

HYGIENE MANAGEMENT IN RESTAURANTS & CAFES



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JUNE 2018



I. TABLE OF CONTENTS

I. Table of Contents	1
II. Introduction of SMEDA	2
III. Disclaimer	3
1. What is Food Hygiene	4
2. Hygiene Management & Food Business	4
3. Risk Factors	4
4. Hazards	5
5. Premises	5
6. Equipment.....	6
7. Water Supply	6
8. Personal Hygiene	6
9. Raw Material Handling.....	7
10. Cross Contamination	7
11. Pest Control	8
12. Food Waste	9
13. Staff Training	9
14. Transport	9
15. Staff Safety	9
16. Benefits to the Business	10

I. INTRODUCTION OF SMEDA

The Small and Medium Enterprise Development Authority (SMEDA) was established with the objective to provide fresh impetus to the economy through the launch of an aggressive SME development strategy. Since its inception in October 1998, SMEDA had adopted a sectoral SME development approach. A few priority sectors were selected on the criterion of SME presence. In depth research was conducted and comprehensive development plans were formulated after identification of impediments and retardants. The all-encompassing sectoral development strategy involved overhauling of the regulatory environment by taking into consideration other important aspects including finance, marketing, technology and human resource development.

After successfully qualifying in the first phase of sector development SMEDA reorganized its operations in January 2001 with the task of SME development at a broader scale and enhanced outreach in terms of SMEDA's areas of operation. Currently, SMEDA along with sectoral focus offers a range of services to SMEs including over the counter support systems, exclusive business development facilities, training and development and information dissemination through a wide range of publications. SMEDA's activities can now be classified into the three following broad areas:

1. Creating a Conducive Environment; includes collaboration with policy makers to devise facilitating mechanisms for SMEs by removing regulatory impediments across numerous policy areas
2. Cluster/Sector Development; comprises formulation and implementation of projects for SME clusters/sectors in collaboration with industry/trade associations and chambers
3. Enhancing Access to Business Development Services; development and provision of services to meet the business management, strategic and operational requirements of SMEs.

SMEDA has so far successfully formulated strategies for sectors, including fruits and vegetables, marble and granite, gems and jewelry, marine fisheries, leather and footwear, textiles, surgical instruments, transport and dairy. Whereas the task of SME development at a broader scale still requires more coverage and enhanced reach in terms of SMEDA's areas of operation.

Despite the structural shift towards industrialization, agriculture sector is still the largest sector of the economy with deep impact on socio-economic set up. Knowing this fact, SMEDA, since its inception, is highly committed to enhance the competitiveness of local food processing industry in the country. SMEDA 'Agro Food Services' offers a wide range of services to support the industry, including; Identification of potential investment opportunities in the sector, development of business plans and feasibilities etc, Training and capacity building and hand holding of entrepreneurs.

II. DISCLAIMER

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Document No.	PUN/OTC/7
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Prepared In	June 2018
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1. What is Hygiene?

Hygiene is a set of practices performed to preserve health. According to the World Health Organization (WHO), "Hygiene refers to conditions and practices that help to maintain health and prevent the spread of diseases. Hygiene practices are employed as preventative measures to reduce the incidence and spreading of disease for the preservation of health. In the manufacture of food, good hygiene is a key part of quality assurance. Good hygiene can be described as deploying the highest standards of cleanliness together with the deployment of proactive preventative measures, regular monitoring and continuous improvement programs.

2. Hygiene Management & Food Business

A key requirement for food businesses is to show that food handling and preparation processes are safe. Good food hygiene ensures that food prepared for customers is safe to eat. It prevents harmful microorganisms that can cause serious illness from contaminating food, prevents cross contamination, enables businesses to comply with the law, and protects the reputation of the business.

3. Benefits to the business

Good food hygiene has a positive impact on more than just revenues. Having a strong reputation for food safety is the cornerstone of building a strong brand. Effective hygiene management provide businesses with a cost effective system for control of food safety, from ingredients right through to production, storage and distribution to sale and service of the final consumer.

By adopting good hygiene practices, your food business can achieve following benefits:

- Give suppliers and consumers confidence in your products
- Enhances brand value and recognition amongst consumers
- Increases prospects of better product pricing and profitability
- Reduces a business's chance of being dragged in courts by consumers or authorities
- Reduces a business's cost of doing business in the future

Contributes in the social wellbeing by reducing food borne illnesses.

