



(خارجي)

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# REQUIREMENTS FOR FOOD ESTABLISHMENTS IN RAS AL KHAIMAH

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## FOOD CONTROL SECTION

**PUBLIC HEALTH DEPARTMENT, RAS AL KHAIMAH MUNICIPALITY  
RAS AL KHAIMAH, UNITED ARAB EMIRATES**



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## 1. Introduction:

Food Control Section, Public Health Administration of Ras al Khaimah Municipality has established requirements for the food establishments working in the Emirate of Ras al Khaimah, United Arab Emirate, to ensure food which is handled, prepared, stored, distributed, imported and exported is safe and suitable for human consumption. Requirements for food establishments are offered by Food Control Section within a jurisdiction that has delegated compliance responsibilities for food service, manufacturing, retail food stores, food vending and online food sales operations.

### 1.1. Purpose:

1.1.1. United Arab Emirates Federal and Ras al Khaimah Municipality Food Law gives Food Control Section the authority to propose rules for food establishments and to enforce these rules for the purpose of protecting public health and safety.

1.1.2. Requirements for food establishments are general food safety requirements for organizations in the food chain. These requirements help organizations to establish, implement and maintain prerequisite programs (PRP) and or food safety management system in controlling food safety hazards.

1.1.3. These requirements are applicable to all organizations, regardless of size or complexity, which are involved in the handling, processing, manufacturing, storing, transporting, importing or exporting of food in any step of the food chain.

1.1.4. Food businesses are diverse in nature and not all of the requirements are specified in these requirements to apply to an individual establishment or process.

1.1.5. Where exclusions are made or alternative measures implemented in food establishments, these need to be justified and documented. Any exclusions or alternative measures adopted shall not affect the ability of the organization to comply the requirements of Food Control Section.

1.1.6. Establishing bench marked FCS Requirements based on national and international food safety standards

### 1.2. Role of Food Control Section:

Food Control Section is the part of Public Health Administration (PHA) and is authorised to control food business activities in the Emirate of Ras al Khaimah. Its functions and authorities are stipulated in the Food Control Law number 2, issued in 2009 by Ras al



Khaimah Municipality. These functions include control of food business activities through inspections and services by adopting and enforcing food laws, regulations, standards of Ras al Khaimah Municipality and UAE. Food Control Section has a range of other functions including; Coordinating with the ZAD system for food product registration and trade, coordinating with MOCCA for food Alerts & recalls, working with food business operators, national food control authorities and international agencies for the development and enforcement of food control standards and requirements.

### 1.3. Objectives:

Objectives of Food Control Section are:

- 1.3.1. Safeguarding public health through the provision and availability of and availability of technical food safety requirements.
- 1.3.2. Provision of adequate information relating to food to enable food business operators to comply with best hygiene practices and produce safe and wholesome foods.
- 1.3.3. Reduction of food waste, spoilage, and foodborne diseases.
- 1.3.4. Prevention of misleading or deceptive conduct.
- 1.3.5. Need for standards to be based on risk analysis using the best available scientific evidence.
- 1.3.6. Promotion of consistency between domestic and international food standards.
- 1.3.7. Desirability of an efficient and internationally competitive food industry.

### 2. Abbreviations, Terms & Definitions:

For the purposes of this document, following abbreviations, terms and definitions apply;

- 2.1. **CCP:** Critical control point
- 2.2. **CL:** Critical limit
- 2.3. **EIAC:** Emirates International Accreditation Center
- 2.4. **EID:** Emirates Identity Card
- 2.5. **ESMA:** Emirates Authority for Standardization & Metrology
- 2.6. **FSMS:** Food Safety Management System
- 2.7. **GFSI:** Global Food Safety Initiative
- 2.8. **GHP:** Good Hygiene Practices
- 2.9. **GMP:** Good Manufacturing Practice



- 2.10. HACCP:** Hazard Analysis and Critical Control Point
- 2.11. MOCCA:** Ministry of Climate Change and Environment
- 2.12. MOHP:** Ministry of Health and Prevention
- 2.13. OPRP:** Operational Prerequisite Programme
- 2.14. PRP:** Pre Requisite Program
- 2.15. SOP:** Standard Operating Procedure
- 2.16. SSOP:** Standard Sanitation Operating Procedure
- 2.17. Codex:** Codex Alimentarius Commission
- 2.18. ISO:** International Organization for Standardization
- 2.19. ZAD:** UAE Federal System for Food Products Registration and Trade
- 2.20. Best before Date:** The date which signifies the end of the estimated period during which the product remains, under any stated storage conditions, fully marketable and before which the food retains its best qualities. Although the product may remain satisfactory and fit for human consumption after such date, it is prohibited from being displayed or sold to consumers.
- 2.21. Buffet:** A type of service where food is served on the counters and guest do the self-service. The counters are divided into different sections as a hot counter main course, cold salad counter, cold desert station and bread station.
- 2.22. Certificate of Analysis (COA):** The document provided by the supplier, which indicates the results of specific tests or analysis, including test methodology, performed on a defined lot of the supplier's product.
- 2.23. Cleaning:** Removal of soil, food residue, dirt, grease or other objectionable matter.
- 2.24. Cleaning in place (CIP):** Cleaning of equipment by circulation of flowing chemical solutions, cleaning liquids and water rinses into, onto and over surfaces in equipment or systems without dismantling and designed for the purpose.
- 2.25. Cleaning out of place (COP):** A process where equipment is disassembled and cleaned in a tank or in an automatic washer by circulating a cleaning solution and maintaining a minimum temperature throughout the cleaning cycle.
- 2.26. Consumer:** Any person obtaining a food commodity or service, paid or unpaid, to satisfy his / her own needs or another person's needs.





- 2.27. Contaminant:** Any biological or chemical agent, foreign matter, or other substances not intentionally added to food which may comprise food quality, safety or suitability.
- 2.28. Contamination:** Introduction or occurrence of a contaminant in food or food environment.
- 2.29. Control measure:** Any action and activity that can be used to prevent or eliminate a food safety hazard or reduced it to an acceptable level.
- 2.30. Correction:** Action to eliminate a detected nonconformity. A correction includes the handling of potentially unsafe products and can therefore be made in conjunction with a corrective action. A correction may be, for example, reprocessing, further processing and/or elimination of the adverse consequences of the nonconformity (such as disposal for other use or specific labelling).
- 2.31. Corrective action:** Action to eliminate the cause of a nonconformity and to prevent recurrence. Corrective action includes cause analysis.
- 2.32. Detergents:** Detergents clean the surface and remove grease, but they do not kill microorganism such as bacteria.
- 2.33. Disinfection:** Reduction by means of chemical agents and/or physical methods, of the number of microorganisms in the environment, process or product, to a level that does not compromise food safety or suitability.
- 2.34. Food Establishment:** Any building or surrounding area in which food is handled and the under the control of the same management.
- 2.35. Expiration date:** The date which signifies the end of the estimated period under any stated storage conditions, after which the product probably will not have the quality and safety attributes. After this date, the food shall not be regarded as marketable or displays.
- 2.36. First Expired First Out (FEFO):** Stock rotation based on the principle of dispatching earliest expiration dates first.
- 2.37. First in First Out (FIFO):** Stock rotation based on the principle of dispatching earliest received products first.
- 2.38. Food Additives:** Any substance not normally consumed as a food by itself and not normally used as a typical ingredients of the food, whether or not it has nutritive



value, the intentional addition of which to food for a technological (including organoleptic such as; color, taste and odor) purpose in the manufacture, processing, preparation, treatment, packaging, transport or holding of such food results or may be reasonably expected to result directly or indirectly in it or its by-products becoming a component of or otherwise affecting the characteristics of such food.

**2.39. Food containers:** Any food grade material in which food is packaged to be delivered for sale as a separate individual unit, whether by completely or partially wrapping the food. It may enclose several units or types of wrappings when such is offered to the consumer.

**2.40. Food grade material:** A material allowed to be used in foods on condition that it does not cause any hazards or health problems. A material that is intended to be in contact with food, which shall not contaminate food with harmful material on coming in direct contact or lying nearby.

**2.41. Food handler:** Any person who directly or indirectly handles packaged or unpackaged food, food equipment and utensils, or food contact surfaces and is therefore expected to comply with food hygiene requirements. A food handler is anyone who is involved in any activity that involves food, such as: receiving, storage, processing/ preparation, serving, display, packaging, transportation and delivery of food.

**2.42. Food hygiene:** All conditions and measures necessary to ensure the safety and suitability of food at all stages of the food chain (preparation, production, processing, handling, storage and shipping).

**2.43. Food poisoning:** Food poisoning, also called foodborne illness, is illness caused by eating contaminated food. Infectious organisms — including bacteria, viruses and parasites — or their toxins are the most common causes of food poisoning. Infectious organisms or their toxins can contaminate food at any point of processing or production. Contamination can also occur at home if food is incorrectly handled or cooked. Food poisoning symptoms, which can start within hours of eating contaminated food, often include nausea, vomiting or diarrhea.

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



**2.45. Food spoilage:** Undesired change in food appears in physical characteristics as color, taste, odour and texture or which caused by the effect of microorganisms or by the chemical composition of food product.

**2.46. Food/ Foodstuff:** Any substances whether processed, semi-processed or unprocessed which is intended for human consumption and include beverages, chewing gum, or any other substance used in the manufacture, preparation or treatment of the food, but does not include cosmetics, perfumes, tobacco or any other substance used only as drugs.

**2.47. Foodborne disease outbreak (FBDO):** (1) Two or more individuals (from different households) who experience a similar illness after eating a common food or different food from a common place or (2) an unexplained, unexpected increase of a similar illness, and food is a likely source.

**2.48. Potentially Hazardous Food (PHF):** Any food or food ingredient (natural or synthetic) that is capable of supporting rapid growth of microorganisms under certain conditions such as temperature. Examples include cooked or raw animal products, heat treated vegetables and starches, sprouts, and melons.

**2.49. Hazard Analysis and Critical Control Point (HACCP):** A system which identifies, evaluates and controls hazards which are significant for food safety.

**2.50. Hazard analysis:** The process of collecting and evaluating information on hazards and conditions leading to the presence of these to establish which are significant for food safety and therefore shall be addressed in the HACCP plan.

**2.51. Critical Control Point (CCP):** A step in the process at which control can be applied and is essential to prevent a food safety hazard or reduce it to an acceptable level.

**2.52. Critical limit:** A criterion which separates acceptability from unacceptability.

**2.53. HACCP plan:** A document prepared in accordance with the principles of HACCP to ensure control of hazards which are significant for food safety in the segment of the food chain under consideration.

**2.54. Hazard:** A biological, chemical or physical agent in food with the potential to cause an adverse health effect.



**2.55. Ingredient:** Any substance, including a food additive, used in the manufacture or preparation of food and is present in the final product although possibly in a modified form.

**2.56. Label:** printed matter that is part of the finished product package conveying specific information about the contents of the package, the food ingredients and any storage and preparation requirements. Example, the term covers, but is not limited to: a) the package itself, printed matter attached to the package, or a sticker used for over-labelling; b) multi-packs which have an inner label on the individual product and an outer combined label for the whole contents.

**2.57. Labeling:** Any written, imaging or graphic matter that is present on the label associated with the qualities or nutritional characteristics of a food product, or with its nature, preparation, consumption or any other properties thereof.

**2.58. Live Cooking Service:** A type of service includes preparing food (primarily salads, main dishes or desert) in direct view of the guest.

**2.59. Lot:** A definitive quantity of a commodity produced essentially under the same conditions.

**2.60. Material specification/ product specification:** Detailed, documented description or enumeration of parameters, including permissible variations and tolerances, which are required to achieve a defined level of acceptability or quality.

**2.61. Materials:** Term used to indicate raw materials, packaging materials, ingredients, food additives, process aids, cleaning materials and lubricants.

**2.62. Packages of food materials:** Containers made from packaging materials suitable for foods and used for their containment, protection, and ease of use, such as metal cans, glass or plastic bottles, tins, paper, plastic and textile bags, wood and plastic boxes, paperboard containers, or any other types of containers including primary and secondary packages.

**2.63. Perishable food:** Food that consists wholly or partly of milk, milk products, eggs, meat, poultry, fish or shellfish, or ingredient that are capable of supporting the progressive growth of microorganisms that can cause food spoilage or food poisoning and other food borne illness.



**2.64. Pest control:** The different means used in protection or prevention against all pests and insects, their secretions or their parts; and exterminating them by appropriate hygienic methods.

**2.65. Policy:** Intentions and direction of an organization as formally expressed by its top management.

**2.66. Primary package:** Package that achieves the primary containment function where food is in direct contact with its interior surfaces.

**2.67. Process:** Set of interrelated or interacting activities which transforms inputs to outputs.

**2.68. Processing Aid:** A substance or material not including apparatus or utensils and not consumed as a food ingredient by itself intentionally used in the processing of raw materials foods or its ingredients to fulfill a certain technological purpose during treatment or processing and which may result in the non-intentional but unavoidable presence of residues or derivatives in the final products.

**2.69. Product recall:** removal of a non-conforming product from the market, trade and warehouses, distribution centres and/ or customer warehouses because it does not meet specified standards.

**2.70. Production code:** A code given to the quantity of a foodstuff produced, under the same conditions during a certain period of time, normally by the same production line or production unit.

**2.71. Production date:** The date on which the food becomes the product as described and written by manufacture.

**2.72. Ready – to – eat (RTE) food:** Any food (including beverages) which is normally consumed in its raw state or any food handled, processed, cooked or otherwise prepared into a form in which it is normally consumed without further processing.

**2.73. Risk:** The likelihood of a hazard occurring in food.

**2.74. Sanitation:** All actions involving with cleaning or maintaining hygienic conditions in an establishment, ranging from cleaning and/or sanitizing of specific equipment to periodic cleaning activities throughout the establishment (including building, structural, and grounds cleaning activities).



**2.75. Sanitizers:** Sanitizers can be used to both clean and disinfect as part of a two-stage approach. First use the sanitizer to clean the surface, removing any dirt, food and or grease. Re-apply to the visibly clean surface and leave for the required time to disinfect the surface.

**2.76. Secondary package:** External package which contains inside it the primary package for purpose of transportation, storage, distribution, and marketing.

**2.77. Traceability:** Ability to follow the history, application, movement and location of the food through specified stage(s) of production, processing and distribution.

**2.78. Use-by Date:** Date which signifies the end of the period beyond which a product may never be marketed, displayed or consumed in any manner.

**2.79. Validation:** Obtaining evidence that the elements of the HACCP plan are effective.

**2.80. Verification:** The application of methods, procedures, tests and other evaluations, in addition to monitoring to determine compliance with the HACCP plan.

**2.81. Zoning:** demarcation of an area within an establishment where specific operating, hygiene or other practices may be applied to minimize the potential for microbiological cross-contamination. Examples of practices include: clothing change on entry or exit, positive air pressure, modified traffic flow patterns.

### **3. License & Registration of Food Establishments:**

#### **3.1. General Requirements:**

**3.1.1.** Food establishments shall have a valid food business license from the concerned authorities in the Emirate of Ras al Khaimah (such as DED, RAKEZ & Tourism Department).

**3.1.2.** Food establishment operating in Ras al Khaimah, which belongs to other Emirates of UAE, shall have a valid license from the licensing authority of Ras al Khaimah or from concerned licensing authority in other Emirate of UAE.

**3.1.3.** For the licensing of new food establishment in Ras al Khaimah, licensing authorities shall refer the applicant (of food business) to the Food Control Section for the necessary registration, site approval, food business activity approval, and or facility layout approval.

**3.1.4.** Food operational activities shall be as per business activities listed in the license.



**3.1.5.** Food establishments shall not carry out any food activity (or activities) in areas other than the business addresses mentioned in the license unless getting approval from the concerned authorities and Food Control Section.

### **3.2. Registration with Food Control Section:**

Food establishments shall register the following to get and access all services of Food Control Section;

#### **3.2.1. Registration of Food Establishment as Business Partner:**

When a person or an establishment plans to start a food business or distribute food products in Ras al Khaimah, it shall register online with Food Control Section, Public Health Administration of Ras al Khaimah Municipality as an individual or organization business partner by following the link below;

<https://www.rak.ae/wps/portal/rak/e-services/govt/municipality/phd-online-services>

##### **3.2.1.1. Who needs to Register:**

Any food business operator who is handling, preparing/ manufacturing, storing, distributing, importing/ exporting, supplying or selling of food in the Emirate of Ras al Khaimah shall register its food premise in Food Control Section. Registration applies to food business types of;

- 3.2.1.1.1. Food manufacturing and packaging industries;
- 3.2.1.1.2. Retail groceries, hyper/ supermarkets & minimarts;
- 3.2.1.1.3. Restaurants, cafeteria, canteens and take-away;
- 3.2.1.1.4. Hotels and catering businesses;
- 3.2.1.1.5. Food trading companies (including distributors, export and import);
- 3.2.1.1.6. Food delivery services (including food trucks);
- 3.2.1.1.7. Food hygiene training and consultancy companies;
- 3.2.1.1.8. Water Tank Cleaning Companies.

##### **3.2.1.2. Online Food Selling Businesses:**

Companies involved with food distribution or food supply that operate from an office shall also register as food businesses. This applies even if no food is kept in the facilities.

##### **3.2.1.3. Temporary Stalls / Mobile food premises and commercial vending machines:**





Temporary food premises such as stalls in events, mobile food premises and commercial food vending machines as individual vending machines or the premises in which they are sited shall be registered with Food Control Section. Further, distribution centres where food for stock vending machines is stored and/or from which food is transported to vending machines for stocking shall also be registered with Food Control Section.

#### **3.2.1.4. Volunteers and charity organisations:**

3.2.1.4.1. If a person or organization is handling and serving small quantity of food without any commercial interest such as for charity on an occasional basis, then it does not require to register but it is advisable to get no objection from Food Control Section.

3.2.1.4.2. It might need to be registered as a food business partner if the food is provided on a regular and organized basis. Registration shall still apply if food is handled regularly even by a nonprofit organization such as a Food Bank.

#### **3.2.1.5. Updating business details:**

3.2.1.5.1. Food business operators shall ensure that the Food Control Section always has up-to-date information of their food business establishments and shall notify the Food Control Section of any significant changes of activities, or closure.

3.2.1.5.2. Any changes to the details previously supplied e.g. a change of food business operator or ownership, a change in the activities carried out in relation to food, change in location and or contact details, the closure of an establishment and change in the products shall be notified by the food business operator to the Food Control Section.

3.2.1.5.3. Notification of a change to the owner of a food business establishment shall be made by the new food business owner.

3.2.1.5.4. On receipt of a notification of a change online Food Control Section shall review and approve the request and update the record of registered food business establishments in electronic system or as appropriate.

3.2.1.5.5. If an establishment has more than one premises, then it is required to register each premise with Food Control Section.

#### **3.2.1.6. Special Registration Notes:**





3.2.1.6.1. Registration of establishment and its individuals shall be free of charge, and establishment registration cannot be refused other than any legal restrictions imposed by other regulatory authority.

3.2.1.6.2. Establishment shall be registered before starting its operation to avoid any penalties or legal actions. If a business operator is already operating or trading a food and have not yet registered, then it shall to register as soon as possible.

