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Food Hygiene

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No.	Status	Date	By	CHKD.	APPR.

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1.0 INTRODUCTION:

Hygienic and healthy handling, storage, cooking and disposal of food & drink for human consumption are a critical occupational health priority. The consequences of poor food hygiene can result in one / multiple cases of serious food poisoning and has the potential to create serious work related Lost Time Illness, to permanently injure and to cause fatality and multiple fatalities. This is a high risk health aspect.

2.0 SCOPE:

This procedure defines what proactive and reactive systems and precautions we use at QAFAC to ensure that food that is provided and eaten by workers & Visitors at the complex – is safely prepared and handled so as to ensure a strong standard of health and safety. The main emphasis concerns food for QAFAC Employees and Visitors - however the company may also audit, require and set additional strict hygiene criteria and requirements to Contractor Companies and Contract Workers providing food at our complex / premises – where in the best interests of food hygiene – it is deemed necessary and may help prevent food poisoning and poor hygiene practices. This also applies to food that Contractors bring to QAFAC under their own food supply arrangements. A sick Contractor at QAFAC impacts our safety and health records – so equally applies to contractual food arrangements.

3.0 PURPOSE:


The purpose of these control measures is to ensure that:

- All food that is provided is stored, prepared, cooked, served, handled and disposed of – is done so in a safe and hygienic manor that prevents and reduces the risk of food poisoning and other illness – to international best practice standards
- Contract Workers engaged in the preparation and handling of food for QAFAC workers, are suitably trained, supervised and audited to help ensure that international best standards are maintained.

4.0 DEFINITIONS:

Canteen Staff: Contract Company personnel who are engaged and contracted to prepare food for Employees in the Administration Canteen and are employed directly by a Catering Specialist Company

Food Poisoning: Occurs when a person eats food contaminated with bacteria or other toxins. Signs and symptoms of food poisoning include nausea, vomiting, abdominal cramping, diarrhea, head or muscle aches, and fever. Symptoms generally appear within 12 - 72 hours of eating contaminated food, but may occur 30 minutes - 4 weeks later – dependent upon the bacteria concerned. Most cases are

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mild and clear up on their own within days – however severe cases may result in permanent and even fatal illness. The young and the elderly are most at risk however those with pre-existing medical conditions and complications (as follows) are also at high risk:

- Chronic kidney failure
- Liver disease
- Diabetes
- Taking antibiotic, antihistamine, or steroid medicines
- Pregnancy

From the results of Full Medical Tests for all Employees in recent years – QAFAC has a **large percentage of its workers suffering from pre-existing health conditions and lifestyle related diseases** – so this is an important consideration.

General Services Section Focal Point (GSFP): An allocated by Head of Gen.


Services Section - 'Focal Person' who shall be formally responsible for assisting the Occupational Health Nurse in all aspects of health and hygiene practice concerning General Services contracted personnel - and will (preferably) be trained in the basics of food hygiene and handling to international best practice HACCP standards.

HACCP: Hazard Analysis and Critical Control Point (HACCP) - is a systematic preventive management certification approach to food & pharmaceutical safety that addresses physical, chemical, and biological hazards as a means of prevention. It is used in the food industry to identify potential food safety hazards, so that key actions, known as Critical Control Points (CCPs) can be taken to reduce or eliminate the risk of the hazards being realized. The system is used at all stages of food production and preparation processes including packaging, distribution, etc. Recognized by the Food and Drug Administration (FDA) and the United States Department of Agriculture (USDA).

OHN: The QAFAC Occupational Health Nurse

SEH & S Dept.: QAFAC Safety, Environment, Health & Security Department

Tea Boys: Are Contract Company personnel who are engaged and contracted to prepare hot and cold drinks for Employees and assist with food handling from time to time and are employed directly by a Catering Specialist Company

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5.1 Training & Awareness & Prerequisite Training:

5.1.1. Training: The GSFP and OHN will ensure that a basic level of instruction and training is provided to all Employees and Contractors as part of the QAFAC SEH general training and that the lesson concerned will be delivered to all staff & Contractors at least once every 2 years. The Nurse will also ensure that reminders are posted on Intranet and Posters for workers leading into the Summer-time – just before the threat of food contamination and food poisoning is at its highest potential. This training will focus on preventative measures to prevent food from being contaminated.