4. Risk Factors

Over the period of time, epidemiological data on food poisoning outbreaks has been analyzed and it is found that five major risk factors occur repeatedly in relation to food processing and handling:

1. Improper food-holding temperatures
2. Inadequate cooking
3. Contaminated equipment
4. Food from unsafe sources
5. Poor personal hygiene

Food hygiene authorities can visit business premises to inspect them to check for compliance with legal requirements. It can include taking samples for scientific analysis and inspecting records. This can result in:

- A formal request to improve any failings;
- A legal notice stating what actions must be taken, or what processes, equipment or premises must not be used;
- Prosecution for serious failings to comply with the law;

5. Factors of Hygiene Management

Following are the core factors important for management of hygiene in food sector:

i. Hazards

A hazard is any source of potential damage, harm or adverse health effects on something or someone. A food hazard is anything that could make food dangerous to eat. The food hazards are mainly divided into three following categories:

- **Physical:** Objects such as broken glass, pieces of stone or concrete, machinery parts, plastic, sand, hair, finger nails, jewelry, buttons etc.
- **Chemical:** any non-food chemical, such as cleaning products, pesticides, non-food-safe colorings and non-food safe preservatives
- **Biological:** bacteria, viruses, tapeworms, fungi from contamination from hands, pests or poor storage conditions allowing growth of microorganisms

ii. Premises

Premises include the buildings and rooms involved in food preparation and storage. They must be kept clean and in good condition and the design must provide suitable space for working and maintaining hygienic practices, prevent build-up of dirt and mould, and provide suitable conditions for handling and storage of food.

The premises should provide adequate:

- Hand washing facilities and toilets for staff, separated from food preparation areas, with soap, hot and cold running water and hygienic drying;
- Ventilation in kitchens and toilets: it should control condensation, temperature, odors, humidity or air-borne particles and prevent contamination in food preparation areas;
- Lighting;
- Drainage for kitchens and toilets and designed and constructed to prevent contamination;
- Facilities for staff to change clothes, where needed;
- Storage of cleaning chemicals, disinfectants and other chemicals to prevent contamination of food;

Design of food preparation area: The design of rooms must allow good food hygiene practices and processes, including protection from contamination during food preparation processes and prevention of cross contamination. Food safety legislation has specific requirements for the food preparation area relating to the condition and design of:

- Floors: floors should be constructed of material that is easy to clean and safe to walk on and maintained in sound condition.
- Walls: should be made of durable impervious materials that are washable, non-toxic, easy to clean and maintain.
- Ceilings: ceilings and overhead fittings (lighting, piping, and cabling) should be designed to prevent accumulation of dirt, mould, condensation and risk of contamination.
- Windows: must be constructed to prevent dirt accumulation and have insect screens where necessary.
- Doors: should be easy to clean and constructed of non-absorbent material.

- Surfaces: should be made of smooth, washable, non-toxic, corrosion resistant material, and maintained in a good condition.
- Washing facilities for equipment and food: these must be adequate for washing food and utensils and have hot and cold water.

iii. Equipment

All equipment that comes into contact with food must be made of appropriate materials, kept in good condition, cleaned effectively, and fitted appropriately to allow cleaning around it.

iv. Water Supply

Water that is used as a food ingredient or comes into contact with food for cleaning, heating, steaming, cooling must be of drinking quality. Ice that may come into contact with food or drink, must be made with potable water and must be produced, handled and stored hygienically. Steam that comes into contact with food must not contain any contaminants that could affect food safety. Water that is used for non-food purposes, such as fire control, heating, refrigeration, must be kept in isolated systems so that it cannot contaminate food, drink, surfaces or equipment.

v. Personal hygiene

Staff working in food handling areas must keep good personal hygiene and be aware of practices and factors that can cause contamination of food and cross contamination.

Personal hygiene factors to prevent the contamination of food with bacteria, viruses or parasites passed on by staff include:

- Wear suitable hygienic clothing, including gloves, hair covering, footwear, where necessary.
- Prevent contamination of ready-to-eat foods from cutting boards, utensils, clothing, raw meat or eggs.
- Do not touch ready-to-eat foods with bare hands.
- Cover hair.
- Do not wear watches or jewelry.
- Do not smoke, spit, sneeze, touch face or hair, or eat food, while handling food.

