

An FSP should also include some basic activities (e.g. cleaning and sanitation, personal hygiene, pest control, waste disposal and staff training) so that potential problems arising from the food production process will be prevented more effectively. Listed below are the examples of these activities.

A. *Cleaning and sanitation*

Food preparation areas, facilities, equipment and all food contact surfaces should always be kept clean because food residues and dirt may contaminate food resulting in food poisoning. A cleaning programme should therefore be developed to ensure that cleaning and sanitising be carried out in a systematic, regular and effective manner.

The steps for cleaning and sanitising of utensils are as follows:

1. Remove debris by wiping and scraping
2. Rinse with water
3. Clean with detergents
4. Rinse with water
5. Sanitise with hot water or chemical sanitisers (instructions for use and safety precautions on the labels should always be followed when using chemical sanitisers)
6. Air dry

In order to ensure that cleaning and sanitation is carried out effectively in your premises, you should develop a well-planned cleaning and sanitation programme and maintain relevant records for evaluation. A well-planned cleaning and sanitation programme should include the following elements:

- areas, utensils and equipment to be cleaned
- frequency of cleaning required for each item
- cleaning procedure specified for each item
- equipment and methods to be used
- chemicals or systems to be used
- the staff responsible for each task



An example of cleaning programme

Item	Frequency	Equipment and Chemicals	Method	Responsible Person
STRUCTURE				
Floors	End of each day or as required	Broom, damp mop, brush, detergent and sanitiser	<ol style="list-style-type: none"> 1. Sweep the area 2. Apply detergent and mop the area 3. Use scrub for extra soil 4. Rinse thoroughly with water 5. Remove water with mop 	
Walls, window and ceiling	Monthly or as required	Wiping cloths, brush and detergent	<ol style="list-style-type: none"> 1. Remove dry soil 2. Rinse with water 3. Apply detergent and wash 4. Rinse with water 5. Air dry 	
FOOD CONTACT SURFACES				
Work tables and sinks	After use	Wiping cloths, detergent and sanitiser	<ol style="list-style-type: none"> 1. Remove food debris and soil 2. Rinse with water 3. Apply detergent and wash 4. Rinse with water 5. Apply sanitiser 6. Air dry 	
EQUIPMENT				
Utensils, cutting boards, knives, and other cooking equipment	After each use	Wiping cloths, brush, detergent and sanitiser	<ol style="list-style-type: none"> 1. Remove food debris and soil 2. Rinse with water 3. Apply detergent and wash 4. Rinse with water 5. Apply sanitiser 6. Air dry 	
Refrigerators, freezers and storage areas	Weekly or as required	Wiping cloths, brush and detergent	<ol style="list-style-type: none"> 1. Remove food debris and soil 2. Rinse with water 3. Apply detergent and wash 4. Rinse with water 5. Dry with clean cloths / Air dry 	
HAND CONTACT SURFACES				
Door knobs, drawers and switches	Daily	Damp cloths and detergent	<ol style="list-style-type: none"> 1. Remove debris 2. Apply detergent 3. Rinse with damp cloths 4. Dry with paper towel/Air dry 	

B. Personal hygiene

Good personal hygiene is essential to ensure food safety. Food poisoning bacteria may be present on the skin and in the nose of healthy people. All food handlers must therefore maintain a high standard of personal hygiene and cleanliness in order to avoid transferring food poisoning micro-organisms to food. The following points need to be considered by all food handlers:

Handwashing

Hands must be washed:

- Before working
- Before preparing food
- After going to toilets
- After handling raw foods
- After licking fingers, coughing, sneezing, eating, drinking or smoking
- After touching ears, nose, hair, mouth or other bare body parts
- After touching pimples or sores
- After handling waste
- After carrying out cleaning duties
- After changing soiled clothes
- After handling animals
- After any other unhygienic practices



How to wash your hands

1	2	3	4	5	6
					
Wet hands with warm running water	Apply soap	Rub hands for 20 seconds (If necessary, use a nail brush to clean nails. However, the brush must be kept clean and sanitary.)	Rinse hands thoroughly	Dry hands with a paper towel (the paper towel can then be used to turn off the tap)	Turn off the tap with the paper towel

Hand care

- Keep fingernails short and clean
- Cover all wounds or cuts on hands or arms completely with bright-coloured waterproof wound strip
- Wear disposable gloves if there is a wound on hands. Change both gloves and wound strip regularly

