



# FOOD AND DRUGS AUTHORITY

## CODE OF HYGIENIC PRACTICE FOR FOOD SERVICE ESTABLISHMENT IN THE HOSPITALITY INDUSTRY

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## **1. INTRODUCTION**

In exercise of the powers conferred on Food and Drugs Authority (FDA) by the Public Health Act, 2012, Act 851, Part 7 Section 130, this code of practice applies to all Facilities in the Hospitality Industry that is involved in the preparation, packaging, distribution, storage or sale of food intended for human consumption.

Despite the above, Food Service Establishments shall comply with existing Ghana Standards and the Recommended International Code of Practice – General Principles of Food Hygiene (CAC/RCP 1-1969, Rev. 4-2003).

The purpose of this code is to establish hygienic practices for the preparation, packaging, distribution, storage and sale of food intended for human consumption.

## 2. GLOSSARY

For the purposes of this code of hygienic practice, unless the context otherwise requires,

"Accredited programme" means a food protection management certification programme that has been evaluated and listed by an accrediting agency as conforming to national standards for organizations that certify individuals;

"Food additive" means any substance not normally consumed as a food by itself and not normally used as a typical ingredient of the food, whether or not it has nutritive value, the intentional addition of which to food for a technological (including organoleptic) purpose in the manufacture, processing, preparation, treatment, packing, 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 foods. The term does not include contaminants or substances added to food for maintaining or improving nutritional qualities;

"Colour additive" means a dye, pigment, or other substance that is capable of imparting colour;

"Approved" means acceptable to the Regulatory Authority based on a determination of conformity with principles, practices, and generally recognized standards that protect public health;

"Asymptomatic" means without obvious symptoms; not showing or producing indications of a disease or other medical condition, such as an individual infected with a pathogen but not exhibiting or producing any signs or symptoms of vomiting, diarrhea, or jaundice;

"Beverage" means a liquid for drinking, including water;

"Bottled drinking water" means water that is sealed in bottles, packages, or other containers and offered for sale for human consumption, including bottled mineral water;

"CIP" means clean in place by the circulation or flowing by mechanical means through a piping system of a detergent solution, water rinse, and sanitizing solution onto or over equipment surfaces that require cleaning;

"Comminuted" means reduced in size by methods including chopping, flaking, grinding, or mincing;

"Conditional employee" means a potential food employee to whom a job offer is made, conditional on responses to subsequent medical questions or examinations designed to identify potential food employees who may be suffering from a disease that can be transmitted through food.

"Consumer" means a member of the public who takes possession of food, but not functioning in the capacity of an operator of a Food Service Establishment and does not offer the food for resale;

"Corrosion-resistant material" means a material that maintains acceptable surface cleanability characteristics under prolonged influence of the food to be contacted, the normal use of cleaning compounds and sanitizing solutions, and other conditions of the use environment;

"Counter-mounted equipment" means equipment that is not portable and is designed to be mounted off the floor on a table, counter, or shelf;

"Critical control point" means a point or procedure in a specific food system where loss of control may result in an unacceptable health risk.

"Drinking water" means water that meets criteria as specified in Ghana Standards, Water Quality – Requirement for Drinking Water (GS 175 – 1 : 2005. "Drinking water" is traditionally known as "potable water."

"Dry storage area" means a room or area designated for the storage of packaged or containerized bulk food that is not potentially hazardous (time/temperature control for safety food) and dry goods such as single-service items.

"Easily cleanable" means a characteristic of a surface that allows effective removal of soil by normal cleaning methods;

"Egg" means the shell egg of avian species such as chicken, duck, guinea fowl or turkey;

"Egg Product" means all, or a portion of, the contents found inside eggs separated from the shell and pasteurized in a food processing plant, with or without added ingredients, intended for human consumption, such as dried, frozen or liquid eggs;

"Employee" means the permit holder, person in charge, food employee, person having supervisory or management duties, person on the payroll, volunteer, person performing work under contractual agreement, or other person working in a food establishment;

"Equipment" means an article that is used in the operation of a Food Service Establishment such as a freezer, grinder, and hood;

"Exclude" means to prevent a person from working as an employee in a Food Service Establishment or entering a Food Service Establishment as an employee;

"Fish" means fresh or saltwater finfish, crustaceans and other forms of aquatic life;

"Food" means a raw, cooked, or processed edible substance, ice, beverage, or ingredient used or intended for use or for sale in whole or in part for human consumption, or chewing gum;

"Foodborne disease outbreak" means the occurrence of two or more cases of a similar illness resulting from the ingestion of a common food;

"Food-contact surface" means a surface of equipment or a utensil with which food normally comes into contact; or a surface of equipment or a utensil from which food may drain, drip, or splash into a food, or onto a surface normally in contact with food;

