

MANUAL

CONTROLLING FOOD-RELATED RISKS

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I. INTRODUCTION

1. The Annual Meeting Requirement Manual (Green Book) prescribes that “careful attention must be paid to food standards, to ensure appropriate hygiene and safety”¹. Generally, food safety is managed by the use of food service providers (hereafter “caterers”) who comply with local laws and regulations. This manual can be used by Host Organizing Committee (HOC) of the Annual Meeting (AM) to ensure that adequate actions are taken for safe food service to avoid participants experiencing apparent food-borne illnesses. Although instances of food poisoning seldom occur, an enhanced evaluation of the food safety practices of the caterers is recommended. This process should not limit the exercise of common sense and good judgment even if the latter results in a deviation from the steps prescribed in this Manual. The Manual is intended to assist HOC in establishing risk-based controls to prevent transmission and outbreak of food related diseases. It applies to situations where caterers are contracted to provide food to the AM participants in different events/venues through a variety of methods. These events include, but are not limited to:

- (i) Day-to-day cafeteria at the main AM venue (on site food services operations);
- (ii) Events catered anywhere at the venue by one or more caterers; and
- (iii) Events held outside the venue (hotels, restaurants, business centers)

II. SELECTING CATERERS

2. The HOC should start the selection process of caterers at least 9 months prior to the opening of the AM. The following Pre-Qualification Form for caterers can serve as the basis for commencing the process:

Food Safety Information	
Do you have a Food Safety Management System? if so, please attach a summary of the system	<input type="checkbox"/> Yes <input type="checkbox"/> No
If you use subcontractors, do they follow the principles of your food safety management system?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Has your food service operation been closed due to an unsatisfactory inspection by a regulatory agency within the past five years? If yes, please attach a summary of the report, and the corrective actions taken.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you have a valid health inspection certificate from a regulatory agency or a third party assessor? - Please attach a copy.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you have suitable vehicles and arrangements to transport prepared hot and chilled foods? If yes, please attach a summary of your food transportation method, and transportation critical points.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is your establishment part of nationally / regionally recognized chain?	<input type="checkbox"/> Yes <input type="checkbox"/> No

3. Satisfactory responses to the above questions can provide an additional level of safety. Whether pre-qualification is conducted or not the HOC should select only those caterers who meet the requirements of the Basic Food Safety Process.

¹ See Green Book’s para. 1 of section 17. “Refreshments, Restaurants, and Catering Facilities.

A. Basic Food Safety Procedure

4. The use of the “Basic Food Safety Procedure” (Table 1) can provide an acceptable level of protection against food-borne illnesses in the majority of situations, when arranging food service.

Table 1: Basic Food Safety Procedure

Basic Food Safety Procedures	Notes
1. Ensure that the food is ordered from a certified caterer	One or more of these criteria should be used to qualify a caterer: <ul style="list-style-type: none"> • The venue has had a successful history with this caterer; • The caterer has a good track record (or part of a nationally/regionally recognized chain); and • The caterer has a valid health certificate (to be verified by HOC) or any other established means of qualification. The HOC can use, if available, a Qualified Local Caterers List.
2. Check if the caterer is able to: - serve food within 2 hours of delivery time using adequate refrigeration and heating control devices - manage food temperature issues with adequately trained staff	This assumes that the food is delivered at the correct holding temperature. The food is not allowed to go above room temperature Acceptable temperatures are 60°C or higher for hot food and below 5°C for cold food during these two hours.
3. Confirm that the caterer can arrange for leftovers disposal	Leftover food to be stored in proper containers at the appropriate temperature, or discarded properly.

B. Enhanced Food Safety Procedure

5. In addition to the Basic Food Safety Procedure, the HOC may decide to apply the more stringent Enhanced Food Safety Procedure (Table 2) when the potential risk of food-borne illness justifies enhanced scrutiny of the practices used to prepare, deliver and serve foods.

