European Commission

Food redistribution in the EU: translation of *the French code of good hygienic practices in the distribution of food products by charitable organisations*

Saving Food Together

DISCLAIMER

This document constitutes an English translation of the “Guide des bonnes pratiques d’hygiène de la distribution de produits alimentaires par les organismes caritatifs”, originally drafted, published and authenticated in French. For legal purposes, only the authentic French text of the “Code of good hygienic practices in the distribution of food products by charitable organizations” shall be used. Whilst every effort was made to provide accurate information, the European Commission cannot take responsibility for any errors or omissions.

CODE OF GOOD HYGIENIC PRACTICES

IN THE DISTRIBUTION OF FOOD PRODUCTS BY CHARITABLE ORGANIZATIONS

2011 Edition
(Translated from French to English April 2020)

NOTICE TO FOOD PROFESSIONALS

About codes of good hygienic practices and application of

HACCP (Hazard Analysis Critical Control Point) principles

NOR: ECOC0500094V

(French *Journal Official* dated June 15, 2005)

The present notice replaces the notice on the same subject published in the *Journal Official* of the French Republic on November 24, 1993.

Considering the provisions of Regulations (EC) n° 852/2004 of April 29, 2004 on food products hygiene and n° 183/2005 (EC) of January 12, 2005 on animals feed hygiene, all professional organizations of food and animal feed are encouraged by the Agriculture, Consumer and Health Ministers to develop, disseminate and assist in the implementation of codes of good hygiene practices and application of HACCP principles.

Codes of good hygienic practices and application of HACCP principles should cover, on the one hand, all vegetal, mineral and animal food as well as animal feed at all stages of the food chain including at the stage of primary production and including the stage of the food produced by the animals, and, on the other hand, all the physical, chemical and biological hazards, including allergenic ingredients fortuitously present in foodstuffs. A code to good hygiene practices and application of HACCP principles is a reference document, on a voluntary basis, designed by a professional sector for professionals in the sector. It brings together, at different stages of the food chain and for the concerned food or animal feed products, the recommendations that should help to comply with the health rules laid down, as appropriate, by the articles 3, 4 and 5 of regulation n° 852/2004 (EC), or the provisions of regulation (EC) n° 853/2004, or articles 4, 5 and 6 of regulation (EC) n° 183/2005, including their annexes, and help to the application of HACCP principles. It is carried out in consultation with other concerned parties (other partners in the sector, consumers associations, supervisory authorities). A code usually covers only certain steps of the food chain. So that, in that step, its implementation can be considered by itself as sufficient to ensure compliance with the provisions of Regulations (EC) n° 852/2004 and (EC) n°183/2005, it must take into account all the hazards that should be prevented, eliminated or reduced to an acceptable level for food or identified food products in its scope. However, if the arguments justify it, a code can also take into account that type of hazard, but in this case the trader who applies it must also master other types of hazards either by developing himself necessary measures, or with the complementary aid of another code for these other types of hazards.

For food and/or feed, and for the activities falling within its scope, the code recommends adapted ways or methods, control procedures, especially self-regulatory, and its implementation should result in controlling hazards identified in conformity with regulatory requirements. It specifies in particular the applicable good hygienic practices and offers support for the establishment of a control system of concerned hazards based on the HACCP principles. It can also provide examples of HACCP plans that can be adapted by each company according to its specificities. It can also make recommendations for the implementation of traceability and for the determination of life dates, and storage or use conditions, and any further recommendations relating to the safety or suitability of food and/or feed.

Codes are developed at national level:

- Either within professional organizations in liaison, as appropriate, with technical centres;

- Or by way of standardization.

For their development, the following are considered:

- For food: the objectives and essential requirements of articles 3, 4 and 5 of regulation (EC) n° 852/2004 and its annexes and, if applicable, of regulation (EC) n° 853 / 2004. Particularly, when they concern primary production and associated operations listed in annex 1 of regulation(EC) n° 852/2004, the development of the code takes into account the recommendations contained in part B of this annex 1;

- For feed: the objectives and essential requirements of articles 4, 5 and 6 of regulation (EC) n° 183/2005 and its annexes. In particular, when they concern primary production and those associated operations listed in annex 1 of regulation(EC) n° 183/2005, the development of the guide takes into account the recommendations contained in part B of this annex, and when it concerns the supply of feed for animals producing food, the development of the guide takes into account the recommendations contained in annex III;

- Any community or national related regulations affecting food hygiene;

-The international code on recommended general principles of food hygiene and other relevant practice codes of the *Codex alimentarius*;

- The HACCP way (hazards analysis critical control point).

Agriculture, Consumer Affairs and Health Ministers validate the guides. They ensure that their contents are applicable in the sectors for which they are intended.

Prior to their validation:
The ministers submit the guides to the scientific opinion of the French Agency for Food Safety (AFSSA). It assesses the feasibility of the proposed recommendations:

- For food and involved hazards: allow compliance with the hygienic rules laid down in articles 3, 4 and 5 of regulation (EC) n° 852/2004, including its annexes and, where applicable, the dispositions of regulation (EC) n° 853/2004 and helping the implementation of HACCP principles;

- For animal feed and concerned hazards, to allow compliance with the hygiene rules laid down in articles 4,5 and 6 of regulation (EC) n° 183/2005, including its annexes, and helping the implementation of HACCP principles.

The codes are also presented to the National Consumer Council (food industry group) for the information of the concerned economic actors.
A notice published in the Official Journal of the French Republic advertises the validation of the guides.

Compliance by professional traders of the validated guides recommendations is a privileged way of justification of compliance with regulations(EC) n° 852/2004, 853/2004 and 183/2005.

The codes are revised especially when scientific, technological or regulatory evolutions so require. Professionals initiate the review. If necessary, the agriculture, consumer or health ministers report to professionals the need to revise, if necessary, on the proposal of the AFSSA.

Validated guides are communicated to the European Commission.

The guides developed in accordance with Directive 93/43/CEE remain applicable as they are compatible with the objectives of regulation (EC) n° 852/2004.

NOTICE ON THE VALIDATION OF A CODE OF GOOD HYGIENIC PRACTICES AND APPLICATION OF HACCP PRINCIPLES

NOR: AGRG1121802V
("*Journal Official* " of August 12, 2011)

Considering regulation (EC) n° 852/2004 of the European Parliament and of the Council of April 29, 2004 on food hygiene;

Considering the notice to food professionals on good hygienic practices guides published in the *Journal Official* of the French Republic June 15, 2005;

Considering the notice of the French Agency for Food Safety (AFSSA) issued on November 27, 2009; the National Consumer Council (food company) heard on January 13, 2011;

The code of good hygienic practice "Distribution of food by charitable organizations" prepared by "the French Red Cross, the French Federation of Food Banks, les Restaurants du Coeur and the French Secours Populaire", is validated.