"Food employee/ Food handler" means an individual working with unpackaged food, food equipment or utensils, or food-contact surfaces;

"Food Service Establishment" means an operation that stores, prepares, packages, serves, vends, or otherwise provides food for human consumption such as a restaurant; satellite or catered feeding location;

"Handwashing sink" means a basin or vessel for washing, a wash basin, or a plumbing fixture especially placed for use in personal hygiene and designed for the washing of the hands. This includes an automatic handwashing facility;

"Hazard" means a biological, chemical, or physical property that may cause an unacceptable consumer health risk;

"Health practitioner" means a physician licensed to practice medicine, or if allowed by law, a nurse practitioner, physician assistant, or similar medical professional;

"Hermetically sealed container" means a container that is designed and intended to be secure against the entry of microorganisms and, in the case of low acid canned foods, to maintain the commercial sterility of its contents after processing;

"Highly susceptible population" means persons who are more likely than other people in the general population to experience foodborne disease;

"Juice" means the aqueous liquid expressed or extracted from one or more fruits or vegetables, purées of the edible portions of one or more fruits or vegetables, or any concentrates of such liquid or purée;

"Kitchenware" means all multiuse utensils other than tableware used in the storage, conveying or serving of food;

"Linens" means fabric items such as cloth hampers, cloth napkins, table cloths, wiping cloths, and work garments including cloth gloves;

"Meat" means the flesh of animals used as food including the dressed flesh of cattle, swine, sheep, or goats and other edible animals, *except fish and poultry*.

"Molluscan shellfish" means any edible species of fresh or frozen oysters, clams, mussels and scallops;

"Packaged" means bottled, canned, cartoned, securely bagged, or securely wrapped, whether packaged in a food establishment or a food processing plant;

"Permit" means the document issued by the Food and Drugs Authority that authorizes a person to operate a Food Service Establishment;

"Person in charge" means the individual present at a Food Service Establishment who is responsible for the day to day operations of the Establishment;

"Personal care items" means items or substances that may be poisonous, toxic, or a source of contamination and are used to maintain or enhance a person's health, hygiene, or appearance;

"Potentially hazardous food (time/temperature control for safety food)" means a food that requires time/temperature control for safety (TCS) to limit pathogenic microorganism growth or toxin formation. This includes animal food that is raw or heat-treated; a plant food that is heat-treated;

"Poultry" means any domesticated bird (chickens, turkeys, ducks or guineas fowl), whether live or dead;

"Premises" means the physical facility, its contents, and the contiguous land or property under the control of the permit holder;

"Ready-to-eat food" means food that is in a form that is edible without additional preparation to achieve food safety but may receive additional preparation for palatability or aesthetic purposes;

"Refuse" means solid waste not carried by water through the SEWAGE system;

"Regulatory authority" means the local or national enforcement body or authorized representative having jurisdiction over the Food Service Establishment;

"Restrict" means to limit the activities of a food employee so that there is no risk of transmitting a disease that is transmissible through food and the food employee does not work with exposed food, clean equipment, utensils, linens, or unwrapped single-service or single-use articles;

"Risk" means the likelihood that an adverse health effect will occur within a population as a result of a hazard in a food;

"Sanitization" means the application of cumulative heat or chemicals on cleaned FOOD-contact surfaces that, when evaluated for efficacy, is sufficient to yield a reduction of 5 logs, which is equal to a 99.999% reduction, of representative disease microorganisms of public health importance;

"Sealed" means free of cracks or other openings that allow the entry or passage of moisture;

"Service animal" means an animal such as a guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability or for protection;

"Servicing area" means an operating base location to which a mobile food service establishment or transportation vehicle returns regularly for such things as vehicle and

equipment cleaning, discharging liquid or solid wastes, refilling water tanks and ice bins, and boarding food;

"Sewage" means liquid waste containing animal or vegetable matter in suspension or solution and may include liquids containing chemicals in solution;

“Shellstock” means raw, in-shell molluscan shellfish;

“Shucked shellfish” means molluscan shellfish that have one or both shells removed;

"Single-service articles" means tableware, carry-out utensils, and other items such as bags, containers, placemats, stirrers, straws, toothpicks, and wrappers that are designed and constructed for one time, one PERSON use after which they are intended for discard;

"Single-use articles" means utensils and bulk food containers designed and constructed to be used once and discarded e.g. wax paper, butcher paper, plastic wrap, formed aluminum food containers, jars, plastic tubs or buckets, bread wrappers, pickle barrels, ketchup bottles;

“Smooth” means a surface that has no roughness or projections that render it difficult to clean or maintain in a sanitary condition;

"Tableware" means eating, drinking, and serving utensils for table use such as flatware including forks, knives, and spoons; hollowware including bowls, cups, serving dishes, and tumblers; and plates;

