 Water supply

An adequate supply of potable water (as per specifications of domestic regulations) with appropriate facilities for its storage, distribution and temperature or any other controls, shall be available whenever necessary to ensure the safety and suitability

of food. In case water is stored in tanks, these shall be such that they prevent contamination of water. They shall be suitably covered to prevent access by animals, birds, pests and other extraneous matters. The water pipes shall be made of material that is nontoxic, corrosion resistant, free from cracks, impervious and shall be sealed.

Non-potable water (for use in, for example, fire control, steam production, refrigeration and other similar purposes where it would not contaminate food), shall have a separate system. Non-potable water systems shall be identified and shall not connect with, or allow reflux into, potable water systems.

4.4.2 Drainage and waste disposal

Adequate drainage and waste disposal systems and facilities shall be provided. They shall be designed and constructed so that the risk of contaminating food or the potable water supply is avoided.

The disposal of sewage and effluents shall be in conformity with the requirements of the pollution control authority of the country (including effluent treatment plant (ETP), rendering plant, etc. as applicable).

No manhole shall be situated inside any food processing area. Rainwater pipes, if inside, shall be constructed of impervious rust-proofing materials. These shall not open in the food processing area.

Drains, if any, in the processing area shall be made of impervious rust proofing material and shall be covered. These shall have adequate trapping devices to avoid the entry of pests. Drains shall allow for effective cleaning as relevant (such as fat trap, pressure cleaning). They shall not allow any stagnation or backflow of water.

4.4.3 Cleaning

Adequate facilities, suitably designated, shall be provided for cleaning food, utensils and equipment. Such facilities should have an adequate supply of hot and cold potable water where appropriate.

4.4.4 Personnel hygiene facilities and toilets

Personnel hygiene facilities shall be available to ensure that an appropriate degree of personal hygiene can be maintained and to avoid contaminating food. Where appropriate, facilities should include:

- adequate means of hygienically washing and drying hands, including wash basins and a supply of adequate (hot/ cold or suitably temperature controlled) water of potable quality; taps should be non-hand operated, and the hand wash basins/ sanitizers should be situated at the entrance to process areas and /or where required;
- lavatories of appropriate hygienic design at suitable locations with adequate natural or mechanical ventilation and natural or artificial lighting; and
- adequate changing facilities for personnel, as appropriate to the operations.

Hygienic design and cleanliness shall be monitored and the results of the monitoring shall be maintained.

Such facilities shall be suitably located and designated.

4.4.5 Temperature control

Depending on the nature of the food operations undertaken, adequate facilities shall be available for heating, cooling, chilling, cooking, refrigerating and freezing food, for storing refrigerated or frozen foods, monitoring food temperatures, and when necessary, controlling ambient temperatures to ensure the safety and suitability of food.

4.4.6 Air quality and ventilation

Adequate natural or mechanical ventilation shall be provided, in particular to:

- minimize airborne contamination of food, for example, from aerosols and condensation droplets;
- control ambient temperatures;
- control odours which might affect the suitability of food; and
- control humidity, where necessary, to ensure the safety and suitability of food.

Ventilation systems shall ensure that air does not flow from contaminated areas to clean areas and, where necessary, that they can be adequately maintained and cleaned.

Food processing areas where operations result in release of fumes, smoke, steam or any vapour shall be equipped with an exhaust system or ventilation that can efficiently and effectively remove these.

4.4.7 Power supply and lighting

4.4.7.1 Power supply

Adequate power supply shall be provided. Suitable power backup facilities e.g. generators and invertors should be provided to ensure uninterrupted supply as necessary for the production of safe food. An emergency plan for sudden power outages shall be developed, checked for effectiveness and routine training on the same given.

4.4.7.2 Lighting

Adequate natural or artificial lighting shall be provided to enable the food premises to operate in a hygienic manner both for various operations and other activities within the facility (e.g. sanitary conveniences). Where necessary, lighting shall be such that the resulting colour is not misleading. The intensity shall be adequate to the nature of the operations (e.g. sorting, cleaning, grading, inspection and testing require greater intensity of light). Lighting fixtures shall, especially where food or food contact surface is exposed, be shatter-proof or be protected with shatter-proof covers to ensure that food is not contaminated by breakages. The fixtures shall be designed to avoid accumulation of dirt and be easy to clean.

