



FOOD AND DRUGS AUTHORITY

CODE OF HYGIENIC PRACTICE FOR FOOD SERVICE ESTABLISHMENTS

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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 Food Service Establishments involved in the preparation, packaging, distribution, delivery, storage or sale of food intended for human consumption.

The purpose of this Code is to establish Good Hygienic Practices for the preparation, packaging, distribution, delivery, storage and sale of food intended for human consumption.

The requirements in this Code apply to any Food Service Establishment which prepares, packages, distributes, delivers, stores, sells, distributes free of charge, displays and/or serves food. The Code has, as its primary focus, a broad range of Food Service Establishments that include, but are not limited to, the following:

- i. restaurants, hotels, cafeterias, cafés, snack bars;
- ii. food service operations in institutions, including hospitals, offices, supermarkets and schools;
- iii. bakeries;
- iv. mobile vending operations including food vans and carts.
- v. food catering establishments, suppliers to cruise ships, airplanes, events, canteens;
- vi. street food vending operations including kiosks, temporary or permanent food events.
- vii. Food delivery services including dispatch riders.

This Code of Practice shall be used in conjunction with other guidance documents including existing Ghana Standards and the Recommended International Code of Practice – General Principles of Food Hygiene (CAC/RCP 1-1969, Rev. 5-2020)

2.0 GLOSSARY

For the purposes of this Code of Hygienic Practice, unless the context otherwise requires,

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

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

"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;

"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."

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

"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;

"Food" includes water, a food product, a live animal or live plant, and;

- a) a substance or a thing of a kind used, capable of being used or represented as being for use, for human or animal consumption, where it is live, raw, prepared or partly prepared,
- b) a substance or a thing of a kind used, capable of being used or represented as being used, as an ingredient or additive in a substance or a thing referred to in paragraph (a)
- c) a substance used in preparing a substance or a thing referred to in paragraph (a)
- d) chewing gum or an ingredient or additive in chewing gum or a substance used in preparing chewing gum, and
- e) a substance or a thing declared by the Minister to be a food.

"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;

"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" is any place where food is prepared, packaged, served, stored, distributed from or vended, directly or indirectly, to the consumer. These includes but is not limited to hotels, restaurants, cafés, cafeterias, bakeries, snack bars, pubs, night clubs, mobile food vans, central kitchens and catering operations in educational bodies, hospitals, private clubs, groceries, supermarkets, petrol stations

"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, tablecloths, 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 including Food Hygiene Permit, Street Food Vending Permit

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

"**Potentially hazardous food** (time/temperature control for safety of 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**" includes land, buildings, structures, basements and vessels, and in relation to a building, includes a part of the building and the cartilage, forecourt, yard, or place of storage used in connection with the building or part of the building, and in relation to a vessel, includes a ship, boat, an aircraft, carriage or receptacle of any kind whether open or closed.

"**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.

"**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;

3.0 REQUIREMENTS

3.1 HYGIENE PERMIT

- 3.1.1 It shall be unlawful for any person to operate any type of Food Service Establishment, without having first obtained a valid 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 shall submit to the Food and Drugs Authority an application for a permit prior to the anticipated date of opening and commencement of the operation of the food service establishment and shall comply with the FDA Guidelines for the Licensing of a Food Service Establishment (FDA/FSMD/GL-FSE/2013/02)
- 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 A person shall not carry on the business of Food Service Establishment unless the food is prepared, packaged, served, or distributed under the supervision of a person with appropriate knowledge and qualification who can ensure the purity, quality and wholesomeness of the food.
- 3.3.2 The Person-in-Charge shall demonstrate knowledge of the risk of foodborne illness inherent to the food service operation, during inspections.
- 3.3.3 The Person-in-Charge shall ensure that the establishment maintains policies and procedures for all employees to follow in order to assure the preparation, sale, and/or serving of safe food products.