"Temperature measuring device" means a thermometer, thermocouple, or other device that indicates the temperature of food, air, or water;

"Utensil" means a food-contact container used in the storage, preparation, transportation, dispensing, sale, or service of food, such as kitchenware or tableware that is multiuse, single-service, or single-use;

"Warewashing" means the cleaning and sanitizing of utensils and food-contact surfaces of equipment;

### **3. REQUIREMENTS**

#### **3.1 HYGIENE PERMIT**

- 3.1.1 It shall be unlawful for any person to operate any type of food service operation: food service establishment, mobile food unit, extended food service unit, or temporary food service establishment, without having first obtained a valid food hygiene permit from the Food and Drugs Authority.
- 3.1.2 Permits are invalidated by change of permit holder, location or change in type of operation.
- 3.1.3 Prior to the issuance of the permit to new or existing establishments the applicant shall provide evidence of satisfactory compliance with the provisions of these rules and all other provisions of laws that apply to the location, construction and maintenance of Food Service Establishments and the safety of persons therein.

#### **3.2 APPLICATION FOR A PERMIT**

- 3.2.1 The management of the food service establishment including a mobile food service unit, extended food service unit and a temporary food service establishment shall submit to the Food and Drugs Authority application for a permit at least 2 months prior to the anticipated date of opening and commencement of the operation of the food service establishment, mobile food unit, extended food service unit or temporary food service establishment.
- 3.2.2 Renewal of permit shall be done annually before the beginning of an operational year.

#### **3.3 PERSON-IN-CHARGE**

- 3.3.1 The Person-in-Charge shall demonstrate knowledge on the risk of foodborne illness inherent to the food service operation, during inspections.
- 3.3.2 A person-in-charge shall be on the premises of the Food Service Establishment at all times and shall ensure that:

- ❖ Persons unnecessary to the food service establishment operation are not allowed in the food preparation, food storage, or warewashing areas, except that brief visits and tours if steps are taken to ensure that exposed food; clean equipment, utensils, and linens; and unwrapped single-service and single-use articles are protected from contamination;
  - ❖ Employees and other persons such as delivery and maintenance persons and pesticide applicators entering the food preparation, food storage, and warewashing areas comply with this Code of Practice
- 3.3.3 The person-in-charge shall exclude an employee from a food service establishment if the food employee is diagnosed with *Salmonella* Typhi, *Shigella* spp., shiga toxin-producing *Escherichia coli* or Hepatitis A virus or other disease as determined necessary by the Regulatory authority.
- 3.3.4 The person-in-charge shall restrict an employee from working with exposed food; cleaning equipment, utensils, and linens; and unwrapped single-service and single-use articles, in a food service establishment if the employee is experiencing any symptoms of diarrhea, fever, vomiting, jaundice, sore throat with fever; or persistent sneezing, coughing, or a runny nose that causes discharges from the eyes, nose, or mouth. Also included, shall be any employee who has a boil, cut or wound on the hands or wrists, unless an impermeable cover such as a finger cot or snug fitting bandage protects the lesion and a single-use glove is worn over the impermeable cover.
- 3.3.5 The person-in-charge may remove exclusion when an excluded employee who was sick but is free of the symptoms provides written medical documentation from a Health Practitioner that the excluded person is free of the infectious agent that is suspected of causing the person's symptoms or causing foodborne illness.
- 3.3.6 The person-in-charge may remove a restriction if the person is free of the symptoms described in 3.3.4

### 3.4 LAYOUT AND FABRICATION

- 3.4.1 The outdoor walking and driving areas shall be surfaced with concrete, asphalt, or gravel or other materials that inhibit dust formation and have been graded to drain.
- 3.4.2 Materials for indoor floor, wall, and ceiling surfaces under conditions of normal use shall be:
- ❖ Smooth, durable, and easily cleanable for areas where food establishment operations are conducted;
  - ❖ Closely woven and easily cleanable carpet for carpeted areas; and
  - ❖ Nonabsorbent for areas subject to moisture such as food preparation areas, walk-in refrigerators, warewashing areas, toilet rooms, mobile food establishment servicing areas, and areas subject to flushing or spray cleaning methods.
- 3.4.3 Exposed utility service lines and pipes shall be installed so they do not obstruct or prevent cleaning of the floors, walls, or ceilings.
- 3.4.4 In food establishments in which cleaning methods other than water flushing are used for cleaning floors, the floor and wall junctures shall be coved.
- 3.4.5 The floors in food establishments in which water flush cleaning methods are used shall be provided with drains and be graded to drain. The floor and wall junctures shall be coved and sealed..
- 3.4.6 Wall and ceiling covering materials shall be light coloured and easily cleanable.
- 3.4.7 Light bulbs in open food areas should be shielded.
- 3.4.8 All rooms shall have sufficient mechanical ventilation to keep them free of excessive heat, steam, condensation, vapours, obnoxious odours, smoke, and fumes. Ventilation systems shall be installed, cleaned, and operated according to law and, when vented to the outside, shall not create an unsightly, harmful, or unlawful discharge.
- 3.4.9 Except as specified in 3.4.13, outer openings of a food establishment shall be protected against the entry of insects and rodents by:
- ❖ Filling or closing holes and other gaps along floors, walls, and ceilings;
  - ❖ Closed, tight-fitting windows; and
  - ❖ Solid, self-closing, tight-fitting doors.
- 3.4.10 Paragraph 3.4.12 does not apply if a food establishment opens into a larger structure, such as a mall, airport, or office building, or into an attached structure, such as a porch, and the outer openings from the larger or attached structure are protected against the entry of insects and rodents.