4.4.8 Storage

Where necessary, adequate facilities for the storage of food, ingredients, packaging material, non-conforming materials and non-food chemicals (e.g. cleaning materials, lubricants, fuels) shall be provided and segregated appropriately.

Where appropriate, food storage facilities shall be designed and constructed to:

- permit adequate maintenance and cleaning;
- avoid pest access and harbourage;

- enable food to be effectively protected from contamination during storage; and
- where necessary, provide an environment that minimizes the deterioration of food (e.g. by temperature, ventilation and humidity control).

The type of storage facilities required should depend on the nature of the food. Where necessary, separate, secure storage facilities for cleaning materials and hazardous substances shall be provided. Whenever required, cold storage facilities shall be provided for raw, processed/packed food according to the type and requirement of the food and its use.

SECTION 5 – CONTROL OF OPERATIONS

The food business operator shall develop a system to reduce the risk of unsafe food by taking preventive measures to assure the safety and suitability of food at appropriate stages in the operations.

5.1 Control of food hazards

Food business operators should control food hazards through by adopting a HACCP based approach.

5.2 Process control

5.2.1 Time and temperature control

Where time and temperature are critical to the safety and suitability of a food, the time and temperature combinations of heating, cooking, cooling, processing and storage shall be defined and systems shall be in place to ensure that temperature is controlled effectively.

Temperature control systems shall, as applicable, take into account:

- the nature of the food, e.g. its water activity, pH, and likely initial level and types of micro-organisms;
- the intended shelf-life of the product;
- the method of packaging and processing; and
- how the product is intended to be used, e.g. further cooking/ processing or ready-to-eat.

Such systems shall also specify tolerable limits for time and temperature variations.

Temperature recording devices shall be calibrated and checked at regular intervals and tested for accuracy.

5.2.2 Specific process steps

The food business operator shall have a system in place to establish controls over other steps that contribute to food safety. The process steps may include chilling, thermal processing, irradiation, drying, chemical preservation, vacuum or modified atmospheric packaging.

5.2.3 Specifications

The food business operator shall define specifications for incoming raw materials, packaging materials and finished products. Where microbiological, chemical or physical specifications are used in any food control system, such specifications shall be based on sound scientific principles and monitoring procedures, analytical

methods and action limits shall be documented and records maintained. Where appropriate, specifications for raw materials should be identified and applied, including regulatory requirements. All the finished products shall meet the defined specifications or shall conform to the applicable legislation.

5.2.4 Microbiological cross-contamination

When processing food, adequate steps shall be taken to prevent the food from microbiological cross-contamination. Raw, unprocessed food shall be effectively separated, either physically or by time, from ready-to-eat foods, with effective intermediate cleaning and, where appropriate, with disinfection.

Access to processing areas shall be restricted or controlled. Where risks are particularly high, access to processing areas should be only via a changing facility or other similar means. Personnel shall be required to put on clean protective clothing including footwear and wash their hands before entering. Food business operators shall demonstrate that alternative measures, equivalent to the best practices, are capable of preventing food safety hazards/ effectively controlling the hazards.

Surfaces, utensils, equipment, fixtures and fittings shall be thoroughly cleaned and where necessary disinfected after raw food, particularly meat and poultry, has been handled or processed so as to prevent contamination.

5.2.5 Physical contamination

Systems shall be in place to prevent contamination of foods by foreign bodies such as glass or metal shards from machinery, plastics, and dust. In manufacturing and processing, suitable detection or screening devices (such as filters, sieves, magnets, metal detectors and metal separators) shall be used where necessary.

Where appropriate, foreign body controls should be in place to assist in achieving safe food.

5.2.6 Chemical contamination

Systems shall be in place to prevent contamination of foods from chemical contaminants such as harmful fumes, antibiotics, pesticide residues, cleaning agents. Supplier declaration, laboratory test results, etc should be used as methods of verification, where necessary.

5.2.7 Allergen contamination

Presence of allergens e.g. nuts, milk, eggs and cereal grains should be identified in raw materials, food ingredients and products. Systems shall be in place to manage and label allergenic material / food and prevent contamination of foods from allergens during receipt of raw materials, processing, and storage of food products. Controls to prevent cross-contact of foods containing allergens with other foods should be implemented.