3.2.1.6.3. The registration process requires basic details of food business activities and the addresses where food operations are carried out. This would also include an office, even though it may not be used to physically handle any food products. This shall include all multi-site businesses where activities are carried out.

### 3.2.2. Registration of the Food Establishment Representative:

Food establishment representative is a person who can apply and contact with Food Control Section for any food control services. Any employee can become a representative of the food establishment by providing the following documents ONLINE or to FCS/ PHA representative at Customer Happiness Center of Ras al Khaimah Municipality from his/ her establishment;

- **UAE Smart Pass Registration.** Register UAE Smart Pass online or by entering EID and scanning your fingerprint in MBME machine (Shall have a valid EID).
- **Present a delegation letter** from company that contains representative name and EID/ Passport Number and contact information.
- **Present EID / Passport Copy.**

### 3.2.3. Registration of the Food Handlers:

Food establishment shall register all its food handlers in Food Control Section / PHA electronic system by following the requirements as mentioned above to get any employees related services such as occupational health certificate, attestation of food hygiene training certificate and registration of Food safety in-charge.

### 3.2.4. Registration of Food Transport Vehicles:

The delivery vehicles used for the transport of packaged or bulk food shall be registered as food transport vehicle with Food Control Section.

**Note:** Procedure for the online approval of food transport vehicles is available on website link at [www.rak.ae](http://www.rak.ae).



### 3.2.5. Registration of Food Products:

All prepackaged food products shall be registered online by food manufacturing, packaging and or distributing companies (Import/ Export) in the Emirate of Ras al Khaimah.

**Note:** Procedure for online food products registration is available on website link at [www.rak.ae](http://www.rak.ae).

## 4. Establishing a Food Business:

### 4.1. Choosing a Food Premise:

When establishing a food business or making changes to the existing premise, following shall be consider;

**4.1.1.** Food premise shall be accessible and comply with necessary and relevant building laws and regulations.

**4.1.2.** Preliminary approval shall be obtained from all concerned authorities including licensing authority, building, civil defense and Public Health Administration (PHA).

**4.1.3.** Familiarize with UAE food standards, layout review, site inspection and request necessary and relevant requirements from Food Control Section of Public Health Administration.

**4.1.4.** Premise shall handle food hygienically and safely and protect it from all types of contamination.

### 4.2. Locations of Building:

Potential sources of contamination from the surrounding area/ environment need to be considered when deciding where to locate food establishment. Food business shall not be in areas where potentially harmful substances or source could contaminate the food products. In particular, establishments shall be located away from:

**4.2.1.** Environmentally polluted areas and industrial activities, such as concrete ready-mix, waste accumulation area and recycling plant which pose a serious threat of contaminating food;

**4.2.2.** Areas prone to infestation of pests.

**4.2.3.** Areas where wastes, either solid or liquid, cannot be removed effectively.



- 4.2.4. Objectionable odours, smoke, dust, or other contaminants.
- 4.2.5. Areas subject to flooding unless sufficient safeguards are provided.
- 4.2.6. Roads and courtyards serving the food facility and or located in food facility area shall be suitable for transportation.
- 4.2.7. For food manufacturing and warehouse facilities, the site boundaries shall be clearly identified and access to the site shall be controlled.

#### 4.3. Size, Design and Layout:

Buildings shall be designed and constructed in a manner appropriate to the nature or activity of the food business to be carried out, the food safety hazards associated with the processes and the potential sources of contamination from the environment. In particular, the following specific conditions shall be satisfied where necessary to protect the safety and suitability of food;

- 4.3.1. Building shall provide adequate space, design and layout sufficient for the purpose intended, without crowding of equipment, personnel and materials.
- 4.3.2. Buildings shall be of durable construction, present no hazard to the product and provide a good working environment.
- 4.3.3. Layouts of the facility shall be designed, constructed and maintained to facilitate good hygiene practices.
- 4.3.4. The movement patterns of materials, products, people and the layout of equipment shall be designed (in linear flow) to protect against potential sources of contamination.
- 4.3.5. Food preparation and or manufacturing facility shall be so designed and provide suitable conditions, to apply hygienic operations in a regulated flow in process lines or processing areas, from the arrival of raw materials to the complete processing of the finished product.
- 4.3.6. The facility design shall easily allow for sufficient maintenance and cleaning operations and for sound hygienic control at all times and during all stages of food handling, preparation, storage and display.
- 4.3.7. The building shall be so designed as to prevent the entrance and harbouring of pests, insects, birds and other environment contaminants.



**4.3.8.** Layout and design of the food establishment (for new and structural change - renovation) shall be in accordance with hygiene requirements and shall be reviewed and approved by Food Control Section before starting new food business facility or activity.

**Note:** Procedure for the online approval of layout of food facilities is available on Public Health Administration website link at [www.rak.ae](http://www.rak.ae).

#### **4.4. Internal Structures and Fittings:**

Internal structure and fittings of the food establishment shall be soundly built of durable materials, which are easy to clean, maintained and where appropriate, be able to disinfected. In particular, the following specific conditions shall be satisfied where necessary to protect the safety and suitability of food:

##### **4.4.1. Floors:**

Floors shall be;

**4.4.1.1.** Maintained in a good condition, washable, easy to clean and disinfect.

**4.4.1.2.** Made of water-proof, light in colour, non-absorbent materials and shall not be affected by weak acids, alkaline and steam.

**4.4.1.3.** Non-slippery, non-toxic and free from crevices and pits.

**4.4.1.4.** Designed to avoid standing of water and constructed to entrap liquids/ water to drainage.

##### **4.4.2. Walls:**

Walls shall be;

**4.4.2.1.** Maintained in a good condition, washable, easy to clean and disinfect.

**4.4.2.2.** Water-proof, non-absorbent, light in colour and free from crevices.

**4.4.2.3.** Walls and partitions shall have a smooth surface up to the height of food operations and appropriate to the materials storage in warehouse.

**4.4.2.4.** Wall and floor junctions and corners shall be designed to facilitate cleaning activities. It is recommended that wall and floor junctions shall be curved or rounded in processing areas.



#### **4.4.3. Ceilings and Overhead Fixtures:**

Ceilings and overhead fixtures shall be designed to minimize build-up of dirt and water condensation. Ceilings shall be (wherever applicable):

**4.4.3.1.** Easy to clean, maintained and fixed in a good condition.

**4.4.3.2.** Free from water condensation, buildup of mold and flaking paint or plaster.

#### **4.4.4. Stairs, Lifts, Pipelines & Additional Installations:**

Where applicable, stairs, lifts, supply pipelines (for cooling, gas, chemical and electricity), and additional installations (such as Mezzanines and slopes) shall be designed or constructed so as to avoid contamination of food and to facilitate the process of cleaning them frequently. Supply pipelines shall be;

**4.4.4.1.** Insulated, especially cooling pipelines or where appropriate, to prevent water condensation.

**4.4.4.2.** Constructed and covered with a suitable material to minimize the build-up of dust, flaking of rust or paint.

**4.4.4.3.** Cleanable and where appropriate labeled or color-coded.

#### **4.4.5. Windows:**

**4.4.5.1.** Windows shall be constructed in a way to avoid accumulation of dirt.

**4.4.5.2.** Openable windows, roof vents or fan, where present, shall be provided with suitable net screens made of non-corrosive materials (to prevent entrance of flies, insects and rodents) and designed in such a way as to facilitate its cleaning and maintenance.

**4.4.5.3.** Where necessary, windows shall be fixed and tightly closed.

#### **4.4.6. Doors:**

**4.4.6.1.** Doors shall have smooth, non-absorbent surfaces and be easy to clean and disinfect.

**4.4.6.2.** Door shall be designed in such a way as to be tightly self-closed.

**4.4.6.3.** Where necessary, doors shall be equipped with air or plastic curtains.

**4.4.6.4.** External opening doors shall be closed or screened when not in use.



#### **4.4.7. Lighting:**

**4.4.7.1.** Adequate natural or artificial lighting shall be provided to operate in a hygienic manner.

**4.4.7.2.** Intensity of the lighting shall be appropriate to the nature of operation. Provide at least 110 Lux light intensity in food stores and 320 Lux and or above (as per process control measure) light intensity shall be provided in food processing, display and inspection areas. Shadows and strong glare shall be avoided.

**4.4.7.3.** Where necessary, lighting shall be such that the resulting colour is not misleading.

**4.4.7.4.** Light fixtures (inside building, chillers, freezers, serving lines or other equipment) shall be protected to ensure that materials, products or equipment are not contaminated in the case of breakages.

#### **4.4.8. Ventilation & Air Quality:**

**4.4.8.1.** Adequate air ventilation (natural or mechanical) facility shall be provided to remove excess or unwanted heat, steam, dust, odours (contaminated air) from the food handling & preparation area, chemical store, packaging materials store and other parts of the building facility.

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

**4.4.8.3.** Air ventilation system shall facilitate in drying the area after wet cleaning.

**4.4.8.4.** Where temperature and/or humidity are considered to be critical for the safety of materials, a control system shall be put in place, monitored and controlled.

**4.4.8.5.** Air ventilation/ conditioning system shall be adequate to provide suitable and comfortable working environment to the food handlers.

**4.4.8.6.** Air supply quality in food preparation and or processing area shall be controlled (such as, air pressure and filtration system) to minimize risk from airborne microbiological contamination.



#### **4.5. Utilities:**

##### **4.5.1. Potable Water:**

**4.5.1.1.** The supply of potable water (public distribution or bulk water supply) shall be from an approved source and sufficient to meet the needs of the food facility.

**4.5.1.2.** Facilities for storage, distribution and where needed, filtration, disinfection and temperature control of the water shall be designed to meet specified water quality requirements.

**4.5.1.3.** Water used as a product ingredient, in contact with food / food contact surfaces, water for cleaning or applications where there is a risk of indirect product contact (e.g. jacketed vessels, heat exchangers) shall meet specified Physio-chemical and microbiological requirements of UAE/ GSO unbottled drinking water standard.

**4.5.1.4.** Water storage tanks, tankers and associated pipelines (where applicable) shall be cleaned frequently (at least twice a year) with approved chemicals and method or by certified water tank cleaning companies to ensure quality and safety of water for use.

##### **4.5.2. Non-potable Water:**

**4.5.2.1.** Non potable water can be used for fire control, chilling units and other similar purposes not directly connected with food or does not constitute a hazard to the safety and suitability of food or food processes.

**4.5.2.2.** Non-potable water shall have a separate supply system that is labelled and not connected to the potable water system. Necessary preventive control measures shall be taken to prevent and or avoid mixing of non-potable water with potable water system.

##### **4.5.3. Water Recirculated for Reuse:**

**4.5.3.1.** Water recirculated for reuse shall 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 shall be effectively monitored.

**4.5.3.2.** Recirculated water, which has received no further treatment and water recovered from the 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.



**4.5.3.3.** Recirculated water used in food or food contact surfaces shall meet specified Physio-chemical and microbiological requirements of UAE/ GSO unbottled drinking water standard.

**4.5.4. Ice and Steam:**

**4.5.4.1.** Ice shall be made from potable drinking water that complies with *UAE/ GSO unbottled drinking water standard*.

**4.5.4.2.** Ice and steam shall be produced, handled, stored and used to protect food from contamination.

**4.5.4.3.** Ice machine, scopes and containers used to prepare, handle and store ice shall be cleaned and sanitized with food grade chemicals.

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

**4.5.4.5.** Exhaust hood and fans shall regularly be cleaned and sanitized.

**4.5.5. Compressed Air & other Gases:**

**4.5.5.1.** Where applicable (such as, in food processing, manufacturing and packaging facilities), compressed air, carbon dioxide, nitrogen and other gas systems used in manufacturing/ processing and/or filling shall be constructed and maintained so as to prevent contamination of food products.

**4.5.5.2.** Gases intended for direct or incidental product contact (including those used for transporting, cleaning, blowing or drying materials, products or equipment) shall be from a source approved for food contact use and shall be filtered to remove dust, oil and water.

**4.5.5.3.** Purity of such gases shall comply with food grade materials requirements and shall not introduce any contaminants in food products.

**4.5.5.4.** Where oil is used for compressors and there is potential for the air to come into contact with the product, the oil used shall be food grade. Use of oil free compressors is recommended.





#### 4.6. Handwashing Facilities:

4.6.1. Adequate numbers and means of hands washing facilities such as liquid soap, drying (air or single use disposable tissue paper), sanitizer, with supply of hot and cold water, wherever necessary, shall be provided and suitably located.

4.6.2. Liquid sanitizer shall be provided where hand washing facilities are not feasible.

4.6.3. Hand washing facilities shall be accessible, operational and always be kept in a sanitary condition.

4.6.4. Foot operated waste bins shall be available where tissue papers are provided on hand wash basins for hands dry.

#### 4.7. Changing Room (Dressing) Facilities:

Changing or dressing room facility shall be provided at least in food manufacturing, packaging, hotels, hyper/ supermarket facilities and where necessary as per decision from Food Control Section, to maintain an appropriate degree of personal hygiene and to avoid contaminating food through personnel belongings. In particular, changing room shall be equipped with the following;

4.7.1. Locker and shoe racks shall be provided to keep personnel belonging of the food handlers before entering food manufacturing/ preparation areas or commencing their work.

4.7.2. Separate changing rooms shall be provided for male and female staff wherever female food handlers are working.

4.7.3. Changing rooms shall be kept clean, well-lighted and have adequate air ventilation system.

4.7.4. For small facilities (such as small restaurants, cafeterias, catering, bakeries and retail shops), where the changing rooms are not feasible, the food establishment shall provide and food handlers shall wear uniforms and protective clothing before commencing their work.

4.7.5. Where necessary, separate staff canteens and eating areas shall be provided to food handlers to avoid potential cross-contamination of production/ preparation areas or food.

#### 4.8. Toilet Facilities:

Food establishments shall provide adequate toilet facilities for food handlers, and shall ensure sufficient number of hand wash basin, liquid soap, hot and cold water supply and drying facilities are provided.

4.8.1. Toilet facilities shall not directly open into food handling, preparation and storage areas.



**4.8.2.** Toilet shall be kept clean and provided with self-closing doors, well lighted and ventilated.

**4.8.3.** The notes shall be posted requiring personnel to wash their hands (at least for 20 seconds) by using liquid soap after visiting the toilet.

**4.8.4.** The number of toilet rooms shall not be less than 2 for each 10 food handlers. Follow the guidelines for toilet facilities in food establishments as per GSO/ UAE standard number 21.

**4.8.5.** Separate toilet facilities shall be provided to male and female staff, wherever is applicable.

**4.8.6.** For small business operators, such as retail shops and stalls, where toilet facilities are not feasible, food handlers shall have access to adequate suitable toilet facilities in the nearby vicinity.

#### **4.9. Facilities for Food & Equipment Sanitation:**

##### **4.9.1. Facilities for Food Washing:**

**4.9.1.1.** Where applicable, (in hotels, restaurants and cafeterias) depending on the type of food, separate sinks shall be provided for washing food in food preparation area / facility.

**4.9.1.2.** Every sink shall have an adequate supply of potable water for washing food.

**4.9.1.3.** Washing sink shall be kept clean and be disinfected after use or frequently as required.

**4.9.1.4.** Fruits and Vegetables wash station shall be provided with double bowl sinks for washing and sanitizing.

##### **4.9.2. Facilities for Cleaning Equipment and Utensils:**

**4.9.2.1.** Food premises shall have adequate facilities for cleaning and disinfection of utensils and equipment.

**4.9.2.2.** The facilities shall have an adequate supply of hot and cold potable water and availability of food grade chemicals for utensils and or equipment cleaning and disinfection.

**4.9.2.3.** The employees shall be aware of the use of cleaning chemicals, monitoring of automatic dishwashers and or chemical dosing systems. MSDS for all cleaning chemicals shall be available.



#### 4.10. Storage Facilities:

Adequate and suitable storage facilities shall be provided to store raw materials (such as food ingredients, food additives/ processing aids and packaging materials), nonfood chemicals (e.g. cleaning materials, lubricants and fuels), semi processed and finished products to protect stored materials from temperature abuse, heat, dust, pest and other sources of contamination. In particular;

**4.10.1.** Storage areas shall be designed or arranged to allow segregation of raw materials, semi processed products and finished products.

**4.10.2.** Storage area shall be designed to allow maintenance, cleaning, prevent contamination and minimize deterioration of stored materials.

**4.10.3.** Stored materials shall be kept under conditions to preclude it from contamination s and protection against damages.

**4.10.4.** Type of storage conditions are depending on the nature of the food. Storage facility shall have environments or conditions which minimize the deterioration of food (e.g. by temperature and humidity control). Store different types of food and other materials as per their storage condition and shelf life requirements, such as, storing food in dry store, chiller and or freezer.

**4.10.5.** A separate and secure (locked or otherwise access controlled) storage area (or racks in grocery shops, hyper/ supermarkets) shall be provided for cleaning materials, chemicals, nonfood and other hazardous materials.

**4.10.6.** Storage facility shall facilitate the materials to store off the floor, with sufficient space between the material and the walls and ceiling/ roof to allow inspection and to control pest activities.

**4.10.7.** During storage, the periodic inspection shall be carried out for the stored materials to ensure that the materials (raw, packaging and final products) are kept safe as per requirements and for further use.

#### 4.11. Waste Disposal Facility:

Systems shall be in place to ensure that waste materials are identified, collected, removed and disposed of in a manner which prevents contamination of food products, equipment and facilities. Food waste and other rubbish from areas



containing food shall be removed as quickly as possible to avoid it building up and attracting pests. Wastes shall be disposed of in accordance with Ras al Khaimah environment and waste management authorities' procedures.

#### **4.11.1. Containers for Waste & Inedible or Hazardous Substances:**

Containers for waste and inedible or hazardous substances shall be:

- 4.11.1.1.** Suitably designed and clearly identified for their intended purpose.
- 4.11.1.2.** Located in a designated area.
- 4.11.1.3.** Constructed of impervious material which can be readily cleaned and sanitized.
- 4.11.1.4.** Closed / covered when not in immediate use.
- 4.11.1.5.** Locked where the waste may pose a risk to the product and environment.
- 4.11.1.6.** Keep clean so as to prevent the diffusion of odour and the appearance of pests and insects.

#### **4.11.2. Waste Management & Removal:**

- 4.11.2.1.** Provision shall be made for the segregation, storage and removal of waste.
- 4.11.2.2.** Accumulation of waste shall not be allowed in food-handling or storage areas. Removal frequencies shall be managed to avoid accumulations and overflow of waste containers, preferably with a minimum frequency of removal once per day.
- 4.11.2.3.** Remove and dispose of waste materials, including waste cooking oil shall be carried out by approved disposal contractors or as per requirements of waste management authority of Ras al Khaimah.
- 4.11.2.4.** The organization shall retain records of waste disposal.

#### **4.11.3. Disposal of Waste Cooking Oil from Food Premises:**

Food establishment shall ensure waste cooking oil is collected and stored properly. Cooking oil shall not be thrown-out with the rest of the catering or kitchen waste. This is because it can cause spillages leading to bad smell and pollution problems. Waste cooking oil shall not be poured down to drains or sewers because this causes blockages, bad smell and pests problems. In particular;



**4.11.3.1.** Where applicable, oil/ grease traps of suitable type and design shall be installed in area or place away from food preparation or storage preferably outside the food establishment.