- 3.4.11 If windows or doors of a food establishment are kept open for ventilation or other purposes, the openings shall be protected against the entry of insects and rodents by:
- ❖ 16 mesh to 25.4mm (16 mesh to 1 inch) screens;
  - ❖ Properly designed and installed air curtains; or
  - ❖ Other effective means.
- 3.4.12 A private home kitchen, a room used as living or sleeping quarters, or an area directly opening into a room used as living or sleeping quarters shall not be used for conducting food establishment operations.
- 3.4.13 The premises shall be free of items that are unnecessary to the operation or maintenance of the establishment such as obsolete equipment and litter.

### **3.5 PERSONNEL HYGIENE**

- 3.5.1 All employees who come into contact with the food in the course of their work shall be medically certified to handle food prior to employment and shall undergo the food handler's test at least every six (6) months.
- 3.5.2 Food service employees shall keep their hands and exposed portions of their arms clean by thoroughly washing their hands and the exposed portions of their arms (or surrogate prosthetic devices for hands or arms) with soap and warm water, including lathering hands for at least 20 seconds.. This includes immediately;
- before putting gloves on,
  - after using tobacco products,
  - before or after eating,
  - before starting work,
  - upon reentering the kitchen and
  - after using the washroom or being potentially contaminated by other means.
- 3.5.3 When washing hands, employees shall use only a designated handwashing sink and shall not clean their hands in a sink used for food preparation, ware washing or in a service or a curbed cleaning facility used for the disposal of mop water and similar liquid waste.

- 3.5.4 Employees shall keep their fingernails clean and trimmed to no longer than the tips of the fingers and shall not wear fingernail polish or artificial fingernails when working with exposed food.
- 3.5.5 Approved hand sanitizers and chemical hand sanitizing solutions used as a hand dip shall be used only after the thorough washing of hands.
- 3.5.6 Adequate measures shall be taken to prevent perspiration from contaminating foods, food contact surfaces, equipment and utensils.
- 3.5.7 The clothing of all employees shall be clean.
- 3.5.8 Employees preparing and/or handling food shall use effective and clean, disposable or easily cleanable nets or other hair restraints approved by the regulatory authority and this shall be worn properly to restrain loose hair including beards and mustaches longer than one half inch (1/2").
- 3.5.9 Employees who prepare food shall limit the jewelry worn on their hands and arms to one plain ring and watch.
- 3.5.10 Employees shall not use tobacco in any form while engaged in food preparation or service and in areas used for equipment or utensil washing, food preparation or food storage. Employees shall only use tobacco products in designated areas.
- 3.5.11 Employees shall consume food only in designated areas separate from food preparation and serving areas, equipment or utensil areas and food storage areas.

### **3.6 PERSONNEL FACILITIES**

- 3.6.1 Adequate toilet and handwashing facilities (at least 1 per 12 employees) shall be provided for employees and these shall be accessible at all times
- 3.6.2 Handwashing sinks shall also be located in or immediately adjacent to toilet rooms or vestibules. Sinks used for food preparation or for washing equipment or utensils shall not be used for handwashing and vice versa.
- 3.6.3 Handwashing soap or detergent shall be available at each lavatory. A supply of sanitary towels dispensed from an approved dispenser or a hand-drying device shall be conveniently located in each lavatory area.