Table 2: Enhanced Food Safety Procedure

Procedures for Enhanced Food Safety	Notes	Application		
		Day-to-day Cafeteria Operation	Catered events (outside the venue)	Restaurants (including hotel restaurants)
1. Confirm that the food service operations are inspected annually (Annual Regulatory Agency Health Inspections, or Third Party Assessments) and the inspection record of this facility is satisfactory.	Food Sanitation Control Checklist (Use for detailed inspection where annual regulatory inspections are not conducted)	YES	YES	YES

2. Ensure that the caterer operates under strict contractual obligations with regard to safe food handling practices.	Relevant provisions in the draft contract between HOC and caterer	YES	YES	NO
3. Confirm that the caterer is capable of serving all coming guests and able to handle time and temperature issues with their planned staffing.	Measuring Facility and Staff Capability	YES	YES	NO
4. Confirm that the caterer's Food Safety Management System is in place, and if it has been reviewed recently.	Caterer's Food Safety Management System Checklist	YES	YES	NO
5. On the day of the catered event, ensure that safeguards against biological, chemical and physical hazards are in place.	Catered Food Safety Checklist	NO	YES	NO

6. At each step of the process, an informed decision should be made as to whether the risk is acceptable or if alternate provisions or safeguards are needed. The absence of a single safeguard does not mean the overall risk is unacceptable. If this scrutiny does not produce an overall satisfactory result, one of the following steps has to be taken:

- (i) Close gaps, or
- (ii) Find an alternative menu/caterer, or
- (iii) Decide to accept the risk at the appropriate management level.

C. Food Safety Management System Requirement

7. A Food Safety Management System (FSMS) is a group of Programs, Procedures, and Measures for preventing food-borne illness by actively controlling risks throughout the flow of food. The five most common risk factors responsible for food-borne illness include:

- (i) Purchasing food from unsafe sources
- (ii) Failing to cook food adequately
- (iii) Holding food at improper temperatures
- (iv) Using contaminated equipment
- (v) Practising poor personal hygiene

8. For the FSMS to be effective and to control the above risks the selected caterer must have the following necessary programs in place:

- (i) Supplier Selection & Specifications
- (ii) Personal Hygiene
- (iii) Facility Design & Maintenance
- (iv) Food Safety Training
- (v) Sanitation & Pest Control

9. To confirm that the caterer's FSMS encompasses the required components the HOC and ADB may use the Food Safety Management System Checklist ([Appendix 1](#)).

D. Approval for selecting caterers

10. To approve the service of a particular caterer the HOC may undertake the following steps:

- (i) Ask the caterer to provide information by filling out the [Pre-Qualification Form](#). Verify the information if necessary;
- (ii) Ask the caterer to provide evidence when the last regulatory inspection has been conducted or a certificate obtained from the national food handling standards agency. The selected caterer must be required at a minimum to provide all services according to local standards. Verify whether the caterer adheres to international standards ([Appendix 2](#)) if the regulatory inspection has not been conducted and the caterer has no valid operational certificate;
- (iii) Ensure that the caterer is capable of serving a large group of guests (2000+) and is able to handle time and temperature issues with their planned staffing; and
- (iv) Establish if a caterer is able to accept conditions of the contract using ADB's contract provisions ([Appendix 3](#)).

11. The caterer's capacity and size of operation (quantity of necessary equipment² and skilled staff³) is important as it can influence the methods used for advanced cooking, chilling and retherming.

III. ORDERING FOOD AND HANDLING

12. The key to food safety lies in the controlling of time and temperature throughout the flow of food preparation and serving. HOC in consultation with ADB must ensure that the menu selection is appropriate.

Step1

Select menu to avoid higher-risk foods such as:

- Raw or rare meats
- Undercooked poultry
- Raw oysters and other uncooked seafood
- Raw or under-cooked eggs

(apply no pork and no beef policy)

13. Once food is prepared it should be served as quickly as possible. To ensure that the delivered foods are safe for consumption food must be delivered in containers and in vehicles designed to maintain safe food temperatures. Containers should be sectioned so foods do not mix, leak or spill and must allow air circulation to maintain even temperatures.

14. To ensure the safety of food while holding it for consumption, the caterer should follow the following guidelines.

² Equipment include the refrigerated and heated cabinets that can be used for holding additional prepared meals; self-service stations (soup/salad bar, dessert counters) and staffed stations (grill, deli, hot entrée/exhibition cooking stations, etc.); cold storage assemblies (refrigerator/freezer) and dry storage shelving.

³ To determine if the caterer is able to meet food service requirements, the total number of meals produced per day can be used as key indicator.

- (i) **Hot Food – (Foods Cooked and Kept Hot or Re-heated)**
 - (a) Hot food must be held at an internal temperature of 60°C or higher;
 - (b) If reheating will be required, heat the food to 74°C;
 - (c) Only use heat-holding equipment that can keep food at the proper temperature.

- (ii) **Cold Food – (Chilled and Prepared Cold Foods)**
 - (a) Cold food must be held at an internal temperature of 5°C or lower;
 - (b) Use only cold-holding equipment that can keep food at the proper temperature;
 - (c) Do not store food directly on ice; whole fruit and vegetables are the only exception.