5.1.2. **Specialist food Handling Training & Prerequisite Requirements:**

The GSFP and OHN shall ensure that ALL contract workers engaged in Canteen Worker or Tea Boy responsibilities – **MUST** have the following documented prerequisite Training / Requirements in place **BEFORE** they begin working at QAFAC:


- A Qatar Ministry of Health (National Health Authority) current Certificate of Health (**Refer to Appendix # ONE**) – issued annually – and clearing them of any infectious disease.
- An internationally recognized HACCP Food Handling Basic Certificate (preferred) **and / or** - based on the professional assessments of the QAFAC Occ Health Nurse and Gen. Services Focal Point person – an internally run professional Food Handling Training Course completed successfully by the employing Contract Company – conducted at least once every two years for all workers

5.1.3 Records: Of the above Employee Training - will be kept in the SEH & S main Employee Training records. Copies of Records / Certification of Contractor based food and drink handling workers at QAFAC will be hung and displayed in the Canteen (Health Certificates and photos) and Food Handling Course Documentation - kept and maintained in a Controlled Folder in the Canteen and available for ready access by key personnel.

5.1.4 Notification of Infectious Disease & Health Conditions: Contract Companies engaging any food or drink handling worker at QAFAC that is diagnosed or suspected of having a potentially infectious illness or disease – **MUST** immediately notify the QAFAC OHN & GSFP.

5.2 Health & Lifestyle Healthy Food Promotion

5.2.1 Healthy Menu Option at all QAFAC Meals: The Gen. Services Focal Person and QAFAC Occupational Health Nurse shall work with the Canteen Contractor

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to best support a Healthy Lifestyle option of food during all meals at QAFAC during the Calendar year. The Menu will promote and provide fruits and vegetables, salads, healthy cooking oil options, non deep-fried and fat saturated & cooked and containing foods, fish, cereal and breads / health grain options. It will also provide a healthy option in terms of drinks that are not carbonated sugar – but provide refreshing healthy natural juices, water, etc. The Healthy Lifestyle Menu option will provide health conscious Employees with a healthy low sodium (salt) option that meets the nutritional requirements of a good meal coupled with the benefits of a diet that promotes long term health and prevention of heart disease, obesity and stroke – to an international best practice standard.

This is a particularly important control as so many QAFAC Employees have health related lifestyle diseases and illnesses

5.2.2 Healthy Eating Lifestyle Promotion: On at least one occasion during the year - the Gen. Services Focal Person and QAFAC Occupational Health Nurse shall arrange a one week promotional Healthy Food Week – during which there will be:

- A Poster Campaign to advertise the benefit of Healthy Foods
- Use of the Intranet – during at least 3 days of the 5
- A Health Lecture based on Healthy Eating from a third party specialist Lecturer of at least 25 Minutes
- A Contest with associated prize / prizes for successful comprehension


The annual QAFAC Safety Week may also provide an opportunity for this area of health management to get additional awareness exposure – as coordinated by the Occupational Health Nurse

5.3 General Requirements:

5.3.1 Inspections of QAFAC Canteen: On at least a daily basis, the Gen. Services Focal Person and / or QAFAC Occupational Health Nurse, shall visit the Main Canteen to inspect and audit the work, equipment and work areas used by the Canteen and Tea boys. In the case of the Canteen – this will be a daily visit and in the case of all other QAFAC building Tearooms, Buffet Rooms, etc – these areas will be inspected and audited at least once per week. Any finding requiring remedial actions will be communicated to key contract supervisors and records of these Inspections and findings and close-out directives - will be kept recorded in the Food Hygiene File kept in the Main Canteen.