Clothing and appearance

- Uniforms and aprons (or clothes) should be clean at the beginning of a work shift
- Wear a hair restraint (hat or hairnet)
- Avoid wearing jewellery while handling and preparing food
- Avoid using strong perfumes/after-shaves
- Do not wear uniforms/aprons outside the food preparation area



Personal hygiene practices while handling food

- Avoid touching nose, mouth, hair and skin during food preparation
- Do not smoke in food premises
- Do not cough or sneeze directly onto food. Wash hands after coughing or sneezing
- Wash hands after blowing nose
- Use disposable tissues to wipe hands

Infection

- Food handlers should be free from any illnesses such as gastroenteritis or flu
- Cease working and report to the manager when feeling ill



C. Pest control

Pests may contaminate food and cause foodborne illness. A pest control programme should be developed to eliminate pests and prevent pests from infesting your food premises. An effective pest control programme should be able to prevent access, deny harbourage and eradicate any pests present.



Design of facilities

- Seal all gaps around fittings or in walls or floors
- Keep doors to the outside closed at all times
- Fit windows open directly into food preparation areas with screens (with apertures of two mm² or less) to keep insects out
- Cover ventilation ducts and floor drains

Preventive measures

- Store food and supplies properly:
 - Cover them properly
 - Store them at least 15cm/six inches off the floor and 15cm/six inches away from walls
 - Store them at low humidity (50 per cent or less)
 - Apply first-in-first-out system
- Remove cartons, newspapers, etc. that may attract and harbour pests
- Store and remove garbage properly and regularly. Keep refuse bins covered
- Keep garbage in sealed plastic bags and inside tightly covered refuse bins
- Clean up spillages of food immediately
- Keep toilets clean and hygienic



Inspection

- Inspect both outside and inside of premises frequently (e.g. weekly) for signs of pests
- Check incoming food and supplies for signs of pests (e.g. any pest is harboured inside the packaging of food and supplies)
- An example of a pest control inspection record sheet is provided in *Appendix 14*

Elimination

- Use chemical, physical or biological means (e.g. rodent traps) where there are signs of pests
- Use a zapper or insecticutor to capture and kill flying insects. Ensure zappers are not above or within three metres of a food preparation or storage area
- Avoid spraying insecticide over food preparation surfaces
- Hire a professional pest control company when necessary
- An example of a pest control monitoring record sheet is provided in *Appendix 15*

D. Waste disposal

Waste can be regarded as any item of foods, ingredients, packaging materials, etc. which is not suitable for further use and intended to be disposed of. Waste should be controlled carefully since it presents a risk of contamination of food.

- Waste disposal bins should be placed near the working area of food preparation rooms and positioned conveniently to operating staff
- Waste disposal bins should be clearly distinguishable from other storage bins
- A defined area should be allocated for the storage of waste pending disposal
- When food waste is removed from food preparation area pending disposal, it must be placed in a tightly covered waste storage bin
- Plastic liners should be used in waste disposal and storage bins
- Waste disposal and storage bins should be emptied when full or on a regular basis
- Waste disposal bins should be cleaned and sanitised daily and placed upside down and off the floor to drain overnight



E. Staff training

Training offers food handlers a better understanding of how food can become contaminated, and how foodborne illnesses can be avoided through proper food handling procedures. Each food business must decide what training their food handlers need by identifying the areas of their work most likely to affect food hygiene and safety.

Examples of basic knowledge of food safety:

- Main factors contributing to outbreaks of foodborne illnesses
- Temperature control of potential hazardous foods
- Proper ways of using equipment (e.g. the skill of using thermometer, knowledge of handling cooking and storage equipment)

Examples of basic knowledge of food hygiene:

- Skills and significance of maintaining good personal hygiene practices
- Knowledge and skills of cleaning and sanitising
- Pest control

- It is a good practice for a business to identify the training needs of each staff member

- It is also a good practice to keep training records of every staff member

- Training needs should be reviewed on a regular basis and should be assessed against the role and responsibilities, existing skills, experience and previous training of the staff

- An example of a staff training record sheet is provided in *Appendix 16*

F. Handling customer complaints

Customer complaints should be handled carefully because they help reflect possible problems that may be overlooked by the management during food production. Depending upon the results of investigation, appropriate amendments to the FSP should be made where necessary.

- Establish complaint handling procedures

- Document all customer complaints

- Record details including the date, customers details, reasons for complaining and action taken

- An example of a customer complaint record sheet is provided in *Appendix 17*