SUMMARY

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INTRODUCTION

A. Scope of the Good Hygienic Practices Code

This code aims at giving recommendations of good hygiene practices (GHP) to all charities during activities of food distribution, either free or at a low cost, of ready to be cooked or consumable food products, to people experiencing precariousness. These charities can be private or public, in which case they are often organized as associations covered by French 1901 law (=NGOs) and can be recognized, or not, of public utility.

The Food Aid sector comprises various stages:
- Products supply, according to the following cases: purchases, donations, collections
- Transport, at different conveying steps, by service providers or the associations (=charities) themselves,
- Product storage,
- Handling and preparation of orders and batches to be distributed,
- Food delivery to beneficiaries by charitable organizations in the form of:
    - Food boxes
    - Free choice ("Social groceries", "Free-services solidarity"...).

This code concerns only steps and activities directly supported by the associations themselves. It does not concern the transport steps, the subcontracted storage and handling or the manufacturing of the primary foodstuffs, as the associations do not prepare the components themselves.

Meal distribution is not in the scope of this guide

Food aid operations are for families with children, youth, seniors, and adults in precarious situations. This fragile population makes it especially sensitive to food risks.
Considering the variety of distributed products (groceries, frozen, refrigerated), including the perishable (or very perishable) products, and considering the beneficiaries, it is essential to ensure food safety at every step of the food-chain.

B. Context in which the guide is written

This code was prepared by the following charities engaged in providing food assistance to people in precarious situations: French Red Cross, French Federation of Food Banks, les Restaurants du Coeur, le Secours Populaire. These associations are considered as representing the sector.

The main constraints are of three types:
- Organization of the sector and distribution of food products rely overwhelmingly on involved volunteers from varied professional backgrounds, who do not have necessarily any knowledge in the field of food safety,
- The equipment resources are more or less suitable (premises, loaned, leased or owned vehicles) due to limited financial resources,
- Distributed products are diverse and include particularly perishable foods such as refrigerated or frozen products.

This code is based on food hygienic practices in place for many years and formalizes a recognized know-how. It is designed to help those involved in the food aid chain. This

document does not prescribe, but is a tool to facilitate the establishment of a sanitary management plan (PMS), indispensable to ensure the safety of the distributed food.

C. Regulatory Bases

This code has received a favourable opinion from AFSSA and has been validated by the authorities. While taking into account the constraints and specificities of food aid, it is based on:

- Regulation (EC) No 178/2002 of January 28, 2002 laying down general principles and the requirements of food law;
- Regulation (EC) No. 852-2004 of April 29,2004 on foodstuffs hygiene;
- Regulation (EC) No. 853-2004 of April 29, 2004 laying down specific hygiene rules for food of animal origin;
- Regulation (EC) n ° 2073-2005 of November 15, 2005 on microbiological criteria of foodstuffs;
- French national regulations:
- Decree of Dec. 21, 2009: sanitary rules for retail activities, storage and transport of products of animal origin and foodstuffs containing it;
- Decree 2009-1121 of Sept. 16, 2009: hygiene of foodstuffs other than animal products and foodstuffs with animal product.

These texts will be replaced, and adapted to European regulations as needed.

This code provides control means of good hygiene practices based on hazards analysis to ensure safety and health security of food available for consumption. This approach does not require constant monitoring, but relevant survey records and corrective actions. It was selected as the most relevant for the application of the regulations, due to implementation constraints linked to food distribution conditions organized by charities and given the proposed analysis of hazards.

Indeed, in all associations, the vast majority of stakeholders are volunteers of varied professional backgrounds. Although volunteers are motivated by their activity, they can demonstrate skills and varied sensitivities about hygiene and enforcement rules. The staff rotation and the sharing of performed tasks can be significant.
The premises and vehicles used by associations are of various origins: their own, rented or made available. They can be permanent or of temporary use. They are more or less adapted for food product logistics.

Therefore, it is appropriate to adopt rules to meet this specificity.

This development approach is based on the guidelines of the European Commission regarding the flexibility in HACCP (Hazard Analysis Critical Control Point) (see the guidance document on the application of procedures based on HACCP principles and their help to implement in certain food businesses: SANCO/1955/2005 Rev. 3 [PLSPV/2005/1955/1955R3-FR.doc]).

This flexibility allows food establishments that neither prepare nor manufacture nor process foodstuffs, to control hazards through compliance with procedures of a good hygienic practices guide. Indeed, guides to good practices are a simple but effective way to overcome difficulties that certain food businesses may encounter when implementing a detailed HACCP procedure.

This is a dual approach:

- An educational process: All persons involved in food aid must be informed about food risks and how to prevent them. The greatest attention must be paid to raising awareness of food hygiene and training of, as many as possible, stakeholders in the sector. This is to make them acquire the knowledge and skills essential to the safety of food they distribute. Sensitization to food hygiene of beneficiaries is also desirable.

- An adequate approach: The EU food legislation must be applied, taking into account the special constraints of food aid (adaptation steps and attitudes to the situation of Charities and their specific organizational requirements).

D. Good Hygienic Practices

The new European regulatory approach requires ensuring the hygiene (safety and security) of food to be consumed. It sets performance requirements while allowing professionals in each concerned sector some freedom in terms of resources (particularly in terms of limitations on premises/equipment) to achieve results. The European regulation indicates, however, the following organization in regulation 852/2004 on foodstuffs hygiene, to develop a PMS (sanitary management plan). It comprises:

- The GHP (training, disinfection/cleaning plan, plan against pests, respect for the cold chain in particular...);
- The HACCP approach;
- Traceability/withdrawal and recall management.

To fight effectively against the main hazards and risks related to food distribution, Charities, at the origin of this code, have chosen to establish their sanitary management plan on a preventive approach based on good hygienic practices. Indeed, the work of Charities is focused on the distribution of food products, and excludes processing. The editors of this code have therefore conducted an analysis of hazards leading to control means for good hygiene practices and not identifying the CCP (Critical Control Point) as defined in the Alimentarius Codex.