Step 2

Seek caterer's commitment to ensure that the food will be produced and delivered in accordance with the above guidelines.

Step 3

Verify if the caterer is able to provide sufficient equipment and workforce to keep the food within the recommended temperature range.

Step 4 is optional, but recommended

Use Day of the Event Catered Food Safety Checklist (**Appendix 4**) to ensure that safeguards against biological, chemical and physical hazards are in place.

15. The caterer should adhere to the following guidelines for handling unused and leftover foods:

- (i) Discard hot foods after two hours if they have not been held at above 60°C;
- (ii) Discard cold foods after two hours if they have not been held at below 5°C;
- (iii) Food left on plates or on the table must be discarded promptly; and
- (iv) Unopened non-refrigerated packages may be saved.

CATERER'S FOOD SAFETY MANAGEMENT SYSTEM CHECKLIST

Prerequisite Food Safety Programs	Yes/No	Remarks
Supplier Selection & Specifications		
Personal Hygiene		
Facility Design & Maintenance		
Food Safety Training		
Sanitation & Pest Control		
Hazard Analysis Critical Control Point (H.A.C.C.P)	Yes/No	Remarks
Have the potential hazards associated with food and measures to control those hazards been identified?		
Are CCPs along food's production from its raw state through processing and shipping to consumption monitored?		
Are measurable critical limits for CCPs established?		
Are procedures in place to monitor critical limits of CCPs?		
Have corrective actions been established when monitoring shows that a critical limit has not been met?		
Is the system validated periodically?		
Is there an effective recordkeeping system for monitoring CCPs and action taken to correct potential problems?		

Critical Control Points = CCP

Notes:

1. The listed food safety programs are a prerequisite for a Food Safety Management System.
2. Use of Hazard Analysis Critical Control Point (H.A.C.C.P) principle is the preferred method of implementing these programs. However any approved method which can ensure that these programs are implemented is acceptable.
3. The caterer must have the programs and their implementation method documented.

INTERNATIONAL FOOD SAFETY REGULATIONS AND STANDARDS

1. If national Food Handling standards have not yet been adopted the selected caterers in complying with the food safety requirements can use the FAO/WHO Food Standards (<http://www.codexalimentarius.org/standards/list-of-standards/>). In particular, No1-1969 – General Principles of Food Hygiene, Rev. 4, 2003; No. 39-1993- Code of Hygiene Practice for Cooked and Precooked Foods in Mass Catering; No 47-2001 – Code of Hygiene Practice for the transport of Food in Bulk and Semi-packed Food; and HACCP Principles.

2. Hazard Analysis Critical Control Points (HACCP) is the internationally recognized system to ensure the production of safe food. It is a system to control food safety during the preparation process, rather than trying to detect problems by testing the finished product. HACCP General Principles are:

- (i) **Hazard Analysis:** Hazards (biological, chemical, and physical) are conditions which may pose an unacceptable health risk to the consumer. In conducting the hazard analysis the significant hazards associated with each specific step of the food production process as well as preventive measures to control them should be listed (e.g. temperature, pH, moisture level).
- (ii) **Identify Critical Control Points:** Critical Control Points (CCPs) are steps at which control can be applied and a food safety hazard can be prevented, eliminated or reduced to acceptable levels. Examples would be the cooking, acidification or drying steps in a food process.
- (iii) **Establish Critical Limits:** All CCPs must have preventive measures which are measurable. Critical limits are the operational boundaries of the CCPs which control the food safety hazards. If the critical limit criteria are not met, the process is "out of control", thus the food safety hazards are not being prevented, eliminated, or reduced to acceptable levels.
- (iv) **Monitor the CCPs:** Monitoring is a planned sequence of measurements or observations to ensure the product or process is in control and critical limits are being met. Monitoring allows processors to assess trends before a loss of control occurs. Adjustments can be made while continuing the process. The monitoring interval must be adequate to ensure reliable control of the process.
- (v) **Establish Corrective Action:** HACCP is intended to prevent product or process deviations. However, should loss of control occur, there must be definite steps in place for correction of the process. If, for instance, a cooking step must result in a product center temperature between 74°C and 80°C, and the temperature is 73°C, the corrective action could require a second pass through the cooking step with an increase in the temperature of the cooker.
- (vi) **Verification:** Verification of the hazard analysis' validity; CCP's adequacy; and the effectiveness of the HACCP plan should be documented. The system should be subject to periodic revalidation using independent audits or other verification procedures.
- (vii) **Record keeping:** The HACCP system requires the preparation and maintenance of a written HACCP plan together with other documentation. This must include all records generated during the monitoring of each CCP and notations of corrective actions taken. Usually, the simplest record keeping system possible is the most desirable to ensure effectiveness.

