



Food redistribution in the EU: translation of
*Austrian hygiene guidelines
for industrial kitchens, healthcare facility
kitchens and similar public catering facilities*



Saving Food Together

DISCLAIMER

This document constitutes an English translation of “Leitlinie für Großküchen, Küchen des Gesundheitswesens und vergleichbare Einrichtungen der Gemeinschaftsverpflegung” of Austria, originally drafted, published and authenticated in German. For legal purposes, only the authentic Austrian text of “Hygiene guidelines for industrial kitchens, healthcare facility kitchens and similar public catering facilities” shall be used. Whilst every effort was made to provide accurate information, the European Commission cannot take responsibility for any errors.

Hygiene guidelines

for industrial kitchens, healthcare facility kitchens and
similar public catering facilities

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1 SCOPE

(1) This Guideline applies to industrial catering kitchens, healthcare facility kitchens and similar public catering facilities under Regulation (EC) No 852/2004 of the European Parliament and of the Council of 29 April 2004, unless they are subject to other guidelines.

(2) Reference is made to restrictions on the HACCP requirements for certain food businesses in decision (15) of this Regulation:

"The HACCP requirements should take account of the principles contained in the Codex Alimentarius. They should provide sufficient flexibility to be applicable in all situations, including in small businesses. In particular, it is necessary to recognise that, in certain food businesses, it is not possible to identify critical control points and that, in some cases, good hygiene practices can replace the monitoring of critical control points. Similarly, the requirement of establishing 'critical limits' does not imply that it is necessary to fix a numerical limit in every case. In addition, the requirement of retaining documents needs to be flexible in order to avoid undue burdens for very small businesses."

(3) Extra consideration must be taken in healthcare establishments with an increased risk of infection.

It has been proven that, in any event, disinfectant procedures shall be used in the handling of tableware from healthcare establishments. Overall, a sufficient reduction of microorganisms (≥ 5 log levels) shall be achieved. Annual tests must be carried out to ensure that the machines used for this purpose are functioning properly.

(4) "Public catering" for the purpose of this guideline is the regular supply of food to a relatively constant group of people within the framework of a long-term contract.

(5) Any references in this guideline that refer to persons only in the masculine form shall apply equally to men and women. When applying such designations to specific persons, the respective gender form is used.

2 CONSTRUCTION REQUIREMENTS FOR ROOMS

- (1) From a hygiene point of view, the focus in a kitchen is on separating the "clean" and "unclean" areas. For this purpose, the individual workspaces are to be arranged according to the flow of goods. There shall also be a separation with regard to tableware and staff.
- (2) In rooms where food is handled and in storage rooms, the walls must ideally be ceiling height, but at least around 2 metres high, made of non-toxic material and have smooth, washable and light coloured surfaces. The ceilings and other wall parts may be painted in a light colour that does not peel off.
- (3) In cold storage and deep freeze rooms, the entire walls, including the ceiling, must be made of non-toxic material and must have smooth, washable surfaces.
- (4) In rooms where food is handled and in storage rooms, the floors must be made of waterproof, non-absorbent and non-toxic material that is easy to clean and disinfect. Standing puddles of water must be prevented. The transitions from the walls to the floor must be designed in a way that in-depth cleaning and disinfection is possible. The drains must be of appropriate size, odour-proof, backflow-proof, covered by suitable devices, and easy to clean in terms of design. They must be in a structurally excellent condition.
- (5) Walls, ceilings and floors must not have any open joints.
- (6) The kitchen and, if necessary, the other operating areas shall be equipped with the appropriate number of washbasins, according to section 3, point (4).
- (7) In any case, there must be a washbasin in the immediate vicinity of workspaces for meat, fish, poultry, vegetables, pastries and prepared meals. The joint use of a washbasin for several directly adjacent workplaces is permitted.
- (8) Kitchens and their utility and storage rooms must be adequately ventilated. The formation of mist and condensation on walls, ceilings and equipment shall be prevented by means of extractor hoods or effective ventilation.

- (9) The doors and windows must be airtight, and made of smooth, non-absorbent, corrosion-resistant, washable and non-toxic material, or be covered with a durable coating or paint that also has these properties (see also section 11, point (2)).
- (10) A separate, structurally independent and appropriately marked workspace with its own equipment shall be provided for the processing of raw poultry and the breaking of raw eggs.
- (11) The same applies for the handling of raw meat and raw fish.
- (12) Raw fish can also be handled in one of the two aforementioned workspaces, as long as this is done at a separate time to poultry, egg or meat handling.
- (13) A separate, structurally independent and appropriately marked workspace with its own equipment shall also be set up for the handling of unwashed raw fruit and vegetables. There must be a separate room for fruit and vegetables in new or renovated buildings.
- (14) There must be separate toilets for people working in the kitchen. There shall be no direct access between the toilet cubicles themselves and the work and storage areas. They must have a small outer room fitted with washbasins, in accordance with section 3, point (4). The toilet cubicles and outer rooms must be structurally equipped in accordance with section 2, points (2) and (5). An appropriate number of clothes hooks shall be provided.
- (15) Sufficient changing rooms shall be available for the kitchen staff/personnel. Reference shall be made to the relevant provisions relating to employee protection. Where possible, the lock principle must be taken into account, in particular for new builds and conversions. Thus, the changing rooms are to be separated by a shower and wash area into an "unclean" (leading to the outside) and a "clean" (leading directly into the production) area. Here, too, care must be taken to ensure adequate ventilation.

3 REQUIREMENTS FOR FACILITIES, APPLIANCES AND TABLEWARE

- (1) Facilities in kitchens, storage rooms and cold stores, including shelves and mobile elements, must be made of non-toxic materials and have smooth, washable surfaces that are easy to disinfect.

- (2) Facilities and appliances must be set up in such a way that niches are avoided as far as possible and proper cleaning and disinfection are possible.
- (3) Worktops must be made of stainless steel, stone or plastic. In the pastry area, wooden worktops may be used for dough preparation, but these must be made of hardwood only and their surface must be smooth and joint-free.
- (4) Washbasins:
 - a. Warm water must be available in the washbasins.
 - b. Washbasins must be equipped with fittings that allow water to be extracted in a highly hygienic manner (for example, proximity sensors, foot or knee operation, self-closing taps, etc.).
 - c. Washbasins must be equipped with liquid soap, hand disinfectant and paper towels in appropriate dispensers.
 - d. Highly absorbent disposable paper towels shall be provided for hand drying.
 - e. Containers shall be provided for used paper towels, which, if used exclusively for this purpose, must not be lockable. Care should be taken when emptying the containers not to touch the used paper towels (for example, by using disposable plastic bags).
 - f. In closed rooms where there is no open food, proper hygienic alternatives to disposable paper towels are permitted for drying hands.
- (5) All appliances and tableware used in the kitchen must be made of non-toxic material, easy to clean and disinfect, and free from damage that could adversely affect food.
- (6) Appliances, tableware and containers made of wood may not be used in the kitchen.
- (7) Pets, potted plants, cut flowers and other ornamental plants are not allowed in kitchens and associated rooms. From a hygienic point of view, herbs in soil are equivalent to untreated vegetables.