5.3 Incoming material requirements

No raw material (including packing material) or ingredient shall be accepted by an establishment if it is known to contain parasites, undesirable micro-organisms, pesticides, veterinary drugs, radioactive substances or toxic, decomposed or extraneous substances that would not be reduced to an acceptable level by normal sorting and/or processing. Where appropriate, specifications for raw materials shall be identified and applied, including any regulatory requirements.

Raw materials or ingredients shall, where appropriate, be inspected and sorted before processing. To establish fitness for use, if required laboratory tests (in-house or externally conducted) may be carried out. Only sound, suitable incoming material such as raw materials, ingredients or semi-processed products shall be used. This may be ensured through supplier control, certificates of conformity, incoming inspection and testing etc. Imported foods/ raw materials, if used, shall be as per the applicable regulations.

Stocks of raw materials and ingredients shall be subject to effective stock rotation.

Where necessary, the processor should, as far as feasible, have systems in place to trace the raw materials to the primary production for ensuring implementation of good practices in activities such as harvesting, slaughtering, milking, fishing, etc.

Records of inspections of raw materials shall be maintained.

5.4 Packaging materials

Packaging design and materials shall provide adequate protection for products to minimize contamination, prevent damage, and accommodate proper labelling. The materials should be appropriate for the food to be packed and sufficiently durable to withstand the conditions of processing, handling, storage and transportation. Packaging materials or gases, where used, shall be non-toxic and not pose a threat to the safety and suitability of food under the specified conditions of storage and use. Use of staple pins, strings, rubber bands, shall not be allowed.. Glue, if used, shall not come in contact with the food product, and in case it comes in contact it shall be food grade. Reusable packaging, if used, shall be suitably durable, easy to clean and, where necessary, disinfect. It shall not have been used for packaging non-food products. Packaging materials shall be stored and handled under hygienic conditions away from raw materials and finished products.

Records of inspection of packaging materials shall be maintained.

5.5 Water

5.5.1 In contact with food

Only potable water, shall be used in food handling and processing, with the following exceptions:

- for steam production, fire control and other similar purposes not connected with food; and
- in certain food processes, e.g. chilling, and in food handling areas, provided this does not constitute a hazard to the safety and suitability of food (e.g. the use of clean sea water).

Water recirculated for reuse should be treated and maintained in such a condition that no risk to the safety and suitability of food results from its use. The treatment process should be effectively monitored. Recirculated water which has received no further treatment and water recovered from processing of food by evaporation or drying may be used, provided its use does not constitute a risk to the safety and suitability of food.

5.5.2 As an ingredient

When added as an ingredient, only potable water shall be used.

5.5.3 Ice and steam

Ice shall be made from potable water. Ice and steam shall be produced, handled and stored to protect them from contamination.

Steam used in direct contact with food or food contact surfaces shall not constitute a threat to the safety and suitability of food.

5.6 Management and supervision

5.6.1 The food business operator shall monitor and supervise all operations appropriately. The type of control and supervision needed is dependent on the size of the business, the nature of its activities and the types of food involved. Managers and supervisors shall have enough knowledge of food hygiene principles and practices to be able to judge potential risks, take appropriate preventive and corrective action, and ensure that effective monitoring and supervision take place.

5.6.2 Management commitment

The management shall demonstrate they are fully committed to the implementation of the requirements of the GHP.

5.6.3 Self evaluation and review

The food business operator shall conduct a self-evaluation process to verify the effectiveness of the implemented system at periodic intervals, but at least once in a year. Necessary corrective actions based on self evaluation results shall be taken.

The food business operator shall undertake a complete review of the system including self-evaluation results, customer feedback, complaints, new technologies and regulatory updates at periodic intervals, but at least once in a year, for continual improvement.

Records of self evaluation, corrective actions and review shall be maintained.

5.7 Documentation and records

The food business operator shall maintain an effective system of documentation (including procedures) of key processes and activities.

Appropriate records of processing, production and distribution shall be maintained. These shall be legible, retained in good condition and retrievable for a period that exceeds the shelf-life of the product. As applicable the records for the following should be maintained:

- incoming material checks – raw materials, ingredients, packaging materials, etc;
- inspection and testing;
- temperature and time;
- product recall and traceability;
- storage;
- cleaning and sanitation, as appropriate;
- pest control;
- medical examination and health status;

- training;
- calibration;
- complaint and customer feedback;
- corrective and preventive action;
- self evaluation results; and
- review records.