FOOD SAFETY PROVISIONS
(Recommended in the contract with the selected caterer)

1. The provisions below should be considered only as one element to safeguard from any unnecessary food-related incidents and as a tool for HOC and ADB to adequately manage catering issues.
2. The caterer ("Contractor") acknowledges and agrees to the principles that underlie the manner in which it will provide catering services ("services") pursuant to this Contract based on the best industry practices, values and ethics to achieve the objectives as set out therein for HOC and/or ADB ("User").
3. Contractor acknowledges and agrees that the quality and freshness of its food and the innovative and creative manner of its preparation are the hallmarks to successfully providing Services under this Contract. Accordingly, the Contractor in providing services shall only use fresh foods, dried foods, frozen foods that:
 - (i) are sized for portions as contemplated by best practices, value, and competitive to marketplace;
 - (ii) are provided for consumption within any time/date limited period recommended either by the provider of such products or accepted industry standards; and
 - (iii) meet or exceed the specifications or any other specification commonly used in the industry for such foods.
4. The Contractor shall provide a wide selection of foods and beverages with sufficient variety to be consistent with a first class food service operation reflective of meal trends and identified patron preferences.
5. The Contractor shall employ and maintain health and hygiene standards for all its personnel directly involved in the procuring, preparation, serving of food and in the cleaning of all equipment and facilities used in services, in accordance with ... *[all applicable national/ local laws and regulations or with the standards as User and Contractor shall agree, if no national regulations adopted]*⁴;
6. The Contractor acknowledges that the Service Locations are subject to inspection by *[City or State authorized health department]* officials in charge of food safety requirements. Contractor shall notify User in writing of any potential violations such inspection identified. Contractor shall also notify User, in writing, of any actual violations which are discovered during inspections. Contractor will include action plans to correct conditions causing the violations. Any violation corrections, which are the responsibility of the Contractor, must be made immediately by the Contractor. The Contractor shall also provide promptly to the User copies of any notices, letters or documents, received with respect to or sent as a result of any such inspection.
7. The Contractor shall train all of its personnel providing services under this Contract to follow a "clean-as-you-go" policy. The Contractor shall, as User may request, review with the User its training procedures in general and its Manual in particular to provide User with the necessary assurances that health and safety standards are being properly and completely taught and adhered to in the performance of the Contract. The Contractor shall provide its personnel with training to respond to fire and other emergencies, based on procedures and requirements established by the User at its facility. The Contractor shall provide its personnel with training and monitor sanitation and cleanliness including, but not limited to, food handling and cleaning of kitchen, service areas, and equipment. The Contractor shall maintain documentation on personnel as a record.

⁴ This provision can be modified to reflect the names of applicable regulatory agencies, and local standards.

DAY OF THE EVENT
CATERED FOOD SAFETY CHECKLIST

Food Sanitation /Safety Items	Checked	N/A
Are clean linens used for serving tables and soiled linens replaced during serving so as not to attract insects?		
Are food containers covered until opened for serving?		
Are hot foods on service line are at least 60°C when set out and monitored to prevent time and temperature abuse?		
Are cold (chilled) foods on the service line at or below 5°C when set out and monitored to prevent time and temperature abuse?		
Are separate serving utensils used for each food type to prevent cross-contamination?		
Is bare hand contact with ready to serve foods prohibited?		
Are cups, glasses, etc., stacked with bottoms up?		
Are self-service rules posted on the serving line or do you have staff monitoring the line?		
Are sneeze guards used, or are the foods covered on the self-serving line?		
If ice is dispensed, is an ice scoop available?		
Is the ice used to cool beverages kept separate from ice for drinking purposes?		
Is a refuse container with a tight fitting lid available for garbage?		
Are chilled cooked foods reheated to 74°C before serving?		
Is adequate temperature control maintained for foods transported from one location to another (refrigerated trucks or insulated containers)?		
Has the food service workers' supervisor confirmed that servers have no symptoms of disease such as nausea, fever or diarrhea and no open sores or infected cuts on the hands, arms or face?		
Are adequate hand-washing facilities provided to personnel with running potable water, hand soap and disposable paper towels?		

Checked by _____ (name, title) of the caterer

Date _____

Notes:

1. Confirm, or take necessary action to ensure that the safety items applicable to your situation are checked as "Yes".
2. Items not applicable to your situation should be entered as N/A.