4 CLEANING AND DISINFECTION

4.1 GENERAL

- (1) Cleaning means the mechanical removal of unwanted substances and microorganisms from surfaces with the aim of obtaining clean surfaces. Unwanted substances include food leftovers, dirt, etc.
- (2) If pre-cleaning is carried out, this can be either dry (wiping, pushing together, sweeping, picking up) or wet (pre-rinsing, wiping, picking up).
- (3) The actual cleaning operation is carried out with water, cleaning agents and aids (for example a brush or sponge).
- (4) Final cleaning is cleaning after the kitchen has closed.
- (5) Intermediate cleaning is cleaning between operations while the kitchen is open (during active operation).
- (6) Disinfection is the targeted reduction of unwanted microorganisms by killing or irreversibly damaging them to an extent that prevents their further spread and transmission.
- (7) This germ reduction can be achieved by different measures. The most commonly used in the kitchen are chemical, thermal and chemo-thermal disinfection. With chemical disinfection, germ reduction is achieved through the impact of certain substances over a certain period of time, and with thermal disinfection through the impact of a specific temperature over a certain period of time. With chemo-thermal disinfection, both operating principles are used in combination.
- (8) Each disinfection must be preceded by thorough cleaning. The prerequisite for effective disinfection is the visual cleanliness of the surfaces to be disinfected.
- (9) Cleaning agents and disinfectants are to be used in accordance with the instructions for use (manufacturers' product information and safety data sheets).
- (10) For chemical disinfection in kitchens, disinfectants that comply with the relevant toxicological and environmental regulations and standards must be used.

4.2 ORGANISATION AND PLANNING

- (1) A cleaning and disinfection plan must be drawn up for rooms where food is handled. This plan shall contain at least the following points: What will be cleaned and disinfected how, with what and how often.
- (2) Responsibilities must be defined for the carrying out and monitoring of cleaning and disinfection operations.

4.3 IMPLEMENTATION

4.3.1 ROOMS AND EQUIPMENT

- (1) The worktops, including the adjoining wall areas, must be cleaned and disinfected at the end of each working day (cleaning and disinfection plan). In addition, if necessary, intermediate cleaning must be carried out. After exposure to the disinfectant or before the workspace is used again, the disinfectant shall be carefully removed by rinsing with water, if residue is expected, and wiped dry with disposable wipes.
- (2) Wooden worktops in the pastry area must be cleaned at the end of each working day and several times a day if necessary, with special care being taken to avoid detergent residues on the worktop. A residue-free, alcohol-based disinfectant (e.g. 80% ethyl alcohol) shall be used to carry out disinfection.
- (3) The workspace for raw poultry and raw eggs must be thoroughly cleaned and disinfected immediately after each use. This also applies to any items used for this purpose. Packaging material and eggshells must be disposed of immediately after completion of the activity.
- (4) Shelves and drawers must be kept clean on the outside and inside. Any parts that come into contact with food must also be disinfected if necessary.
- (5) (Door) handles and switches shall be included in the daily cleaning and disinfection routine.
- (6) Water outlets shall be cleaned and decalcified regularly.

- (7) The floors must be kept completely clean. The floor in the production area must be thoroughly wet cleaned at the end of each working day at least, and if necessary several times a day depending on the need and work schedule. The kitchen area shall be disinfected at least once a week after the floors have been cleaned. Hygienically critical areas must be disinfected more often, with the frequency and occasion for any necessary disinfection of the floors (e.g. floor in the poultry area after completion of work) to be determined individually (cleaning and disinfection plan).
- (8) Walls, doors, windows, lighting fixtures and ventilation systems must be kept clean.
- (9) Refrigeration equipment and cold storage rooms must be kept clean, and undergo wet cleaning and surface disinfection as often as necessary, but at least once a month. When disinfecting refrigeration equipment, it should be noted that low temperatures require longer exposure times of the disinfectant (cleaning and disinfection plan).
- (10) Freezing equipment must be defrosted and cleaned as often as necessary, but at least once a year.

4.3.2 TABLEWARE, APPLIANCES AND MACHINE PARTS

- (1) When washing tableware, there must also be a separation between "clean" and "unclean" areas.
- (2) Tableware, appliances and machine parts (hereinafter referred to as items) must be cleaned in appropriate dishwashers, and disinfected if necessary. If disinfection is deemed necessary, this should ideally be done thermally. These dishwashers must be equipped with temperature displays. For adequate thermal disinfection of the items using hot water, they must be directly exposed to a temperature of 85°C for at least 10 seconds, or 83°C for at least 15 seconds, or 80°C for at least 30 seconds. The regulation referring to appliances with an A0 value [note: this refers to EN ISO 15883] may only be activated when the threshold temperature of 80°C has been reached; temperatures lower than 80°C must not be included in the calculation. Most types of equipment undergo a final rinse after cleaning and disinfection. To be able to safely remove any residual chemicals from the items washed, a sufficient quantity of rinsing water must be stored in the boiler at a temperature of at least 80°C, or heated by flow heaters to at least 80°C.

- (3) The cleaned items must be dried either by their own heat or by hot air. If necessary, the items shall be wiped dry with disposable wipes or paper.
- (4) If chemo-thermal disinfection is used during the machine dishwashing process, the adequate effectiveness of the method used must be proven (hygiene expert report).
- (5) If, for technical reasons, only manual cleaning and disinfection are possible, the following shall be done: Cleaning shall be performed using warm water. After thoroughly cleaning and rinsing the items, they shall be placed in water of at least 85°C for at least two minutes. After thermal disinfection, the items shall be appropriately dried by means of their own heat; if necessary, they shall be wiped dry using disposable wipes or paper.
- (6) If thermal disinfection is not possible, due to the size of the items for example, chemical disinfection can be carried out after cleaning if necessary (cleaning and disinfection plan). If there is a possibility of residues, the disinfectant must be carefully removed with water, at the earliest after the prescribed exposure time, but at the latest before the items are used again.
- (7) When cleaning manually, the tableware and cutlery that have been used by diners shall be cleaned at a different time or in a different space to the cookware and kitchen utensils.
- (8) If there is no automatic water change with single-tank dishwashers (block rinsing), a manual water change must be carried out at least twice a day.
- (9) If necessary, a dedicated trolley washer must be set up.

4.3.3 CLEANING APPLIANCES AND CLEANING UTENSILS

- (1) Cleaning appliances and cleaning utensils must be regularly maintained, cleaned and disinfected and, if possible, stored in a hanging position.
- (2) Cleaning appliances as well as cleaning agents and disinfectants must be stored in a separate room. If necessary, they can be stored in a separate, suitable cabinet or shelf, as long as they are sufficiently separated from the work areas.
- (3) The cleaning agents and disinfectants as well as the cleaning utensils for intermediate cleaning may also be kept in a specially equipped place (such as a hygiene board) directly in the work area.

4.4 INSPECTION

4.4.1 VISUAL INSPECTION

- (1) The person in charge of hygiene must check the efficiency of the cleaning measures carried out by visually inspecting the level of cleanliness before the cleaned rooms and equipment are used again.