- 3.3.4 The Person-in-Charge shall provide effective supervision of safe food practices, conduct regular inspection of the food establishment, address potential food risks, and, where necessary, take appropriate corrective action.
- 3.3.5 The Person-in-Charge shall maintain measures of accountability for meeting food safety responsibilities, including ensuring that:
- i. all employees are trained before assumption of duty and
 - ii. trained employees are competent and are carrying out responsibilities as required.
- 3.3.6 A Person-In-Charge shall be on the premises of the Food Service Establishment at all times and shall ensure that:
- i. Unauthorized persons are not allowed in all high risk areas including the food preparation, food storage, or serving areas,
 - ii. 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
- 3.3.7 The Person-In-Charge shall document the job description of employees.
- 3.3.8 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.
- 3.3.9 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.
- 3.3.10 The person-in-charge shall report immediately to the FDA such foodborne illness and action taken using the FDA's **Foodborne Illness Reporting Form (FDA/FSMD/FM-FBD/2013/01)**

4.0 SPECIFIC REQUIREMENTS

4.1. LOCATION OF FACILITY

The immediate environment of the Food Establishment shall pose no threat to the wholesomeness and hygiene of the food. Premises shall be located away from:

- i. Environmentally polluted areas or areas having industrial, agricultural or other activities which are potential sources of food contamination;
- ii. Areas susceptible to flooding;
- iii. Areas prone to infestation of pests; and
- iv. Refuse dumps and large open drains.

4.2. IMMEDIATE ENVIRONMENT

The immediate surroundings of the facility shall:

- i. Be adequately sloped and drained to prevent stagnant water;
- ii. Be free of litter and rubbish, empty containers, redundant equipment or other materials which may serve as harborage for pests;
- iii. Be controlled for dust and adequately maintained; and
- iv. Maintain a clear perimeter which is free from overgrown grass, lawns, hedges, shrubs, and trees around the facility to prevent breeding or attraction of pests.

4.3. DESIGN OF FACILITY

The facility shall be designed to:

- i. Prevent or minimize the entry and harborage of pests, and sources of contamination such as smoke, dust, fumes, etc.;
- ii. Prevent leakage of water into the building;
- iii. Provide adequate space and facilities for the activities to be conducted and be suitable for the fixtures, fittings and equipment used for those activities;
- iv. Facilitate effective cleaning, sanitization and pest control;
- v. Ensure the provision of adequately separated areas designated for all operations
- vi. Ensure adequate measures are put in place to control ventilation, temperature, and humidity.

- vii. Ventilation systems if installed shall be cleaned, and operated according to manufacturers instruction and, when vented to the outside, shall not create an unsightly, harmful, or unlawful discharge.
- viii. Ensure adequate illumination. Light bulbs in open food areas shall be shielded.

4.4. LAYOUT OF FACILITY

- 4.4.1. The layout of Food Service Establishment shall be designed in such a manner that:
 - i. food flow is unidirectional (i.e. receiving → storage → preparation → cooking → packaging/serving/dispatch);
 - ii. adequate spaces are provided for food preparation, cooking, cooling and storage of equipment/utensils, installation of sanitary fitments, and cleaning facilities;
 - iii. food or clean utensils are not conveyed through an open space or open yard that would expose food to contaminants.
- 4.4.2. Incompatible areas or processes, particularly toilets, clean-up and chemical storage areas, shall be physically separated from food preparation/processing areas.
- 4.4.3. The premises shall be free of items that are unrelated to the operation or maintenance of the establishment such as obsolete equipment and litter.

4.5. STRUCTURE AND FABRIC

The requirements in this section apply to the floors, walls, ceilings, exterior protective barriers and openings of all areas used for food handling and associated activities such as storage and packaging. The requirement applies to both permanent and short-term use food facilities. The requirements do not apply to facilities set up for food events that run for less than two weeks.

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 service establishment operations.

4.5.1. Floors

- 4.5.1.1. Floors shall be designed and constructed in a way that is appropriate for the activities conducted in the food establishment.
- 4.5.1.2. Floors in dry areas shall
- i. be smooth, durable, impervious, easily cleanable, and non-slip.
 - ii. have the floor to wall joints coved.
- 4.5.1.3. In areas where the floor could be wet (such as food preparation or processing areas, walk-in chillers, washrooms), and areas subject to flushing or spray cleaning, the floor shall be:
- i. light colored;
 - ii. smooth, durable, easily cleanable and non-slip;
 - iii. constructed of an impervious material that is able to withstand regular wet washing, such as tile or resin;
 - iv. coved at the wall to floor joints, and sealed;
 - v. designed to prevent the pooling of liquids; and
 - vi. sufficiently sloped for liquids to drain to adequately sized and constructed floor drains
 - vii. If used, clean rubber or plastic mats, excluding carpet or other similar floor coverings, shall be designed for easy removal, cleaning and, if necessary, disinfection.
 - viii. Absorbent material (e.g. wood, cardboard, newspaper, sponge, unsuitable rubber mats) shall not be used as floor material.