- 3.6.4 A sign shall be posted above every hand washing facility that reminds employees to wash their hands. A diagram describing the approved procedure shall be displayed above each hand washing facility in the food preparation areas and the wash rooms.
- 3.6.5 Toilet rooms shall be completely enclosed and shall have tight fitting, self-closing doors with solid surfaces. Doors shall be closed except during cleaning, or maintenance.
- 3.6.6 Toilet facilities provided for food employees must be conveniently located and readily accessible to food employees and other authorized persons when the establishment is in operation. Conveniently located means the toilet facilities shall not open directly into the food preparation area and should be located within 200 feet, by a normal pedestrian route of all areas of the food service operation and not more than one floor-to-floor flight of stairs.
- 3.6.7 Other authorized persons and customers may use the same toilet facilities with food employees provided they do so without entering the food storage, food preparation, or food service areas or the dishwashing or utensil storage areas of the establishment.
- 3.6.8 Toilet fixtures and receptacles shall be kept clean and in good repair. A supply of toilet tissue in an appropriate wall mounted holder shall be provided at each toilet at all times. Easily cleanable receptacles shall be provided for waste materials and it should be covered at all times.
- 3.6.9 Dressing rooms or dressing areas shall be designated and used by employees to change their clothes in the establishment.
- 3.6.10 Lockers or other suitable facilities shall be provided and used for the orderly storage of employees' clothing and other possessions.
- 3.6.11 Areas designated for employees to eat, drink, and use tobacco shall be located so that food, equipment, linens, and single-service and single-use articles are protected from contamination.

### **3.7 RAW MATERIAL ACQUISITION, STORAGE AND CONTROL**

- 3.7.1 Shellstock and shucked shellfish shall be kept in the container in which they were received until they are used. For display purposes, shellstock may be removed from

the container in which they are received, and displayed on drained ice or other display containers.

- 3.7.2 Labeling information for shellstock or shucked shellfish on display must be retained and correlated to the dates during which the shellfish are sold or served.
- 3.7.3 The food service management shall retain on file for at least 90 days past the usage date, information pertaining to the source of shellfish products. An approved record keeping system shall keep the tags or labels in chronological order correlated to the dates during which, the shellstock or shucked shellfish are sold or served.
- 3.7.4 Only clean whole eggs, with the shell intact and without cracks or fecal matter shall be received and used.
- 3.7.5 Whole fresh shell eggs, milk and shellfish shall be received at a maximum temperature of 7°C and must be cooled to 5°C within 4 hours after receiving.
- 3.7.6 Pre-packaged juice shall be obtained pasteurized or otherwise treated to attain a 5-log reduction of the most resistant microorganism of public health significance or bear a warning label.
- 3.7.7 Food shall not contain unapproved food additives or additives that exceed amounts specified in Ghana Standards or Codex relating to food additives, generally recognized as safe.
- 3.7.8 The temperature of potentially hazardous food shall be 5°C or below, or 60°C or above at all times, except as otherwise provided in this Code.
- 3.7.9 Food, whether raw or prepared, if removed from the container or package in which it was obtained, shall be stored in an approved, clean, sanitized, and covered container except during necessary periods of preparation or service.
- 3.7.10 Solid cuts of meat shall be protected by being covered in refrigerated storage, except that quarters or sides of meat may be hung uncovered on clean sanitized hooks or racks if no food product is stored beneath the meat.
- 3.7.11 Food and containers of food shall be stored on pallets which are a minimum of 6 inches above the floor in a manner that protects the food from splash and other contamination, and that permits easy cleaning of the storage area.
- 3.7.12 Food and containers of food shall not be stored under exposed plumbing, tubes and refrigeration components or otherwise located where contamination may occur. This requirement does not apply to automatic fire protection sprinkler heads.

- 3.7.13 Food not subjected to further washing or cooking before serving shall be stored in a way that protects it against cross-contamination from food requiring washing or cooking.
- 3.7.14 Bulk food such as cooking oil, syrup, salt, sugar, and flour shall be stored in an approved, clean and covered container with the labels complying with the LI 1541.

### **3.8 COLD STORAGE FACILITIES**

- 3.8.1 Refrigeration facilities or effectively insulated facilities shall be provided to assure the maintenance of perishable and potentially hazardous food at required temperatures during storage.
- 3.8.2 Each refrigerated facility shall be provided with temperature monitoring device and located to be easily readable.
- 3.8.3 In a walk-in refrigerated food storage unit or cold rooms, the sensor of a temperature measuring device shall be located to measure the air temperature in the warmest part.
- 3.8.4 The temperature monitoring device on the cold storage facilities shall be periodically calibrated by the Ghana Standards Authority (GSA) or by an accredited company/individual.