QAFAC will check the following Controls & Conditions (but are not limited to):

- That staff are the same that are trained and have certified documentation
- The general housekeeping standards in these areas
- Toilets and toilet habits of workers engaged in the Canteen or as Tea Boys
- The condition of appropriate Personal Protective Equipment & Clothing (PPE) and work uniforms

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- Suitability and hygiene of equipment and materials used
- Cleanliness of work and storage surfaces and means to clean hands and equipment
- Functionality of freezers and refrigerators that chill or freeze store foods
- Food is stored in a manner conducive to acceptable food hygiene (separation of raw and cooked foods) that will not cause cross-contamination
- Temperature of foods during cooking and during storage after cooking

5.3.2 Food Requirements: The style and type of foods procured and processed by the Contractor – must be strictly as per the QAFAC Contract requirements and includes (but is not limited to the following):

- Cooking Oils used - must be corn oil or suitably acceptable QAFAC pre-approved alternative
- Chicken must be GCC Country original supplied or such other pre-approved by QAFAC
- Lamb shall be local, Syrian, Jordanian, Sudanese or such other pre-approved by QAFAC
- Beef shall be Australia or such other pre-approved by QAFAC


5.3.3 Minimum Cooking Heat: Cooking temperatures for most meats shall be maintained at 70 degrees Celsius – except for Chicken and general Poultry (due to risk of Salmonella bacteria and poisoning) - when the minimum cooking temperature is 82 degrees Celsius. Cooking Temperatures will be regularly checked with a Food Thermometer – which BOTH the Contractor and QAFAC shall provide and maintain and use.

5.3.4 When Cooked Food MUST be eaten: All food cooked at QAFAC must be eaten as soon as possible after it has been cooked **and NO LATER than 1 hour after** – UNLESS the food can be maintained at a temperature **below 5°C and above 60°C**. Temperatures outside this range are called the Food Storage Danger Zone and promote the growth of dangerous bacteria.

5.3.5 Waste Food: Must be either crushed / smashed via a food sink disposal unit so that it is flushed to drainage as a pulped slurry OR placed in QAFAC approved disposal bags and sealed and disposed of in QAFAC skip bins and rubbish bins. No food wastes will be stored inside the Canteen or associated building over night.

5.3.6 Chilled & Frozen Food Storage: Food that is stored for cooking or eating later – MUST be chilled or cooled in QAFAC preapproved Freezers, Refrigerators or Chiller rooms. Each of these areas will be fitted with a Thermometer which specifies the maximum operating temperature which MUST NOT be exceeded.

5.3.7 Personal Hygiene: All workers handling or cooking food or drink at QAFAC shall wash their hands thoroughly immediately before that handling takes

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place. Additionally disposable hair nets MUST be worn when handling food within the Canteen or elsewhere. Protective food handling gloves must be worn to help avoid skin contact and potential contamination of food. No Worker with open and or weeping sores, cuts or skin condition will be allowed to handle or cook food at QAFAC. No worker suffering from respiratory illness, sneezing or other potentially infectious illness or disease shall be permitted to handle or cook food at QAFAC. Any food and drink handling worker that develops these types of problems MUST stop work immediately and report the Occupational Health Nurse. Toilets utilized by Food and Drink Handlers at QAFAC will be under a strict regular visible and well marked cleaning schedule – with a card specifying frequency and timing of the cleaning.

5.3.8 Inspection Checklist: The Gen. Services Focal Person and / or QAFAC Occupational Health Nurse shall use a QAFAC Specialist Canteen Daily Safety & health Checklist (**Refer to Appendix # TWO**) to help prompt requirements during audits and inspections. Any significant findings will result in a QAFAC SEH Event Report being raised after full consultation with general Services Section key personnel.

5.3.9 Suspected or actual cases of Food Poisoning Complaints: The Canteen Contractor is required to take samples of ALL food prepared at every meal and to log and store it in a refrigerated Chiller in the QAFAC Canteen. After 72 hours (3 days), the samples are thrown out in the rubbish as food scraps. In the event of any serious complaint arising from personnel getting sick following a meal at QAFAC or an actual food poisoning event being reported – the OHN will take the relative samples from the meal the sick person consumed from the QAFAC refrigerator and have them immediately checked by the National Health Authority for any unusual bacterial analysis. He and the GSFP will also ensure a comprehensive investigation is undertaken with SEH &S department involvement. If the results reveal unusual bacteria concentrations – this health complaint will be made formally through the National Health Authority and shall be followed up strictly as part of the standard QAFAC Event reporting and Investigation procedure. The Contract Company Management will also be advised of progress. In addition, any significant Food Poisoning outbreak will be managed as per the Current QAFAC Food Poisoning Emergency Situation Preplan (**refer to Appendix # THREE**)

5.3.10 Catering Supervisors Involvement: The Contract Company Supervisor based at QAFAC will be required to liaise and coordinate all food hygiene aspects of his work with both the QAFAC GSFP and the OHN.