4.5.2 Walls and Ceiling

4.4.2.1. Walls

- i. Walls shall be designed and constructed in such a way that they can be kept clean.
- ii. In wet areas, walls shall be constructed of an impervious material that is able to withstand regular washing.
- iii. In areas where open food is handled, internal surfaces of walls and partitions shall be surfaced with smooth, preferably light colored, durable, non-absorbent and easily cleanable materials (e.g. tiles or stainless steel) to a height of not less than 2 meters.
- iv. The rest of the untiled section may be painted with a light-color. Junctions between walls, partitions and floors shall be coved.
- v. Exposed utility service lines and pipes shall be installed so they do not obstruct or prevent cleaning of the floors, walls, or ceilings.

4.4.2.2. Ceiling

- i. Ceiling shall be of continuous construction so that there are no empty spaces or wide joints and the ceiling surfaces shall allow ease of cleaning.
- ii. Ceiling in kitchens and food rooms shall be of light color
- iii. Ceiling and overhead fixtures are to be constructed in a way that prevents accumulation of dirt. There shall be adequate measures in place to reduce condensation and subsequent growth of undesirable mould.

4.4.2.3. False Ceiling

- i. False ceiling if used in food handling areas shall have smooth, easily cleanable and impervious surfaces.
- ii. Access openings to the space above false ceiling shall be provided to facilitate cleaning and detection of signs of pest infestation

4.5.3 Exterior Protective Barriers and Openings

4.4.3.1. Exterior openings shall be protected against the entry of pests. Examples include:

- i. filling or closing holes and other gaps along the floor, walls and ceiling;
- ii. solid, self-closing, tight-fitting doors; and
- iii. screened doors that open outward and are self-closing.

4.4.3.2. If windows or doors are kept open for ventilation or other purposes, the exterior openings shall be protected against the entry of pests by means such as fine mesh, properly designed and installed air curtains or other effective means to restrict the entry of pests.

4.4.3.3. Windows, doors and other openings should be constructed in a way that prevents accumulation of dirt

4.5.4 Floor Drains

4.4.4.1. Floor drains shall be designed to:

- i. effectively remove waste water; and
- ii. be easily accessible for cleaning and equipped with removable and cleanable covers.
- iii. prevent ingress of pest

4.4.4.2. Drain lines shall be sloped, properly trapped, vented and connected to a proper drainage system.

4.4.4.3. The drainage system shall be constructed in a way that there is no cross-connection between the drains or drain lines, and: the water supply; or the food product lines or equipment.

4.6. RAW MATERIAL ACQUISITION, STORAGE AND CONTROL

Food Service Establishments shall always verify that their supplies are delivered safely. The receiving of food items shall be performed in protected and clean areas.

4.6.1. Inspection of Incoming Food

4.6.1.1. Inspection shall be carried out at the time of receipt of food from the supplier to ensure that:

- i. Food and packaging are free from visible damage, pests and other contaminants;
- ii. Food is in appropriate condition for intended use;
- iii. Food is delivered in a suitable vehicle approved by concerned authority.

4.6.1.2. Foods that require temperature control for safety are to be delivered at the appropriate temperature regimes.

4.6.1.3. Food containers and packages shall be intact and free from damage.

4.6.1.4. Food items shall be properly labelled with ingredient listing & date coding etc.

4.6.1.5. If the food is pre-packaged, the time gap between the date of receiving and expiration date shall be sufficient to use the product and avoid wastage of stock.

4.6.1.6. Food items that do not meet company specifications shall be rejected, and the details shall be recorded.

4.6.1.7. Food products shall be quickly moved into appropriate storage facility after the inspection.

4.6.1.8. Bulk food such as cooking oil, syrup, salt, sugar, spices and flour shall be stored in an approved, clean and covered container and adequately labelled guided by the General Labelling Rules, 1992 (LI No. 1541)/ FDA's General Labelling Requirements for Pre-packaged Food (FDA/ FER/ RQT- 04).