4.4.2 MICROBIOLOGICAL INSPECTION

- (1) The efficiency of cleaning and disinfection measures shall be checked and recorded at regular intervals as part of the self-inspection process. The evaluation of microbiological samples shall be carried out by an accredited microbiological laboratory.

5 ACCEPTANCE OF GOODS AND STORAGE OF FOOD

- (1) Definition of temperature ranges:
 - "Room temperature": above 15°C up to approx. 25°C
 - "Cooled": above 0°C to 4°C, tolerance up to 6°C
 - "Frozen": -18°C or colder, tolerance up to -15°C
- (2) It is essential to check that the food is in proper condition upon accepting the goods.
- (3) It is also important to ensure that the product groups are appropriately separated.
- (4) For packaged foods, attention shall be paid to noticeable changes such as discolouration, a loss of vacuum in vacuum packs and swollen cans of food.
- (5) The cold chain (refrigeration and deep-freeze) must not be interrupted. When accepting goods, temperature spot-checks must be carried out. A record shall be kept of this.
- (6) Food shall be stored in a suitable manner and undergo a sensory examination before use.
- (7) Only goods in proper condition may be used.
- (8) The temperature of the refrigerating and freezing equipment as well as the food shall be checked daily. These temperature measurements must be recorded.

- (9) The required temperature ranges must be recorded for refrigerating and freezing equipment. Each refrigerator and freezer must be equipped with a thermometer. For this purpose, thermographs should be used. Thermometers must be checked regularly to ensure that they are working properly.
- (10) Prepared meals must be stored in a separate refrigerator or in a cold storage room.
- (11) It is also important to ensure that raw products are separated according to product group.
- (12) Food must be appropriately packaged or covered to prevent adverse effects.
- (13) Unwashed fruit and vegetables must be stored in such a way that they do not adversely affect other foodstuffs.
- (14) Raw eggs shall be stored in a cold storage room or refrigerator at a temperature of 0-8°C. They may be stored in the fruit and vegetable cold storage room or the drinks cold storage room if they are sufficiently separated.
- (15) Food and other goods should not be stored directly on the floor.
- (16) External transport containers shall not be brought into the "clean" area of the kitchen.

6 REGULATIONS FOR HANDLING SPECIAL FOODS

- (1) Raw eggs may only be used for the preparation of hot foods such as puddings, creams and sauces if these reach a core temperature of 75°C during preparation.
- (2) Portioning of prepared dishes must be done in a separate workspace intended exclusively for this purpose.
- (3) Raw minced meat delivered in bulk or self-produced shall be prepared and immediately cooked through as soon as possible after delivery or production, but in any case on the same day. Minced meat must only be made from fresh, chilled, large pieces of meat. Producing minced meat from meat cuttings, trimmings or the like is not allowed. Freezing raw minced meat and raw minced meat preparations is not allowed.

- (4) Raw chopped meat (meat in pieces of less than 100 g), tenderised or similarly treated raw meat, as well as finely chopped or minced offal shall also be handled the same way as raw minced meat.
- (5) Partially cooked meat dishes (such as roast beef) shall be avoided. Serving dishes with raw minced meat without subsequent heating (e.g. beef tartare) is not permitted.
- (6) It is not permitted to use cracked or dirty eggs. When breaking eggs, the egg mass should not come into contact with the outside of the shell as far as possible. The egg mass shall be processed as quickly as possible. It is also important to work rapidly when preparing breadcrumb coating with egg. Any coating liquid, flour or breadcrumbs already used must not be stored or reused.
- (7) It is not permitted to serve dishes containing raw eggs (e.g. bouillon with egg), soft-boiled eggs and fried eggs.
- (8) Mayonnaise may not be produced in the kitchen.
- (9) Serving dishes with uncooked sprouts or frozen berries that have not been heated thoroughly through shall be avoided.
- (10) Freshly cut melon pieces shall be kept refrigerated at all times or served within two hours.
- (11) Under no circumstances must cooked peeled potatoes be kept in a warm state without being prepared further. Potato salad shall be properly acidified and consumed on the day of preparation. If boiled potatoes are not immediately prepared further or intended for consumption straight away, they must be refrigerated unpeeled.
- (12) Peeled, uncooked potatoes as well as vegetables for use on the same day may only be kept in water for a short period of time without appropriate treatment (e.g. addition of ascorbic acid). Exceptions to this are for example potassium-reduced, which are prepared under controlled conditions and in small quantities.
- (13) If hard-boiled eggs, which were boiled in the kitchen, are not used immediately, they shall be kept cooled and in their shell.
- (14) Frying fat (oil) must not be heated above 180°C. Frying fat (oil) in use shall be checked regularly regarding its proper condition. If deviations of smell or taste occur, the whole fat (oil) must be replaced.

7 HANDLING PREPARED FOOD, SERVING FOOD

- (1) Food filled into containers or portion units, which are not used on the day they were made, must be clearly labelled with the date of production.
- (2) Any food kept as a reserve can be used if it is guaranteed that no hygienic adverse effect has occurred.
- (3) Tastings may only be carried out with clean cutlery.

7.1 KEEPING FOOD HOT

- (1) After heating or cooking food, it must be kept at a temperature of at least 70°C. It must not be kept hot for more than three hours.
- (2) This temperature requirement also applies when transporting hot food.
- (3) Note: The temperature for keeping food hot refers to the serving of the food and is independent of the consumption temperature.

7.2 COOLING FOOD INTENDED TO BE CONSUMED WARM

- (1) Foods that are not consumed immediately after production must be cooled down quickly (using rapid cooling equipment). The temperature must pass from 75°C to 10°C in no more than one hour. The size and capacity of the containers shall be designed in a way that ensures that this time frame can be met under the given cooling conditions (e.g. in small portions or in a flat layer; preferably by rapid cooling). The food shall then be cooled further down to the storage temperature.
- (2) These foods must be stored and transported cold at temperatures of up to 4°C. During transport, the temperature must never exceed 8°C.
- (3) Chilled foods intended to be consumed warm must be heated thoroughly through before being served, where a core temperature of at least 75°C has to be reached.

7.3 COOLING FOOD INTENDED TO BE CONSUMED COLD

- (1) Cooked foods such as puddings or creams shall be chilled immediately after preparation as described in section 7.2, point (1).
- (2) Cold-prepared foods such as sandwiches must be kept refrigerated immediately after being made.
- (3) The temperature of the food must not exceed 4°C when leaving the kitchen. During the transport of chilled, prepared meals from the catering establishment, the temperature must never exceed 8°C.
- (4) The storage time in the refrigerated display in the serving area should not exceed three hours if possible; the storage temperature must not exceed 8°C. For longer storage, a temperature of 4°C is required.
- (5) Freshly prepared salads, if intended for immediate consumption, can be brought directly to the serving area without prior cooling. In this case, food safety must be ensured by a pH value below 4.5.

7.4 DEFROSTING FROZEN FOODS

- (1) Portioned foods or smaller pieces of meat are suitable to be thawed by applying heat and then be immediately cooked through. The food is thawed from frozen in hot fat or boiling water or with superheated steam and heated through in one go. Thawing and heating can also be done in pressure cookers, convection or microwave ovens.
- (2) If foods are not thawed and heated through in one go, they may be thawed in the cold storage room or refrigerator only.
- (3) Fully or partially thawed frozen goods must not be refrozen.