5.8 Recall procedures

Effective recall procedures where applicable, including a description of the responsibilities and actions to be taken, shall be in place to deal with any food safety hazard and to enable the complete, rapid recall of any implicated lot/batch of the finished food from the supply chain. Where a product has been withdrawn because of an immediate health hazard, other products which are produced under similar conditions and which may present a similar hazard to public health shall be evaluated for safety and if required, withdrawn. The need for public warnings shall be considered.

Recalled products shall be held under supervision until they are destroyed, used for purposes other than human consumption, determined to be safe for human consumption, or reprocessed in a manner to ensure their safety.

Records of recalled products shall be maintained. Records should demonstrate effective identification, traceability/ product tracing, recall, subsequent handling and disposal of recalled food.

Note

For recall to be performed, traceability/ product tracing is a useful tool (CAC GL 60-2006).

5.9 Storage procedures

Food products shall be stored under conditions that prevent spoilage, protect against contamination and minimize damage. Food shall be stored in clean areas and stacked in a manner that facilitates ease of movement. Food shall be stored away from the wall and not directly on the floor. Food shall be stored preferably either on pallets/ racks or any other manner to facilitate cleanliness, avoid ingress of moisture, etc. For foods that requires specific storage conditions e.g. temperature (such as hot, chilled and frozen) and humidity, air circulation etc, the same shall be maintained.

All products in storage shall be clearly identified. Stocks of raw materials (including packing material) and ingredients shall be subject to effective stock rotation (see also 5.3).

Cleaning materials and hazardous chemical substances shall be clearly identified, stored at demarcated places away from raw materials, ingredients, packaging materials and shall have restricted access and only to authorized personnel.

Records of storage shall be maintained.

5.10 Outsourced processes or services

The food business operator shall ensure effective controls are in place for outsourced processes and services. If any processes are outsourced they shall be described and the requirements of this document as applicable, shall apply.

The outsourced processes or services shall be documented and monitored.

5.11 Quality control

The food business operator shall have a quality control programme in place to include inspection and testing of incoming, in-process and finished products (for specifications, see section 5.2.3.). Adequate infrastructure shall be available for carrying out testing. In case adequate in-house test facilities are not available, a system shall be in place for testing this in external government approved or accredited laboratories.

Records of testing shall be maintained.

SECTION 6 – ESTABLISHMENT: MAINTENANCE AND SANITATION

6.1 Maintenance and cleaning

General

Cleaning programmes shall be in place to implement and ensure that good hygienic practices are maintained. Establishments and equipment shall be kept in an appropriate state of repair and condition to:

- facilitate all sanitation procedures;
- function as intended, particularly at critical steps; and
- prevent contamination of food, e.g. from metal shards, flaking plaster, debris and chemicals.

Cleaning shall remove food residues and dirt which may be a source of contamination. The necessary cleaning methods and materials are dependent on the nature of the food business. Disinfection may be necessary after cleaning.

Cleaning chemicals shall be handled and used carefully and in accordance with manufacturer's instructions and stored, where necessary, separately from food, in clearly identified containers to avoid the risk of contaminating food.

6.2 Procedures, methods and programmes

6.2.1 Cleaning procedures, methods and programmes

Cleaning and disinfection programmes shall be in place to ensure that all parts of the establishment including temporary/mobile premises and vending machines are appropriately clean, and include the cleaning of cleaning equipment.

Cleaning and disinfection programmes shall be regular monitored for their suitability and effectiveness and where necessary documented.

Where written cleaning procedures are defined, they should specify:

- areas, items of equipment and utensils to be cleaned;
- responsibility for particular tasks;
- method and frequency of cleaning; cleaning chemicals and concentrations;
- equipment and cleaning and sanitizing aids; and

- monitoring arrangements.

It shall be ensured that cleaning and sanitizing chemicals do not contaminate food.

6.2.2 Maintenance procedures, methods and programmes

Maintenance programmes shall be in place to prevent contamination and reduce any potential breakdown of equipment. These shall cover maintenance schedule, responsibilities, methods, tools and gadgets etc., and appropriate records shall be maintained. Consumables like lubricants that come in contact with food shall be food grade and spares shall be non-toxic non-reactive and impervious.

6.3 Pest control systems

6.3.1 General

Good hygiene practices shall be employed to avoid creating an environment conducive to pests.