E. Architecture of the good hygienic practices code

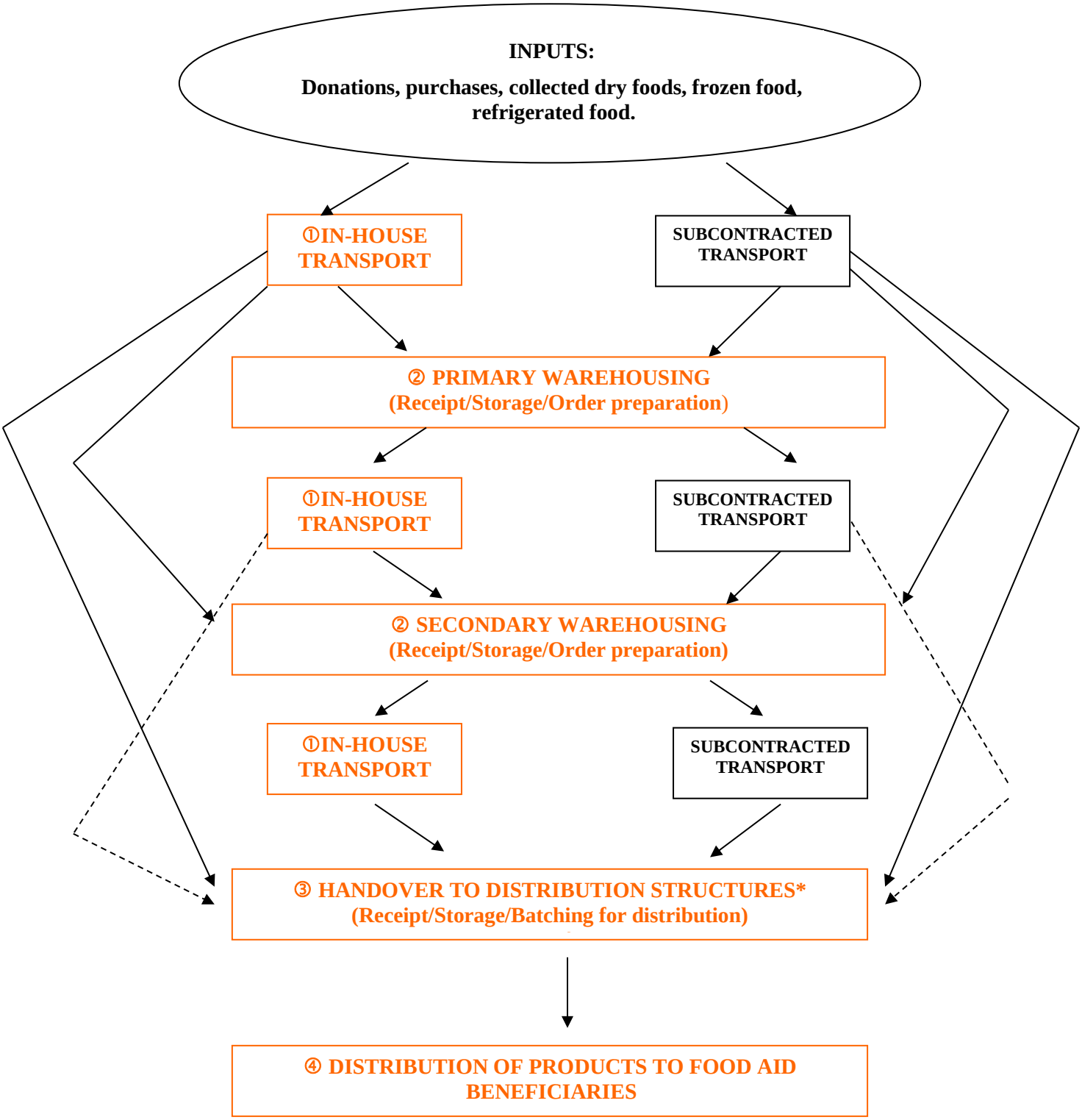
The architecture of this code is based on the progress of the sanitary management plan considered under the aspect of good hygienic practices. It is divided into 4 parts:

1. Diagrams:
   a) General diagram showing the associations' distribution sector;
   b) Details of the steps under the responsibility of civil society actors.
2. Analysis of hazards.
3. Step by step table, control measures.
4. Practical sheets: documentation and registration system.
   The practical sheets are intended to facilitate the implementation of good practices.
   They are divided into:
   - General sheets: concerning the steps leading to the delivery of food to beneficiaries;
   - "Consumer" sheets: they relate to the risks involved in the consumption of specific products by a certain public (beneficiaries).

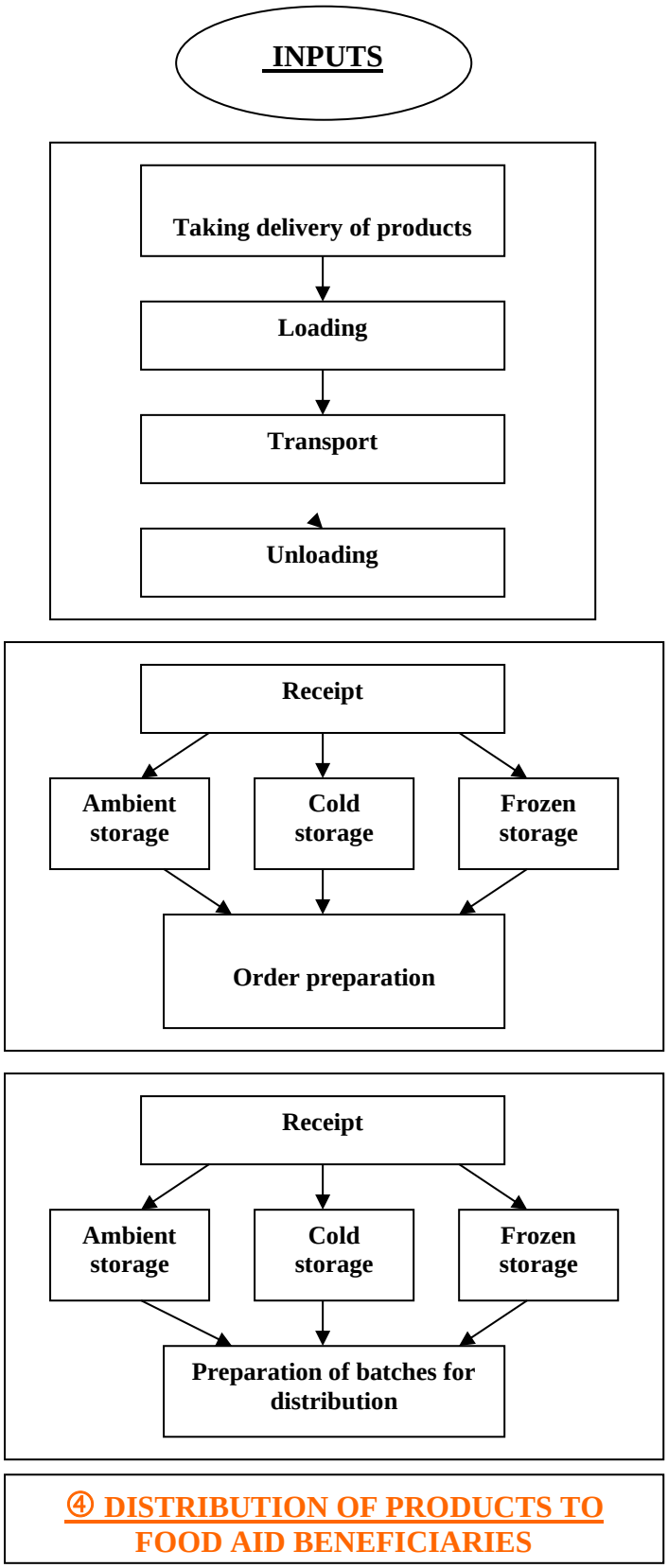
   They come directly from the proposed hazards analysis.