**4.11.3.2.** The oil / greasy waste shall be frequently collected and removed by waste control company approved by Ras al Khaimah waste management authority. The oil waste shall be transported securely to authorized site for recovery or disposal.

**4.11.3.3.** Records and reports demonstrating regular cleaning of the grease traps shall be made available to the inspector upon request.

**4.11.4. Drainage Facility:**

Where necessary, adequate, clean and covered drainage facilities shall be provided as;

**4.11.4.1.** Drainage facilities shall be designed, constructed and kept clean to avoid the risk of contaminating food or environment.

**4.11.4.2.** Where applicable, Plumbing and drainage lines or facilities shall be designed and approved by concerned authorities (such as waste management authority of Ras al Khaimah).

**4.11.4.3.** Drainage lines shall always be covered and kept clean so as to prevent the diffusion of odours and the appearance of pests and insects.

**4.11.4.4.** Drains shall have capacity sufficient to remove expected flow loads.

**4.11.4.5.** Overhead drain lines shall not pass over the processing lines or store food underneath.

**4.11.4.6.** Drainage lines or system shall not flow from a contaminated area to a clean area.

**5. Equipment & Food Contact Surfaces:**

Food establishments shall have suitable and adequate food grade equipment, tools and utensils to facilitate hygienic and safe food handling, processing, storage, display and transportation.

**5.1. Equipment Design, Material & Location:**

Equipment shall be designed and located so as to facilitate good hygiene practices, cleaning, maintenance and permit access for its easy operation and monitoring. In particular;



**5.1.1.** Equipment, containers and surfaces coming in contact with food shall be constructed from materials designed for food use. It shall be smooth, impermeable, accessible, cleanable surfaces, corrosion resistant - inert to food, detergents and disinfectants, nontoxic, free from damages, crevices, loose scales and non-absorbent (unless the use of other surfaces as wood might be necessary due to the nature of work).

**5.1.2.** Equipment, containers and surfaces coming in contact with food shall be designed, movable or capable of being disassembled to ensure that, where necessary, they can be adequately cleaned, disinfected, maintained and monitored to avoid the contamination of food.

**5.1.3.** Industrial safety and protection means shall be provided for electric dangers, heating operations and sharp ended equipment and utensils.

## **5.2. Food Control & Monitoring Equipment:**

**5.2.1.** Where necessary, food establishment shall have adequate, suitable and well maintained equipment (with reference documents) for control and to check varies food safety or quality parameters of food. Such as; physical (temperature, pH, water activity, turbidity and colour), chemical and microbiology analysis by using calibrated equipment and tools to ensure product or process safety.

**5.2.2.** Equipment used to cook, heat treatment, cool, store chill or freeze and or monitor food shall be designed to achieve intended results as necessary in the interests of food quality, safety, suitability and maintain them effectively. Such equipment shall also be designed to allow temperatures to be monitored and controlled, respectively.

**5.2.3.** Where necessary, equipment shall have effective means of controlling and monitoring humidity, air-flow and any other characteristic likely to have significant effect on the safety or suitability of food. These requirements are intended to ensure that harmful or undesirable micro-organisms or their toxins are eliminated or reduced to safe levels or their survival and growth are effectively controlled.

**5.2.4.** Where appropriate, critical limits established for food safety and suitability in food safety management system (such as Hazard Control Plan) shall be rapidly achieved, maintained and monitored.



### 5.3. Equipment Sanitation and Maintenance:

Food establishments shall ensure the continued suitability of the equipment (used in food handling) for their intended use by having effective cleaning and maintenance (preventive and corrective) programs. In particular;

**5.3.1.** Food establishment shall have a regular cleaning, disinfection and maintenance plan for food contact surfaces (such as utensils, equipment, tools and or devices in accordance with best practices or manufacturer's instructions) and food storage equipment (chillers, freezers, racks and pallets).

**5.3.2.** Where necessary, wet and dry cleaning programs shall be documented to ensure that all utensils and equipment are cleaned at defined frequencies.

**5.3.3.** The programs shall specify what is to be clean and disinfected, frequency, who is responsible, method of cleaning (e.g. CIP, COP), use of dedicated cleaning tools, removal or disassembly requirements and methods for verifying the effectiveness of the cleaning and disinfection.

**5.3.4.** All equipment having a significant influence on the food safety shall be uniquely identified.

**5.3.5.** Where necessary food establishments shall have rules (standard operating procedures and or operational or technical manual) for the access to, and the use of, specified facilities and equipment used to handle food. All equipment shall be maintained in accordance with documented procedures and instructions.

**5.3.6.** Equipment maintenance plan shall be established and shall include all devices used to prepare, store and monitor food. Examples of such devices include cooling and heating equipment (such as chillers, freezers and ovens), measurement devices (such as weighing balances), thermometers, pressure gauges, screeners, filters (including air filters), magnets and metal detectors.

**5.3.7.** Calibration - Where appropriate, measuring equipment having a significant influence on food quality and safety shall be calibrated before being put into service, and thereafter calibrated according to an established programme.

**5.3.8.** The overall programme of calibration of equipment is designed and operated so as to ensure that, wherever applicable, measurements made by the food establishment or third part calibrating companies are traceable to national or





international standards of measurement, where available. Where traceability to national or international standards of measurement is not applicable, food establishments shall maintain evidence of correlation or accuracy of monitoring results.

**5.3.9. Reference standards** of measurement held by food establishment shall be used for calibration only and for no other purpose. Reference standards of measurement shall be calibrated providing traceability to a national or international standard of measurement.

**5.3.10.** Where relevant, equipment shall be subject to in-service checks between regular recalibrations.

**5.3.11. Reference materials** shall, where possible, be traceable to national or international reference materials, where they exist.

**5.3.12.** Food establishments shall have documented procedures for dealing with **Defective Equipment**. Defective equipment shall be removed from service by segregation, prominent labeling or marking. Food establishment shall examine the effect of defects on previous batches of food production and, when necessary, take appropriate corrective action (including backup plan to avoid spoilage or safety of food).

**5.3.13.** Corrective maintenance shall immediately be carried out for the defective equipment. If immediate corrective maintenance is not possible there shall be a backup plan to ensure quality and safety of food products.

**5.3.14.** Maintenance requests which impact product safety shall be given priority.

**5.3.15.** Temporary fixes shall not put product safety at risk. A request for replacement by a permanent repair shall be included in the maintenance schedule.

**5.3.16.** Lubricants and heat transfer fluids shall be food grade where there is a risk of direct or indirect contact with the product.

**5.3.17.** The procedure for releasing maintained equipment back to production or store shall include clean up, sanitation, where specified in process sanitation procedures, and pre-use inspection.





**5.3.18.** Maintenance personnel shall be trained in the product hazards associated with their activities.

## **6. Pest Control:**

### **6.1. General:**

Pests pose a major threat to the safety and suitability of food. Pest infestation can occur where there are breeding sites for pests, unhygienic conditions and a supply of food. Good hygiene practices shall be employed to avoid creating an environment favorable to pests. Good sanitation, inspection of incoming materials and monitoring procedures can minimize the likelihood of pest infestation or activities. The three main groups of pests that are encountered in food businesses are;

- Rodents - rats and mice.
- Insects - cockroaches, weevils, beetles, silverfish, ants and flies.
- Birds – sparrow, doves and pigeons.

### **6.2. Pest Control Programs:**

The establishment shall have a designated person to manage pest control activities and/or deal with approved pest control treatment company. Pest management programs shall be documented and identify target pests, treatment methods, frequency and where necessary, training requirements. Programs shall include a list of pesticides which are approved (by MOCCAE) for use in specified areas of the food establishment.

### **6.3. Preventing Access:**

**6.3.1.** Buildings shall be kept in good repair and condition to prevent pest access and to eliminate potential breeding sites.

**6.3.2.** Holes, drains and other places where pests are likely to gain access shall be kept sealed.

**6.3.3.** External doors, windows or ventilation openings shall be designed to minimize the potential for entry of pests. Entrances shall be kept closed or screened soon after use. Wire mesh screens, for example on open windows, doors and ventilators, will reduce the problem of pest entry.

**6.3.4.** All types of animals (other than animals for food processing) such as Pets are not allowed in food preparation, handling, storage and display areas.

### **6.4. Harborage & Infestation:**



**6.4.1.** Storage practices shall be designed to minimize the availability of food and water to pests.

**6.4.2.** Potential pest harborage (e.g. burrows, undergrowth, stored items) shall be removed.

**6.4.3.** Materials found to be infested shall be handled in such a way as to prevent contamination of other materials, products or the establishment.

**6.4.4.** Where outside space is used for storage of materials (other than food) for limited time, stored items shall be protected from weather and or pest infestation (e.g. bird droppings).

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

**6.4.6.** Areas both inside and outside food premises shall be kept clean. Where appropriate, waste shall be stored in covered, pest-proof containers.

#### **6.5. Monitoring & Detection:**

Food establishment and surrounding areas shall be regularly examined for evidence of pest infestation. All outside pest breeding places, as well as all inside harbouring and hibernating spots, shall be under periodic monitoring and control. Floors, walls, ceilings, basins, drains, equipment, elevators and conveyors shall be frequently inspected for detecting the presence of insect, secretions and eggs in crevices.

**6.5.1.** Pest-monitoring programs shall include the placing of pest detectors and traps in key locations to identify and control pest activity.

**6.5.2.** A map of pest detectors and traps shall be maintained. Detectors and traps shall be designed and located so as to prevent potential contamination of materials, products or facilities.

**6.5.3.** Detectors and traps shall be of robust, tamper-resistant construction. They shall be appropriate for the target pest.

**6.5.4.** Detectors and traps shall be inspected at a frequency intended to identify new or any pest activity. The results of inspections shall be analysed to identify pest trends.

#### **6.6. Eradication:**

**6.6.1.** Eradication measures shall be put in place immediately after evidence of pest infestation is reported and or as per preventive measures plan.



**6.6.2.** Pest control activities shall be performed by trained pest control personnel, with approved pesticides and materials and or approved pest control company eligible to perform pest control treatment in the food facilities.

**6.6.3.** Treatment with chemical, physical or biological agents shall be carried out without posing a threat to the safety or suitability of food and food handlers health.

**6.6.4.** Food establishments shall install fly's controllers near to the entrances of doors, 1.5 meters high from the ground or above the head size, away from food storage and at right angle to the entrance of door.

**6.6.5.** Food establishments shall have adequate number of bait, rodent and insect traps in designated area and shall monitor and change with new ones, regularly.

**6.6.6.** After application of pesticides, contaminated equipment and utensils shall be thoroughly cleaned to remove pesticide residues.

**6.6.7.** Pesticide use and application shall be restricted to trained operatives and shall be controlled to avoid product safety hazards.

**6.6.8.** Records of pesticide use shall be maintained such as the type, quantity and concentrations used, where/ when/ how applied and targeted pest.

**6.6.9.** For internal pest control, pesticides shall be stored in locked rooms (with limited access) used only for that purpose and dispensed and handled by authorization, and through properly trained personnel. Extreme care shall be taken to avoid food contamination.

**6.6.10.** Pest control treatment in food establishments shall be on regular basis, preferably on monthly basis or at least once in three months, unless establishment can proof record of having no pest infestation for the last one year.

## **7. Food Transportation:**

### **7.1. General Requirements:**

When food is transferred from one place to another it shall be protected and prevented from becoming deterioration or damage and contaminated with dirt or other environmental contaminants. The type of transportations required depends on the nature of the food and the conditions under which it has to be transported. Where necessary, food transportations shall be designed and constructed so that;



- 7.1.1.** Food transport vehicles shall be covered to provide effective protection from sunlight, heat, dust and fumes or other environmental contaminants.
- 7.1.2.** It shall be effectively cleaned and where necessary disinfected.
- 7.1.3.** Where necessary, it shall permit effective separation of different types of foods or foods from non-food items.
- 7.1.4.** Where required, it shall 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.
- 7.1.5.** Chilled food shall be transported at temperature 5 °C or below. Fresh poultry, meat and fish shall be transported as per temperature requirement stipulated in relevant UAE/ GSO standards.
- 7.1.6.** Frozen food shall be kept frozen hard and transported at – 18 °C or below.
- 7.1.7.** Freezer and or chiller compartments/ devices of the delivery vehicles shall be calibrated to ensure quality and safety of the transported food products.
- 7.1.8.** Allow any necessary temperature, humidity and other conditions to be monitor and recorded.
- 7.1.9.** Food transport vehicles shall be approved from Food Control Section of Ras al Khaimah municipality.

**Note:** Refer to food transportation guidelines issued by Food Control Section for more details and Procedure for the approval of food transportation is available on Public Health Administration website link at [www.rak.ae](http://www.rak.ae).

## **7.2. Maintenance & Use:**

- 7.2.1.** Food transportation shall be kept in an appropriate state of cleanliness, repair and condition.
- 7.2.2.** Where the same vehicle is used for transporting different foods, or non-foods, effective cleaning and, where necessary, disinfection shall take place between loads.
- 7.2.3.** In case of bulk food / water transport vehicles, the body containers shall be designated and marked for food or potable water use only and shall be used only for that purpose.



## 8. Personal Hygiene:

All food handlers shall have a high standards of personal hygiene and apply best hygiene practices while handling food to ensure safety of the food products.

Personal hygiene includes;

### 8.1. Medical Fitness for Food Handlers:

8.1.1. All food handlers shall be medically examined before commencing their working in food premises.

8.1.2. Medical examination shall be conducted by competent health authorities according to the requirements stated by Public Health Department of Ras al Khaimah Municipality and Ministry of Health and Prevention in Ras al Khaimah or UAE.

8.1.3. Medical examination shall be carried out periodically for all food handlers, after their appointment in food establishments, at least once a year or as need may arise, to ensure that they are medically fit and free from communicable or contagious diseases.

8.1.4. All food handler shall obtain valid occupational health fitness certificate or card from Public Health Administration of Ras al Khaimah Municipality.

8.1.5. Food establishment shall not allow anyone to handle food or enter a food handling area if they are known, or suspected, to be suffering from, or to be a carrier of a disease or illness likely to be transmitted through food, food contact material or through human contact.

8.1.6. Conditions which shall be reported to management or supervisor or owner of the food establishment so that any need for medical examination, treatment and/ or possible exclusion from food handling can be considered, include: jaundice, diarrhea, vomiting, fever, sore throat with fever, visibly infected skin lesions (boils and cuts), rash and allergy, and discharges from the ear, eye or nose.

8.1.7. Any food handler so affected shall immediately report illness or symptoms of illness to the management and shall be isolated till recovery. Staff with diarrhoea or vomiting shall not return to work until they have had no symptoms for 48 hours and get permission from MOHP recognized medical doctor.

8.1.8. In food-handling areas, personnel with wounds or burns shall be required to cover them with specified dressings. Dressings shall be brightly coloured and or detectable where appropriate. Food establishment (first aiders or supervisors) shall



maintain record of the issuance of dressings, to any person, production section. Any lost dressing shall be reported to supervision immediately.

**Note:** Procedure for obtaining occupational health certificate or card is available on Public Health Administration website link at [www.rak.ae](http://www.rak.ae).

## 8.2. Handwashing:

Effective handwashing is extremely important to help prevent harmful bacteria spreading from food handlers' hands. Hands shall be washed in the hand wash basin (and not in the dishwater or food preparation sink). All food handlers shall wash their hands regularly and thoroughly at the start of food handling activities and or after;

8.2.1. Visiting toilet.

8.2.2. Handling raw food such as meat, chicken, fish and eggs.

8.2.3. Handling rubbish, contaminated material or cleaning activities.

8.2.4. Touching ears, nose, mouth, other parts of the body or animals.

8.2.5. Eating and smoking.

8.2.6. Handling sick person.

## 8.3. How to Wash Hands:

8.3.1. Use designated hand wash basin / sink provided for washing hands.

8.3.2. Apply liquid soap and use warm water.

8.3.3. Wash hands for at least 20 seconds including fingers, areas among fingers, under nails, back of hands, thumbs and wrists.

8.3.4. Rinse hands under warm running water, turn off the tap by using a paper towel or your elbow/ foot.

8.3.5. Dry your hands using a paper towel or air drier.

8.3.6. Dispose of tissue using foot operated waste bin and sanitize hands afterwards, if necessary.

## 8.4. Protective Clothing & Work Wears:

8.4.1. Personnel who works in or enter into areas, where exposed food products and/or materials are handled, shall wear work clothing that is fit for purpose, clean and in good condition (e.g. free from tears or fraying material).



**8.4.2.** Clothing / work wear mandated for food protection or hygiene purposes shall not be used for any other purpose.

**8.4.3.** Clothing preferably shall not have buttons, hooks and outside pockets above waist level. Zips or press stud fastenings are acceptable.

**8.4.4.** Clothing shall provide adequate coverage to ensure that hair and perspiration from the body cannot contaminate the product. Hair, beards, and moustaches shall be protected (i.e. completely enclosed) by restraints unless hazard analysis indicates otherwise.

**8.4.5.** Where gloves are used for product contact, they shall be clean and in good condition. Use of latex and powder gloves shall be avoided where possible.

**8.4.6.** Shoes for use in food processing areas shall be fully enclosed and made from non-absorbent materials.

**8.4.7.** Personal protective equipment, where required, shall be designed to prevent product contamination and maintained in hygienic condition.

#### **8.5. Hygiene Practices:**

To keep food safe, food handlers shall maintain a high degree of personal cleanliness and, where appropriate, wear clean uniforms, suitable protective clothing, head covers, gloves and footwear. In particular, food handlers shall;

**8.5.1.** Keep nails short and clean.

**8.5.2.** Keep hair clean, tied back and covered at all times.

**8.5.3.** Have a clean body and clean clothing at all times.

**8.5.4.** Cuts and wounds, where personnel are permitted to continue working, shall be covered by suitable waterproof dressings or brightly coloured bandage and a glove.

**8.5.5.** All protective coverings or equipment, used in food area shall be removed and placed in the changing room before going to the toilet or outside food handling areas.

**8.5.6.** Protective clothing shall be put back on after visiting either the toilet or external areas, with the hairnet going on firstly. Toilets shall have notices on the door, instructing staff to remove work clothing before entering.

**8.5.7.** Food handlers shall avoid behaviour which could result in contamination of food while preparing or serving food. For example, smoking, spitting, blow on food, chewing



gum or eating or drink over unprotected food or food preparation surfaces, apply finger to mouth, eyes, ears, nose, sneezing or coughing over unprotected food.

**8.5.8.** Food handlers shall not;

**8.5.8.1.** Touch ready-to-eat foods with bare hands but shall use tongs or gloves.

**8.5.8.2.** Wear artificial nails as these can fall off into the food.

**8.5.8.3.** Wear nail polish.

**8.5.8.4.** Smoke near or around food or preparation areas.

**8.5.8.5.** Touch or comb hair when preparing food.

**8.5.8.6.** Use mobiles and other personal electronic gadgets while handling food.

**8.5.8.7.** Wear rings, earrings or body piercings with stones, as these can fall into food.

**8.5.8.8.** Go to work if unwell, especially if having diarrhoea, vomiting, or fever.

**8.5.8.9.** Store personal belongings and clothing in food preparation or food storage areas.

**8.5.8.10.** Sleep in the food preparation, handling or storage areas.

## **8.6. Wearing & Changing Gloves:**

Gloves can be an effective way to prevent contamination of the food during preparing.