Suitable and effective pest control programmes shall be in place to minimize pest access, infestation and harbourage. It shall be ensured that there are no signs of pest infestation including flies, cockroaches, lizards, rats. The pest control programme shall identify the pests to be controlled, the area / locations where control is to be applied, the method of control e.g. physical, chemical, the dosage if chemicals are used, control schedule, responsibilities, etc. These shall include use of insectocutors, traps and baits as appropriate, maintaining cleanliness, covering exposed foods and wastes, blocking drain pipes.

6.3.2 Preventing access

Buildings shall be kept in good repair and condition to prevent pest access and to eliminate potential breeding sites. Holes, drains and other places where pests are likely to gain access shall be kept sealed. All open windows, ventilators and doors, shall have appropriate measures such as strip curtains, air curtains, fly proof mesh, etc. to prevent pest access. Animals should, wherever possible, be excluded from the grounds of factories and food processing plants.

6.3.3 Harbourage and infestation

Potential food sources shall be stored in pest-proof containers and/or stacked above the ground and away from walls.

Areas both inside and outside food premises shall be kept clean. Refuse or waste shall be stored in covered pest-proof containers.

6.3.4 Monitoring and detection

Establishments and surrounding areas shall be regularly examined for evidence of infestation.

6.3.5 Eradication

Pest infestations shall be dealt with immediately and without adversely affecting food safety or suitability. Treatment with chemical, physical or biological agents should be carried out without posing a threat to the safety or suitability of food.

The pest control activities shall be performed by trained personnel. These shall be continuously monitored for their effectiveness. It shall be ensured that pest control chemicals do not contaminate food.

The measures shall be documented and records maintained.

6.4 Waste management

Suitable provision shall be made for the removal and storage of waste. Waste shall not be allowed to accumulate in food handling, food storage, and other working areas and the adjoining environment.

Waste bins and storage areas shall be in designated places. These shall be identified, covered and kept appropriately clean.

6.5 Monitoring effectiveness

Sanitation systems shall be monitored for effectiveness, periodically verified by means such as audit pre-operational inspections or, where appropriate, microbiological sampling of environment and food contact surfaces and regularly reviewed and adapted to reflect changed circumstances. The results of monitoring shall be documented and records maintained.

SECTION 7 – ESTABLISHMENT: PERSONAL HYGIENE

7.1 Health status

People known or suspected to be suffering from, or to be a carrier of a disease or illness likely to be transmitted through food, shall not be allowed to enter any food handling area if there is a likelihood of their contaminating food. Any person so affected shall immediately report illness or symptoms of illness to the management.

Medical examination of a food handler by a qualified/registered medical practitioner or as defined in applicable national legislation shall be carried out at least once a year and if clinically or epidemiologically indicated. Records of the same shall be maintained.

7.2 Illness and injuries

Personnel working in processing areas shall not have illnesses, injuries or conditions such as:

- jaundice
- diarrhoea
- tuberculosis
- vomiting
- fever
- sore throat with fever
- visibly infected skin lesions (boils, cuts, etc.)
- discharges from the ear, eye or nose.

In cases of such illnesses, injuries or conditions, these shall be reported to the management so that any need for medical examination and/or possible exclusion from food handling is considered. Cuts and wounds, where personnel are permitted to continue working, shall be covered by suitable waterproof dressings.

7.3 Personal cleanliness

Food handlers while working in food processing areas shall maintain a high degree of personal cleanliness and, where appropriate, wear suitable protective clothing, head covering, and footwear. Nails shall be trimmed, kept clean and without nail polish. Street shoes shall not be permitted. Appropriate measures such as passing through a foot bath, using shoe covers, changing to separate foot wear for internal use shall be used as relevant to food operations.

Personnel shall always wash their hands with soap/ disinfectant when personal cleanliness may affect food safety, specifically:

- at the start of food handling activities;
- immediately after using the toilet; and
- after handling any contaminated materials (such as raw food, money, files, unclean product / food contact surface / body parts).

7.4 Personal behaviour

People engaged in food handling activities shall refrain from behaviour which could result in contamination of food, such as smoking, spitting, chewing or eating and sneezing or coughing over unprotected food.

Personal effects (such as jewellery, watches, pins, mobile phones, or any other potential source of physical hazards, etc.) which can cause a threat to food safety and suitability shall not be worn or brought into food handling areas. The movements of personnel from low to high risk or low hygienic to high hygienic zones shall be restricted.