1. Charts

1.1 Overview of the organisations' distribution chain


INPUTS:
Donations, purchases, collected dry foods, frozen food, refrigerated food.
①IN-HOUSE TRANSPORT
SUBCONTRACTED TRANSPORT
② PRIMARY WAREHOUSING (Receipt/Storage/Order preparation)
①IN-HOUSE TRANSPORT
SUBCONTRACTED TRANSPORT
② SECONDARY WAREHOUSING (Receipt/Storage/Order preparation)
①IN-HOUSE TRANSPORT
SUBCONTRACTED TRANSPORT
③ HANDOVER TO DISTRIBUTION STRUCTURES* (Receipt/Storage/Batching for distribution)
④ DISTRIBUTION OF PRODUCTS TO FOOD AID BENEFICIARIES

1.2 Details of the stages for which the organisations are responsible



The transport and storage phases can be handled by the organisations themselves or they can be subcontracted. This good practices guide only deals with the transport, warehousing, and order preparation stages handled by the organisations (in orange in the charts above). Subcontractors are subject to the regulations inherent to their profession.

2. Hazard analysis

There are three types of hazard: biological (bacteria, parasites, viruses, etc.), chemical (chemical residues, cleaning products, etc.) and physical (foreign bodies, packaging debris, etc.).

The diversity of the food products distributed and all of the logistical stages involved generate specific hazards.

Those hazards not only require special attention from the individuals responsible for food distribution operations, they also require everyone involved in said operations to be well informed.

The main consequence, which requires the utmost vigilance from the people in charge, is the appearance of foodborne intoxication* and of foodborne infection*. The main hazards discussed in this guide are of a biological nature. They are caused by the contamination of food products by an infectious agent and/or the multiplication of microorganisms under favourable conditions. This infectious agent can be introduced by five risk factors*: the food itself, the equipment, the environment, the methods used, and the employees involved.

Particular attention should be given to:

- ensuring the expiry date of the **food** products is respected and that their wrapping remains intact,
- using the appropriate **equipment** and making sure it is in a good general state of repair and is properly cleaned,
- the **environment** in which the food products are stored,
- making sure the correct conservation **methods** are used, in line with the specific requirements of each product,
- ensuring that the **employees** responsible for distributing the food products comply with the relevant hygiene measures.

2.1 Biological hazard

Biological hazard is the main hazard that has to be controlled throughout all stages of the process leading up to the distribution of food products.

Food preservation measures must be taken into account systematically, especially compliance with the cold chain. Two concurrent factors are necessary on order for pathogenic microorganisms* to develop in food: contamination of the food by a microorganism and enough time at a critical temperature for the microorganism to develop, and a high enough concentration of the microorganism in the food to make it unsafe to eat.

Bacteria

Once the quantity of pathogenic microorganisms or of the toxins produced by microorganisms in the food reaches a critical level, the food becomes unsafe to eat and could cause foodborne intoxication or foodborne infection.

Table of the principal biological hazards: - bacteria
(drawn up based on the microbiological hazard information sheets produced by the French Food Safety Agency (Agence Française de Sécurité Sanitaire des Aliments, AFSSA), available on the Agency's website: www.afssa.fr)

Hazard	Origin	Means of contamination or development	Food products that could be affected	Pathology
Salmonella enteritidis (AFSSA information sheet *Salmonella spp.*, June 2002)	• Ill humans and healthy carriers* • Animals: especially poultry, cattle and sheep • Water and other food in direct contact with the stools of ill humans or animal carriers Nearly all foodstuffs can contain Salmonella, but animal foodstuffs, such as eggs, are the most affected	Contamination: Cross-contamination* (food to food, food to equipment, food handled by humans) Poor hygiene (hand to equipment) Multiplication: Pre-prepared meals Breaking of the cold chain	• Polluted water, raw food products, • Curing agents • Raw cold cuts • Poultry • Eggs and egg-based products (chocolate mousse, creams, mayonnaise, etc.) • Animal foodstuffs (meats, fish) • Products that have been handled	Salmonellosis, Gastroenteritis Main symptoms: fever of 39-40°, abdominal pain, nausea, vomiting, diarrhoea
Campylobacter jejuni (AFSSA information sheet *Campylobacter spp.*, May 2006)	• Very few healthy carriers • Livestock (poultry, swine, cattle, sheep) • Domestic pets and rodents	Contamination: Undercooked contaminated food, Contact with infected animals Inter-human contamination is rare Poor hygiene (hand to equipment) Multiplication: Pre-prepared meals Breaking of the cold chain	Poultry, pork, • Raw milk • Polluted water	Severe enteritis Main symptoms: abdominal pain, diarrhoea, fever

Hazard	Origin	Means of contamination or development	Food products that could be affected	Pathology
Staphylococcus aureus (AFSSA information sheet *Staphylococcus aureus,* May 2003)	• Healthy human carrier of golden staph • Infected wound, diarrhoea or bronchitis	Contamination: Infected carrier Poor hygiene (hand-sneeze) Multiplication: Pre-prepared meals Breaking of the cold chain	All	Foodborne infection Main symptoms: nausea, abdominal pain, severe vomiting, diarrhoea
Escherichia Coli (AFSSA information sheet Enterohemorrhagic *Escherichia coli (EHEC),* November 2001)	• Animals, especially rodents Water (faecal contamination) • Human carrier	Contamination: Primary contamination: undercooked contaminated food (chiefly minced meat) Cross-contamination: food-human handling Multiplication: Pre-prepared meals Breaking of the cold chain	• Undercooked meat • Raw milk • Polluted water	Foodborne infection that can lead to haemolytic uremic syndrome Main symptoms: diarrhoea, often bloody
Listeria monocytogenes (AFSSA information sheet *Listeria monocytogenes,* June 2006)	• Sheep, cattle, goats, chickens, fish • Widespread throughout the environment (soil, earth, plants/vegetables)	Contamination: Primary contamination of food (very resilient in an outside environment: soil, water, food; resistant to hostile conditions and can even multiply at a low temperature) Cross-contamination (food to food, food to equipment, food handled by humans) Poor hygiene (hands, food, equipment) Multiplication: Pre-prepared meals Breaking of the cold chain	• Raw or slightly cooked food products of plant origin (salads) or animal origin (raw ham, raw milk, etc.) • Cold cuts, cheeses	Listeriosis Main symptoms: impairment of the central nervous system (meningitis, encephalitis), sepsis, flu-like symptoms in pregnant women