5.3.11 Knife Cut Prevention and response: To help prevent blood borne pathogen food contamination from humans and to prevent cut injuries at QAFAC, the Contractor and GSFP shall ensure that adequate means to cut regularly cut vegetables and food products – are made safer by the provision of automatic slicing / dicing type machinery and equipment. If food stuffs are not suitable for this type of automatic cutting then cutting by hand can proceed – BUT ONLY with the use of hygienic QAFAC

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approved Kevlar or chain mail style protective gloves. Workers MUST be trained by the Contract Company to use this equipment correctly at all times.

5.3.12 Insects, Rodents, Cockroaches & other Hygiene Pests: QAFAC engages Pest Control Contractors to assist in the hygienic operation of the Canteen as well as all key facilities at the Complex. This involves regular controlled spraying and poison bait programmes at the complex. In case of any negative 'change' in pest control that's noticed – relating to food preparation and storage areas – examples: cockroach or other insect or vermin infestations or increase – please IMMEDIATELY contact the QAFAC OHN and GSFP so that the situation can be dealt with professionally.

6.0 RESPONSIBILITIES:

Administration Manager / Head of General Services: Shall ensure that all requirements and responsibilities to manage the Catering and Tea boy Contracts at QAFAC – are done fully in a safe and thorough manner


QAFAC Management: Shall ensure that this procedure and systems are managed in a safe manner, are followed strictly, regularly reviewed and continuously improved.

SEH & S Manager / Occupational Health Nurse: Shall police these procedural safety requirements and ensure that they are followed at all times

7.0 REFERENCES: - **HACCP** – Hazard Analysis & Critical Control Point: A prevention based Food Safety System – endorsed by the US Federal drug and Administration Department (FDA)
ISO 22000 – A Quality Food Safety management System (FSMS) recently developed to assist Companies safely manage their food safety


8.0 APPENDICES:

- **APPENDIX # 1:** Qatar Ministry of Health (National Health Authority) Certificate of Health for each Contract Food or Drink Handler / Worker
- **APPENDIX # 2:** A QAFAC Specialist Canteen Daily Safety & health Checklist
- **APPENDIX # 3:** Current QAFAC Food Poisoning Emergency Situation Preplan

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APPENDIX 1 – Qatar Ministry of Health (National Health Authority) Certificate of Health for each Contract Food or Drink Handler / Worker




TO BE ADDED SOON


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APPENDIX 2 – A QAFAC Specialist Canteen Daily Safety & health Checklist