7.5 Visitors

Visitors to food manufacturing, processing or handling areas shall follow the same norms for protective clothing and adhere to the other personal hygiene provisions as those working in the unit.

SECTION 8 – TRANSPORTATION

8.1 General

Food shall be adequately protected during transport to prevent contamination, deterioration and ensure food safety.

8.2 Requirements

Conveyances and bulk containers shall be designed and constructed so that they:

- do not contaminate foods (including ingredients) or packaging;
- can be effectively cleaned and, where necessary, disinfected;
- permit effective separation of different foods or foods from non-food items where necessary during transport;
- provide effective protection from contamination, including dust and fumes;
- can effectively maintain the temperature, humidity, atmosphere and other conditions necessary to protect food from harmful or undesirable microbial growth and deterioration likely to render it unsuitable for consumption; and
- allow any necessary temperature, humidity and other conditions to be checked.

8.3 Use and maintenance

Conveyances and containers for transporting food shall be kept in an appropriate state of cleanliness, repair and condition. Where the same conveyance or container is used for transporting different foods, or non-foods, these shall be suitably segregated during transportation and effective cleaning and, where necessary, disinfection shall take place between loads.

The temperature, humidity, atmosphere and other necessary conditions, as appropriate to the product shall be maintained.

Where appropriate, particularly in bulk transport, containers and conveyances should be designated and marked for food use only and be used only for that purpose.

SECTION 9 – PRODUCT INFORMATION, CONSUMER AWARENESS AND COMPLAINTS

9.1 Lot identification

All incoming, in-process and finished products shall be suitably identified for product identification, stage of processing, inspection and test status, etc. so as to avoid their inadvertent use. Lot identification shall be done to facilitate traceability, product recall, effective stock rotation, etc.

9.2 Product information

All food products shall be accompanied by or bear adequate information to enable the next person in the food chain to handle, display, store and prepare and use the product safely and correctly.

9.3 Labelling

Pre-packaged foods shall be labelled with clear instructions to enable the next person in the food chain to handle, transport, display, store and use the product safely. Any special requirements for transporting, handling, storage, processing, use by customer, etc. shall be clearly indicated on labels. All finished products shall have a unique identification number. All legal/ statutory requirements shall be given clearly on the label of the final product as per applicable legislation.

9.4 Consumer education

Consumer education programmes shall cover general food hygiene. Such programmes should enable consumers to understand the importance of any product information and to follow any instructions accompanying products, and make informed choices. In particular, consumers should be informed of the relationship between time/ temperature control and foodborne illness.

9.4 Complaints

All complaints shall be recorded, analyzed and addressed for any improvements with regard to food safety and suitability. Necessary corrective actions including review of GHP systems shall be taken to prevent the recurrence of complaints.

SECTION 10 – TRAINING

10.1 Awareness and responsibilities

All personnel shall be aware of their role and responsibility in protecting food from contamination or deterioration. Food handlers shall have the necessary knowledge and skills to enable them to handle food hygienically.

Those who handle strong cleaning chemicals or other potentially hazardous chemicals shall be trained in safe handling procedures and techniques.

10.2 Training programmes

Suitable training shall be given to all personnel handling food to enable them to have the required knowledge and skills in GHP for the specific tasks. Adequate training programme shall be in place (preferably approved by the government). Trainings shall be held at appropriate frequencies. The training shall be delivered by qualified/trained personnel. Records of training shall be kept.

Factors to be taken into account in assessing the level of training required include:

- the nature of the food, in particular its ability to sustain growth of pathogenic or spoilage micro-organisms;
- the manner in which the food is handled and packed, including the probability of contamination;
- the extent and nature of processing or further preparation before final consumption;
- the conditions under which the food will be stored; and
- the expected shelf life.

10.3 Instruction and supervision

Periodic assessments of the effectiveness of training and instruction programmes should be made, as well as routine supervision and checks to ensure that procedures are being implemented correctly and effectively by all personnel.

Managers and supervisors of food processes shall have the necessary knowledge and skills in food hygiene) principles and practices to be able to judge potential risks and take the necessary action to remedy deficiencies.

10.4 Refresher training

Training programmes should be routinely reviewed and updated where necessary. Systems should be in place to ensure that food handlers remain aware of all procedures necessary to maintain the safety and suitability of food.