8 PERSONNEL HYGIENE

- (1) People suffering from acute cold symptoms (fever) may not work in the kitchen.
- (2) The provisions of the “Guideline for securing the health requirements of persons handling foodstuffs” (reference number: GZ BMG-75210/0001-II/B/13/2013 of 13.02.2013) must be complied with.
- (3) In this regard, it shall be emphasised that
 - a) Persons with skin rashes or purulent inflammations such as abscesses, boils, or with festering or inflamed wounds in the area of the hands, arms, neck or head must not work in the kitchen, unless the infected area is reliably covered.
 - b) Persons with diarrhoea have to report this fact immediately to the person in charge of the operational management. They may not work in the kitchen as long as the diarrhoea persists and until it has been proven that they are no longer discharging food-poisoning bacteria.
- (4) Contamination of prepared food as well as surfaces in direct contact with these shall be avoided. The same people should not work with both raw food and prepared food. If this separation is not possible, these people must wear protective clothing (disposable aprons, disposable gloves) or change work clothing.
- (5) Work clothes and work shoes must be kept separate from personal clothing and items.
- (6) The kitchen staff must wear clean work clothes that completely cover their personal clothes. Work clothes must be changed daily, and if necessary several times a day. They must be thermally disinfected (e.g. washed at 95°C in the washing machine or ironed).
- (7) In the kitchen, easy-to-clean work shoes must be worn, and shall be cleaned regularly (reference is made to the relevant requirements regarding employee protection).

1 published on the homepage of the Federal Ministry for Health:
www.verbrauchergesundheit.gv.at/lebensmittel/buch/hygieneleitlinien

- (8) Leaving the kitchen areas wearing work clothes and work shoes shall be avoided. If this is necessary nevertheless, they must be protected from contamination or changed before re-entering the kitchen.
- (9) When using the toilet, work clothes must be protected against contamination.
- (10) Persons working in kitchens must wear a head covering that completely covers the hair; this must be changed every day.
- (11) Visitors may enter the kitchen and associated rooms only in the company of a member of staff. They must wear protective clothing (coat, head covering and overshoes). The protective clothing must be provided by the company (industrial kitchen). This also applies to suppliers and employees who are not permanently employed in the kitchen.
- (12) Repairs should be carried out outside normal working hours if possible, taking precaution to avoid any adverse effect on food. The affected kitchen areas must be subsequently cleaned and disinfected. If repairs during working hours are unavoidable, the persons involved must also wear clean protective clothing.
- (13) The wearing of jewellery and wristwatches is not permitted during work. Kitchen and serving staff may not have head or face piercings if this affects the required personal hygiene.
- (14) Artificial and/or painted fingernails are not permitted. Fingernails must be cut short and kept clean.
- (15) Before starting work, after every toilet use, after performing dirty work and after working in "unclean" areas (e.g. when handling raw meat, game, poultry, raw fish or eggs), the hands and forearms must be thoroughly cleaned with soap and subsequently disinfected with an appropriate product. Disposable towels shall always be used to dry hands.
- (16) For activities with a high risk of contamination, disposable gloves shall be worn.
- (17) Short-cut, well-groomed beards are permitted.
- (18) The consumption of meals in the kitchen and associated storerooms is not permitted.
- (19) Employees may not bring their own personal food into the kitchen and associated storage rooms.

- (20) It is forbidden to smoke, chew tobacco or gum, take snuff or any medicine in the kitchen or associated rooms (except those intended for this purpose). Personal medicines, except those that must be kept ready for a possible acute case, must be kept in the cloakroom.

9 WATER SUPPLY

- (1) Only drinking water may be used in the kitchen.
- (2) If treated water is used to clean surfaces and tableware, it must meet the microbiological and toxicological standards of drinking water.

10 WASTE

- (1) When storing waste, precautions shall be taken to ensure that there is no adverse effect on food.
- (2) Waste shall be collected in containers that can be opened without manual contact (for example foot control).
- (3) Waste shall be removed from the kitchen several times a day if necessary, but at least once at the end of each working day.
- (4) If the waste removed from the kitchen is not collected on a daily basis, it must be stored in a separate room. The containers shall be cleaned and disinfected after being emptied.
- (5) Leftovers and other food waste must be stored in separate cold storage rooms or other suitable refrigeration equipment.
- (6) If a hygienic risk cannot be reliably ruled out, leftover food must be disposed of as waste once serving is over.
- (7) Spoiled or discharged food (including returned food) must be stored separately from other foods and clearly marked as such.

- (8) Accumulated leftovers and other food waste must be delivered to a suitable facility, which is approved for the collection, recovery or disposal of such materials in accordance with section 3 TMG².
- (9) Regular collection and disposal must be ensured by concluding a written agreement in accordance with section 10 (2) TMG. Such an agreement shall be concluded for a period of at least three months.
- (10) In order to demonstrate compliance with delivery requirements, written records (such as collection slips, monthly statements) must be kept. The documents must be kept for at least two years.
- (11) Kitchen and catering waste from international transport is subject to special provisions set out in the Animal by-products Regulation³.

11 ANIMAL PEST CONTROL

- (1) Construction and facilities must be designed in such a way as to prevent the entry of pests.
- (2) Windows that can be opened and other ventilation openings must have devices to prevent the entry of insects and other pests.
- (3) If necessary, flies and other insects are to be combated using insect traps, and care must be taken to ensure that they do not adversely affect the food.
- (4) The rooms shall be checked regularly for pest infestation.
- (5) In the event of cockroaches, rats or pharaoh ants, an authorised pest control company must be engaged. Such a company must also be engaged if , internal measures are not sufficient when combating other pests.
- (6) The pesticides used must not come into contact with the food.

2 Animal Materials Act 2003, BGBl. I No 141/2003

3 REGULATION (EC) No 1069/2009 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 21 October 2009 laying down health rules as regards animal by-products and derived products not intended for human consumption and repealing Regulation (EC) No 1774/2002 (Animal by-products Regulation)

12 HYGIENE SELF-INSPECTION

- (1) It is necessary to implement hygiene self-inspection procedures based on the application of the HACCP principles according to the FAO/WHO Codex Alimentarius⁴. This has to be done based on a functioning Good Hygiene Practice (GHP).
- (2) A clear distinction shall be made between Good Hygiene Practice and HACCP (Hazard Analysis and Critical Control Point) aspects.
- (3) Measures taken within the framework of this self-inspection must be transparent and traceable by keeping records.