Hazard	Origin	Means of contamination or development	Food products that could be affected	Pathology
Clostridium perfringens (AFSSA information sheet *Clostridium perfringens*, May 2006)	• Humans • Animals • Soil, water (faecal contamination)	Contamination: Poor hygiene (badly washed food products) Improper cooking (improper cooking or reheating) Multiplication: Pre-prepared meals Breaking of the cold chain	Fruit and vegetables, meats, sauces, meat-based products	Foodborne infection Main symptoms: diarrhoea, stomach-ache, sometimes nausea
Clostridium botulinum (AFSSA information sheet *Clostridium botulinum*, Clostridial neurotoxins, May 2006)	• Contaminated soil • Animals	Contamination: Initially contaminated food product Multiplication: Poor preservation of contaminated food	• Food kept in a damaged tin • Contaminated food products (homemade preserves, refrigerated and vacuum-packed food, deli meats or industrial cold cuts)	Botulism Main symptoms: flaccid paralysis without affecting the sensory system; eye damage initially, followed by oral damage
Bacillus cereus (AFSSA information sheet *Bacillus cereus, October* 2001)	• Soil (ubiquitous*) • Raw, dried or processed food	Contamination: Initially contaminated food product Multiplication: Cooked food preserved at room temperature	All foods, mainly food and cooked food preserved at room temperature.	Foodborne infection. Main symptoms: vomiting, diarrhoea
Yersinia enterocolitica, (AFSSA information sheet *Yersinia enterocolitica, Yersinia pseudotuberculosis*, April 2006)	• Animals (swine, sheep, poultry, rodents, dogs, cats, etc.)	Contamination: Initially contaminated food product, wash water Multiplication: Improper cooking Poor preservation	Meat, dairy products, plants/vegetables	Foodborne infection Main symptoms: vomiting, diarrhoea, abdominal cramps

Spoilage floras

- *Pseudomonas* and other spoilage bacteria:

They are chiefly found in water, soil and plants/vegetables. The main food products contaminated are diary products, egg products, meat and plants/vegetables. These bacteria are responsible for food spoilage (spoiled taste, texture, smell, colour, etc.).

Charities are not really affected by these microorganisms, as they are dealt with by the agro-food industries. Compliance with the cold chain limits their development.

- Yeasts:

Very widespread in nature, yeasts particularly affect acidic, sweet, savoury and fat-rich food products. Most yeasts found in food belong to either the *Saccharomycetaceae* family or the *Crytococcaceae* family. Yeasts are not normally pathogenic. Yeast contamination in food causes undesirable changes (spoiled taste and texture, increased pH level, etc.).
All it takes to limit yeast development is to implement basic hygiene measures, such as: equipment cleanliness, cleaning and disinfecting of workstations, employee hygiene.

- Moulds:

Moulds are very widespread in the environment. They are commonly found in soil and in the dust suspended in the air. With the right humidity, ventilation and temperature levels, moulds can develop on almost all kinds of food. Some moulds can produce mycotoxins and cause food poisoning. Mycotoxins are natural contaminants found in a number of foods of vegetable origin, as well as in compound or manufactured feed intended for consumption. Moulds can also be found in milk, eggs, meat or offal if the animals were exposed to food contaminated by mycotoxins. Over 300 moulds have been identified, but only around 30 of them have toxic properties that are actually of concern to humans. Some moulds are carcinogenic and mutagenic, while others can cause liver, kidney and nervous system damage.

The three main families of moulds involved in food poisoning are: *Aspergillus*, *Penicillium* and *Fusarium*.

Food products that are contaminated with moulds (fresh fruit and vegetables, vacuum-packed products with packaging that is no longer airtight) must be removed from distribution.

Parasites

The main parasites are as follows (source: AFSSA "parasites" information sheets):

- -*Anisakis spp.*, *Pseudoterranova*: herring worm, cod worm;
- -*Cryptosporidium spp.*: protozoan*;
- -*Cyclospora spp.*: protozoan;
- -*Diphyllobothrium latum*: cestode*;
- -*Entamoeba histolytica*: amoeba*;
- -*Enterocytozoon bieneusi*: protozoan;
- -*Fasciola hepatica*: common liver fluke;
- -*Toxoplasma gondii*: protozoan;
- -*Trichinella spp.*: roundworm;
- -*Taenia spp.*: tapeworm.

Food distribution itself is not a risk factor for contamination by parasites. Therefore, this type of hazard will not be dealt with here.
Usually, thorough cooking and rigorous hygiene are enough to destroy parasite larvae (these recommendations will be addressed in the "consumers" section).

Viruses

In principle, food distributed by charities is not affected by viruses because viruses are mainly transmitted by shellfish.

In the event an organisation receives an exceptional donation of such products, it must make sure the donor is a professional in his or her field and that he complies strictly with the regulations in force for said products. The products must come from certified production plants.

Allergies*

Some people are particularly sensitive, especially to allergens contained in certain food products. In principle, allergens are listed on pre-packaged food labels, according to current regulations. If this is not the case, the composition of the food products distributed must be made available to the food aid beneficiaries.

Should the exact composition of the food products not be known (in particular, donations of products that have not been pre-packed, or have been portioned/repackaged), the beneficiaries must be informed that it is impossible to guarantee the absence of allergenic ingredients.

2.2 Chemical hazards

Within the framework of food safety, the risks linked to food contamination due to the use of non-food materials (tins, bottles, jerry cans), to poor storage conditions and/or inappropriate cleaning or disinfection, will not be overlooked.

2.3 Physical hazards

Foreign bodies (stones, earth, glass, etc.) introduced accidentally into food (mainly fresh fruit and vegetables) can harm the individual that ingests them. Thus, the individuals involved in food distribution must be especially vigilant.

All of these hazards will be analysed in the hazard management table presented below, for each stage mapped in the diagram detailing the stages that fall under the responsibility of the organisation (chart on page 7).

The stages undertaken by a service provider fall under their responsibility and will therefore not be dealt with further on.

3. Table: stage-specific hazard management

Type of hazard	Risk factors	Hazard management procedure (Preventive measures = good practices)	Checks	Corrective measures	Guide references

The "Type of hazard" column specifies the nature of the hazard involved: biological, chemical or physical. This generic classification of hazards can be used by charities since their activities are focused on food distribution and do not include processing.

The "Risk factors" column specifies the conditions under which the hazard is likely to occur. For each stage, we will discuss the risk factors based on the 5 risk factors mentioned in section 2 above (the food itself, the equipment, the environment, the methods used, and the employees involved).

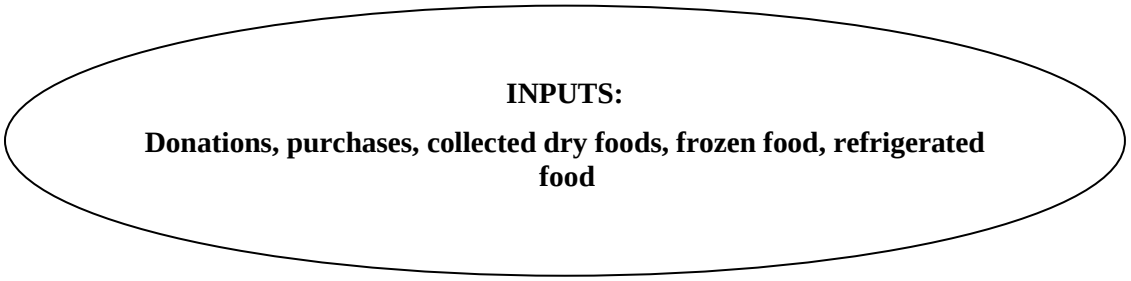
The "Hazard management procedure" column puts forward preventive measures to be implemented to avoid the previously mentioned hazard occurring. These procedures are not prescriptive - they may be replaced by other procedures that efficiently eliminate the hazard.