4.6.1.9. Only FDA registered pre-packaged ingredients shall be used in food preparation.

4.6.2. Ingredient Inspection and Control

4.6.2.1. All ingredients used in food preparation should be inspected prior to their use.

- 4.6.2.2. Any ingredient that has exceeded its Best Before Dates, show signs of deterioration, are off-colour, have strange odours, show evidence of pest contamination or suspected to be contaminated in any other manner shall be discarded.
- 4.6.2.3. 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.
- 4.6.2.4. Labeling information for shellstock or shucked shellfish on display shall be retained and correlated to the dates during which the shellfish are sold or served.
- 4.6.2.5. The food service management shall retain on file for at least 180 days past the usage date, information pertaining to the source of ingredients. An approved record keeping system shall keep the tags or labels in chronological order correlated to the dates during which, the ingredients are sold or served.
- 4.6.2.6. Only clean whole eggs, with the shell intact and without cracks or fecal matter shall be received and used.
- 4.6.2.7. Whole fresh shell eggs, milk and shellfish shall be stored at a maximum temperature of 5°C .
- 4.6.2.8. 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.
- 4.6.2.9. 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.

4.7. STORAGE, TRANSPORT AND DISTRIBUTION

To ensure food safety, storage and transport facilities need to be designed and managed to protect food products from potential contamination, damage, and to prevent the growth of pathogens.

4.7.1 Food Storage

- 4.7.1.1. All categories of foods received shall be stored under the required storage conditions including temperature to prevent deterioration and contamination
- 4.7.1.2. Food, whether raw or prepared, if removed from the container or package in which it was obtained, shall be stored in an appropriate, clean, sanitized, and covered container

at the required temperature conditions except during necessary periods of preparation or service and where applicable, should be labelled.

- 4.7.1.3. 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.
- 4.7.1.4. 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.
- 4.7.1.5. 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. Raw foods shall not be stored together or in close proximity to cooked or ready to eat foods
- 4.7.1.6. 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.
- 4.7.1.7. Rotation of food stocks in storage areas should occur frequently to ensure that the “first-expiry-first- out” rule is followed.

4.7.2 Cold Storage Facilities

- 4.7.2.1. Refrigeration facilities or effectively insulated facilities shall be provided to assure the maintenance of perishable and potentially hazardous food at required temperatures during storage. The minimum temperature for frozen food is -18°C whereas fresh food and vegetables shall be stored at a maximum temperature of 5°C.
- 4.7.2.2. Each refrigeration unit shall be provided with temperature monitoring device and located to be easily readable.
- 4.7.2.3. Where the refrigeration unit has in-built temperature monitoring device, a portable calibrated thermometer shall be provided and used to cross-reference accuracy of the temperature readings.
- 4.7.2.4. 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.
- 4.7.2.5. The temperature monitoring device on the cold storage facilities shall be calibrated, at least once a year, by the Ghana Standards Authority (GSA) or by an accredited company/individual.

4.7.3 Food Transportation and Distribution

Requirements under this clause that are specific to transportation apply to all kinds of food transportation vehicles including containers, trucks, cars and bikes designated for food transportation and delivery.

- 4.7.3.1. Food transportation, storage and distribution units shall be designed, constructed, maintained and used in a manner that permit effective segregation of different foods and protect food products from being contaminated.
- 4.7.3.2. The transportation vehicle should be capable of providing the required temperature under the actual operating environment. To achieve this,:
 - i. refrigeration equipment must be installed correctly as per the specifications and requirements of the manufacturer
 - ii. refrigeration equipment and temperature-controlled compartment must be maintained to achieve the product safety and quality throughout the transportation process
- 4.7.3.3. During transportation, potentially hazardous food shall be maintained below 5°C for cold foods or above 60°C for hot foods.
- 4.7.3.4. Food transportation equipment that is intended to be in direct contact with food products shall be constructed of materials which is non-toxic, easy to maintain and clean. Examples include stainless steel and food-grade plastic containers.
- 4.7.3.5. Food transportation units shall be maintained clean at all times. When ready-to-eat foods are transported in food units, the units shall be cleaned and disinfected before and after every use.
- 4.7.3.6. During transportation, the food should be packed in ways that allow smooth airflow to ensure sufficient refrigeration.
- 4.7.3.7. When ready to eat food is transported on bikes, the food shall be stored in clean and sealed containers to maintain appropriate temperature and prevent contamination.
- 4.7.3.8. When transportation vehicles are used for delivery of food and non-food items, foods should be stored in separate compartments identified specifically for food. Such compartments shall not be used for transportation of non-food items.
- 4.7.3.9. Where the food business has contracted a third party supplier of food transportation vehicle, the food business must ensure that the third party meets the requirements of this Code.