12.1 GHP

- (1) For the purpose of this guideline, Good Hygiene Practice (GHP) covers all aspects of industrial, occupational and personal hygiene that serve to protect food from spoilage and biological, chemical and physical contamination in the respective food business.
- (2) A functioning GHP is the mandatory requirement for the implementation of the HACCP concept.
- (3) Within the framework of GHP, it is advisable to take into account and keep records of at least the following:
 - Regular inspections of premises, equipment and appliances
 - Hygiene training for staff⁵
 - Incoming goods inspection
 - Dishwasher tank temperatures
 - Regular maintenance and inspection of dishwashers⁶
 - Implementation of cleaning and disinfection measures

⁴ FAO = Food and Agriculture Organisation of the United Nations; WHO = World Health Organisation of the United Nations

⁵ See also "Guideline for staff training" GZ BMG-75210/0004-II/B/13/2012 of 24.7.2012 https://www.verbrauchergesundheit.gv.at/lebensmittel/buch/hygieneleitlinien/personalsc_hulung.html

⁶ Note: when servicing, the accuracy of the temperatures displayed on the appliance must also be checked. The result of this inspection shall be recorded in writing in the test report

- Microbiological examination of the efficiency of cleaning and disinfection
- Preventive and control measures against animal pests
- Checks of refrigeration and freezer temperatures

12.2 HACCP

HACCP is - systematic - product-related - risk-related - process-related and facility-specific.

- (1) Employers must set up, implement and maintain permanent procedures based on HACCP principles.
- (2) HACCP is a system that identifies, evaluates and controls serious food safety hazards⁷. It is therefore an instrument used to control physical, chemical and biological hazards that may be associated with food.
- (3) HACCP concerns only the food itself, whereby the origin, composition and production methods of the respective product are relevant. This data shall be used to estimate the possible dangers and risks for consumers in a specific case and where dangers must be brought under control in the production process.
- (4) The HACCP principles referred to in paragraph 1 consist of the following:
 - a) Identifying any hazards that must be prevented, eliminated or reduced to acceptable levels;
 - b) Identifying the critical control points (CCPs) at the step or steps at which control is essential to **prevent or eliminate a hazard or to reduce** it to acceptable levels;
 - c) Establishing critical limits at critical control points which separate acceptability from unacceptability for the prevention, elimination or reduction of identified hazards;
 - d) Establishing and implementing effective monitoring procedures at critical control points;
 - e) Establishing corrective actions when monitoring indicates that a critical control point is not under control;

7 Definition of the FAO/WHO Codex Alimentarius

- f) Establishing procedures, which shall be carried out regularly, to verify that the measures outlined in subparagraphs a) to e) are working effectively; and
 - g) Establishing documents and records commensurate with the nature and size of the food business to demonstrate the effective application of the measures outlined in subparagraphs a) to f).
- (5) The application of these principles and, in particular, the documentation must be flexible enough so that the work processes can continue without interruption.
 - (6) HACCP basically guarantees the safety of all products produced in the kitchen. Therefore, all meal components must be subjected to an analysis!
 - (7) Regardless of the results of the facility-specific implementation, it is necessary to record food temperatures when portioning or serving food.
 - (8) HACCP is not a tool for implementing general hygiene measures.
 - (9) When checking the self-inspection of an establishment based on the principles of the HACCP concept in accordance with Regulation (EC) No 852/2004, it is first necessary to ensure the correct separation between the general hygiene measures (GHP) and the specific control measures used to implement a HACCP concept. It must be ensured that the operational measures have been analysed and evaluated in accordance with the principles of the HACCP concept and that the food business operator is complying accordingly.

12.3 REFERENCE SAMPLES

- (1) As a voluntary tool, food business operators may take reference samples of their self-produced food as well as of purchased meal components that are hygienically sensitive.
- (2) Minimum requirements for reference samples:
 - Note the minimum quantity: 1 portion (at least 150 g)
 - Frozen storage of the samples
 - Mark with the reference date
 - Recommended reference time: at least 21 days from serving

13 APPENDIX 1 / EXAMPLE OF HACCP IMPLEMENTATION

13.1 DEFINITIONS

Hazard: a biological, chemical or physical agent in a food or part of food with the potential to cause an adverse health effect.

Physical hazards include foreign objects such as stones, broken glass and metal fragments, but also radioactive substances or temperature as such.

Chemical hazards include pesticide residues, drug residues, disinfectants, packaging and allergenic substances.

Biological hazards are living hazards such as parasites or microorganisms (including viruses). Microorganisms pose the most significant hazard by far in food businesses. For this reason, only microbiological hazards and not biological hazards are taken into account in the following pages.

HACCP concept: Collecting and evaluating information with the aim of controlling all stages of product development to ensure safe food.

Hazard analysis with risk assessment: Identifying all health hazards that may be present in the food used and assessing those which are relevant to human health and therefore need to be controlled by the HACCP system.

Risk assessment: Determining the likelihood of a hazard occurring and estimating the actual degree of harm to the consumer at the time of delivery to the consumer.

Critical control point (CCP): is a production step where it is possible to **prevent, eliminate or reduce** an identified hazard to an acceptable level. The danger is under control!

HACCP plan (or HACCP planning documents): includes the result of the HACCP concept, the responsibility for monitoring the CCPs, their frequency, the way in which monitoring is carried out, concrete measures in case of deviation. (what, who, when, how, with what).

Implementation is the concrete realisation of the HACCP system. It is necessary to ensure that this system is actually applied during operations.

Verification involves checking whether the HACCP system is actually being handled in the way it is described and intended.

Standard production lines such as "hot food", "cold food" or "salads" are production lines in which risk control for each of the various meal components is always carried out in the same kind of way. For example, by cooking, cooling or marinating.

Meal components include, for example, bouillon with strips of pancake, Wiener schnitzel, potato salad, cheesecake.

Ingredients are recipe components without indication of quantities, e.g. veal, flour, egg, breadcrumbs, salt, pepper.

13.2 BASIC METHODOLOGY OF HACCP IMPLEMENTATION

In order to ensure quick and easy implementation of HACCP in kitchens covered by this guideline, it is recommended to develop standard production lines and subsequently to use ingredient lists or recipe cards. These makes it possible to implement HACCP in a quick and easy manner. In most cases, ingredient lists or recipe cards will be sufficient.

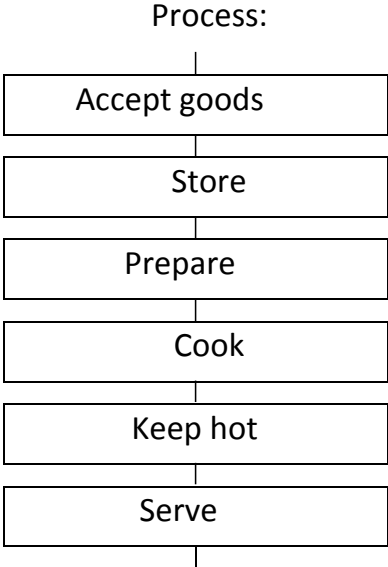
The following implementation steps should follow each other in sequence:

- Establishment of standard production lines
- Implementing the seven HACCP principles in each standard production line
- Creation of product specificity in the HACCP system by using ingredient lists or recipe cards.

ESTABLISHMENT OF STANDARD PRODUCTION LINES

The aim of this step is to get an overview of the existing production processes and to group the dishes produced. The standard production lines are specific to each food business and must therefore be specified by the latter in the form of flow charts. A flow chart is an easily recognisable visual overview of a production process. The individual stages of the flow chart must be formulated as activities!