### 3.9 FOOD PROCESS CONTROL

- 3.9.1 Food shall be prepared with suitable utensils, and on surfaces that prior to use have been cleaned, rinsed and sanitized to prevent cross-contamination.
- 3.9.2 Except when washing fruits and vegetables, food service employees may not contact exposed, ready-to-eat food with their bare hands and shall use suitable utensils such as disposable tissue, spatulas, tongs, single-use gloves or dispensing equipment.
- 3.9.3 If used, single-use gloves shall be used for only one task such as working with ready-to-eat food or with raw animal food and discarded when damaged or soiled, or when interruptions occur in the operation.
- 3.9.4 Slash-resistant gloves that are used to protect the hands during operations requiring cutting shall be used in direct contact only with food that is subsequently cooked.
- 3.9.5 Raw fruits and vegetables that are served without cooking or peeling shall be thoroughly washed using a procedure that will ensure high reduction of microbial load (see appendix .1)
- 3.9.6 All potentially hazardous foods requiring cooking shall be cooked to heat all parts of the food to a temperature of at least 65°C or above for 15 seconds.
- 3.9.7 Raw animal foods cooked in a microwave oven shall be rotated and stirred throughout or midway during cooking to compensate for uneven distribution of heat.
- 3.9.8 A metal stem-type numerically scaled thermometer, adequate to indicate the internal temperature of the food being checked, shall be provided and used to assure the attainment and maintenance of proper internal cooking, holding, or refrigeration temperatures of all potentially hazardous foods.
- 3.9.9 Potentially hazardous foods shall be thawed:
- ❖ In refrigerated units at a temperature not to exceeding 5°C; or
  - ❖ Under potable running water.
  - ❖ In a microwave oven only when the food will be immediately transferred to conventional cooking facilities as part of continuous cooking process or when the entire, uninterrupted cooking process takes place in the microwave.
- 3.9.10 Food service employee shall not use a utensil more than once to taste food that is to be sold or served.

### **3.10 FOOD TRANSPORTATION, DISPLAY AND SERVICE.**

- 3.10.1 Processed-packaged foods that are for sale shall be removed from sale immediately after the expiration date or the sell-by date.
- 3.10.2 At all times, including while being stored, prepared, displayed, served, or transported, food shall be protected from potential contamination, including toxic materials, dust, insects, rodents, unclean equipment and utensils, unnecessary handling, cross contamination, coughs and sneezes, flooding, drainage, and overhead leakage or overhead drippage from condensation.
- 3.10.3 Potentially hazardous food shall be kept at an internal temperature of 4°C or below or at an internal temperature of 60°C or above during transport, display and service.
- 3.10.4 Condiments provided for table or counter service shall be individually portioned, except that ketchup, non-potentially hazardous dressings and sauces may be served in the original container or approved pour-type dispenser.
- 3.10.5 Refrigerated ready-to-eat or potentially hazardous food prepared in the food service establishment and held refrigerated for more than 24 hours, shall be clearly marked at the time of preparation to indicate the date by which the food shall be consumed or discarded. Ice for consumer use shall be dispensed only by employees using a scoop that has a handle or by the consumer through automatic self-service ice-dispensing equipment.
- 3.10.6 Once served to a consumer or placed on the table for service, portions of food shall not be served again, except unopened packaged food, other than potentially hazardous food, still in sound condition.
- 3.10.7 Food on display shall be protected from consumer contamination by means of packaging or by the use of easily cleanable counter, serving line or salad bar protective devices, display cases, or by other effective means.
- 3.10.8 Protective devices for counters, serving lines, salad bars and other similar food displays in public eating establishments shall be designed and constructed so as to intercept contaminants which may be expelled from the customer's mouth or nose.
- 3.10.9 When refilling containers of foods on a self-service display, the new food product shall not be mixed with the old food product.

3.10.10 During transportation, food and food utensils shall be kept in covered containers or completely wrapped or packaged so as to be protected from contamination and spoilage.

3.10.11 During transportation, potentially hazardous food shall be maintained at 4°C or below for cold foods or 60°C or above for hot foods.

### **3.11 EQUIPMENT AND UTENSILS**

3.11.1 Materials that are used in the construction of utensils and food-contact surfaces of equipment must not allow the migration of deleterious substances or impart colours, odours, or tastes to food and under normal use conditions shall be safe, durable, corrosion-resistant, and nonabsorbent. In addition, materials shall be sufficient in weight and thickness to withstand repeated ware washing and shall be finished to have a smooth, easily cleanable surface. Materials shall be resistant to chipping, crazing, scratching, scoring, distortion and decomposition.

3.11.2 Cast iron may not be used for utensils or food contact surfaces of equipment.

3.11.3 Multiuse kitchenware such as frying pans, griddles, sauce pans, cookie sheets, and waffle bakers that have a perfluorocarbon resin (nonstick) coating shall be used with nonscoring or nonscratching utensils and cleaning aids.

3.11.4 Nonfood-contact surfaces of equipment that are exposed to splash, spillage, or other food soiling or that require frequent cleaning shall be constructed of a corrosion-resistant, nonabsorbent, and smooth material.

3.11.5 Multiuse food-contact surfaces shall be smooth; free of breaks, open seams, cracks, chips and similar imperfections; free of sharp internal angles, corners, and crevices.