- Wash hands, especially after handling raw meat, before and after wearing gloves, going to the toilet, handling waste, after cleaning, blowing your nose, and after touching phones, light switches, door handles or money.
- Dry hands using a disposable towel.
- Do not work in a food handling area if ill with diarrhea, vomiting, infectious disease or have open wounds or skin infections.

vi. Raw Material Handling

All raw materials and ingredients used and any material used in processing products must be safe and not contaminated with anything that would make the final product unfit for human consumption. Storage, processing and distribution systems must protect food from contamination and cross contamination that makes it harmful to health or makes it become unfit to be eaten. This includes pest control, pet control and having processes and procedures that limit bacterial levels to within specified criteria.

vii. Cross Contamination

Cross contamination is the transfer of harmful bacteria or viruses onto food from contaminated surfaces, hands, equipment or other food such as raw meat.

Cross contamination can be prevented by adopting following practices:

- Wash hands thoroughly after touching raw meat, especially poultry, and unwashed raw vegetables.
- Wash hands thoroughly after going to the toilet or touching pets.
- Do not let raw meat and unwashed raw vegetables touch other foods.
- Cover raw meat in a fridge so it cannot touch other foods and store below other foods to prevent blood drips from contaminating them.
- Do not prepare ready-to-eat foods using a chopping board or utensils that have been used to prepare raw meat or raw vegetables, especially root vegetables and leeks that may contain soil.
- Use disposable cloths for wiping and cleaning up spills. Change cotton cloths often and wash in a hot cycle to clean them thoroughly.
- Do not prepare food if you are ill with vomiting or diarrhea.
- Clean utensils and work surfaces with detergent and hot water. Those that come into contact with raw meat, unwashed vegetables and soil from

vegetables need thorough cleaning and sterilizing. Use separate chopping boards and utensils for preparing raw meats and other foods.

Cross contamination can be avoided by controlling following three processes:

- **Temperature:** of food and the time taken to reach it may be specified for the various stages of preparation. This can include, for example, storage before preparation, storage and display after preparation, when food is served hot, when food is served cold after cooking, and when reheating food.
- **Defrosting:** has risks of bacterial growth and development of toxins while food is warming up and during storage afterwards. Some foods such as meat give off liquids when defrosting that can drip onto and contaminate other food and surfaces. It is important to follow the guidelines for the control of temperature at each stage.
- **Packaging:** the materials used for packaging and wrapping must be stored in a way that prevents contamination and be suitable for coming into contact with food. The procedures for wrapping and packaging must ensure that there is no contamination of the food.

viii. Pest Control

There must be adequate measures to prevent pests from contaminating food both in storage and preparation. This includes:

- Building design and maintenance to prevent means of access.
- Adequate storage of ingredients and prepared food that prevents access to pests.
- Hygiene measures to prevent access to food spills and waste that attracts pests and allows them to survive in the food environment.

Small businesses are more likely to have pets in the building, including feral cats. There must also be measures to prevent contamination of food by pets.

ix. Food Waste

Food waste must be removed from the food preparation area as soon as possible and stored in containers that are suitable for waste disposal services to handle. The containers must be designed to be easy to clean, prevent contamination, prevent

access to pests and kept in good condition. Waste disposal must also comply with hygiene and environmental regulations.

x. Staff training

Staff handling food must be instructed or trained in food hygiene so they have an understanding of the requirements for their work.

xi. Transport

Vehicles and containers used to transport food must meet the same standards of hygiene, good condition, protection from contamination, and storage at suitable temperature. They must be kept clean and maintained in good condition.

xii. Staff safety

Slips and trips are the most common cause of major injury in workplaces and commercial kitchens. It is the responsibility of the employer to ensure the safety of staff, visitors and the public by taking adequate precautions.

This can involve staff training, ensuring the use of safe practices and proper cleaning and maintenance. Different floor materials have different levels of risk and require different cleaning and maintenance practices. Practices for preventing slips are also closely related to general food hygiene practices:

- **Food spillages:** preventing and cleaning up.
- **Water spills and leaks:** preventing sinks from overflowing and water leaks on the floor.
- **Poor floor conditions:** good maintenance and cleaning, and also use of suitable materials.
- **Trip hazards:** things left in working spaces and unexpected places on the floor, such as boxes, bags, cables, are a danger.
- **Cleaning practices:** floors are kept clean to prevent build-up of slippery substances and spills are removed quickly and safely.
- **Carrying hot oil:** replacing oil for deep fat frying needs to be done safely to avoid burns and spills.