Changing gloves frequently is one of the best steps for making sure the food handle and serve is safe. Always change gloves;

**8.6.1.** Between handling ready-to-eat and raw food.

**8.6.2.** If the gloves tear off.

**8.6.3.** After taking the rubbish out or contaminated things.

**8.6.4.** After sweeping, mopping and cleaning.

**8.6.5.** After taking money or providing change to a customer.

**8.6.6.** Always wash and dry your hands before putting on new gloves.

## **8.7. Visitors:**

Visitors to food preparation/ manufacturing, processing or handling, storage areas shall follow good hygiene practices. In particular;

**8.7.1.** Where appropriate, wash or sanitize hands, adequate wear protective clothing and do not enter food preparation area if sick with any infections or communicable disease as described above.





**8.7.2.** All visitors shall complete a **health declaration form** before entering a food preparation area.

**8.7.3.** All visitors shall sign in and out and document date, time in and out on the visitors register before entering the kitchen and manufacturing or production areas.

## **9. Food Hygiene & Safety Training:**

### **9.1. General Requirements:**

**9.1.1.** Food handlers shall be competent enough (have necessary knowledge and skills) to hygienically handle and prepare food.

**9.1.2.** All personnel shall be aware of their role and responsibility in protecting food from contamination or deterioration.

**9.1.3.** Those who handle cleaning chemicals or other potentially hazardous chemicals shall be instructed in safe handling techniques and use.

**9.1.4.** All food handlers shall have appropriate approved training record to ensure they are capable of handling food safely.

**9.1.5.** New food handlers shall be trained in food safety before commencing their work.

**9.1.6.** Food hygiene training shall be conducted by approved food safety trainers or training companies.

**Note:** *Procedure for obtaining approval of food hygiene trainer or hygiene training and consultancy/ training company is available on Public Health Administration website link at [www.rak.ae](http://www.rak.ae).*

### **9.2. Training Programme:**

Food establishment (Food manufacturing, hotels, catering industries, restaurant and cafeteria,) shall have their own internal training program and following factors shall be taken into consideration in assessing the level of training required includes:

**9.2.1.** Nature of the food, in particular its ability to sustain growth of pathogenic or spoilage micro-organisms.

**9.2.2.** Manner in which the food is handled and packed, including the probability of contamination.

**9.2.3.** Extent and nature of processing or further preparation before final consumption.

**9.2.4.** Conditions under which the food shall be stored, and



**9.2.5.** Expected length of time before consumption.

**9.3. Instruction & Supervision:**

**9.3.1.** Food establishment shall ensure that all food handlers are receiving the appropriate supervision and training in food hygiene, which is in-line with internal training program, working area, food business activity they work in and will enable them to handle food in the safest way.

**9.3.2.** Periodic assessments of the effectiveness of training and instruction programs shall be made as well as routine supervision and checks to ensure that procedures are being carried out effectively.

**9.3.3.** Managers and supervisors of food processes shall have the necessary knowledge of food hygiene and food safety management principles and practices to be able to judge potential risks and take the necessary action to remedy deficiencies.

**9.4. Refreshing Training:**

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

**10. Cleaning Program:**

**10.1. General:**

Food establishments shall establish cleaning and sanitizing program to ensure that the food handling, processing, storage and transporting equipment and environment are maintained in hygienic condition. Cleaning and sanitizing programs shall be established and validated by the food establishment (especially hotels, manufacturers, traders) to ensure that all parts of the establishment and equipment are cleaned and/or sanitized to a defined schedule, including the sanitation of cleaning equipment. Program shall be monitored for continuing suitability and effectiveness. The necessary cleaning procedure and materials shall depend on the nature of the food business. Cleaning and/or sanitizing program shall specify the following;

**10.1.1.** Areas, items of equipment, utensils (including racks, pallets and trolleys), conveyors, and transport vehicle to be cleaned and/or sanitized.



- 10.1.2. Responsibility for the tasks specified.
- 10.1.3. Cleaning/ sanitizing method and frequency.
- 10.1.4. What cleaning/ disinfecting/ sanitizing products shall be used.
- 10.1.5. Pre start-up and Post-clean inspections.
- 10.1.6. Where appropriate, cleaning and sanitation program shall be established in consultation with specialist/ expert/ advisors.

## 10.2. Cleaning Steps:

Food establishments shall;

- 10.2.1. Prepare and use a cleaning program to make sure that facilities, food contact surfaces and equipment are cleaned and disinfected, when it is required.
- 10.2.2. Clean and disinfect food areas and equipment between different tasks, especially after handling raw food.
- 10.2.3. Clean as you go; If some food is spill, clear it up straight away and clean the surface thoroughly.
- 10.2.4. Use cleaning and disinfection products and equipment that are suitable (food grade) for the job and follow the manufacturer's instructions.
- 10.2.5. Do not let food waste build up and dispose it off immediately and frequently.

## 10.3. Cleaning & Sanitizing Agents and Tools:

Facilities and equipment shall be maintained in a condition which facilitates wet or dry cleaning and/or sanitation.

- 10.3.1. Cleaning and sanitizing agents and chemicals shall be clearly identified, food grade, stored separately and used only in accordance with the manufacturer's instructions.
- 10.3.2. Tools and equipment shall be of hygienic design and maintained in a condition which does not present a potential source of extraneous matter.

## 10.4. Cleaning In Place (CIP) System:

CIP system shall be separated from active product lines. Parameters for CIP systems shall be defined and monitored (including type, concentration, contact time and temperature of any chemicals used).



## 10.5. Monitoring Sanitation Effectiveness:

Cleaning and sanitation programs shall be monitored at frequencies specified by the organization to ensure their continuing suitability and effectiveness.

## 11. Food Contamination:

### 11.1. General:

Food contamination occurs when something is found in food that shall not be there.

Contaminated food can be unsafe for human consumption. Food establishment shall follow the correct food handling procedures to ensure that food shall not get contamination during handling, preparation, storage, display and distribution.

Following are the potential four ways that food can get contamination;

### 11.2. Biological Contamination:

Biological contamination includes bacteria, fungi, yeasts, mold, viruses, parasites, worm and insects. Pathogens (disease causing microorganisms) can be transferred from one food to another, either by direct contact, food handlers, contact surfaces or the air. Where appropriate, following shall be consider;

**11.2.1.** Raw, unprocessed food shall be effectively separated, either physically or by time, from ready-to-eat foods, with effective intermediate cleaning and where appropriate disinfection.

**11.2.2.** Access to food processing or preparation areas may need to be restricted or controlled. Where risks are particularly high, access to processing areas shall be only via a changing facility and personnel are required to put on clean protective clothing and wash their hands before entering.

**11.2.3.** Food contact surfaces, utensils, equipment, fixtures and fittings shall be thoroughly cleaned and where necessary disinfected after raw food, particularly vegetables, meat, poultry and fish has been handled or processed.

**11.2.4.** Areas where potential for microbiological cross-contamination exists (airborne or from traffic patterns) shall be identified and a segregation (zoning) plan shall be implemented. A hazard assessment shall be carried out to determine potential sources of microbiological contamination, susceptibility of the product and control measures suitable for these areas as follows:



- 11.2.4.1. Separation of raw from finished or ready to eat (RTE) products,
- 11.2.4.2. Structural segregation — physical barriers, walls or separate buildings,
- 11.2.4.3. Traffic patterns or equipment segregation — people, materials, equipment and tools (including use of dedicated tools),
- 11.2.4.4. Air pressure differentials.

### 11.3. Allergen Management:

Some food ingredients (and their products) are hypersensitive in nature and called as food allergens. As per labeling of prepackaged foodstuffs (*UAE food standard number 9*) these foods or ingredients are; Cereals containing gluten (i.e., wheat, rye, barley, oats, spelt or their), Crustacean (such as prawns, crabs and lobsters), Eggs, Fish, Nuts (Peanuts and Walnuts), Soybeans, Milk, Sulphite in concentrations of 10 ppm or more (in products ready for consumption), Celery, Shallard, Sesame seeds, Clams, Lupin and Lupin products. Food allergens shall be control to avoid contamination of food products. In particular, following shall be consider;

- 11.3.1. Allergens present in the product, either by design or by potential manufacturing cross-contact, shall be prominently declared on the food product label or the accompanying documentation for products intended for further processing.
- 11.3.2. A list of the names of materials and ingredients which causes hypersensitivity shall be shown by using the words “**contains (Allergen name) causing hypersensitivity**” or “**may contain traces of (Allergen name) causing hypersensitivity**”.
- 11.3.3. Any product where the list of ingredients relating to the existence of a hypersensitivity-causing material cannot be shown on the food label shall not be presented or marketed.
- 11.3.4. Products shall be protected from unintended allergen cross-contact by identifying and keeping allergens separately from the normal ingredients, cleaning and line change-over practices and/or product sequencing.
- 11.3.5. Manufacturing/ food preparation cross-contact can arise from either;



- 11.3.5.1.** Traces of product from the previous production run which were adequately cleaned from the product line/ preparation area due to technical limitations or inadequate cleaning; or
- 11.3.5.2.** When contact is likely to occur, in the normal manufacturing / preparation process, with products or ingredients that are produced on separate lines, or in the same or adjacent processing areas.
- 11.3.6.** Rework containing allergen(s) shall be used only;
- 11.3.6.1.** In products which contain the same allergen(s) by design; or
- 11.3.6.2.** Through a process which is demonstrated to remove the allergenic material.
- 11.3.7.** Employees handling food shall receive specific training in allergen awareness and associated manufacturing practices.
- 11.3.8.** Hotels, restaurants and catering businesses shall communicate about allergens clearly with their customers through menu and or while taking orders.

#### **11.4. Physical Contamination:**

**Physical Contamination;** Physical contamination including dangerous physical objects such as metal, glass, wood, plastic and bones. Systems shall be in place to prevent contamination of foods by foreign bodies from machinery, environment, food handlers and raw materials. In particular;

- 11.4.1.** Where brittle materials are used, periodic inspection requirements and defined procedures in case of breakage shall be put in place.
- 11.4.2.** Brittle materials, such as glass and hard plastic components in equipment, shall be avoided wherever possible.
- 11.4.3.** Based on hazard assessment, measures shall be put in place to prevent, control or detect potential physical contamination. Sources of potential physical contamination include wooden pallets, tools, rubber seals, personal protective clothing and equipment and examples of control measures may include:
- 11.4.3.1.** Adequate covers over equipment or containers for exposed materials or products.
- 11.4.3.2.** Use of screens, magnets, sieves or filters.



**11.4.3.3.** Use of detection or rejection devices such as metal detectors or X-ray.

### **11.5. Chemical Contamination:**

Chemical contamination includes cleaning chemicals, pesticides, lubricants, foods with naturally occurring toxins, veterinary drugs, disinfectant/ food processing byproducts, unapproved ingredients/ food additives, trace elements and other hazardous chemicals. Chemical contamination can be a result of chemicals coming into contact with food. This may occur if chemicals are stored in close proximity to food. Chemical contamination may occur if food is stored in direct contact with nonfood-grade containers. Chemical contamination may also occur as a byproduct of a food process. Systems shall be in place to prevent contamination of foods from cleaning chemicals, pesticides, excessive or unapproved food ingredients or additives, lubricants and byproducts. In particular;

**11.5.1.** Conduct hazard assessment and take adequate control measures for each identified chemical hazards to detect, prevent and reduce chemical contamination to an acceptable level in final food products.

**11.5.2.** To avoid chemical contamination, control measures can be, use of approved suppliers, certificate of analysis (COA), food grade chemicals and equipment, effective cleaning and sanitation processes, chemicals shall be stored separate to food storage areas and that food shall be stored in appropriate food-grade containers.

### **11.6. Cross-Contamination:**

Cross-contamination is one of the most common reason of food contamination and causes of food poisoning. It happens when contaminants are transferred or spread between food handlers, food, food contact surfaces or equipment. For example; if raw meat drips onto a cake in the fridge, bacteria will spread from the meat to the cake. Similarly, hands of food handlers can also spread bacteria. If food handlers do not wash their hands thoroughly after touching raw food, they can spread bacteria to the other things they touch.

### **11.7. Preventing Cross-Contamination:**



Food establishment shall ensure that work areas, surfaces and equipment used for handling, preparation or storage of raw and ready-to-eat food are adequately designed, cleaned, sanitized and separated to avoid cross-contamination. In particular;

**11.7.1.** Food handlers shall wash their hands thoroughly before handling food.

**11.7.2.** Clean and disinfect work surfaces, chopping boards and equipment thoroughly before start preparing food and after it's used to prepare raw food.

**11.7.3.** Always keep raw materials, packaging materials, semi processed products and ready-to-eat foods separate.

**11.7.4.** Use separate food preparation areas, storage facilities for raw and ready-to-eat food, if possible.

**11.7.5.** Use separate machinery and equipment (such as packing machines, slicers, mincers, chopping boards and knives) for raw meat/ poultry and ready-to-eat foods, respectively. If same equipment will be used for raw and ready to eat food products, then make sure it shall be properly clean and disinfected before using for ready to eat food products.

**11.7.6.** If raw and ready-to-eat food need to be handled in the same preparation area, ensure the area is thoroughly disinfected between these uses.

**11.7.7.** Use separate cleaning materials including cloths, sponges and mops in areas where ready-to-eat foods are stored, handled and prepared.

**11.7.8.** Procedure or system shall be in place to detect, prevent and control food contamination.

## **12. Food Safety Management System (FSMS):**

### **12.1. General Requirements for FSMS:**

Food safety management system (FSMS), such as ISO 22000, FSSC 22000, BRC, or any other GFSI recognized schemes, helps food establishments to establish a system to produce food that shall be safe for human consumption. Food establishments such as hotels, manufacturing industries, repackaging companies, catering, restaurants and distributors shall have FSMS / procedures based on the





principles of Hazard Analysis and Critical Control Points (HACCP), food law, HACCP guidelines of Food Control Section and UAE food standards. In particular;

**12.1.1.** Food establishments shall establish prerequisite program (PRP/ GHP/ GMP), appropriate and relevant to the food business activities, covering all food products and processes.

**12.1.2.** Food establishments shall consider context of the organization and establish FSMS shall base on risk and process approach.

**12.1.3.** Food establishments shall effectively implement, regularly review and update its FSMS system whenever there is any significant changes or modifications are made to the products, processes or procedures.

**12.1.4.** FSMS of the food establishments shall be recognized by independent conformity assessment/ certification bodies (which shall be accredited by ESMA or EIAC) and or Food Control Section of Ras al Khaimah Municipality.

**12.1.5.** Food establishments shall have an internal auditing program to determine the effectiveness and opportunity for improvement of its FSMS on regular basis and record of audits (auditor training record, internal audit plan, audit checklist, audit report, nonconformance report and corrective actions report) shall be maintained and available for at least 6 years. Food establishment shall refer to latest version of ISO 19011 for planning and conducting internal audits.

**12.1.6.** Food safety management system may not be necessary if processes of the food establishments are very simple, such as groceries, food stalls (of fruits and vegetables), cafeterias, small restaurants and small bakeries. But establishments shall comply with food law and relevant UAE food standards.

## **12.2. HACCP System:**

HACCP is a system that helps to identify significant food safety hazards and introduce procedures to make sure these hazards are removed or reduced to an acceptable level in the food manufacturing or preparation processes by adequate and effective control measures.

Food safety hazards (such as microbiological, chemical and physical hazards) are contaminants that could makes food unsafe or unfit for human consumption. It's



important for food establishments to identify all steps or stages in the food chain where food safety hazards could be introduced or present so that it shall be removed or reduced to an acceptable level. Food business operators shall control food safety hazards through the use of HACCP system and shall ensure that;

**12.2.1.** HACCP/ FSMS team members (including team leader) are identified and competent to establish, monitor and control FSMS.

**12.2.2.** All food products are covered and well defined with specifications.

**12.2.3.** Indented uses of all food products are well defined.

**12.2.4.** Process flow diagram(s) for the manufacturing or preparation of all food products are established and covers all processing steps from the beginning of food manufacturing/ preparation process till end, verified and approved by HACCP team or HACCP team leader.

**12.2.5.** Appropriate food safety hazards and associated risks are identified in the food chain, which are significant to control for the safety of food products, through the process of risk assessment.

**12.2.6.** Food safety hazards shall be controlled by prerequisite program and significant food safety hazards (identified through the process of risk assessment) shall be controlled and monitored by critical control point (CCP) and or operational prerequisite program (OPRP).

**12.2.7.** Adequate control measures shall be established at CCP and or OPRP to ensure significant food safety hazards are removed or reduced to an acceptable level.

**12.2.8.** Adequate critical limits shall be established for CCPs and action criterion for OPRPs to control significant food safety hazards.

**12.2.9.** Establish monitoring procedures to ensure effectiveness of control measures at CCPs and OPRPs.

**12.2.10.** Establish corrective actions procedure when monitoring results indicates deviation from critical limits or action criterion at CCPs and OPRPs.



**12.2.11.** Validate critical limits or action criterion for all identified CCPs and OPRPs. Review and verify control measures periodically and whenever there are changes or deviations in process.

**12.2.12.** Maintain records of Hazards Control Plan to ensure FSMS and procedures are effectively implemented and followed.

### **13. Control of Operations:**

#### **13.1. Purchasing Raw Materials:**

Purchasing of materials which will impact on food safety shall be controlled to ensure that the suppliers used have the capability to meet the specified material requirements. There shall be a defined process for the selection, approval, monitoring and evaluation of suppliers.

**13.1.1.** Where appropriate, food establishments shall identify and apply specification for raw materials (includes ingredients, food additives, food processing aids and packaging materials) as per UAE/ GSO and or international standards.

**13.1.2.** Food establishment shall purchase raw materials from approved suppliers (licensed and registered establishment). The process used shall be justified by hazard assessment, including the potential risk to the final product, and shall include;

**13.1.2.1.** Assessment of the supplier's ability to meet quality and food safety expectations, requirements and specifications.

**13.1.2.2.** Description of how suppliers are assessed. Examples of a description of how suppliers are assessed includes audit of the supplier site prior to accepting materials for production and or appropriate third party certification.

**13.1.2.3.** Supplier list and record shall be maintained with the name of the food product(s), Name of the supplier/ distributor/ trader/ vendor/ manufacturer or packer and business address.

**13.1.3.** Monitor performance of the supplier to assure continued approval status. Monitoring includes conformity with material or product specifications, fulfilment of COA requirements and or Satisfactory audit outcomes.

#### **13.2. Raw Materials Inspection:**

Raw materials are of great importance as biological, chemical or physical hazards that may be introduced at initial stage may persist through preparation and processing. The



conformance of incoming materials to specified purchase requirements shall be verified. Establishment shall use raw materials of food / acceptable grade (not low grade) and shall ensure that all items received are safe and suitable at the time of receiving by considering the following;

**13.2.1. Receiving Checklist** - a system shall be in place to appropriately check the receipt of incoming materials. It is recommended to have an incoming materials checklist and is implemented in receiving process. Before accepting a delivery of materials, following checks shall be considered;

**13.2.1.1.** Receiving areas shall be clean (especially prior to the receiving of foods).

**13.2.1.2.** Receiving persons shall be trained on receiving deliveries according to the documented receiving procedures and product specifications.