The "Checks" column puts forward methods for verifying the efficiency of the hazard management measures implemented. The methods are simple and reliable (keeping a dashboard, etc.): simple, so they can be adapted to the specific nature of the operations, and reliable for quickly verifying the efficiency of the preventive measures implemented.

The "Corrective measures" column specifies the line of action to follow in order to restore an acceptable level of safety.

The "Guide references" column refers to the practical information sheets and corresponding registration documents.

The inputs



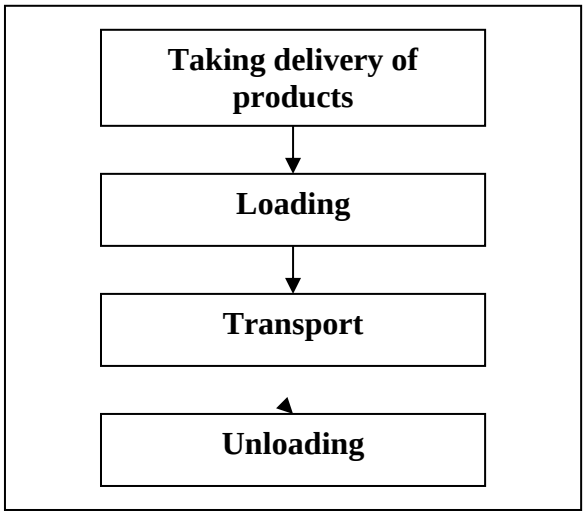
The organisations' general supply mainly comes from 4 sources:

- Donations from suppliers/producers/distributors: for various reasons, agro-food companies, producers and distributors may sometimes donate some of their food products to food aid organisations (a minor flaw* that poses no health risk, stock clearance, short expiry date, etc.).
- Collections of donations from private individuals (in hypermarkets and supermarkets, schools, companies, etc.): in this case, the individuals donate the food products of their choice (but only non-perishable goods) to the organisations organising the collections.
- Purchase of food products (wholesale): some organisations purchase products from agro-food sector wholesalers and producers via the conventional business channels.
- Products received via European Union aid initiatives (as part of the MDP* =European Food Aid Programme for the Most Deprived, or the PNAA* = *Plan national d'aide alimentaire*, France's national food aid programme): such products follow the same logistics channels as wholesale products.

The allocation of the food supplies, both in terms of origin (sources listed below) and of product category (dry, frozen or refrigerated food), varies greatly from one organisation to the next. The food products distributed to food aid beneficiaries vary heavily: meat, fish, eggs, dairy produce, fruit and vegetables, grocery products and so forth.

Since the inputs are not prepared by the organisations themselves, their main concern is to ensure safety while selecting inputs. The various rules to be observed when purchasing, collecting or donating food are listed in the practical information sheet 1- Purchases, donations/collections and "pick-ups".

3.1 In-house transport



The goods are shipped to a storage warehouse* using the appropriate means of transport (lorries, vans, utility vehicles, etc.), which have to comply with the relevant standards on transporting food (temperature, hygiene, etc.).

3.1.1 Taking delivery of products

Type of hazard	Risk factors*	Hazard management procedure (preventive measures = good practices)	Checks	Corrective measures	Guide references
Biological **Chemical** **Physical**	**Food:** *All food products:* product with damaged wrapping*/packaging*, product whose aspect is not up to standard, initially contaminated product	Selection of donation proposals prior to acceptance, according to the "Purchases, donations/collections and pick-ups" practical information sheet	Visual inspection of the integrity of the packaging	Refusal to take delivery Where a minor flaw is present, only products whose quality is unaffected should be accepted	Information sheet 1 "Purchases, donations/collections and pick-ups"
Biological	Expired UBD/BBD or short UBD/BBD	Selection of purchased products, according to the "Purchases, donations/collections and pick-ups" practical information sheet	Visual inspection of the products' UBD/BBD	•BBD* case: - Purchases: refusal of products with an expired BBD - Donations: if the BBD has expired, only products whose aspect remains unaltered should be accepted •UBD * case: - Purchases and donations: refusal of products with an expired UBD - Donations : if the UBD is very short, only products that will be distributed to food aid beneficiaries before the UBD expires should be accepted	Information sheet 3 "Taking delivery of products" Information sheet 9 "Management of "use by" dates (UBD) and "best before" dates (BBD)"

Type of hazard	Risk factors*	Hazard management procedure (preventive measures = good practices)	Checks	Corrective measures	Guide references
Biological **Chemical**	Labelling defect (incomplete, missing)		Visual inspection of the labelling	•Purchases: refusal of the product if the labelling is missing or incomplete Refusal to purchase products whose labelling is not in French •Donations: acceptance of products whose labelling is either in a foreign language, incomplete or missing if the labelling information (or translation) will be available to the food aid beneficiaries after delivery by the supplier	Information sheet 10 "Product labelling and traceability"
Chemical	Cross-contamination between hygiene/cleaning products and food products	Selection of donation proposals prior to acceptance, according to the "Purchases, donations/collections and pick-ups" practical information sheet Selection of purchased products, according to the "Purchases, donations/collections and pick-ups" practical information sheet	Visual inspection to ensure that hygiene/cleaning products and food products are properly separated	Refusal if there is a risk that a hygiene/cleaning product has leaked on the food products	Information sheet 1 "Purchases, donations/collections and pick-ups"
Biological	*Fresh produce specifications* Product temperature does not comply with regulations	Selection of purchased products, according to the practical information sheet "Purchases, donations/collections and pick-ups"	Temperature check Labelling check	- Refusal to take delivery: ~ Temperature does not fall between the permitted temperatures for refrigerated products stipulated in the "Cold chain" practical information sheet	Information sheet 1 "Purchases, donations/collections and pick-ups"

Type of hazard	Risk factors*	Hazard management procedure (preventive measures = good practices)	Checks	Corrective measures	Guide references
				- Refusal to take delivery of a frozen product that has defrosted	Information sheet 12 "Cold chain"
Biological	*Loose fruit and vegetable specifications:* Products with mould, rot etc. present	Selection of purchased products, according to the practical information sheet "Purchases, donations/collections and pick-ups" Selection of donation proposals prior to acceptance, according to the "Purchases, donations/collections and pick-ups" practical information sheet	Visual inspection of the aspect of the product	- Purchases: refusal of products - Donations: refusal of the products if most of them are damaged If a few damaged items are present, only accept the products if they are to be sorted prior to distribution to the beneficiaries	Information sheet 1 "Purchases, donations/collections and pick-ups"
Physical	Presence of foreign bodies (stones, glass, etc.)			Refusal if the products have become unsafe to eat or if sorting is not a possibility	
Biological	*Frozen product specifications:* Product temperature does not comply with regulations	Selection of purchased products, according to the "Purchases, donations/collections and pick-ups" practical information sheet Selection of donation proposals prior to acceptance, according to the "Purchases, donations/collections and pick-ups" practical information sheet	Temperature check	Refusal to take delivery if the product's temperature exceeds -15°C	Information sheet 1 "Purchases, donations/collections and pick-ups" Information sheet 12 "Cold chain"
Biological **Physical**	**Equipment:** Damaged, broken or mouldy pallets Damaged boxes	Selection of purchased products, according to the "Purchases, donations/collections and pick-ups" practical information sheet Selection of donation proposals prior to acceptance, according to the	Visual inspection of the aspect of the pallets and boxes	Refusal if the wrapping is damaged, leaving the products exposed, or if rewrapping (replacing the box) is not a possibility	Information sheet 1 "Purchases, donations/collections and pick-ups"