TO BE ADDED SOON

APPENDIX 3 – Current QAFAC Food Poisoning Emergency Situation Preplan

 	<p>Food Poisoning of Workers can occur swiftly and without warning. We MUST be ready to respond the correct way</p> 	<p align="center">QAFAC EMERGENCY PRE-PLAN</p> <p>NO # : H/00X- DEC 2009 – S.E.H. & S DEPARTMENT SCENARIO: SERIOUS FOOD POISONING – INDIVIDUAL /GROUP</p> <p>LOCATION: NORMALLY FOOD POISONING VICTIMS WILL REACT TO BACTERIA CONTAMINATED MEAL BETWEEN 4 TO 12 HOURS AFTER THE MEAL – SO IN MOST CASES THE PROBLEMS (SEVERE ILLNESS) - MAY START TO TAKE PLACE AT HOME – SOMETIMES SOONER.</p> <p>DESCRIPTION: FOOD POISONING CAN EFFECT ONE AND HAS THE REAL POTENTIAL TO STRIKE DOWN MANY WITH SEVERE ILLNESS. SYMPTOMS INCLUDE NAUSEA, HEADACHES & CHILLS, STOMACH CRAMPS & PAIN, SWEATING, VOMITING & DIAHOREA, PARTICULARLY SEVERE FOOD POISONING REACTION CASES CAN SERIOUSLY DAMAGE ORGANS AND CAN KILL. - IN MOST GENERAL CASES THE SYMPTOMS WILL REDUCE AND STOP OVER 1 TO 3 DAYS.</p> <p>ATTACK MEDIUM: CASUALTY SHOULD SEEK SPECIALIST MEDICAL ATTENTION AND TRY TO KEEP HYDRATED</p> <p>POSSIBLE CAUSES: BACTERIA PROLIFERATION IN FOOD THAT HAS BEEN EATEN BUT PREVIOUSLY HANDLED OR COOKED INCORRECTLY OR THAT HAS BEEN LEFT TO SIT IN DANGEROUS WARM TEMPERATURE ZONE CONDITIONS OR HAS BEEN HANDLED BY HANDLERS WHOM HAVE NOT TAKEN PRECAUTIONS TO WASH THEIR HANDS PROPERLY</p>	
		<p>IMMEDIATE HAZARDS: WORKER GETS STEADILLY SICK AND SUFFERS EXTREME PAIN, NAUSEA, VOMITTING AND DIAHORREA.</p> <p>ATTACK STEPS: - Be able to recognize the symptoms; Refer to the Symptoms mentioned above and react accordingly – ESPECIALLY if there is more than one person suffering from similar health problems – This is a clear sign of mass food poisoning</p> <p>1: Instruct the Worker complaining of Health problems – to stop work if at work and visit the QAFAC Occupational Health Nurse or ambulance assist. – or if at home, to get Medical Attention – Visit a Clinic or GP</p> <p>2: Try to determine WHEN the worker had his last meal or drink at QAFAC; location, how long ago, anything unusual noticed about the food or drink, who handled or delivered the food. Record these details carefully</p> <p>3: If health problem is highlighted during normal Work Hours – IMMEDIATELY contact the QAFAC Occupational Health Nurse and notify him of the situation. If 'Silent Hours' – Immediately contact the SEH & S duty personnel AND the Occupational Health Nurse</p> <p>4: The QAFAC Occupational Health Nurse and SEH & S department personnel are responsible for notifying the Admin Manager, Head of General Services, QAFAC Management of any stricken Worker, SEH & S Manager and the Canteen and / or Tea boy Contract Companies involved in the event.</p> <p>5: The QAFAC OHN & SEH & S Department in consultation with the Gen. Serv. Focal Person (GSFP) – must gather information and evidence - regarding this suspected food poisoning case – which may involve interviewing sick workers or their family, Work colleagues and Contract Company Employees. Food samples need to be kept in cool non-hazardous storage temperatures in a Refrigerator safely AWAY from the Canteen & transported for analysis swiftly & professionally</p> <p>6. The QAFAC OHN will ensure that samples of food from the suspected meal – are obtained and forwarded to the National Health Authority for Bacteria test analysis – and dependant upon the results – will liaise carefully with both the SEH & S and Administration Managers and Head of General Services – there is adequate evidence to prove or corroborate that the illness was food related – PRESERVE ALL EVIDENCE</p> <p>7. The QAFAC SEH & S and Admin. Managers and Occupational Health Nurse – will notify the Qatar National Health Authority if they have reason to suspect that the case IS indeed food supplied by Contract Supplier related Food Poisoning</p> <p>OTHER IMPORTANT CONSIDERATIONS: MASS GROUP FOOD POISONING AND / OR FATAL CONSEQUENCES WARRANT 'ERC' CRITICAL ACTIONS. EXTENSIVE NOTIFICATION AND LIAISON WITH NAT. HEALTH AUTHORITY / MESAIEMED MEDICAL CENTER WILL BE REQUIRED. CONSIDER ALSO POTENTIAL BUSINESS CONTINUATION PLANNING WITH MULTIPLE ILLNESSES CREATING SHIFT COVERAGE, POTENTIAL GRIEF COUNSELLING FOR EMPLOYEE FAMILIES AND PUBLIC RELATIONS PRESS RELEASE NOTIFICATION TO THE MEDIA</p>	
<p align="center">ENVIRONMENT CONSIDERATIONS: Not Applicable</p>		<p>Approved By: Chikie Blain SEH & S Manager</p>	
<p>Approved By: MTBE Shift Super's Emergency Directors</p>		<p>Approved By: Ribhi Handoussa Occ. Health Nurse</p>	
<p>Approved By: Madam Bahir Env. Engineer</p>		<p>Developed By: Meshd. Jamal Ind. Safety Super.</p>	

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9.0 Revision History

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1	0	New procedure