Overview

FOOD HYGIENE SYSTEMS – REQUIREMENTS FOR CATERING ESTABLISHMENTS
Eight Core Requirements

Responsibilities of top management

Check and review

Staff Training

Handling of customer complaints

Documentation and recordkeeping

General requirements

Food process hygiene requirements

General hygiene requirements
Catering establishment shall develop, implement and maintain an effective food hygiene system, including general hygiene practices and food process hygiene practices in accordance with the requirements of this standard.
5. Responsibilities of top management

- Top management shall ensure the catering establishment is in compliance with food hygiene related statutory and regulatory requirements.

- Top management shall provide evidence of its commitment to the development and implementation of the food hygiene system and to continually improving its effectiveness by
  - establishing food hygiene policy;
  - ensuring that planning of the food hygiene system is carried out to meet the requirements stated in 4.1;
  - ensuring adequate resources for developing, implementing and maintaining the food hygiene system; and
  - conducting check and review of the food hygiene system.

- Top management shall appoint food process hygiene team.

- Top management shall appoint a food hygiene officer/hygiene manager/hygiene supervisor with relevant training and experience to supervise and oversee the implementation and maintenance of the food hygiene system.

- Top management shall ensure all staff members have appropriate training and experience to implement the food hygiene system.
6. General hygiene requirements

- The catering establishment shall implement general hygiene practices to prevent contamination and/or cross-contamination of food products by food safety hazards
  - designated work area for food preparation that may cause contamination to other food, and demarcation of storage area for raw and ready-to-eat food to prevent cross-contamination;
  - cleaning, sanitizing, and maintenance of food premises, equipment, utensils, and food containers in good condition;
  - labeling and storage of food ingredients;
  - pest control;
  - storage and disposal of waste; and
  - personal hygiene and personal health of food handlers.
The food process hygiene team shall establish food process hygiene practices for all processes starting from purchasing and receiving of raw materials to preparation and serving of food products to consumers. The team shall categorize all food products according to processing characteristics, serving conditions and hygiene considerations. For each food product category:

- construct flow diagram of the food process, and analyze for the occurrence of microbiological hazards and the potential to contaminate the food product;
- identify any critical control point where control measures can be applied critically to prevent, eliminate or reduce the microbiological hazards to acceptable levels in the food product;
- establish critical limits that must be met to ensure the food product is safe for human consumption; and
- establish monitoring procedures for ensuring critical control points under control, and develop corrective actions to bring out-of-control situations back within critical limits.

The catering establishment shall implement the food process hygiene practices, including apply control measures, monitor and take corrective actions as applicable.
8. Check and review

- The catering establishment shall perform systematic check at planned intervals to ensure that the food hygiene system is implemented and maintained as required. Any nonconformity found shall be investigated for the root cause and appropriate correction action taken.

- The management of the catering establishment shall conduct periodic review of the food hygiene system for improvements. Review shall also be conducted for any change in the operation that could impact the safety of the food products and amend the food hygiene system as appropriate.
9. Staff Training

- The catering establishment shall provide appropriate training to all staff. Each staff shall know his/her role in the food hygiene system.
10. Handling of customer complaints

- The catering establishment shall investigate customer complaints. Corrective actions shall be taken and food hygiene system shall be amended as appropriate.
Work instructions of general hygiene practices that could impact the safety of the food product shall be documented and relevant records shall be maintained as applicable.

Record of food product categorization shall be maintained. For each food category, document the food process flow diagram, critical control points, control measures and critical limits, monitoring procedures and corrective actions.

Acquisition records of food materials and ingredients shall be maintained.

Records of monitoring as well as out-of-control cases and the corrective actions taken shall be maintained as applicable.

Documented procedures for checking and review of the food hygiene system as well as follow up actions shall be established, and relevant records shall be maintained.

Staff training records shall be maintained.

Customer complaint handling procedures shall be documented. Records of investigation and the corrective actions taken shall be maintained as applicable.

All records shall be readily identifiable, retrievable and retained for a specified period of time.
Overview

HKQAA – HYGIENE CONTROL SYSTEM
What is HCS?

1. Develop based on relevant international standards:
   - ISO 9001:2000, FDA, Codex, WHO, HKSAR – Food & Hygiene Regulations

Technical Committees include:
- Hospital Authority, FEHD, Housing Society, Department of Health, Hong Kong Hotels Association, HK Fort
HCS –6 guidelines

A. Management commitment
B. Manipulated hygiene
C. Environment & hygiene
D. Storage and delivery of food
E. Personal hygiene
F. System’s monitoring, control and verification.
Audit stages

1. on-site audit: verify the effectiveness of HCS through:
   - A graded checklist
   - Professional auditors
Audit stages

2. Lab test (unannounced) – verify the conformity

A. through recognized lab

B. sampling based on the risk of the site

- The quality of air
- Ice and water
- Food
Benefit sectors include:

- **Servicing sector**:
  - Property management
  - Retail
  - School
  - Hotel

- **Food and catering**:
  - Food factory
  - Central kitchen
  - Restaurant
  - Fast food
  - Coffee shop
  - Bakery shop
  - Food counter
Overview

HONG KONG FOOD & BEVERAGE INDUSTRY
OPERATION AND MANAGEMENT SYSTEM
IMPROVEMENT PROJECT
Introduction

- Implementing the ISO concept of Quality Management and continues improvement, PDCA (PLAN, DO, CHECK, ACT)
- to assist HK F&B Industry for improving their operation efficiency, the Quality Services as well as competitive advantages
- The area covering:
  - Food Hygiene and Safety
  - Environment Protection
  - Social Responsibility
  - Quality of Service
  - Brand orientation
Assessment Approach

- Using 「Assessment Checklist」, the result is presented by “Score”
- Staffs and managements are easy to knowledge the performance
- “Score” could be for analysis, comparison
- After the assessment, a recommendation report will be submitted to the management for further improvement.
Five Assessment Areas

- All assessment criteria's are make reference with International Standard and practices
  - Food hygiene and safety – HKQAA-HCS, HACCP and ISO 22000
  - Environment protection – ISO 14001
  - Quality of service – the concept of ISO 9001 and using 「Mystery Shopper」
  - Social Responsibility – ISO 26000
  - Brand orientation – 3rd party questionnaire to evaluate the effectiveness of brand orientation
Certification Audit

- Enquiry
- Application
  - Manual Review
  - First Stage Assessment
- Pre-audit (Optional)
- Renewal Audit (Every 3 years)
- Recommendation
- Certificate Issuance
- Surveillance Visit (Every 6 months to 1 Year)
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  - Pre-audit (Optional)
  - First Stage Assessment
  - Manual Review
  - Application
  - Enquiry
Let’s build up better Food Safety from our heart

Thank You!
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