3.11.6 Cutting or piercing parts of can openers shall be readily removable for cleaning and for replacement.

3.11.7 Nonfood-contact surfaces shall be free of unnecessary ledges, projections, and crevices, and designed and constructed to allow easy cleaning and to facilitate maintenance.

- 3.11.8 Heat extractors shall be designed to prevent grease or condensation from draining or dripping onto food, equipment, utensils, linens, and single-service and single-use articles.
- 3.11.9 Food service equipment must be designed and built according to standards set by Ghana Standards Authority.
- 3.11.10 Sinks shall be provided for manually washing, rinsing, and sanitizing equipment and utensils.
- 3.11.11 Drain boards, utensil racks, or tables large enough to separately accommodate all soiled and cleaned items that may accumulate during hours of operation shall be provided for necessary utensil holding before cleaning and after sanitizing.
- 3.11.12 A cabinet used for the storage of food, or a cabinet that is used to store cleaned and sanitized equipment, utensils, laundered linens, and single-service and single-use articles may not be located near any source of contamination, including locker rooms, toilet rooms, bleachers, garbage rooms, mechanical rooms, under sewer lines or leaking water lines.
- 3.11.13 Food temperature measuring devices shall be calibrated in accordance with manufacturer's specifications as necessary to ensure their accuracy or as specified by Ghana Standards.
- 3.11.14 The food-contact surfaces of cooking equipment and pans shall be kept free of encrusted grease deposits and other soil accumulations.
- 3.11.15 Nonfood-contact surfaces of equipment shall be kept free of an accumulation of dust, dirt, food residue, and other debris.
- 3.11.16 Equipment food-contact surfaces and utensils shall be cleaned:
- ❖ Before each use with a different type of raw animal food such as beef, fish, lamb, pork, or poultry;
  - ❖ Each time there is a change from working with raw foods to working with ready-to-eat foods;
  - ❖ Between uses with raw fruits and vegetables and with potentially hazardous food; and
  - ❖ At any time during the operation when contamination may have occurred.
- 3.11.17 Dining counters/table-tops and food trays are considered food contact surfaces because food often falls onto the surface before being eaten. These surfaces shall be cleaned and sanitized after removing all soiled tableware.
- 3.11.18 The food-contact surfaces of cooking and baking equipment shall be cleaned at least every 24 hours.

- 3.11.19 Linens that do not come in direct contact with food shall be laundered between operations if they become wet, sticky, or visibly soiled.
- 3.11.20 All wiping cloths shall be laundered daily to prevent contamination.
- 3.11.21 Soiled linens shall be kept in clean, nonabsorbent receptacles or clean, washable laundry bags and stored and transported to prevent contamination of food, clean equipment, clean utensils, and single-service and single-use articles.
- 3.11.22 Equipment and utensils, laundered linens, and single-service and single-use articles shall be stored at least 15 cm (6 inches) above the floor in a clean, dry location, where they are not exposed to splash, dust, or other contamination; and are covered or inverted.
- 3.11.23 Knives, forks, and spoons that are not pre-wrapped shall be presented so that only the handles are touched by employees and by consumers if consumer self-service is provided.
- 3.11.24 Food preparation sinks, hand washing sinks, and ware washing equipment may not be used for the cleaning of maintenance tools, the preparation or holding of maintenance materials, or the disposal of mop water and similar liquid wastes.
- 3.11.25 Maintenance tools such as brooms, mops, vacuum cleaners, and similar items shall be:
- ❖ Stored so they do not contaminate food, equipment, utensils, linens, and single-service and single-use articles;
  - ❖ Stored in an orderly manner that facilitates cleaning the area used for storing the maintenance tools; and
  - ❖ If wet, placed in a position that allows them to air-dry without soiling walls, equipment, or supplies.

## **3.12 WATER SUPPLY AND STORAGE**

- 3.12.1 Enough potable water for the needs of the food service establishment shall be provided from a source constructed and operated according to applicable Ghana Standards.
- 3.12.2 Bottled and packaged potable water shall be obtained from a source that is approved by the Food and Drugs Authority and shall be handled and stored in a way that

protects it from contamination. Bottled and packaged potable water shall be dispensed from the original container.

3.12.3 The water source and system shall be of sufficient capacity to meet the peak water demands of the food establishment.

3.12.4 Ice for human consumption shall be made from potable water.

3.12.5 All potable water not provided directly by pipe to the food service establishment from the source must be transported in a bulk water transport system in accordance with Ghana Standards and the Code of Practice for Tanker operators.