Flowchart example - standard production line 1 - process analysis for "hot food" in catering of fresh food:



In the same way, the remaining standard production lines in the food business shall be defined internally. In addition to "hot food", the following could also be defined by the establishment as standard production lines and recorded by a flow chart: "cold food", "hot pastries", "cold pastries", "salads" and "specific diets".

Examples of production methods that can be used are cook and serve, cook and chill, cook and freeze, sous vide (vacuum).

Once the standard production lines have been specified, they shall be numbered.

For example:

Standard Production Line 1 - hot food / regeneration / hot pastries / hot pastries served cold

Standard Production Line 2 - cold food (e.g. salads, sandwiches and various non-heated components)

DEALING WITH THE SEVEN HACCP PRINCIPLES FOR EACH STANDARD PRODUCTION LINE TO DETECT MICROBIOLOGICAL HAZARDS

The generated flow charts serve as a basis for dealing with the seven HACCP principles:

- a. Conduct a hazard analysis
- b. Identify the critical control points (CCPs)
- c. Establish critical limits
- d. Establish a system to monitor control of the CCPs
- e. Establish corrective actions
- f. Establish procedures for verification
- g. Establish documentation

To control microbiological hazards, it makes sense to focus on a few specific key pathogens. If these are under control, all other microorganisms that pose a threat to human health are also under control:

Salmonella and Campylobacter shall be considered as the key pathogens in the group of **foodborne pathogens** because of their epidemiological significance. These bacteria are reliably killed during standard cooking processes.

Listeria monocytogenes is also a foodborne pathogen. Because of its ability to multiply especially at low temperatures, it shall receive particular consideration.

Staphylococcus aureus shall be considered as key pathogen in the group of **food poisoning agents**. It is able to produce toxins in food that are heat-stable and cannot be destroyed by the usual cooking processes. It is crucial to prevent toxin formation through consistent personal hygiene and compliance with the cold chain.

Food poisoning agents also include certain *moulds*, which can form heat-stable toxins under certain conditions. Due to their recognisability and significance in some foods (especially fruit and vegetables), they shall also be taken into account.

Bacillus cereus (grows in the presence of oxygen) and *Clostridium perfringens* (grows even in the absence of oxygen) are the key pathogens in the **spore-forming** group and must be taken into account. Spore-formers survive the usual cooking processes by forming an extremely resistant spore coat. After heating, they begin to multiply again and form toxins. In order to manage these risks, keeping food hot after cooking or cooling it down after cooking is of utmost importance (see 7.2).

Viruses, especially **noroviruses**, shall also be taken into consideration. The likelihood of transmitting viruses can be reduced by taking appropriate hygiene measures such as hand cleaning and disinfection (Good Hygiene Practice measures). Heating processes are also effective against noroviruses.

An HACCP analysis sheet shall be used when dealing with the seven HACCP principles: In order to complete the HACCP analysis sheet, a typical meal component often prepared in the kitchen is selected from each product group and dealt with based on points a) to g).

Similar meal components usually result in the same critical control points, e.g. cooked rice - cooked pasta.

13.3 ANALYSIS SHEET / STANDARD PRODUCTION LINE 1 - HOT FOOD / FRESH FOOD:

Meal Component: All "Hot Food" meal components

Hazards (key pathogens): *Salmonella* and *Campylobacter*, *Staphylococcus aureus*, *Bacillus cereus*, *Clostridium perfringens*, moulds, noroviruses

Standard production line - hot meals and warm Patisserie



Method of monitoring CCPs:

Keeping food hot can be defined as a "CCP" for certain products (e.g. dumplings, rice, pasta). See chapter 7 for more information on the temperature at which food is to be kept hot.

When a heating process is defined as a CCP, the temperature, time, and control mode (who, how, with what, when) shall be specified and monitored.

*) if "cooking" is defined as a CCP, then controlling how well the food is cooked can be used as a monitoring tool.

Corrective action: reheating or discarding the product.

Verification: Regular checks of the processes and how they are carried out by the food business operator (at least once a year or whenever a procedure or recipe is changed)

Documentation:

CCP "cooking/frying/baking" temperature and time targets are documented.

*) Note: the documentation must be established according to the given requirements.

For certain preparation methods (barbecue area), it must be ensured through Good Hygiene Practice that the relevant hazards are prevented, eliminated or reduced to an acceptable level. A sufficiently high level of protection for human health can thus be achieved.

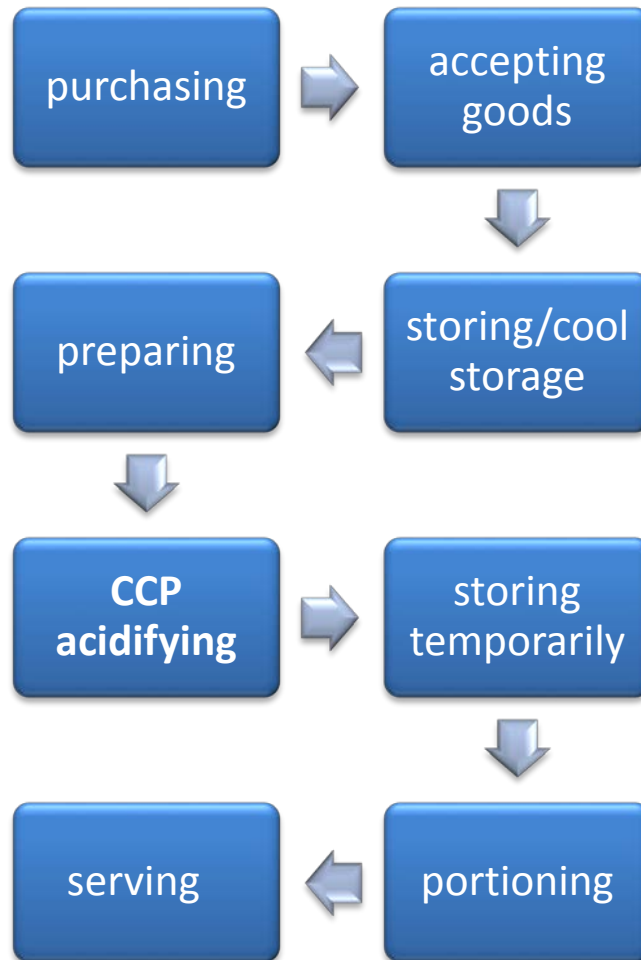
13.4 ANALYSIS SHEET /

STANDARD PRODUCTION LINE 2 - COLD FOOD:

Meal Component: All "Cold Food" meal components

Hazards (main bacteria): *Salmonella* and *Campylobacter*, *Staphylococcus aureus*, *Bacillus cereus*, *Clostridium perfringens*, mould, noroviruses

Standard production line - cold meals and cold Patisserie



Method of monitoring CCPs:

Marinating: A set recipe is used for marinating salads, whereby the pH value for each batch is measured. (It is important to ensure sufficient sensitivity of the measuring method: e.g. if the critical limit is pH 4.5, the measurement must be accurate to one tenth of a pH unit!)