Type of hazard	Risk factors*	Hazard management procedure (preventive measures = good practices)	Checks	Corrective measures	Guide references
		"Purchases, donations/collections and pick-ups" practical information sheet			
	Environment: No risk identified				
Biological	**Method:** Time to take delivery of refrigerated and frozen products is overly long	Reduce unloading time to a bare minimum	Unloading process continuity	If the process of unloading refrigerated and frozen products is interrupted, destruction (or donation to the French Society for the Protection of Animals, hereinafter SPA) of any products whose cold chain has been broken, resulting in a rise in temperature to a non-compliant level: ~ Temperature does not fall between the permitted temperatures for refrigerated products stipulated in the "Cold chain" practical information sheet ~ Temperature above -15°C for frozen products Reduce unloading time Reorganise the unloading process	Information sheet 3 "Taking delivery of products"
Biological	**Employees:** Unsatisfactory hygiene or state of health (poor personal hygiene, illnesses, unhealed wounds)	Personal hygiene and cleanliness of clothes of the individuals concerned Do not assign this position to an individual whose state of health could pose a risk (if they have a viral or bacterial illness, hand wounds or illnesses, etc.)	Check employees' state of health	Reiteration of hygiene instructions Until they are fully recovered, individuals who are usually in contact with food should be kept away	Information sheet 3 "Taking delivery of products"

Type of hazard	Risk factors*	Hazard management procedure (preventive measures = good practices)	Checks	Corrective measures	Guide references
Biological	Insufficient training	Provision of training on hygiene and the rules for taking delivery of products, according to the practical information sheets "Employee hygiene and health" and "Taking delivery of products"	Visual inspection of employee practices	Reiteration of hygiene instructions	Information sheet 8 "Employee hygiene and health"

3.1.2 Loading the products

Type of hazard	Risk factors	Hazard management procedure (preventive measures = good practices)	Checks	Corrective measures	Guide references
	Food: No risk identified				
Biological **Physical**	**Equipment:** Faulty or inappropriate equipment	Use of appropriate equipment for unloading and moving goods (pallet trucks, trolleys, etc.) Carry out regular equipment maintenance	Visual inspection of the equipment used	Destruction of any products damaged while loading or donation to the SPA Repair the equipment if necessary	Information sheet 2 "Transport"
Biological **Physical**	**Environment:** Poor vehicle hygiene	Maintenance and cleaning, disinfection of the vehicle, according to the "Transport" practical information sheet	Visual inspection of the vehicle interior	No loading if the vehicle (or transport container) has not been cleaned Maintenance and cleaning of the vehicle or transport container used	Information sheet 2 "Transport" Information sheet 13 "Maintenance of

Type of hazard	Risk factors	Hazard management procedure (preventive measures = good practices)	Checks	Corrective measures	Guide references
Chemical					premises, equipment and vehicles"
Biological **Physical**	Presence of pests		Check no pests are present during loading		Transport equipment maintenance, cleaning and disinfection logs
Biological	Improper temperature of the vehicle or transport container (isothermal containers, etc.)	Use a vehicle that is suitable for transporting the kinds of products involved, or transport container (isothermal containers) according to the "Transport" practical information sheet	Vehicle or isothermal container temperature check	Do not load if the vehicle (or transport container) temperature is not in line with the kinds of products being transported Equipment maintenance	Information sheet 12 "Cold chain" Information sheet 13 "Maintenance of premises, equipment and vehicles"
Chemical	Refrigerant* leak	Refrigeration machinery maintenance	Visual inspection of the state of the facilities	Destruction of contaminated products Equipment maintenance	Transport equipment maintenance, cleaning and disinfection logs
Biological	**<u>Method:</u>** Time to load the refrigerated and frozen products is overly long	Reduce the loading time to a bare minimum Load refrigerated and frozen products last	Loading process continuity	If the process of unloading refrigerated and frozen products is interrupted, destruction (or donation to the SPA) of any products whose cold chain has been broken, resulting in a rise in temperature to a non-compliant level: ~ Temperature does not fall between the permitted temperatures for refrigerated	Information sheet 2 "Transport"

Type of hazard	Risk factors	Hazard management procedure (preventive measures = good practices)	Checks	Corrective measures	Guide references
				products stipulated in the “Cold chain” information sheet ~ Temperature above -15°C for frozen products Reduce the loading time Change the loading procedure if necessary	
Biological **Chemical** **Physical**	Poor handling quality, resulting in product degradation	Use equipment that is suitable for moving goods (pallet trucks, trolleys, etc.) Use crates for products without wrapping (fruit and vegetables)	Visual inspection of the equipment used	Destruction of any products damaged while loading, or donation to the SPA Use equipment that is suitable for transporting food	Information sheet 2 “Transport”
Chemical	Risk of crossover between hygiene/cleaning products and food products	Separation of hygiene/cleaning products and food products in the vehicle	Visual inspection to ensure the hygiene/cleaning products and food products are properly separated within the vehicle	Destruction of any food products that have been contaminated through accidental contact with hygiene/cleaning products Separate food products and cleaning/hygiene products	
Physical	Poor storage position (instability)	Reasonable loading of the vehicle, according to the practical information sheet “Transport”	Visual inspection of loading	Destruction of any products damaged during transport due to poor storage, or donation to the SPA Repositioning of the products	

Type of hazard	Risk factors	Hazard management procedure (preventive measures = good practices)	Checks	Corrective measures	Guide references
				Raise awareness among employees	
Biological	**<u>Employees:</u>** Unsatisfactory hygiene or state of health (poor personal hygiene, illnesses, unhealed wounds)	Personal hygiene and cleanliness of clothes of the individuals concerned Do not assign this position to an individual whose state of health could pose a risk (if they have a viral or bacterial illness, hand wounds or illnesses, etc.)	Employee health check	Reiteration of hygiene instructions Until they are fully recovered, individuals who are usually in contact with food should be kept away	Information sheet 3 "Taking delivery of products"
Biological	Insufficient training	Provision of training, for the employees involved, on hygiene and the rules for taking delivery of products, according to the practical information sheets "Employee hygiene and health" and "Taking delivery of products"	Visual inspection of employee practices	Reiteration of hygiene instructions	Information sheet 8 "Employee hygiene and health"