3.12.6 A reservoir that is used to supply water must be maintained in accordance with manufacturer's specifications; and cleaned in accordance with manufacturer's specifications or according to the following procedures:

(i) cleaning at least once a month by:

- draining and complete disassembly of the water and aerosol contact parts;
- brush-cleaning the reservoir, aerosol tubing, and discharge nozzles with a suitable detergent solution;
- flushing the complete system with water to remove the detergent solution and particulate accumulation; and

### **3.13 WASTE MANAGEMENT**

3.13.1 Receptacles and waste handling units for refuse, recyclables, and returnables used with materials containing food residue and used outside the food establishment shall be designed and constructed to have tight-fitting lids, doors, or covers.

3.13.2 Refuse storage areas and receptacles shall be of sufficient capacity to hold refuse, recyclables, and returnables that accumulate.

3.13.3 A receptacle shall be provided in each area of the food establishment or premises where refuse is generated or commonly discarded, or where recyclables or returnables are placed. Plastic bags or wet strength paper bags shall be used to line these containers.

3.13.4 Receptacles and waste handling units for refuse, recyclables, and returnables shall be kept covered.

- 3.13.5 A storage area and enclosure for refuse, recyclables, or returnables shall be maintained clean and free of items unnecessary to the operation or maintenance of the establishment.
- 3.13.6 Soiled receptacles and waste handling units for refuse, recyclables, shall be cleaned at a frequency necessary to prevent them from developing a buildup of soil or becoming attractants for insects and rodents.
- 3.13.7 Refuse, recyclables, and returnables shall be removed from the premises at a frequency that will minimize the development of objectionable odours and other conditions that attract or harbour insects and rodents.
- 3.13.8 Outside storage areas or enclosures must be large enough to store the garbage and refuse containers that accumulate and must be kept clean.

### **3.14 CONTROLLING PESTS**

- 3.14.1 The presence of insects, rodents, and other pests shall be controlled to minimize their presence on the premises by:
- ❖ Routinely inspecting incoming shipments of food and supplies;
  - ❖ Routinely inspecting the premises for evidence of pests;
  - ❖ Using methods, if pests are found, such as trapping devices or other means of pest control as specified in paragraph 3.14.5 below; and
  - ❖ Eliminating harbourage conditions.
- 3.14.2 Openings to the outside must be effectively protected against the entrance of rodents. Outside openings must be protected against the entrance of insects by tight-fitting, self-closing doors,
- 3.14.3 A tracking powder pesticide may not be used in a food service establishment.
- 3.14.4 Each insecticide and rodenticide must be approved by the Environmental Protection Agency for use in food service establishments, used in accordance with label directions and applied only by a Pest Control Operator or company approved by the Environmental Protection Agency.
- 3.14.5 Insect control devices such as insectcutters must be installed. Care should be taken to ensure that:
- ❖ The devices are not located over a food preparation or utensil storage areas;

- ❖ Dead insects and insect fragments are prevented from being impelled onto or falling on exposed food; clean equipment, utensils and linens; and unwrapped single-service and single-use articles;
- ❖ Dead insects are removed at a frequency to preclude accumulation.

3.14.6 A container previously used to store poisonous or toxic materials shall not be used to store, transport, or dispense food.

### **3.15 RECORDS AND DOCUMENTATION**

3.15.1 The Food Service Establishment shall implement and maintain a documented protocol for the following activities and any other activities of food safety concern:

- ❖ Selection of Supplier and their auditing
- ❖ Receiving of food or food ingredients
- ❖ Cleaning and Maintenance
- ❖ Pest Control
- ❖ Health review of employees

3.15.2 The Food Service Establishment shall maintain records of all activities in the establishment that is of food safety concern over a two operational years period. This shall include but not limited to:

- ❖ Cleaning and maintenance
- ❖ Pest Control
- ❖ Medical record of employees
- ❖ Temperature monitoring
- ❖ Waste management
- ❖ Calibration of temperature monitoring devices.

## **4. SANCTIONS**

4.1 The Food and Drugs Authority shall cancel, suspend, or withdraw the Food Hygiene Permit of a Catering Facility if:-

- a) the grounds or circumstance on which it was issued is laterfound to be false;
- b) any of the provisions under which the facility was licensed has been contravened; or

- c) the conditions under which food is prepared, packaged, sold or stored by the catering facility could compromise the safety of the food.
  
- 4.2 Where the Food Hygiene Permit of a Catering Facility has been cancelled, suspended or withdrawn, the Food and Drugs Authority shall notify the public accordingly.
  
- 4.3 The Food and Drugs Authority may impose a fine for the breach of these guidelines in accordance with Section 97... 108 of the Public Health Act 2012 (Acts 851).

## **5. PENALTIES**

Where non-adherence to this code of practice results in exposure of consumers to a food safety hazard, the FDA will impose an administrative fine in accordance with Section 148, Sub-section 4 & 5 of the Public Health Act, 2012, Act 851.