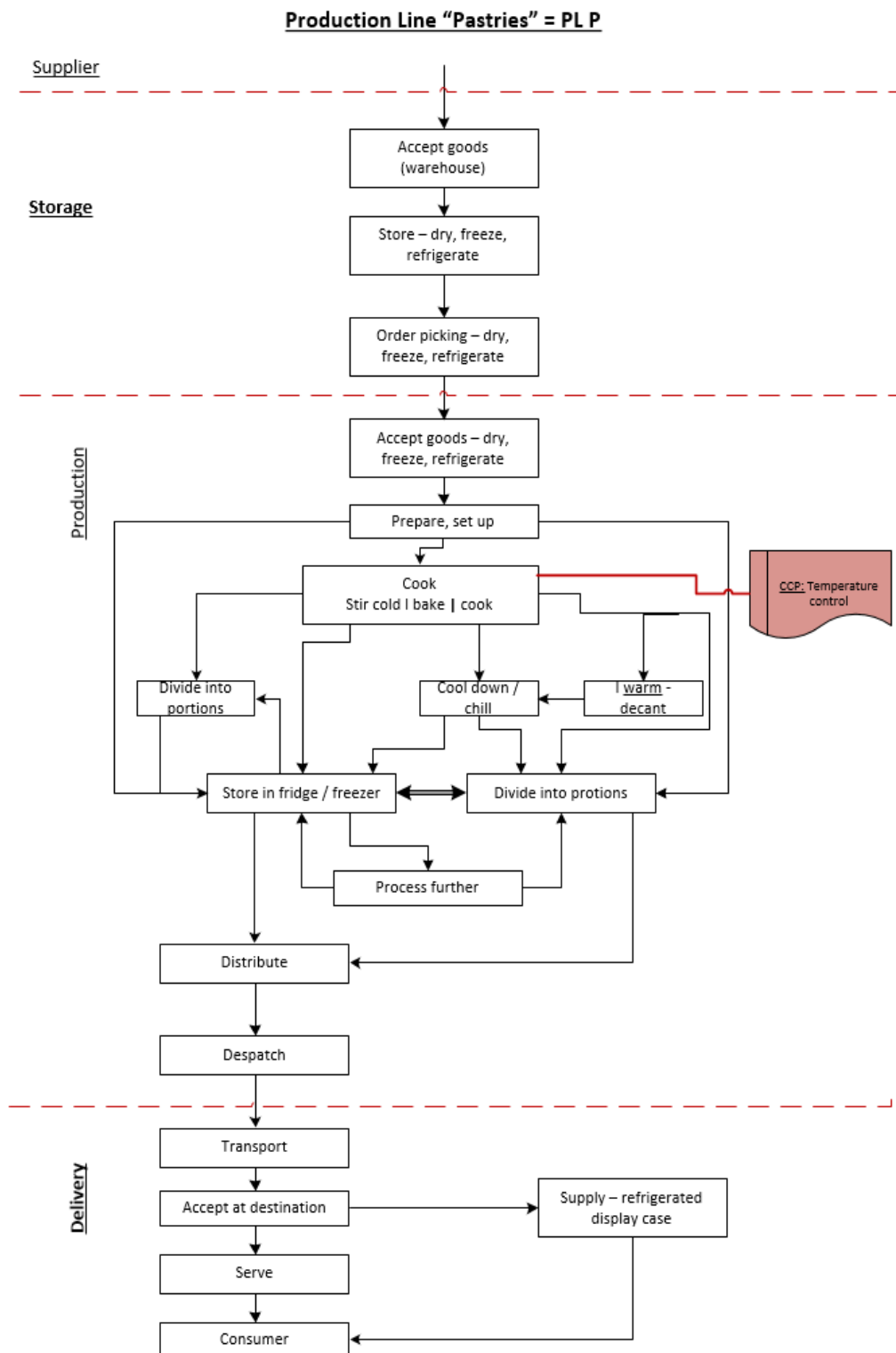
Corrective action: Adjust the acidity level of the salad

Verification:

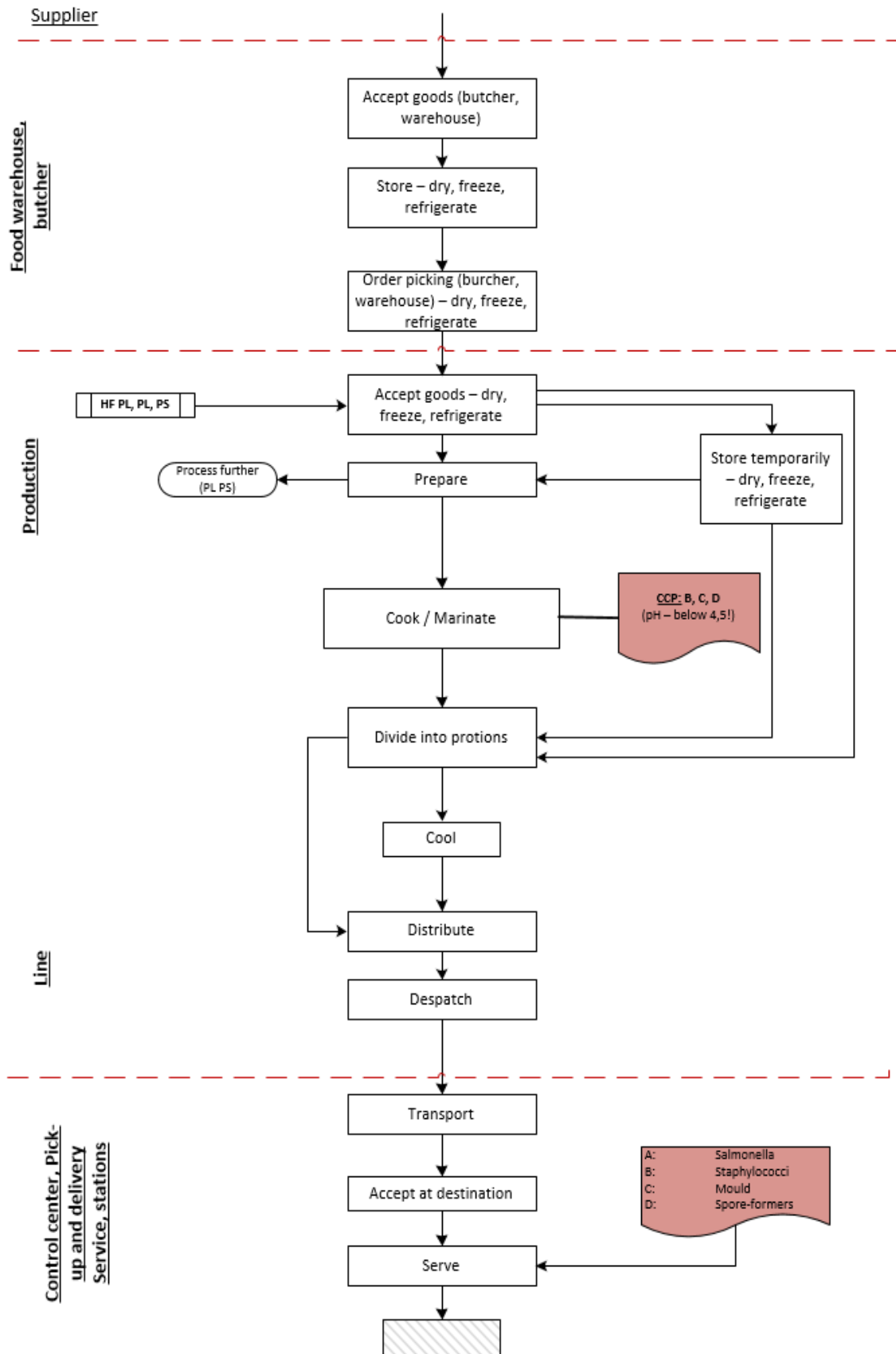
Regular checks of the processes and how they are carried out in the food business (at least once a year or when changing a procedure or recipe)

Documentation: The results of the pH checks are documented.