- 4.7.3.10. Personnel involved in transportation of food, including the drivers/riders shall be trained to an appropriate level of food safety essential to ensure safety of food during transportation.
- 4.7.3.11. Food transportation units/equipment shall have accurate and reliable temperature monitoring devices that indicate the temperature of the food compartment.
- 4.7.3.12. Temperature monitoring devices should be placed in locations where the food is most vulnerable to temperature abuse or deviation. All such devices shall be calibrated annually or more frequently if required by the manufacturer.
- 4.7.3.13. When remote monitoring is used using wireless devices, the food business owner must be able to demonstrate that the temperature monitoring devices are capable of monitoring the temperature accurately. The digital or analogue sensors must be capable of monitoring the relevant parameters and communicating the data for decision-making process.

4.8. FOOD PROCESS CONTROL

- 4.8.1. Food shall be prepared with suitable utensils, and on surfaces that prior to use have been cleaned, rinsed and sanitized to prevent cross-contamination.
- 4.8.2. 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 materials or utensils such as disposable tissue, spatulas, tongs, single-use gloves or dispensing equipment.
- 4.8.3. When 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.
- 4.8.4. 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.
- 4.8.5. 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
- 4.8.6. 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 and monitored.
- 4.8.7. Cooking time/temperature should be validated to ensure that food is thoroughly cooked and safe for consumption.

- 4.8.8. An appropriate food 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.
- 4.8.9. Potentially hazardous foods shall be thawed:
- i. In refrigerated units at a temperature not exceeding 5°C; or
 - ii. Under potable running water.
 - iii. 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.
- 4.8.10. Food service employee shall not use a utensil more than once to taste food that is to be sold or served.

4.9. EQUIPMENT AND UTENSIL

- 4.9.1. 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.
- 4.9.2. Cast iron may not be used for utensils or food contact surfaces of equipment.
- 4.9.3. Multiuse kitchenware such as frying pans, griddles, saucepans, cookie sheets, and waffle bakers that have a perfluorocarbon resin (nonstick) coating shall be used with nonscoring or nonscratching utensils and cleaning aids.
- 4.9.4. 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.
- 4.9.5. 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.
- 4.9.6. Cutting or piercing parts of can openers shall be readily removable for cleaning and for replacement.

- 4.9.7. Nonfood-contact surfaces shall be free of unnecessary ledges, projections, and crevices, and designed and constructed to allow easy cleaning and to facilitate maintenance.
- 4.9.8. 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.
- 4.9.9. Food service equipment shall be designed and built according to standards set by Ghana Standards Authority.
- 4.9.10. Sinks shall be provided for manually washing, rinsing, and sanitizing equipment and utensils.
- 4.9.11. 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.
- 4.9.12. 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.
- 4.9.13. 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.
- 4.9.14. The food-contact surfaces of cooking equipment and pans shall be kept free of encrusted grease deposits and other soil accumulations.
- 4.9.15. Nonfood-contact surfaces of equipment shall be kept free of an accumulation of dust, dirt, food residue, and other debris.
- 4.9.16. Equipment food-contact surfaces and utensils shall be cleaned:
- i. Before each use with a different type of raw animal food such as beef, fish, lamb, pork, or poultry;
 - ii. Each time there is a change from working with raw foods to working with ready-to-eat foods;
 - iii. Between uses with raw fruits and vegetables and with potentially hazardous food; and
 - iv. At any time during the operation when contamination may have occurred.
 - v. With food grade detergents, (Laundry detergents are not allowed for cleaning of food contact surfaces)

- 4.9.17. 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.
- 4.9.18. The food-contact surfaces of cooking and baking equipment shall be cleaned at least every 24 hours.
- 4.9.19. Linens that do not come in direct contact with food shall be laundered between operations if they become wet, sticky, or visibly soiled.
- 4.9.20. All wiping cloths shall be laundered daily to prevent contamination.
- 4.9.21. 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.
- 4.9.22. 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.
- 4.9.23. 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.
- 4.9.24. 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.
- 4.9.25. Maintenance/ Cleaning tools such as brooms, mops, vacuum cleaners, and similar items shall be:
- i. Stored so they do not contaminate food, equipment, utensils, linens, and single-service and single-use articles;
 - ii. Stored in an orderly manner that facilitates cleaning the area used for storing the maintenance tools; and
 - iii. If wet, placed in a position that allows them to air-dry without soiling walls, equipment, or supplies.