**13.2.1.3.** Receiving persons is equipped with necessary tools for the inspection of incoming goods.

**13.2.2. Delivery vehicles** shall be checked prior to and during unloading to verify;

**13.2.2.1.** Food is delivered in an approved food transport vehicle.

**13.2.2.2.** The integrity (quality and safety) of the material has been maintained during transportation (e.g. integrity of food packages /seals, free from pest infestation, control of temperature).

**13.2.2.3.** Delivery vehicle is without any hazardous material in the same food area.

**13.2.2.4.** Delivery vehicle and person(s) are in good hygiene conditions.

**13.2.2.5.** Delivery vehicle temperature (chilled and frozen products) is maintained and available. The food delivery vehicle temperature shall be at or below 5°C for chilled food products and -18°C or below for frozen food products.

**13.2.3. Materials Inspection** - Materials shall be inspected, tested or covered by COA to verify conformity with specified requirements prior to acceptance or use. All materials shall be in good conditions when they arrive;

**13.2.3.1. Potentially hazardous foods - Temperature** for (high risk) hot foods shall be at or above 60 °C. Chilled product shall be at a temperature 5°C or below, the temperature shall be recorded in the receiving documents / record and product shall be sent for the storage without any delay. In case the temperature is found to be above 5°C for cold foods and below 60 °C in ready to eat hot food, appropriate corrective action



shall be taken, such as, accept product and send immediately to the cold store / hot holding or the item shall be rejected and discarded or sent back to supplier for necessary actions.

**13.2.3.2.** Inspection priority shall be given to the potentially hazardous foods while receiving in order to minimize the time of high risk products exposure to danger zone.

**13.2.3.3. Frozen foods** shall be at or below -18 °C or not to exceed **above - 10 °C**, frozen hard and not showing signs of prior thawing. Check frozen foods for signs of thawing and refreezing, such as blood on meat boxes, fluid leakage, frozen liquids at the bottom of the food carton or large ice crystals in or on the product.

**13.2.3.4. Temperature measurement** - The product temperature (for example; fresh seafood, poultry, meat and dairy) shall be measured by using a sanitized and calibrated thermometer (Infrared / Probe type depending on feasibility and product).

**13.2.3.5. Packaged food products** shall be checked for labelling, expiry/ best before or use by date, packaging integrity and storage conditions. Check appearance, odour, colour, cleaning and condition of the food packages to make sure they are sealed, intact and undamaged. There shall be no evidence of physical, chemical, biological and pest contamination.

**13.2.3.6. Canned foods** shall be checked for any possible damage, dents, bulging, swelled tops or bottoms, leakage, incomplete labels, flawed seals, rust, and or improper lidding.

**13.2.3.7. Fresh produces** like fresh fruits and vegetables shall be inspected and record in the receiving documents. Make sure, pest infested, damage, cut or spoiled fruits / vegetables shall be separated and only safe and good quality product shall be received.

**13.2.3.8. Chemicals** shall be received by checking proper packaging, production and expiry dates and make sure are allowed to use as per laws and regulations.

**13.2.3.9.** Raw materials shall be purchased in quantities that correspond to adequate storage/ preservation capacity of the facility.

**13.2.3.10.** Raw materials or ingredient shall not be accepted by the establishment if it is known to contain parasites, undesirable micro-organisms, pesticides, veterinary drugs



or toxic, decomposed or extraneous substances which cannot be reduced to an acceptable level by normal sorting and or processing.

**13.2.3.11. Access points to bulk material** receiving lines shall be identified, capped and locked. Discharge into such systems shall take place only after approval and verification of the material to be received.

### **13.3. Raw Materials Rejection:**

Materials which do not conform to relevant specifications shall be prevented from unintended use and handled as per documented procedure. In particular;

**13.3.1.** Food or other materials that has been inspected and found, or suspected, to be contaminated, temperature abused, damaged (e.g. shell eggs that are cracked, dented canned foods, leaking or broken product containers, or food containers with torn or removed tamper evident seals), expired, banned or in any way unsafe shall be segregated, rejected and informed to the supplier for necessary actions.

**13.3.2.** In case of supply of banned items, food establishment shall inform Food Control Section along with supplier details and rejection report.

**13.3.3.** Rejection record shall be maintained with details of the product(s) and reason.

### **13.4. Raw Materials Storage:**

Materials that are considered to be acceptable for use shall quickly be moved to appropriate storage. Sanitary containers, carts and trollies shall be readily available to store or move foods immediately. Before storing products in store ensure appropriate storage and system shall be in place for storing and or deboxing of raw materials without any deterioration and to establish conformance to quality, safety and legal requirements. In particular, following shall be consider;

**13.4.1.** Materials and or finished products shall be stored in clean, dry, well-ventilated store protected from dust, condensation, fumes, odours or other sources of contamination.

**13.4.2.** Materials shall be kept in designated storage areas or rooms. For example, Non-food related items such as packaging materials and chemicals shall be kept in separate stores.

**13.4.3.** Raw and high risk foods shall be kept separate all the times.



**13.4.4.** Open food shall be stored in enclosed containers at all times.

**13.4.5.** Stocks of raw materials and ingredients shall be subject to effective stock rotation. Use of “FIFO” principle – first in, first out are in place so that the older stock is used first.

For more details on storage requirements refer to food storage chapter of this publication.

### **13.5. Issuance of Raw Materials:**

Prior to use in preparation or manufacturing, raw materials shall be inspected, sorted /selected, cleaned and or disinfected as required to remove unsuitable materials. Such steps shall be carried out under hygienic conditions, so that only sound and clean raw materials shall be processed. Where necessary, laboratory tests shall be made to establish fitness for use. Only sound, suitable raw materials or ingredients shall be used. In particular;

**13.5.1.** All raw materials shall be safely issued and distributed to the food preparation or sub storage areas.

**13.5.2.** Raw materials shall be issued as per requisitions and transfer under controlled environment (time and temperature control, where applicable).

**13.5.3.** Issuance, unpacking and or transit areas shall be kept clean and tidy.

**13.5.4.** During products receiving from store, the food safety in charge (chef / production in charge) shall check the food materials to ensure it is safe and suitable for use.

**13.5.5.** Food crates, trolleys, containers used for food transportation shall be clean and of satisfactory condition.

**13.5.6.** Unfit materials / products shall not be issue or used under any circumstances and shall be stored securely with a mark “**on hold products or do not use**” and shall be quarantined or discarded.

**13.5.7.** Food establishment shall have procedure to ensure materials issuance and distribution procedure is applied all the time.

**13.5.8.** Record of issuance of food requisitions from preparation area to store shall be maintained.





### 13.6. Food Preparation/ Processing:

Where applicable, food preparation, processing or manufacturing shall be adequate to prevent, eliminate and or reduce food safety hazards to an acceptable level which might have been introduced at the start of raw food receiving or storage. Depending on the nature of the food operations undertaken, adequate facilities shall be available for cleaning, weighing, mixing, heating, cooking, cooling and when necessary, controlling ambient temperatures to ensure the safety and suitability of food under preparation. In particular, following shall be considered by food establishments;

**13.6.1.** Provide adequate food processing equipment (such as weighing machine, filtration, disinfection, separators, slicing, mincers, blenders, choppers and mixers).

**13.6.2.** All food contact surfaces (equipment, utensils, tools and working tables) shall be cleaned, disinfected and dried where necessary, before and after use. For example, cutting boards shall be thoroughly cleaned with detergent water, followed by a water rinse and a final sanitizing step, after use.

**13.6.3.** Preparation, processing, cooking methods shall ensure that the foods are not getting contamination. Separate equipment shall be used for raw and cooked foods, or if processed on the same equipment, cleaning and disinfection shall be ensured between operations.

**13.6.4.** Food handlers shall take necessary steps to prevent the likelihood of the food being contaminated during preparation or processing of food. Such as, properly washing their hands and wearing protective clothing. Food handlers shall be well trained to prepare food hygienically and to avoid touching ready-to-eat food with bare hands or use suitable utensils while handling Ready-To-Eat Foods.

**13.6.5.** Cutting, preparation and processing of different food products shall be properly segregated and have colour coding system for knives and chopping boards. e.g., Red for raw meat and poultry (preferable separate with distinct colour), Blue for raw sea food, Green for raw vegetables and fruits, White for dairy products and bakery items, Yellow for Pork products & Brown for Ready to eat foods or cooked vegetables.

**13.6.6.** Ensure to avoid cross-contamination, Raw foods (such as eggs, fish, meat, poultry, Unwashed fruits and vegetables) shall be kept separately from ready-to-eat foods during all stages of preparation.





- 13.6.7.** Raw unclean or unwashed fruits and vegetables shall be sanitized with food grade chemicals as per supplier recommendations to remove dust or other contaminants, before use. Record of fruits and vegetables sanitation (with details of disinfectant name, contact time and concentration) shall be maintained and available.
- 13.6.8.** Use high quality raw materials or ingredients. Food Ingredients shall be safe, wholesome and have valid expiration date before use.
- 13.6.9.** Food additives used in preparation of food shall be in according with maximum permissible level for the preparation of each product and permitted to use as per the requirements stated in latest version of relevant food product's UAE standard and "UAE standard number 192 - Additives Permitted for Use in Food Stuffs".
- 13.6.10.** Reuse of spoiled cooking oil shall be avoided. Check the level of free fatty acids (FFA), colour, appearance and smoking character of oil during heating process and make sure it is in compliance with frying oil quality standard and safe for food preparation.
- 13.6.11.** Water and Ice; Water and or Ice used for drinking, preparation, utensils wash, hand wash and or any other use shall be store in sanitary condition, filtered or treated and of potable drinking water quality. The water containers including Ice machine, ice scoops, water pipelines, filters, dispensers and water tanks shall be regularly cleaned and disinfected.
- 13.6.12.** If frozen foods are to be used, it shall be thawed completely (as per thawing process given in this food code) before cooking and ensure adequate heat penetration.
- 13.6.13.** Potentially hazardous recipes; ensure best standards of food quality, hygiene and safety while preparation, handling and service of potentially hazardous recipes such as raw-ready to eat foods, undercook steaks, partially cooked eggs, recipes with raw eggs, raw-ready to eat meat and their products are adopted.
- 13.6.14.** Partially Cooked Foods; If a customer demands to have a product that is not cooked properly and temperature is still in danger zone where bacterial survival is possible, then ensure to use high quality of raw materials, prepare hygienically, avoid contamination and risk shall be communicated well by the establishment about the temperature criteria and regulations to the customer. It is recommended to take



customer signature on a disclaimer form stating that customer is totally aware about possible risk which may occur on consumption of partially cooked foods. Example includes;

**13.6.14.1.** Foods like rare, medium grilled steaks cooked at a temperature of around 40 to 50 °C or less than 75 °C, respectively.

**13.6.14.2.** Eggs such as slightly fried, half fried and half boiled.

**13.6.14.3.** Few ingredients like sauté vegetables, pancakes and pan fried items for various composite menus don't reach to a core temperature of 75°C or higher.

**13.6.15. Sushi and Acidified Rice;**

**13.6.15.1.** Ensure rice is cooked at or above 75 °C and then mixed with vinegar (as soon as possible after cooking) to reach a homogeneous mixture so that the pH of the rice is ideally below 4.0. Check the pH by using pH strip or a calibrated, digital pH meter. pH reading of Sushi Rice & Acidified Foods should be recorded in food preparation record.

**13.6.15.2.** Stored or displayed prepared sushi in the chiller or Cold holding units at or less than 5 °C and taken out only prior to the service. Acidified foods / sushi rice with pH less than 4.0 kept at room temperature shall not exceed 2 hours' time, left over should be discarded, if not refrigerated.

**13.6.15.3.** Fish preparation step for sushi (and similar products) should be completed as soon as possible and ensure raw fish is not exposed to room temperature for more than 30 minutes.

**13.6.15.4.** All other ingredients used in the sushi preparation should either washed & disinfected or thoroughly cooked such as vegetables, chicken and sea foods.

**13.6.16.** Raw Egg Products; The products containing raw eggs that are either not heat treated or are partially heat treated shall be prepared by using pasteurized eggs. Such products include mousse, mayonnaise, pan cake, garlic paste, tiramisu, meringues, dressings, sauces and other desserts. Shell eggs shall not be used for the preparation of such products. Records of such type of foods (along with records of raw material used) shall be maintained and available.



**13.6.17.** Preparation of Raw Meat, Poultry and Sea Foods Products shall be processed in a safe way eliminating any risk of contamination or bacterial growth. In particular;

**13.6.17.1.** Raw meat, poultry, fish, and their juices should be kept away from each other and ready to eat food products.

**13.6.17.2.** Separate items (e.g. cutting boards, dishes, knives) and preparation area for raw meats, poultry and marine products should be provided to avoid cross contamination of food.

**13.6.17.3.** After cutting raw meats; hands, cutting board, knife, and counter tops shall be washed and sanitized properly.

**13.6.17.4.** Meat and poultry shall be marinated in a covered dish in the refrigerator.

**13.6.17.5.** Contact surfaces shall be washed with antibacterial cleaning agent, rinsed properly with water and sanitized after preparing raw meat/ poultry.

**13.6.17.6.** Maintain record of food preparation and products conformity analysis (wherever applicable and as per internal process control plan).

### **13.7. Time & Temperature Control:**

Inadequate food temperature control is one of the most common causes of food borne illness or food spoilage. Such controls include time and temperature of cooking, cooling, processing and storage. System shall be in place to ensure that temperature is controlled effectively where it is critical to the safety and suitability of food products. Temperature control systems shall take into account:

- Nature of the food, e.g. its water activity, pH, and likely initial level.
- Types of micro-organisms.
- Shelf-life of the product.
- Method of packaging and processing.
- Intended use of the products, e.g. further cooking/ processing or ready-to-eat.

Such systems shall also specify tolerable limits for time and temperature variations. In particular, following shall be consider;

**13.7.1.** Temperature recording and or monitoring devices shall be checked at regular intervals and tested for accuracy.

**13.7.2.** Preparation time at ambient temperature shall be monitored and control.



**13.7.3.** Raw foods which require temperature control, such as chilled foods, shall be kept away from danger zone (5 to 60 °C) as much as possible.

**13.7.4.** If raw materials will be at room temperature for more than 2 hours, it shall be discarded. For example, when preparing a Shawarma, burger or salad rolls, these shall be prepared as quickly as possible and place in the refrigerator so as not to be above 5 °C for more than 1 hour.

### **13.8. Defrosting or Thawing:**

Potentially hazardous frozen foods shall be thawed in a manner that shall prevent the rapid growth of foodborne pathogens. Defrosting food in the fridge shall keep it at a safe temperature by reducing multiplication of bacteria. In particular, following shall be consider;

**13.8.1.** Ideally, frozen food products shall be thawed / defrosted uunder refrigeration (preferably in close container) / in the fridge at or below 5°C.

**13.8.2.** Frozen raw meat, poultry and fish may be thawed under refrigeration at air temperature of 10°C or under cold running water, as long as the product temperature does not exceed 5°C.

**13.8.3.** Raw meat and poultry, including large joints and whole birds, shall not be defrosted under cold running water unless they are in a sealed container or packs.

**13.8.4.** Frozen foods can be defrosted in the microwave (on the 'defrost' setting). But cook or reheat the food immediately if it is defrosted in a microwave.

**13.8.5.** When thawing foods using methods where the thawed portions of the potentially hazardous foods are above 5°C, the time period above 5°C, including the time for cooking preparation or the time required to cool the potentially hazardous foods to less than 5°C, shall not exceed 4 hours. For example, in case of thawing using cold water and or microwave.

**13.8.6.** Thawing of frozen ready-to-eat seafood or high risk frozen foods (e.g. frozen sausages, cold cuts and frozen smoked fish), shall be maintained at 5 °C or less during thawing and the food should be use within 48 hours from the time of thawing.

**13.8.7.** Frozen bread, buns and vegetables can be thaw at room temperature provided the surface temperature shall not increase to more than 5 °C and or there is a further cooking/ heating process.



**13.8.8.** Keep fully defrosted food in the fridge for a short time until it is ready to be cooked or reheated. If the raw food is not to be cooked/ prepared immediately after thawing, it shall be stored below 5°C. Such foods shall be cooked within 72 hours from the time of the start of thawing.

**13.8.9.** Do not defrost food on the counter or ambient temperature; the external surface could be at room temperature with bacteria or other microorganisms growing quickly, while the centre is still frozen.

**13.8.10.** Food shall be thoroughly defrosted before cooking or reheating unless the manufacturer's instructions give provision to cook from frozen. Allow plenty of time to defrost food thoroughly.

**13.8.11.** Frozen food such as vegetables and seafood may be cooked directly to the recommended internal temperature. Allow additional time for cooking. Large food items, such as whole turkeys, shall not be cooked from the frozen state.

**13.8.12.** Ensure the thawing is completed before use, when core temperature of the product reaches up to 5°C, and there is no more ice remaining in the food.

**13.8.13.** Ensure only required portion of the food are thawed at a time.

**13.8.14.** Thawing shall be done at the bottom shelves of the fridge to avoid drip contamination. Keep thaw ready-to-eat foods above raw foods, so the thaw water shall not contaminate the ready-to-eat food. Ensure thawing meat and poultry juices do not drip onto other foods.

**13.8.15.** Containers with strainers can be used in order to extract all the drippings from the meat/poultry and collected safely in a container below strainer for safe disposal. Defrost liquid shall properly entrap to drainage.

**13.8.16.** Ensure food handlers are trained in thawing process and always washed their hands before and after handling thaw or defrosted food.

**13.8.17.** Ensure once thoroughly defrosted, the food is treated as fresh and under no circumstances be re-frozen except in case the raw uncooked food was thawed at or below 5 °C, one time only.

**13.8.18.** Ensure all food contact surfaces, equipment and machines are cleaned & sanitized before and after defrosting. Knives and accessories shall be kept dipped in sanitizer solution or inside the tools sterilizing cabinets to prevent microbial growth.



**13.8.19.** Maintain record of defrosting temperature with product name, expiry date, date and time of start and end of the process.

### **13.9. Cooking of Food:**

Thorough cooking kills harmful bacteria in food. Undercooked food may cause food poisoning. Where applicable, food establishments shall have procedure to ensure how to cook food effectively to kill harmful bacteria and prevent food poisoning.

Following shall be consider;

**13.9.1.** Most types of meat shall be thoroughly cooked as there could be harmful bacteria in the middle. Meat that requires thorough cooking are poultry (for example, chicken or turkey), products made from minced meat, such as burgers, sausages and kebabs, offal (such as kidneys, liver and other types), rolled joints and pork (meat for non-Muslims from pigs). Before meat is serve, make sure that it is steaming hot all the way through, any juices run clear and there is no pink or rare meat inside.