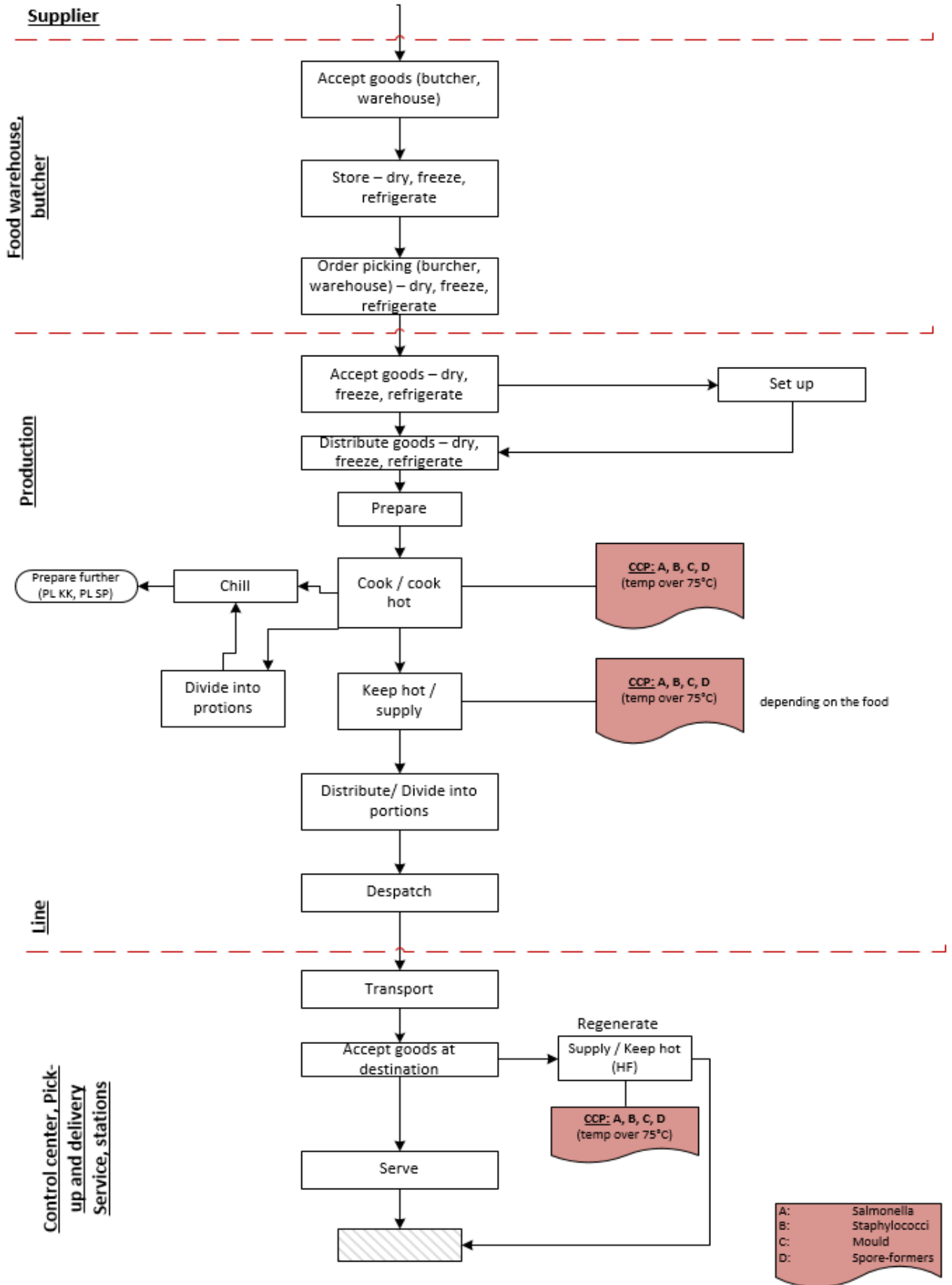
13.4.1 Examples of the description of standard production lines - the production processes in the pastry section can also be integrated into the “Cold Food” or “Hot Food” production lines.



Production Line "Cold Food" = PL CP



Production Line "Hot Food" = PL HF



13.5 USE OF INGREDIENT LISTS/RECIPE CARDS

Once standard production lines have been established and the control of microbiological hazards regulated, a further basis on which to work on is either the ingredient list or the recipe card.

Only in exceptional cases will it be necessary to add a HACCP analysis sheet to the ingredient list/recipe card, which is specific to each meal component.

The recipe card should contain the following elements:

- Name of the meal component
- Ingredient list or recipe
- HACCP part

The HACCP part of the ingredient list/recipe card should contain the following elements:

- Control of physical hazards
- Control of chemical hazards
- Control of microbiological hazards
 - Number of the standard production line
 - If there are meal components that cannot be assigned to a standard production line, a separate HACCP analysis sheet shall be used when processing them further.

A meal component is always dealt with from beginning to end. First of all, the potential physical and chemical hazards are assessed. The result is recorded on the recipe card.

Scheme for handling recipe cards

The following questions are asked for each meal component:

Question 1: Are there **physical hazards** that need to be brought under control?

Answer no:

→ tick off the group of physical hazards for this meal component

→ go to question 2

Answer yes:

→ The following points must be noted on the recipe card for every physical hazard:

Name of the hazard:

Name of the CCP (the step in the production process where hazard control is carried out):

Name of the control measure:

Corrective actions:

Type of documentation:

→ go to question 2

Question 2: Are there **chemical hazards** that need to be brought under control?

Answer no:

- tick off the group of chemical hazards for this meal component
- go to question 3

Answer yes:

- The following points must be noted on the recipe card for every chemical hazard:

Name of the hazard:

Name of the CCP (the step in the production process where hazard control is carried out):

Name of the control measure:

Corrective actions:

Type of documentation:

- go to question 3

Question 3: Are there **microbiological hazards** that need to be brought under control?

To answer this question, it is advisable to use the key pathogens mentioned in the standard production lines.

Answer no:

- this meal component is also microbiologically safe, the HACCP analysis is complete.

Answer yes:

- Assessment of the microbiological hazards using a HACCP analysis:

According to the previous determination, the respective food component is now assigned to one of the standard production lines. The number of this line is registered on the recipe card. Further analysis is therefore no longer necessary since the hazard control is carried out at the CCPs defined in the standard production line.

If a meal component does not fall into any of the standard production lines, a separate HACCP analysis must be carried out in the same way as for the standard production lines. The completed analysis sheet will be attached to the recipe card.