4.10. FOOD DISPLAY AND SERVICE

- 4.10.1. Processed-packaged foods that are for sale shall be removed from sale immediately after the expiration date or the sell-by date.
- 4.10.2. 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.
- 4.10.3. Potentially hazardous food shall be kept at an internal temperature of below 5°C for cold foods or above 60°C for hot foods during display and service.
- 4.10.4. 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.
- 4.10.5. 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.
- 4.10.6. 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.
- 4.10.7. 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.
- 4.10.8. 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.
- 4.10.9. When refilling containers of foods on a self-service display, the new food product shall not be mixed with the old food product.

4.11. WATER SUPPLY AND STORAGE

- 4.11.1. 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.
- 4.11.2. 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.
- 4.11.3. The water source and system shall be of sufficient capacity to meet the peak water demands of the food establishment.
- 4.11.4. Ice for human consumption shall be made from potable water.
- 4.11.5. All potable water not provided directly by pipe to the food service establishment from the source shall be transported in a bulk water transport system in accordance with Ghana Standards and the Code of Practice for Tanker operators.
- 4.11.6. A reservoir that is used to supply water shall be maintained in accordance with manufacturer's specifications; and cleaned in accordance with manufacturer's specifications or according to the following procedures: cleaning by:
 - i. draining and complete disassembly of the water and aerosol contact parts;
 - ii. brush-cleaning the reservoir, aerosol tubing, and discharge nozzles with a suitable detergent solution.
 - iii. flushing the complete system with water to remove the detergent solution and particulate accumulation; and
 - iv. Sanitizing with approved sanitizers and used according to manufacturer's instructions.

4.12. PERSONNEL HYGIENE, HEALTH AND TRAINING

4.12.1 Personal Hygiene Practices

- 4.12.1.1. All employees who come into contact with food in the course of their work shall be medically certified as fit to handle food prior to employment and shall undergo the Food Handler's test at least once a year.
- 4.12.1.2. 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 non-scented antibacterial liquid

soap and warm water, including lathering hands for at least 20 seconds. This includes immediately:

- i. before putting gloves on,
- ii. after using tobacco products,
- iii. before or after eating,
- iv. before starting work,
- v. upon reentering the kitchen and
- vi. after using the washroom or
- vii. after being potentially contaminated by other means.

- 4.12.1.3. 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 sink or a curbed cleaning facility used for the disposal of mop water and similar liquid waste.
- 4.12.1.4. Employees shall keep their fingernails clean and trimmed to no longer than the tips of the fingers and shall not wear eye lash extensions, fingernail polish or artificial fingernails when working with exposed food.
- 4.12.1.5. Approved hand sanitizers and chemical hand sanitizing solutions used as a hand dip shall be used only after the thorough washing of hands.
- 4.12.1.6. Adequate measures shall be taken to prevent sweat from contaminating foods, food contact surfaces, equipment and utensils.
- 4.12.1.7. Only clean and preferably lightly colored outer clothing or protective overalls should be worn by food handlers. If they become soiled during food preparation, they should be changed or cleaned as necessary. Food handlers should have adequate set of well maintained uniforms to ensure that they can change to clean uniforms when necessary.
- 4.12.1.8. Employees preparing and/or handling food shall use effective and clean, disposable or easily cleanable nets or other hair restraints and this shall be worn properly to restrain loose hair including beards and mustaches.
- 4.12.1.9. Employees who prepare food shall not wear any jewelry.
- 4.12.1.10. 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.
- 4.12.1.11. Employees shall consume food only in designated areas separate from food preparation and serving areas, equipment or utensil areas and food storage areas.

- 4.12.1.12. No spitting, No smoking, No chewing gum, No eating signages shall be mounted at vantage points in the facility.

4.12.2 Personnel Facilities

- 4.12.2.1. Adequate toilet and handwashing facilities (at least 1 per 12 employees) shall be provided for employees and these shall be accessible at all times.
- 4.12.2.2. 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.
- 4.12.2.3. Hands shall be washed where appropriate with anti-bacterial liquid soap and/or hand sanitizer, and dried with single-use paper towels or any hand drying equipment
- 4.12.2.4. 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.
- 4.12.2.5. 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.
- 4.12.2.6. Toilet facilities shall not open directly into food preparation areas.
- 4.12.2.7. 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 shall be covered at all times.
- 4.12.2.8. Changing rooms or dressing areas shall be designated and used by employees to change their clothes in the establishment.
- 4.12.2.9. Lockers or other suitable facilities shall be provided and used for the orderly storage of employees' clothing and other possessions.
- 4.12.2.10. 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.