**13.9.2.** Ensure proper cooking of all sea food products. Food items shall be cooked at appropriate internal temperature to destroy microbes up to safe level. For example;

**13.9.2.1.** Shrimp, lobster, crab; turn milky white or opaque and firm apart from temperature.

**13.9.2.2.** Scallops; turn milky white or opaque and firm.

**13.9.2.3.** Clams, mussels, and oysters; are cooked until shell open.

**13.9.3.** Standard advice is to cook food until it has reached a core temperature of 75 °C for 30 seconds. The other time and temperature combinations are:

Serial Number	Temperature	Time
a)	80 °C	For 6 seconds
b)	75 °C	<b>For 30 seconds</b>
c)	70 °C	For 2 minutes
d)	65 °C	For 10 minutes
e)	60 °C	For 45 minutes



**13.9.4.** Nature of the product shall be taken into consideration when defining the equivalent time and temperature requirements. Raw beef, ground beef, lamb and veal steaks, chops, poultry and marine products shall be cooked to a minimum internal temperature of 75 °C.

**13.9.5.** For any type of cooking (boiling and grilling) cooking shall be thorough and adequate with temperature reaching at least 75 °C of each and every part of the food to ensure proper heat penetration. Liquid foods shall be stirred well during cooking to reach a uniform temperature.

**13.9.6.** Baking shall be carried out at 180 °C to 220 °C or as per nature of the product and core temperature of the product (potentially hazardous foods) shall reach to 75 °C or above.

**13.9.7.** Frying shall be done in hot oil where core temperature of the fried produce shall reach to at least 75°C or above. Quality of frying oil shall be monitored by using Free Fatty Acid (FFA) strips or digital oil monitors on frequent basis.

**13.9.8.** If customer demands Partially Cooked Foods (not cooked properly and temperature is still in danger zone where bacterial survival is possible) then establishment shall have a policy to communicate with customer about essential cooking temperature requirement (and getting signature of customers on disclaimer form) before serving.

**13.9.9.** Food establishments shall monitor the core temperature of the products during cooking process by using sanitized and calibrated probe thermometer. Staff shall be trained on how to check temperature of various foods.

**13.9.10.** Kitchen staff shall be trained and know the procedure for determining and recording cooking temperature.

**13.9.11.** Record of temperature of cooking, backing, frying, frying oil testing, and calibration of thermometers (to monitor temperatures) shall be maintained and available for all prepared food products.

**13.9.12. Microwave Cooking:**

Foods cooked in a microwave oven shall be:

**13.9.12.1.** Rotated or stirred throughout or midway during cooking to compensate for uneven distribution of heat.





**13.9.12.2.** Covered to retain surface moisture.

**13.9.12.3.** Heated to a temperature of at least 75°C in all parts of the food.

**13.9.12.4.** Allow to stand covered for 2 minutes after cooking to obtain temperature equilibrium.

**Note:** Cooking food at the right temperature and for the correct length of time shall ensure that any harmful bacteria are killed.

### **13.10. Hot Holding of Food:**

Potentially hazardous foods shall be held at proper temperature preventing the multiplication of pathogenic bacteria. Foods shall be covered to retain heat and to prevent from contamination. Hot foods shall be kept hot and cold foods shall be kept cold before or during serving and temperature shall be monitored on regular basis.

**13.10.1.** Potentially hazardous foods that have been prepared, cooked, and are to be served hot, shall be held at a temperature of at or above 60 °C. It can be kept at below than 60 °C for up to 2 hours. If it has not been used within two hours, left over or it shall either cool as quickly as possible to a temperature of 5°C or below, give it to charity or throw it away.

**13.10.2.** Pie warmers (Food hot holding cabins) and bain-maries and or Steam Tables are used to hold hot food for display at or above 60 °C. It is important to;

**13.10.2.1.** Preheat the pie warmer or bain-marie before use.

**13.10.2.2.** Ensure the temperature of the hot-holding equipment is set at or above 60 °C.

**13.10.2.3.** Heat or reheat the food quickly to a temperature of at least 60 °C before being transferred to the hot-holding equipment. It is unsafe to use the pie warmer or bain-marie to reheat the food as it takes too long and harmful bacteria will grow quickly.

**13.10.2.4.** In case, if the temperature of the hot holding food is below 60 °C the food shall be consumed within 2 hours after that it shall be discarded.

*Note: Surface cooling of hot food can be controlled by keeping hot food covered as much as possible. To minimize the loss of the organoleptic properties and nutritional*





*quality of the food, it is recommended that food shall be kept at or above 60°C for not more than 4 hours.*

### **13.11. Cooling Foods after Cooking:**

**13.11.1.** Potentially hazardous cooked foods shall be cooled properly and rapidly to avoid bacteria multiplication and harmful toxins formation. Foods shall be not cooled at room temperature before putting in the chiller. It is important not to leave cooked food standing around at room temperature or danger zone. In particular;

**13.11.2.** Potentially hazardous foods that have been cooked and are intended to be kept under refrigerated storage prior to serving, shall be cooled (in blast chiller or ice bath) from 60°C to 20°C or less within two hours and then from 19°C to 5°C or less within 4 hours.

**13.11.3.** Rapid cooling shall be done using an appropriate cooling method (in less than 90 minutes), such as, quick-chill unit like a blast chiller (or blast freezer) using ice bath (using small portions and continuous stirred).

**13.11.4.** Food shall be labelled and dated before start cooling and storing in cold store.

**13.11.5.** Time and temperature at start of cooling and then at the end of cooling shall be recorded. Core temperature of the product shall be monitored by using sanitized and calibrated probe thermometer and record shall be maintained.

**13.11.6.** When placed in cooling or cold holding equipment, food containers (in which food is being cooled) shall be arranged in the equipment to provide maximum heat transfer through the container walls and loosely covered, or uncovered if protected from overhead contamination, during the cooling period to facilitate heat transfer from the surface of the food.

**13.11.7.** Once the product is cooled to the desired temperature, it shall be covered, labelled and transferred to the chiller or freezer.

### **13.12. Cold Holding of Food:**

Potentially hazardous foods that have been prepared, cooked, cooled and or are to be served cold, shall be held at a temperature of 5 °C or below. For example, Salads shall be kept below 5 °C from preparation to final consumption. Food shall be properly covered and in order to conserve heat and to prevent contamination. In particular;



**13.12.1.** Temperature of the chiller/ refrigerator/ fridge shall be at or below 5 °C while storing food and temperature shall be monitored and recorded on regular basis.

**13.12.2.** Cold holding equipment include standing chiller, cold trolley, counter chiller, cold service counter, walk-in chillers, ice containers shall keep foods cold at or below 5 °C.

**13.12.3.** Potentially hazardous foods that have been cooked and then cooled to 5 °C, can if for immediate service, be served at any temperature, provided the time the food spends between 5 °C and 60 °C (danger zone) does not exceed 4 hours, after which time it shall be discarded.

**13.12.4.** If the food is kept at or below 5 °C for less than 2 hours, then it can be put back into the fridge for further use.

**13.12.5.** Cover and mark containers with the food type, time and date, before putting in the cool room, fridge or chiller.

### **13.13. Food at Freezing Temperature (Freezer):**

When freezing freshly prepared food, freeze it as soon as it has been delivered or prepared. In particular;

**13.13.1.** Foods that are cook-chill and then stored in the freezer shall be brought down to 0 °C or below within 90 minutes and then stored in the freezer.

**13.13.2.** Freezing temperature of the food shall be at or below - 18 °C.

**13.13.3.** Wherever applicable, divide food into smaller portions and put it in containers or freezer bags before freezing.

**13.13.4.** Shelf life of such products shall not exceed one week to 30 days (depending on food).

### **13.14. Reheating of Food:**

It is important to reheat food properly and quickly to kill harmful bacteria that may have grown since the food was cooked. Reheating means cooking again not just warming up. Always reheat food until it is steaming hot all the way through. In particular, following shall be consider;



**13.14.1.** Food that is cooked and cooled, if reheated for hot holding, shall be reheated so that all parts of the food reach a temperature of at least 75 °C or hotter in the centre for at least 30 seconds.

**13.14.2.** Reheating shall be done rapidly and the time the food is between 5 °C and 60 °C or 75 °C shall not exceed 2 hours.

**13.14.3.** Reheat and display food only once (and throw it out if not eaten or sold - this will avoid the food being at temperatures that support the growth of harmful bacteria) just prior to service or hold as per hot holding temperature requirements i.e. 60 °C or above. Record of reheating of cold food shall be maintained.

**13.14.4.** Use of Microwave for reheating; Potentially hazardous foods that are cooked or reheated in the microwave shall be rotated or stirred throughout or midway during cooking to compensate for uneven distribution of heat, so that all parts of the food reach a temperature of at least 75 °C. The food is allowed to stand covered for a minimum of 2 minutes after cooking to obtain temperature equilibrium. Record of microwave cooking or reheating shall be maintained and available.

### **13.15. Food Display at Room Temperature:**

**13.15.1.** Potentially hazardous Ready-To-Eat foods that are intended for immediate consumption may be displayed or held for service above 5 °C and below 60 °C, for not more than 2 hours, before this time, it shall be used, refrigerated or frozen.

**13.15.2.** Such foods shall be marked with the time at which they were removed from temperature control and record shall be maintained.

**13.15.3.** When serving or displaying such foods at room temperature, it can be serve for up to 2 hours after that it shall be discarded.

### **13.16. Food Display & Serving:**

Wherever is applicable, when displaying food, take all necessary and practical measures to protect the food from the likelihood of contamination. This is applicable to buffet in the restaurants, live cooking or preparation arrangements, food displayed in counters for sale and outdoor catering. In particular, following shall be consider;

**13.16.1.** All foods shall be served in a sanitary manner preventing any risk of contamination from food handlers, consumers or equipment.



- 13.16.2.** Appropriate clean equipment and utensils shall be provided or methods (Use of dry / wet ice, mobile chillers / freezers, Bain marries and uses of burners) shall be used to display the food products.
- 13.16.3.** Separate serving utensils shall be provided for each food or that the food be dispensed using such a method that minimises the likelihood of food being contaminated.
- 13.16.4.** Cleaned and sanitized plates or other cutlery shall be in use and kept safely.
- 13.16.5.** Sufficient plates, bowls, and tableware shall be provided to the customer so that customer does not reuse these for next serving.
- 13.16.6.** Suitable utensils or articles shall be used and or stored when handling with ready-to-eat food to prevent contamination. Such as, Single-use gloves, Single use paper roll tissue, foil wrap, tongs, spoons, and spatulas.
- 13.16.7.** Defective dishware (chipped, cracked or surface scarred) shall not be in use during service.
- 13.16.8.** Restaurant, dining areas and tables shall be cleaned and disinfected, wherever necessary.
- 13.16.9.** Protective barriers should be provided to minimise the likelihood of contamination by customers. Such protective barriers shall provide a barrier between the customers' breath and the food on display. This may be a permanent barrier over a tray of uncovered food or simply keeping lids on the food which are replaced by the customer directly after use.
- 13.16.10.** In the case of ready-to-eat food that is not intended for self service, such food shall not be displayed on any counter or bar unless it is enclosed, contained, or wrapped so that the food is protected from the likelihood of contamination.
- 13.16.11.** When raw and ready-to-eat foods are displayed, such foods shall be kept separate so as to prevent contamination of the ready-to-eat food. For example, barriers may be used in the display cabinet to separate such foods.
- 13.16.12.** Pork and or alcoholic products shall be tagged and displayed in designated separate areas for non-Muslims.



- 13.16.13.** Decoration in the Buffet setup shall not cause contamination. Indoor Buffet shall be in a pest free and hygienic environment.
- 13.16.14.** Any food returned by the customer shall not be re-used or reserved or sold.
- 13.16.15.** All food items serving on buffet shall be clearly labelled and display under controlled conditions.
- 13.16.16.** Any high risk food (Hot Read-To-Eat) displayed at ambient temperature (in door buffet) shall be replaced after every two hours.
- 13.16.17.** Any high risk food (Cold Read-To-Eat) displayed at ambient temperature (in door buffet) shall be replaced after every four hours.
- 13.16.18.** Food which is intended to be displayed frozen shall be kept frozen.
- 13.16.19.** In case of packaged food, packaging shall remain intact.
- 13.16.20.** Unpackaged, ready-to-eat foods at buffet style restaurants, self-service salad bars, self-serve confectionary, nuts and chips at bars, shall be displayed and supervised effectively so that any food that is contaminated by a customer, shall be removed/ replaced with clean one from display, immediately. For example, if a customer coughs or sneezes near the food, touches food and then puts it back or if the handle of a utensil falls into the food and ice scoop fall inside ice after use.
- 13.16.21.** When potentially hazardous food is displayed, such food shall be displayed under temperature control. That is cold food at or below 5 °C and hot food at or above 60 °C. Potentially hazardous foods (Hot Read-To-Eat) that has been displayed above 5 °C and/ or below 60 °C for more than 2 hours shall be discarded.
- 13.16.22.** In case of plated service, the temperature of hot food shall be 60 °C and cold food shall be 5 °C when it reaches to guest table.
- 13.16.23.** In case of room service ensure; food reaches to the guest room soon after dispatching from kitchen (ideally within 10 minutes). The temperature of hot food shall be 60 °C and cold food shall be 5 °C when it reaches to guest room. Route for room service delivery is determined so that any risk of cross contamination is minimized.
- 13.16.24.** Hot and cold holding temperatures shall be regularly monitored, by using sanitized and calibrated thermometer, and recorded.



**13.16.25.** Food Servers shall be trained to practice, handle plates, glasses, cutleries, cups and similar utensils, hygienically.

**13.16.26.** In case of live cooking service, food handlers shall wear proper protective clothing and follow best hygiene practices, in front of the guest.

**13.17. Leftovers:**

Instead of throwing away leftovers (which was kept at controlled temperature, time and environment) as waste, food establishment shall keep it and reuse if it's preserved safely and correctly.

**13.17.1.** Any leftovers hot food shall be cool in blast chiller or ice bath, cover them and ensure that it will go in the chiller or freezer within one-two hours.

**13.17.2.** Cold storage, reheating, hot holding temperature and other requirements for leftover foods shall be the same as mentioned above.

**13.17.3.** Any leftover high risk food kept at room temperature for more than 2 or 4 hours (as stated above) shall be discarded.

**13.18. Food Rework:**

Where applicable, rework shall be stored, handled and used in such a way that product safety, quality, traceability and regulatory compliance is maintained.

**13.18.1.** Rework food products shall be protected from exposure to microbiological, chemical or extraneous matter contamination.

**13.18.2.** Segregation requirements for rework food products (e.g. allergen) shall be documented and met.

**13.18.3.** Rework food products shall be clearly identified and/ or labelled to allow traceability. Traceability records for rework food products shall be maintained.

**13.18.4.** The rework classification or the reason for rework designation shall be recorded (e.g. product name, production date, shift, line of origin, shelf-life).

**13.18.5.** Where rework is incorporated into a product as an "in-process" step, the acceptable quantity, type and conditions of rework use shall be specified. The process step and method of addition, including any necessary pre-processing stages, shall be defined.



**13.18.6.** Where rework activities involve removing a product from filled or wrapped packages, controls shall be put in place to ensure the removal and segregation of packaging materials and to avoid contamination of the product with extraneous matter.

#### **14. Packaging Materials:**

##### **14.1. General Requirements:**

**14.1.1.** Packaging materials shall be non-absorbent, tasteless and odorless and shall assure convenient protection for the product against contamination.

**14.1.2.** Packaging materials shall not contain any substances causing objectionable organoleptic changes in the product, and shall be treated in such a way as not to cause toxicity or affect the food (as a result of migration of some of their constituents that may react or be mixed with the food stuff) with which they come into contact.

**14.1.3.** All materials used in fabrication, forming, or treatment of packages shall be of the food grade materials and in compliance with the relevant GSO standards.

**14.1.4.** Packaging design and materials shall provide adequate protection against environmental conditions and mechanical hazards such as impacts, vibrations, static stresses, and they shall keep an intact appearance during handling.

**14.1.5.** Packages shall have enough area on the outer surface to allow accommodate label information according to the GSO number 9 “Labelling of Prepackaged Foods”.

**14.1.6.** Packaging materials shall be impermeable to moisture, light and oxygen in the case of products wherever this is required.

**14.1.7.** The package size shall be proportional to the size or quantity of the packaged contained material.

**14.1.8.** Packages shall be used only once, unless they are originally fabricated to stand washing, sterilization, and refilling operations, such as multi usage glass or plastic reusable bottles.

**14.1.9.** In case boxes are used for packaging fresh fruits and vegetables, they shall comply with the requirements stated in the GSO 124 “General Requirements for Fresh Fruits and Vegetables Boxes”.





**14.1.10.** Packaging materials shall remain tightly closed to avoid exposure to any contamination till they are used.

**14.1.11.** Packaging materials shall be transported in suitable means of transportation so as to protect them from mechanical damage and contamination.

**14.1.12.** Packaging materials shall be stored in suitable places so as to protect them from mechanical damage and contamination.

#### **14.2. Packaging & Wrapping of Food:**

Packaging and wrapping of food shall be carried out under hygienic conditions to protect the food from risks of contamination. Food packaging shall be of suitable design to provide the necessary protection to the product during its shelf life. Wherever applicable, following shall be met in packaging and preservation of the food products;

**14.2.1.** Packaging and wrapping shall be carried out under suitable hygienic conditions to avoid contamination of products.

**14.2.2.** Packaging materials where used shall be clean, non-toxic and not pose a threat to the safety and suitability of food under the specified conditions of storage and use.

#### **14.3. Repackaging Process:**

**14.3.1.** Establishment involved in repackaging activity of food products shall ensure that the process of repackaging shall perform in hygienic conditions to avoid contamination of food.

**14.3.2.** Ensure repackaged product shall have the same production and expiry dates and country of origin as given on the original package of the product.

#### **15. Labelling of Foodstuffs:**

Food labelling is regulated to protect consumers who shall have the correct information to make confident and informed food choices based on diet, allergies, personal taste or cost. Product information shall be presented to consumers in such a way as to enable customer to understand the importance of any product information and to follow any instructions accompanying products.

Part of Food Control Section role is to help prevent mislabelling or misleading descriptions of foods. If mislabelling is done deliberately it is a criminal fraud, whether it poses a food safety threat or not. Falsely describing, advertising or presenting food is





an offence and there are consumer right law and labeling of prepackaged foodstuffs standard that help protect consumers against false labelling and misleading descriptions. Food establishment shall consider the following;

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

**15.2.** Foods will be subject to general food labelling requirements and any labelling provided shall be accurate and not misleading.

**15.3.** Food labeling information shall be easy to read. It shall also be clearly legible and be difficult to remove, where appropriate.

**15.4.** It shall not be in any way hidden, obscured, detracted from or interrupted by any other written or pictorial matter.

**15.5.** Processed products prepared for sale or those distributed during processing or packaging shall be coded to enable identification of producer, lots and their production date (so that, when necessary, a specified food lot which may have become contaminated or unfit for the purpose of its use shall be segregated).

**15.6.** Food establishment shall follow latest version of UAE / GSO standard number 9 for the labeling of prepackaged foodstuffs. Some of important labeling requirements on food packages are;

**15.6.1.** Name of the food product.

**15.6.2.** List of ingredients including hypersensitive Ingredients (if any).

**15.6.3.** Nutritional Information.

**15.6.4.** Net content (weight/ volume) of the food.

**15.6.5.** Name and address of the manufacturer, packer, or distributor.

**15.6.6.** Country of origin.

**15.6.7.** Date marking and instructions for storage and use.

**15.7.** Food catering businesses do not have to label food in the same way that manufacturers and other food businesses do but food shall have a product name, production and expiry dates and declare allergens (if any).

**15.8.** All refill pourers bottles (filled with dressings and sauces) shall be labelled with product name, production and expiry dates.



## 16. Shelf Life of Food Products:

Shelf life of prepackaged food products shall comply with UAE / GSO standards for the expiration of prepackaged foodstuffs, part 1 and part 2. Those food products which does not have shelf life guideline values then following shall be consider;

**16.1.** Food establishments are responsible for determining the shelf-life of food products which have no shelf life guideline values in UAE standards. Raw materials, food processing, packaging, Intrinsic and extrinsic properties of the finished products, storage and distribution conditions shall be considered while determining shelf life of the food products.

**16.2.** Food establishments shall, as a part of the review of the food safety program, validate the shelf life of the food products, periodically verify the effectiveness of control measures, stability and suitability of the food products during the shelf-life studies.

**16.3.** Food manufacturers, bakeries, departmental stores and catering companies shall get shelf life approval from Food Control Section (as a part of food products registration process) prior to labelling and selling its finished products in market for sale.

**16.4.** Pre-packaged foods that are prone to rapid deterioration after the original packaging is removed (such as canned foods and juice bottles) shall be used and store as per the recommendation of the manufacturer.

**16.5.** As per "UAE/ GSO standard number 150-2: Expiration dates for food products - Part 2: Voluntary expiration dates" the date of expiration for certain food products are not required. However, the date of production, harvest year and packing date according to the nature of the product shall be declared for the following products:

**16.5.1.** Fresh fruits and vegetables, including potatoes which have not been peeled, cut or similarly treated.

**16.5.2.** Bakers' or pastry-cooks' wares which are normally consumed within 24 hours of their manufacture.

**16.5.3.** Vinegar packed in glass bottles.

**16.5.4.** Non iodized table salt.

**16.5.5.** Solid sugars.

**16.5.6.** Chewing gum.

**16.5.7.** Honey.



- 16.5.8.** Dry and dried legumes of all kinds, uncooked and unpacked, such as peas, kidney beans, chickpeas, broad beans and lentils.
- 16.5.9.** Dried vegetables, medical plants and herbs, anise, chamomile, clove and saffron.
- 16.5.10.** Loose tea.
- 16.5.11.** Unpacked dry cereals (rice, barley, oats and corn).
- 16.5.12.** Whole spices and condiments.
- 16.5.13.** Liquid and dried glucose.

## **17. Food Storage:**

### **17.1. General Requirements:**

Hygienic and safe storage is essential to prevent contamination of prepared food. Food shall be protected from contamination by storing the food in clean places where it is not exposed to splash, dust, or other contamination. In particular, where applicable, following shall be consider;

- 17.1.1.** Food shall be stored in such a way that it is protected from the likelihood of physical, chemical and or microbiological contamination.
- 17.1.2.** Food shall not be stored along with chemicals, outside the facility, exposed to environment, sunlight, heat and under other sources of contamination.
- 17.1.3.** Storage area shall be sufficient to store all kinds of materials as per storage conditions; it shall, not be overcrowded, facilitates proper cleaning, having sufficient lights and air circulation/ conditioning or ventilation system.
- 17.1.4.** Food shall be store off the floor at least 15 cm, away from walls at least 15 - 30 cm and below from the ceiling/ roof at least 20 cm.
- 17.1.5.** Food shall be placed on shelves or on pallets. Storage racks or pallets shall not be damaged, rusty or paint is peeling off.
- 17.1.6.** If necessary, only food to be stored on the floor is to be in bulk impervious containers that do not obstruct cleaning of floor areas (that is, they shall be able to be moved when cleaning). Food in waterproof containers such as bottles or cans, and milk containers in plastic crates may be stored on a floor that is clean and not exposed to floor moisture.



**17.1.7.** Foods that is unpacked from the original containers / packages or unused portions of opened food shall be stored in sanitized food grade containers identified with product name, source (manufacturer, packer or distributor), production and expiry dates.

**17.1.8.** Food and other materials stores shall be clean and free from pests. No pest infestation shall be found in all stores especially in dry stores.

**17.1.9.** Specified stock rotation systems (FIFO/ FEFO) shall be implemented and observed.

**17.1.10.** A separate area shall be designated in the store (it can be chiller or freezer) or provide separate store to keep expired, damage, rejected materials to discard or replace with supplier. Record of spoiled / damaged / expired materials shall be maintained and available.

**17.1.11.** Gasoline or diesel-powered fork-lift trucks shall not be used in food ingredient or food products stores.

**17.1.12.** Environmental conditions under which food is stored shall not adversely affect the safety or suitability of the food. Such conditions may relate to temperature, humidity, light or atmosphere. Food storage areas or conditions could be dry, frozen and refrigerated. Effective control of store temperature, humidity and other environmental conditions shall be provided where required by product or storage specifications. Refer to UAE standards or specifications for any particular product storage condition requirements.

## **17.2. Chill Storage:**

**17.2.1.** All potentially high risk or perishable foods shall be stored at a temperature of 5°C or less. Fresh meat, poultry and sea foods shall be stored as per respective UAE standard requirements.

**17.2.2.** Refrigerators or chillers shall be maintained at 5 °C or lower for food products.

**17.2.3.** Foods shall be stored in such a way that cold air can circulate around all the surfaces of containers.

## **17.3. Freezer Storage:**

**17.3.1.** Frozen foods shall be stored at a temperature of – 18 °C or lower.



**17.3.2.** Freezers shall be defrosted (to remove ice from the external surfaces of refrigeration coils) regularly or automatically. Frozen foods shall not thaw during the defrosting cycle.

**17.3.3.** When placing stock in deep freezers ensure the frozen products are not crossing the load levels “**load lines**  $\leftrightarrow$ ” so that thawing of frozen products does not occur.

#### **17.4. Dry Storage:**

Food products such as canned, dry, fermented and acidified foods shall be stored in a cool and dry place. In particular, following shall be consider;

**17.4.1.** Dry products storage area shall be clean, dry, well lighted, well ventilated and free from accumulation of waste and any risk of infestation.

**17.4.2.** Temperature of the dry store shall be at or below 25 °C and relative humidity shall be less than 65 % or as per stored product’s supplier/ manufacturer recommendations.

#### **17.5. Food Storage in Catering:**

All prepared food in catering, restaurants and hotels shall be stored at right temperature (chilled, frozen or dry), labelled with production and expiry dates, kept in sanitized, tightly closed and food grade containers.

#### **17.6. Prohibited Areas for Food Storage:**

Food shall not be stored in changing/ dressing/ locker rooms, toilets, garbage rooms, mechanical rooms, under sewer lines that are not shielded to intercept potential drips, under leaking water lines, including leaking automatic fire sprinkler heads, or under lines on which water has condensed, under open stairwells, dining and customer approach areas, outside facility, directly under sunlight, exposed to environment and under other sources of contamination.

#### **17.7. Food Storage Inspection:**

Regular inspection of the materials and products in stores shall be performed to ensure adequate storage of materials and food storage condition and establish stock **rotation**. In particular, following shall be consider;



**17.7.1.** Regularly check temperature of the stored food products with the help of calibrated probe or IR thermometers. Record of temperature monitoring of the food products and or stores shall be maintained and available.

**17.7.2.** No expired products shall be along with valid products in the stores.

**17.7.3.** No food products shall be without labeling information.

**17.7.4.** For the purpose of establishing stock rotation, new products shall not be mixed with old stock. All newly prepared foods shall be given (if not already have) a production and expiry date and stored so that the oldest food shall be used first.

**17.7.5.** All stored foods shall be covered (with lids, plastic film, foil, or paper) except during periods of preparation and service.

## **18. Transportation of Food:**

Hygienic and safe transportation (to the restaurants, banquet halls, kitchens in different floor or locations) of prepared or packaged foods is essential to prevent its contamination and deterioration. Following shall be consider;

**18.1.** Vehicle used to carry and transport materials and food products shall be clean, well maintained and use for intended purposes.

**18.2.** Transportation trolley, hot case, cold trolley and open trolleys used for food transportation shall be cleaned and sanitized.

**18.3.** All food items during transportation shall be properly covered with lids or cling film and date labelled.

**18.4.** Time required for food transportation shall be minimized to avoid microbial proliferation.

**18.5.** Product temperature shall be monitored upon dispatch and arrival of foods.

**18.6.** In case, food is to be prepared and served in a nearby vicinity, it shall be transported & served hot at a temperature of 60 °C or above.

**18.7.** In case, food is prepared at long distances which require transportation for longer period (more than one hour), the food shall be chilled to less than 5 °C before transportation.

**18.8.** Chill food products shall be transported at or below 5 °C and vehicles shall be pre-cooled to a temperature of below 5 °C before loading.



**18.9.** Frozen food products shall be transported at or below – 18 °C and vehicles shall be pre-cooled to a temperature of below - 15 °C before loading.

**18.10.** The chiller and freezer of food transport vehicles shall be calibrated.

**18.11.** All food transport vehicles shall get food transport vehicle approval from Food Control Section of Ras al Khaimah Municipality.

**18.12.** Record of food transport vehicle approval, cleaning, maintenance, calibration, and temperature monitoring (where applicable) shall be maintained and available in vehicle.

## **19. Management & Supervision:**

Management of the food establishment shall have strong commitment to provide adequate resources and competent staff to ensure effective control on its operational activities and improvement in its food handling system. The type of control and supervision needs depend on the size of the business, nature of activities, processes, regulatory requirements and the types of food products. Managers and supervisors shall have enough knowledge of food hygiene and safety principles and practices to be able to judge potential risks, take appropriate preventive and corrective actions and ensure that effective monitoring and supervision takes place.

### **19.1. Food Safety In-Charge (FSI):**

Food Safety In-Charge (FSI) is the competent person for specific food business activities or establishment who is responsible for the establishment, implementation, monitoring and improvement of food hygiene and safety program in employed food establishment(s). FSI can be an owner, manager, supervisor and or any qualified person nominated by food establishment(s) and recognized by Food Control Section of Ras al Khaimah Municipality. Details of the FSI are given in FSI program external document. In particular, following shall be consider;

**19.1.1.** All food establishments in Ras al Khaimah shall nominate its FSI in Food Control Section, Public Health Administration of Ras al Khaimah Municipality.

**19.1.2.** FSI shall have sufficient knowledge to effectively manage the food business operation and shall be registered, examined and approved by Food Control Section, Public Health Administration (PHA) of Ras al Khaimah Municipality.



**19.1.3.** FSI shall have valid certificate and individual shall work in specific food business activity or activities as approved by Food Control Section.

**19.1.4.** FSI shall be a full-time employee of the food establishment. FSI shall be present in the establishment during food preparation and handling activities or working hours.

**19.1.5.** Food establishments having multiple outlets or operational sites, such as a hotel, retail shops/ markets, warehouses, chain restaurants/ cafeteria and factories, they shall have at least one FSI available in each facility.

**19.1.6.** If there are more than one shift, then FSI shall be present during all working/ operational shifts.

**19.1.7.** No person shall use the title " Food Safety In-Charge (FSI) " unless the person has satisfied the requirements and hold a current certificate from Food Control Section, Public Health Administration of Ras al Khaimah Municipality.

**19.1.8.** Once a FSI get terminated or resigned from the employment, establishment shall have ninety (90) days to employ a new FSI, or have an individual listed/ enrolled in FSI program of Food Control Section. However, said time period may be extended by the Director of Public Health Administration based on logical reason of delay or unavailability of qualified person.

**19.1.9.** FSI Certificate original or copy shall be prominently posted inside the food establishment near entrance or reception. The certificate shall be removed when the individual will be no longer employee of the food establishment.

## **20. Emergency Preparedness & Response:**

Food establishment shall ensure procedures are in place to respond to potential emergency situations or incidents that can have an impact on food safety which are relevant to the role of the organization in the food chain. Examples of emergency situations that can affect food safety and/or production are natural disasters, environmental accidents, bioterrorism, workplace accidents, public health emergencies and other accidents, e.g. interruption of essential services such as water, electricity or refrigeration supply.





## **20.1. Handling of Emergency Situations:**

**20.1.1.** Food establishment shall establish an emergency response team (which can be a single person in case of small food businesses).

**20.1.2.** Food establishment shall immediately respond to emergency situations and incidents by communicating internally and externally with all interested parties such as suppliers, customers, Food Control Section, other relevant regulatory authorities and media.

**20.1.3.** Take action to reduce the consequences of the emergency situation, appropriate to the magnitude of the emergency or incident and the potential food safety impact.

**20.1.4.** Periodically test procedures where practical and maintain record of emergency situation and actions.

## **20.2. Food Defence, Bio vigilance & Bioterrorism:**

Food establishment shall assess the hazard to products posed by potential acts of sabotage, harm or terrorism and shall put in place proportional protective measures. In particular, following shall be considered;

**20.2.1.** Potentially sensitive areas (especially production and preparation) within the establishment shall be identified, mapped, and subjected to access control.

**20.2.2.** Where feasible, access shall be physically restricted by use of locks, electronic card key or alternative systems.

## **20.3. Food Fraud:**

Food fraud is an act of an intentional or deliberate addition, substitution, alteration or misrepresentation of food product, ingredients, label or packaging to hide the true identity or contents of a food ingredient or product for economic gain.

**20.3.1.** Food establishment shall consider known or reasonably probable hazards that may be intentionally introduced for purpose of economic gain while identifying the potential food safety hazards.

**20.3.2.** Food establishment shall prepare, implement and document a food fraud vulnerability control plan, which shall include:



- 20.3.2.1.** Documented vulnerability assessment using suitable methods to identify significant vulnerabilities at each step, process and procedure for each food type manufactured, processed, packed or stored at food establishment.
- 20.3.2.2.** Documented and systematic identification of control measures to ensure that the significant vulnerability identified at each process step are minimized or prevented.
- 20.3.2.3.** Documented procedure for the systematic monitoring of control measures.
- 20.3.2.4.** Appropriate corrective action as appropriate to the nature of the process and the control measures.
- 20.3.2.5.** Regular verification of the program.
- 20.3.2.6.** Appropriate records to demonstrate the compliance with these requirements.

## **21. Food Products Testing Requirements:**

Food establishments shall consider the following;

- 21.1.** Food manufacturing (including repackaging, catering and hotels) industries shall have food testing capabilities to carry out necessary product and environmental testing to ensure quality and safety of the processes and products.
- 21.2.** If food establishment has no in house food testing capability they can have food testing contract with Food Control Laboratory of Ras al Khaimah Municipality or get food testing of their products from ISO 17065 certified external food testing laboratories, on regular basis.
- 21.3.** Food manufacturing / preparation establishments shall have adequate food sampling plan.
- 21.4.** Product samples shall be drawn from raw materials, processing line and finished products to validate processing control measures and assure safety of product and processing activities.
- 21.5.** Food Control Laboratory in coordination with Food Control Section of Ras al Khaimah Municipality shall periodically take representative samples of the food from food establishments, operating in Ras al Khaimah, for conformity analysis to assure the safety of food products and its compliance with relevant UAE food standards.



**21.6.** In case, if food sample analysis found unsatisfactory or unfit for human consumption then following necessary actions shall be taken by food establishment and Food Control Section;

**21.6.1.** Investigate the cause of nonconformance,

**21.6.2.** Take necessary corrective and preventive actions,

**21.6.3.** Reanalysis food samples for the validation and verification of control measures after corrective actions.

## **22. Documentation & Records:**

### **22.1. General Requirements:**

Documentation enhances the credibility and effectiveness of the food hygiene, quality and safety management system.

**22.1.1.** Where applicable, appropriate documentation of regulatory requirements, Standard Operating Procedures (SOP), materials (including raw, finished products, packaging and chemicals) specifications, records of food purchase, processing, production, distribution, product analysis and documents required as per this publication shall be maintained and retained for sufficient time, approved for use, available at the point of use, implemented and available to ensure due diligence.

**22.1.2.** Whenever, there is any change or update in any process, product, method, technology and or practices then food establishment shall review and update its relevant procedures.

### **22.2. Traceability:**

Traceability helps keep track of food in the supply chain. It ensures that efficient and accurate withdrawals and recalls of unsafe foods from the market can be made in the event of any food safety problems. Food businesses shall be able to demonstrate **Traceability** that from where incoming materials (such as food or food ingredients, additives, water, packaging materials, chemicals and other utilities) were purchased and how the food was handled, process, prepared, stored, displayed, transported or supplied to customers. When establishing and implementing the traceability system, following shall be considered as a minimum;



- 22.2.1.** Maintain records of all the suppliers (with name, address and material type) that provides food, ingredients, packaging materials or any raw material.
- 22.2.2.** Maintain record of relation of lots of received materials, ingredients, intermediate products and reworking of materials/ products to the end products.
- 22.2.3.** Maintain record of distribution of the end product (product type, quantity, batch number, name and address of customers) includes the customer who purchased food products.
- 22.2.4.** Records as evidence of the traceability system shall be retained for a defined period to include, as a minimum, the shelf life of the product.
- 22.2.5.** The organization shall verify and test the effectiveness of the traceability system.

### **22.3. Withdraw or Recall:**

Food establishments shall be able to ensure the timely withdrawal/ recall of lots of end products that have been identified as potentially unsafe, or products failing to meet required food quality and safety standards, located and removed from all necessary points of the supply chain. Following shall be consider;

- 22.3.1.** Food establishment shall ensure effective procedures are in place to deal with any food safety hazard and to enable the complete, rapid recall of any implicated lot of the finished food (from the market).
- 22.3.2.** Immediately notify Food Control Section and relevant interested parties (e.g., suppliers, customers and/ or consumers).
- 22.3.3.** Recalled products as well as products still in stock shall be held under strict supervision (marked and kept in separate area) until they are;
- 22.3.3.1. Reprocessed** or further processed within or outside the organization to ensure that the food safety hazard is reduced to acceptable levels, or
- 22.3.3.2. Redirected** for other use as long as food safety in the food chain is not affected and or,
- 22.3.3.3. Destroyed** and/ or disposed as waste.
- 22.3.4.** Food establishment shall verify the implementation and effectiveness of withdrawals/ recalls through the use of appropriate techniques (e.g. mock withdrawal/ recall or practice withdrawal/ recall) at least once a year.



**22.3.5.** Food establishment shall maintain record of recalled products, its cause, and result of a withdrawal/recall (actions).

## **23. Exportation & Importation of Food Products:**

### **23.1. General Requirements:**

Food establishments working in the field of food importation and exportation shall follow the following requirements;

**23.1.1.** Food establishment and products intended for import or export are required to registered online with Food Control Section and ZAD system of MOCCAIE.

**23.1.2.** Food establishment shall have a registered FSI to handle food consignment process with Food Control Section.

**23.1.3.** All food products shall be tested for its compliance especially for the purpose of export as per country of importation requirements and as per relevant UAE food standards.

**23.1.4.** All food consignments for export and import shall accompanied with required documents, which includes;

**23.1.4.1.** Packaging list (it includes list of actual imported or exported products and shall match with consignment products).