4.12.3 Personnel Training

- 4.12.3.1. All personnel shall be trained in basic food safety and good food handling practices.

- 4.12.3.2. All food handlers shall be trained, instructed and or supervised in food safety commensurate with job responsibilities.

4.13. WASTE MANAGEMENT

- 4.13.1. 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.
- 4.13.2. Refuse storage areas and receptacles shall be of sufficient capacity to hold refuse, recyclables, and returnables that accumulate.
- 4.13.3. 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.
- 4.13.4. Receptacles and waste handling units for refuse, recyclables, and returnables shall be kept covered. Waste receptacles shall include foot-operated or flip-flap, i.e mechanically operated without hand touching.
- 4.13.5. 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.
- 4.13.6. 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.
- 4.13.7. 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.
- 4.13.8. Outside storage areas or enclosures must be large enough to store the garbage and refuse containers that accumulate and must be kept clean.

4.14. PEST MANAGEMENT

- 4.14.1. The ingress of insects, rodents, and other pests shall be controlled to minimize their presence on the premises by:
- i. Routinely inspecting incoming shipments of food and supplies;

- ii. Routinely inspecting the premises for evidence of pests;
 - iii. Using methods, if pests are found, such as trapping devices or other means of pest control as specified below; and
 - iv. Eliminating harbourage conditions.
- 4.14.2. Openings to the outside shall be effectively protected against the entrance of rodents. Outside openings shall be protected against the entrance of insects by tight-fitting, self-closing doors.
- 4.14.3. Each insecticide and rodenticide shall be approved by the Environmental Protection Agency as safe for use in food service establishments, used in accordance with label directions and applied only by a trained employee, Pest Control Operator or company approved by the Environmental Protection Agency.
- 4.14.4. Insect control devices such as electric fly catchers may be installed and monitored appropriately. Care shall be taken to ensure that:
- i. The devices are not located over food preparation or utensil storage areas;
 - ii. 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;
 - iii. Dead insects are removed at a frequency to preclude accumulation.
- 4.14.5. A container previously used to store poisonous or toxic materials shall not be used to store, transport, or dispense food.
- 4.14.6. Management shall not permit entry of pets into the eating or food preparation area. A signage shall be mounted at the entrance to that effect.

4.15. PROHIBITED ACTIVITIES

4.15.1 Adulteration:

Person-In-Charge shall ensure that prepared food is not mixed with any substance to:

- i. increase its bulk or weight;
- ii. reduce its quality or strength; or
- iii. make it appear better or of greater value than it is.

4.16 RECORDS AND DOCUMENTATION

4.16.1 The Food Service Establishment shall implement and maintain a documented protocol

for the following activities and any other activities of food safety concern:

- i. Contamination Control Strategy
- ii. Selection of Supplier and their auditing
- iii. Receiving of food or food ingredients
- iv. Cleaning and Maintenance
- v. Pest management
- vi. Health review of employees
- vii. Personal Hygiene
- viii. Waste management

4.16.2 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:

- i. Cleaning and maintenance
- ii. Pest Control
- iii. Medical record of employees
- iv. Temperature monitoring
- v. Waste management
- vi. Calibration of temperature monitoring devices
- vii. Training
- viii. Daily Incidences
- ix. Consumer Complaint
- x. Raw material Control

5.0 SANCTIONS

5.1 The Food and Drugs Authority shall cancel, suspend, or withdraw the Permit of a Food Service Establishment if:-

- i. the grounds or circumstance on which it was issued is later found to be false;
- ii. any of the provisions under which the facility was licensed has been contravened; or
- iii. the conditions under which food is prepared, packaged, sold or stored by the Food Service Establishment could compromise the safety of the food.

- 5.2 Where the Food Hygiene Permit of a Food Service Establishment has been cancelled, suspended or withdrawn, the Food and Drugs Authority may notify the public accordingly.

6.0PENALTIES

Where non-adherence to this code is observed, or there is an eminent 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.