**23.1.4.2.** Health certificate shall be original having consignments details issued by the competent authority of the exporting country.

**23.1.4.3.** Halal certificate for meat and poultry products and food containing ingredients from animal source shall be issued by UAE approved Halal certification bodies.

**23.1.4.4.** Any additional documents required by the Food Control Section, ESMA, MOCCAIE, according to international developments and local food notifications (For example, Emirates Quality Mark Certificate for certain products issued by ESMA, phytosanitary certificate, Certificate of Dioxin free/ pesticide residue free/ color and heavy metal free).

**23.1.4.5.** Supporting documents issued by the competent authority of the country of origin in case of any claim on the food label such as Organic / Genetically Modified Organism free (GMO Free) products and others health or nutritional claims.



**23.1.5.** All required documents are shall be uploaded in ZAD system and shall be submitted to FCS at the time of inspection of consignment.

**23.1.6.** Food establishment shall be responsible for the proper storage, transportation and distribution of imported and or export food products.

**23.1.7.** Food establishment shall ensure that food products come to Ras al Khaimah shall obtained or procured from sources that are regulated by the relevant food authority at the country of origin and produced under sanitary conditions in an establishment regulated by the relevant food authority at the country of origin.

### **23.2. Specific Import Consignment Requirements:**

**23.2.1.** All imported food products shall be inspected by Food Control Section at the port or land of entry.

**23.2.2.** Authorized food control officer shall verify the consignment documents and collect food samples for laboratory conformity analysis when necessary to assure products compliance with relevant UAE food standards.

**23.2.3.** Food establishments shall comply with undertakings (if any) not to use or dispose of imported food consignments except after obtaining the official release or permits from the Food Control Section.

**23.2.4.** In case of missing any required document, ensure to comply with terms and conditions of undertakings for submitting the original documents of consignments within the time limit set by the Food Control Section.

**23.2.5.** Execute the decisions issued with regards to rejected import consignments with in grace period by providing relevant document of proof.

**23.2.6.** Following up on-line on every status of import consignment release and providing required documents whenever required until the final release given by Food Control Section.

**23.2.7.** In case the food label has animal products in the ingredients, it shall be specified its source (like gelatin) and shall submit Halal certificate.

**23.2.8.** In case of non-comply/ rejected/ unfit laboratory results of imported food products, the food establishment shall commit; to return such products to the country of origin, other use or destroy as per Food Control Section decision, within given grace period.



**23.2.9.** Immediate withdrawal and recall of food products, whenever required.

### **23.3. Specific Export Consignment Requirements:**

**23.3.1.** Food facility shall have a regular inspection from Food Control Section and conformity analysis of its products from Food Control Laboratory of Ras al Khaimah Municipality.

**23.3.2.** Get certificate of origin from Rak Chamber for locally manufactured or packaged food products.

### **24. Mobile/ Temporary Food Premises:**

Premises and structures covered here includes stalls, mobile food vehicles, tents, marquees and other types of temporary food premises in which food is handled and displayed for sale of human consumption. In particular, such premises and structure shall be;

**24.1.** Sited, designed and constructed to avoid, as far as reasonably practicable, to protect food from contamination and harbouring pests.

**24.2.** In applying these specific conditions and requirements, any food hygiene hazards associated with such facilities shall be adequately controlled to ensure the safety and suitability of food products.

**24.3.** Where appropriate, vehicles and containers used to transport and sell food in these facilities shall be;

**24.3.1.** Kept clean and in good condition.

**24.3.2.** Protected in a way to minimise contamination.

**24.3.3.** Capable of keeping food at the right temperature.

**24.3.4.** Able to check food temperatures, where necessary.

**24.3.5.** When transporting, separate different types of food (for example raw food and ready-to-eat food) and food from non-food items.

**24.3.6.** Food handlers shall maintain high standards of personal hygiene.

### **25. Vending Machine Operations:**

#### **25.1. Approval Process:**

**25.1.1.** Permission to operate vending machines dispensing foods or hot or cold cup beverages shall be granted by the Food Control Section in the Emirate of Ras al Khaimah based on the review of application.



**25.1.2.** The vending machine operator shall provide Food Control Section with facility contract, layout/ picture of the machine, list of foods and standard operating procedure (SOP) for all phases of the vending operation. SOP shall detail the types of food dispensed, including source and processing steps.

**25.1.3.** Approval from Food Control Section shall be obtained following satisfactory review of SOP, location/ facility and equipment installation inspections. The approval covers the vending machine equipment installation and its location, supply and transport system, storage, servicing, and sanitizing facilities or other requirements governed under the provisions of this publication.

**25.1.4.** Approvals shall not be transferable.

## **25.2. Identification:**

The vending machine operator shall clearly display the establishment name, complete mailing address and service telephone number on a permanent label affixed to each vending machine or in a visible location adjacent to vending machines.

## **25.3. Operator procedures:**

In addition to complying with the provisions of these requirements, the vending machine operator shall;

**25.3.1.** Maintain a list of all vending machines vending machines operated within the Emirate of Ras al Khaimah.

**25.3.2.** Maintain a complete address of each vending machine location and of all commissaries or other food establishments that service these vending machines.

**25.3.3.** Obtain Food Control Section approval for each vending machine location where foods and hot and cold cup beverage vending machines will be placed in operation.

**25.3.4.** Obtain Food Control Section approval prior to any changes in operations, including changes to SOP, involving new types of vending machines or the conversion of existing machines to dispense products other than those for which the machines were approved.

## **25.4. Vending Equipment:**





**25.4.1.** The dispensing compartment of a vending machine shall be equipped with a self-closing door or cover.

**25.4.2.** Vending machines shall be registered with ESMA or shall be certified by an equivalent national or international agency.

**25.4.3.** Vending equipment shall have a label declaring the production and expiry dates of food product.

## **26. Food Businesses based in Domestic Premises:**

As with movable or temporary premises, food businesses based in domestic premises shall be registered with Food Control Section if it supplies commercial food in the market. Such business shall ensure that food is handled and supplied hygienically and safely. The legal requirements for these premises are different because of the different circumstances and allow more flexibility. Refer to **federal laws** and requirements to ensure compliance with requirements of domestic food businesses.

## **27. Distance Selling Food Businesses:**

### **27.1. General Requirements:**

Distance selling means selling of food products without face-to-face contact with the customer and or consumer. Methods of selling include online, text messaging, phone calls, social media, interactive TV, mail order and or other electronic means.

Distance selling, mail order and delivery business needs to register with Food Control Section before opening and or operation. If distance sellers are already trading and have not registered, then they shall need to register, as soon as possible. Food businesses receiving an order for a takeaway by phone, website, or another online platform shall need to ensure that;

**27.1.1.** Food business's legal name and address shall be provided on the website.

**27.1.2.** Online menu or order form shall be clear what food business is selling and all relevant food information such as ingredients including hypersensitive ingredient information in distinct form, nutritional facts, instructions for use and expiration date.



**27.1.3.** Same level of information available online as on the food labelling to the consumer - before the purchase is made.

**27.1.4.** Labelling, advertising and presentation of food shall be correct and do not mislead consumers.

**27.1.5.** Food labeling requirements shall comply with the UAE standard for labelling of prepackaged foodstuffs requirements.

**27.1.6.** Food shall be hygienically prepared, packaged, transported and stored.

**27.1.7.** Distance seller shall be able to identify the businesses from whom they are obtaining raw foods or foods and the businesses supplied with products. Distance selling business operators shall be able to provide this information on demand.

**27.1.8.** Unsafe food shall be withdrawn from sale or recalled from consumers if it has already been sold and follow procedure related to product withdrawal and handling of nonconforming products.

**27.1.9.** Distant seller shall not sell non-Halal food products without getting permission from Food Control Section and or concerned authorities.

## **27.2. Delivering Food Orders:**

**27.2.1.** Food sent by post needs to be sent to consumers in packaging that is strong enough to remain intact. Once sent, the food shall be delivered as quickly as possible. When the order is made, the consumer shall be told when they can expect delivery.

**27.2.2.** All food shall be delivered to consumers in a way that ensures that it does not become unsafe or unfit to eat and meets all applicable legal requirements.

**27.2.3.** Consideration shall also be given to the time and temperature control during delivery for refrigerated or frozen food products. Food that needs refrigerating shall be kept cool while being transported. This may need to be packed in an insulated box with a coolant gel or in a cool bag. This ensures the food remains safe through the supply chain and the quality does not deteriorate.

**27.2.4.** Foods that needs to be kept hot shall be packed in an insulated bag.

**27.2.5.** Food businesses shall also identify and remove possible cross-contamination risks in the delivery process. This can be done through packaging



meals securely and storing allergen-free meals separately in transit to avoid contamination through any spillages.

## **28. Control of Non-Halal Food Products:**

Halal is an Arabic word meaning lawful or permitted. In reference to food, it is the dietary standard, as prescribed in the Quran (the Muslim scripture). The opposite of halal is haram, which means unlawful or prohibited. In general, every food is considered halal in Islam unless it is specially prohibited by the Quran or the Hadith.

### **28.1. Halal Food Products:**

By official definition, halal foods are those that are:

**28.1.1.** Free from any component that Muslims are prohibited from consuming according to Islamic law (Shariyah).

**28.1.2.** Prepared and manufactured or stored using utensils, equipment and/ or machinery that have been cleansed according to Islamic law.

Animals such as cows, veal, lamb, sheep, goats, turkeys, chickens, ducks, game birds, bison, and venison are considered halal, but they shall be slaughtered and prepared according to Islamic laws in order for their meat to be suitable for Muslims' consumption.

### **28.2. Non-Halal Products:**

Non-Halal means unlawful or prohibited food products. Following are examples of non-halal food products (haram):

**28.2.1.** Animals not slaughtered according to Islamic Laws (Animal slaughtered other than the name of Allah).

**28.2.2.** Blood.

**28.2.3.** Carrion (Meat of dead animal).

**28.2.4.** Pork, Bacon / Ham and anything from pigs.

**28.2.5.** Non-Halal Animal products (from non-Halal source) such as Lard, Tallow, Rennet, and Gelatin.

**28.2.6.** Alcoholic drinks and intoxicants.

**28.2.7.** Foods contaminated with any of the above products.

**28.2.8.** Carnivorous animals, birds of prey and certain other animals.



### **28.3. General Non-Halal Food Products Requirements:**

**28.3.1.** No person or establishment is allowed to import, export, handle, prepare or sell any non-Halal food products in the Emirate of Ras al Khaimah prior getting an official approval from Food Control Section of Ras al Khaimah Municipality.

**28.3.2.** Establishment shall have non-Muslim supervisor and food handlers to supervise and handle non-halal food operations.

**28.3.3.** Non-halal food products shall not be mixed with Halal foods intended for consumption by Muslims during handling, storage, preparation, transportation or display.

**28.3.4.** Food label on packaged non-halal food products shall clearly and visibly state the ingredients in Arabic and English Languages.

**28.3.5.** Food establishments having non-halal products preparation and or selling approval shall ensure that non-halal food products shall be purchased from or sold only to establishments that have prior permit for the sale or preparation of non-halal foods products.

**28.3.6.** Non-halal food products shall be handled and prepared by designated food handlers, utensils and equipment.

**28.3.7.** Food handlers shall not handle Halal & non-halal food products at the same time.

**28.3.8.** Refrigerated and frozen non-halal food products shall be stored in designated refrigerators or freezers.

**28.3.9.** Dry non-halal food products shall be stored in a separate designated area or facility.

**28.3.10.** Non-halal food products shall neither be prepared nor stored in areas that are for Halal food products.

**28.3.11.** Non-halal food products shall be transported in separate designated approved vehicle.

**28.3.12.** Separate labelled trolleys shall be provided for carrying non halal food and these trolleys shall not be used for the transport of Halal food products and or mixed with other trolleys.



#### 28.4. Requirements for the Preparation of Non-Halal Food Product:

28.4.1. A complete physically separated area shall be provided where non-halal food products are prepared, processed, displayed or sold and shall not be opened directly to halal food products preparation, storage & handling area.

28.4.2. Separate, color coded cutting boards and knives shall be used for non halal food products.

28.4.3. Cutlery, crockery, utensils & equipment used for non-halal food products shall be clearly marked or identified and washed separately.

28.4.4. The equipment and utensils designated for the preparation of non-halal food products shall not be used for the preparation of halal food products.

28.4.5. Outlet serving non halal food products on buffet shall have a separate & adequate pre washing facility for crockery, cutlery & utensils before final washing.

28.4.6. Access to non-halal food products preparation area shall be restricted, as much as practically possible, to designated food handlers.

28.4.7. Where non-halal food products are handled, a sign board shall be placed in both Arabic and English language stating “Non – halal food products only” or “Non-Muslim products area”. The signage shall be clearly visible to food handlers or visitors.

#### 28.5. Serving Non-Halal Food Products in Food Outlets:

28.5.1. Food business operator has the primary responsibility to inform the customer that the food outlet serves non-halal food products.

28.5.2. Non-halal food products shall clearly be mentioned in Menu card with bold letters **PORK, ALCOHOL or NON HALAL** Food Products.

28.5.3. Non-halal food products shall not be served along with halal food products. Separate serving utensils and equipment shall be used.

28.5.4. Outlets that serve non-halal food products in buffet area shall have a separate counter that at least 2 meter away from Halal food products.

28.5.5. In display, non-halal food products shall be clearly stated in Arabic and English.

#### 28.6. Retail Sale of Pork or Non-Halal Food Products:

28.6.1. Pork products approval shall be given to departmental store or hyper/supermarket only with an area not less than 7000 Square Feet.



**28.6.2.** Departmental stores and Supermarkets shall have a designated person to handle pork products and a separate cash counter to sell such products.

**28.6.3.** Space provided for pork products shall be adequate and separate.

**28.6.4.** Preparation and storage facilities shall be provided as per the requirements mentioned in these requirements.

**28.6.5.** If there is butchery for handling pork products, it shall be separate and equipped with all necessary supplies.

## **29. Customer Complaints Handling System:**

Food establishment shall have customer complaint handling system that gives guidance on how to respond, investigate and take appropriate corrections and corrective actions when there is a food related complaint.

**29.1.** All food related complaints which include product, facility, practices, services or suspected foodborne illnesses shall be logged in the complaints handling system.

**29.2.** Complaints shall be investigated promptly and efficiently, and the details of investigation, corrections and corrective actions shall be shared with complainant (if required).

**29.3.** Record of complaint investigation, corrections and corrective actions shall be retained for a period of at least three years.

**29.4.** Food safety in charge shall immediately contact with Food Control Section if foodborne outbreak is suspected and or customer is injured or critically get sick after consuming suspected food product.

## **30. Food Control Inspection System:**

### **30.1. General Information:**

Food Control Section is responsible for enforcing food hygiene and safety laws and regulations in the licensed food premises of Ras al Khaimah. Food Control officers have legal authority to inspect food premises and check if food businesses are complying with food law and handling or producing food that is safe for human consumption. Food Control officers have the right to enter and inspect any food premises at any reasonable time. Food Control officers may visit food premises for several reasons, including;



- Facility inspections to verify food hygiene, quality, labeling and safety requirements as per new facility, routine, follow up and random inspection plan.
- Auditing of the food establishment as per food safety management system requirements.
- Sampling of the food products as per routine or random food sampling plan.
- Destruction, confiscation or detention of unfit or suspected food products, respectively.
- Closure or reopening of the food activity or establishment.
- Any other services related to food product or establishment.

Food Control officers will usually arrive in the food facility without having an appointment and shall contact with food safety in charge, business owner, manager or supervisor to explain the purpose of visit and to accompany him/ her for inspection or other visiting activity.

During inspection, food control officers are looking for;

- Products
- Processes
- Premise
- Persons/ Practices
- Records and documented procedures

Inspection officer can interview person, review document, visit any area of the food establishment. Inspection officers records their inspection findings with objective evidences such as pictures, photocopy of the document and or statement of facts.

Frequency of the establishment depends on the risk type, set inspection frequency and last inspection grade or result of the food premises. Based on the risk associated with food business activities, processes and products, food establishments have been classified into three types;

- High risk premises



- Medium Risk Premises
- Low Risk Premises

High risk premises with unsatisfactory inspection results will have more frequent inspection visits than low risk premises with high inspection results.

Food Control officers advise and help food establishment to improve food hygiene and safety conditions as per food law, standards, requirements and or best practices. Inspection officer issues report with inspection result within three days from the date of inspection. Inspection results depend on the type of inspection visit (new facility inspection, routine inspections, random, follow up and audits) and it can be satisfactory/ unsatisfactory, notice, warning and or violation. Inspection grades are issued in routine inspection reports of the food establishments only.

### **30.2. Enforcement Actions:**

Food Control officers can take following enforcement actions to protect the public health. This can include:

**30.2.1.** Issuing inspection report which will contain inspection comments, result and may contain violation notes with penalties.

**30.2.2.** Undertaking for necessary corrective actions.

**30.2.3.** Confiscation, condemnation, destruction of spoiled/ contaminated / expired food which is physically or suspected to be unfit for human consumption.

**30.2.4.** Recommendation for temporary/ permanent closure of a certain business activities/ establishment or any other legal actions against the facility in case of serious nonconformities.

**30.2.5.** Food Control officers will allow food establishment sufficient time as per inspection procedure or approved corrective actions plan to rectify the issues unless there is an immediate risk to public health.

### **30.3. Appeal or Complaint against Inspection Process:**

**30.3.1.** Food establishment can submit an appeal or complain against a decision made by Food Control Section, if they do not agree with the actions of the Food Control officers or section has taken.





**30.3.2.** Complaint or appeal shall be investigated and reviewed by the person who was not involved in the inspection activities and results of appeal or complaint with final decision shall be submitted to food establishment as soon as possible.

### **31. References:**

- UAE.S GSO 1694: 2005 General Principles of Food Hygiene.
- UAE.S GSO 1909: 2009 Requirements for handling of ready-to-eat-foods.
- UAE.S GSO 21 :1984 Hygienic Regulations for Food Plants and Their Personnel.
- UAE.S GSO 9: Labeling of prepackaged food stuffs.
- UAE.S GSO CAC/GL 20: 2007 Principles for Food Import and Export Inspection and Certification.
- GSO 150-1: Expiration Dates for Food Products –part one- Mandatory Expiration Dates.
- GSO 150-2: Expiration dates for food products - Part 2: Voluntary expiration dates.
- UAE.S/GSO CAC GL 50: 2008 General Guideline On Sampling.
- UAE.S192: 2019 Additives Permitted for Use in Food Stuff.
- BS PAS 220: 2008, Prerequisite programs on food safety for food manufacturing.
- CAC/ RCP 1: Recommended international code of practice — General principles of food hygiene.
- Food Code 2017, Recommendations of the United States Public Health Service, Food and Drug Administration.
- Food Sold Online, Guidance for local authorities, December 2016, Food Standard Agency, UK.
- Food Standard Australia New Zealand Application Handbook, September 2013, Food Standards Australia New Zealand.
- ISO 22000 Food safety management systems — Requirements for any organization in the food chain, Second edition 2018.
- Technical Specification ISO/TS 22002-1, First edition 2009.
- Technical bulletin, tri-service food code, departments of the army, navy and air force Washington, dc, 1 march 2019.