3.1.3 Transport

Type of hazard	Risk factors	Hazard management procedure (preventive measures = good practices)	Checks	Corrective measures	Guide references
	Food: No risk identified				
	Equipment: No risk identified				
Biological	**Environment:** Temperature of the vehicle or transport container (isothermal containers) becomes non-compliant due to a technical issue (breakdown, etc.)	Regular maintenance of the cooling system (vehicle or transport container), according to the practical information sheet "Transport"	Check of vehicle or isothermal container* temperature upon arrival at destination	If the temperature of the vehicle or transport container is non compliant, destruction (or donation to the SPA) of any products whose cold chain has been broken, resulting in a rise in temperature to a non-compliant level: ~ Temperature does not fall between the permitted temperatures for refrigerated products stipulated in the "Cold chain" information sheet ~ Temperature above -15°C for frozen products Cooling system maintenance	Information sheet 2 "Transport" Transport equipment maintenance, cleaning and disinfection logs

Type of hazard	Risk factors	Hazard management procedure (preventive measures = good practices)	Checks	Corrective measures	Guide references
Chemical	Refrigerant leak	Refrigeration machinery maintenance	Visual inspection of the state of the facilities	Destruction of the products Equipment maintenance	
Biological **Physical** **Chemical**	**<u>Method:</u>** Poor driving by the driver	A driving licence that is valid and appropriate for the vehicle involved is required	Registration of all individuals authorised to drive the vehicles, with a copy of their driving licence and a signed declaration that they will notify and changes in their situation (withdrawal of licence, etc.)	Destruction of any products that have become unfit for use, or donation to the SPA Reiteration of driving rules to the driver and replacement if necessary	"Driver declaration" form
Biological	**<u>Method:</u>** Improper use of/failure to use the cooling system	Knowledge of the rules of use of the cooling system (user manual made available)	Check of vehicle or isothermal container temperature upon arrival at destination	If the temperature of the cooling system is non compliant, destruction (or donation to the SPA) of any products whose cold chain has been broken, resulting in a rise in temperature to a non-compliant level: ~ Temperature does not fall between the permitted temperatures for refrigerated products stipulated in the "Cold chain" information sheet ~ Temperature above -15°C for frozen products	Information sheet 2 "Transport"

Type of hazard	Risk factors	Hazard management procedure (preventive measures = good practices)	Checks	Corrective measures	Guide references
				Reiteration of the rules of use for cooling systems	
Biological	**<u>Employees</u>** Insufficient training	Knowledge of the rules for loading products, according to the practical information sheet “Transport”	Visual inspection of employee practices	Reiteration of the cooling system operating rules to the driver Replacement of the driver if the incident is repeated	Information sheet 2 “Transport”

3.1.4 Unloading

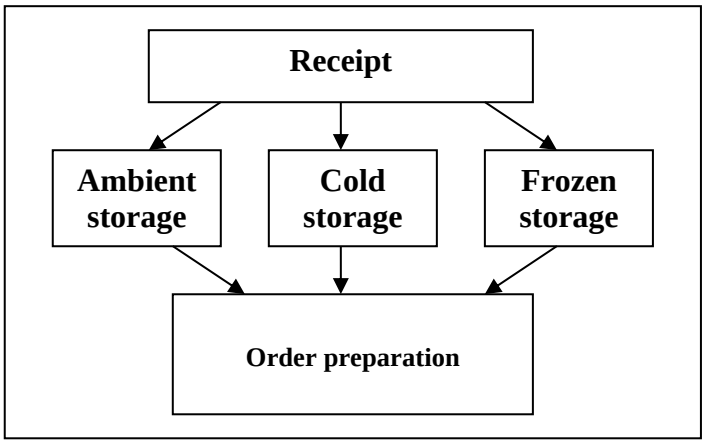
Type of hazard	Risk factors	Hazard management procedure (preventive measures = good practices)	Checks	Corrective measures	Guide references
Biological	**Food:** Non-compliant temperature of refrigerated and frozen products	Regular maintenance of the cooling system (vehicle or transport container), according to the practical information sheet "Transport"	Check of vehicle or isothermal container temperature Check of the temperature of the products before unloading if the vehicle/transport container temperature is not compliant	If the temperature of the vehicle is non compliant, destruction (or donation to the SPA) of any products whose cold chain has been broken, resulting in a rise in temperature to a non-compliant level: ~ Temperature does not fall between the permitted temperatures for refrigerated products stipulated in the "Cold chain" practical information sheet ~ Temperature above -15°C for frozen products Cooling system maintenance	Information sheet 2 "Transport" Information sheet 3 "Taking delivery of products" "Check upon receipt" registration documents
Biological **Chemical** **Physical**	**Equipment:** Unhygienic unloading equipment	Maintenance and cleaning of the equipment, according to the practical information sheet "Maintenance of premises, equipment and vehicles"	Visual inspection of the aspect of the unloading equipment	If required, interruption of the unloading process while waiting for equipment to be cleaned	Information sheet 13 "Maintenance of premises, equipment and vehicles" Equipment maintenance, cleaning and disinfection logs

Type of hazard	Risk factors	Hazard management procedure (preventive measures = good practices)	Checks	Corrective measures	Guide references
Biological **Physical**	Faulty or inappropriate equipment	Use of appropriate equipment for unloading and moving goods (pallet trucks, trolleys, etc.) Regular equipment maintenance	Visual inspection of the equipment used	Destruction of any products damaged while unloading, or donation to the SPA Repair the equipment if necessary	
Chemical	Transport vehicle refrigerant leak	Refrigeration machinery maintenance	Visual inspection of the state of the facilities	Destruction of the products Equipment maintenance	
Biological **Physical**	**<u>Environment:</u>** Unhygienic unloading area Presence of pests	Maintenance and cleaning of the unloading areas, according to the practical information sheet "Maintenance of premises, equipment and vehicles"	Visual inspection of the unloading location	If required, interruption of the unloading process while waiting for unloading areas to be cleaned	Information sheet 13 "Maintenance of premises, equipment and vehicles" Premises maintenance, cleaning and disinfection logs
Chemical	Refrigerant leak	Refrigeration machinery maintenance	Visual inspection of the state of the facilities	Destruction of the products Equipment maintenance	

Type of hazard	Risk factors	Hazard management procedure (preventive measures = good practices)	Checks	Corrective measures	Guide references
Biological	**<u>Method:</u>** Time to unload the refrigerated and frozen products is overly long	Reduce unloading time to a bare minimum	Unloading process continuity	If the process of unloading refrigerated and frozen products is interrupted, destruction (or donation to the SPA) of any products whose cold chain has been broken, resulting in a rise in temperature to a non-compliant level: ~ Temperature does not fall between the permitted temperatures for refrigerated products stipulated in the "Cold chain" practical information sheet ~ Temperature above -15°C for frozen products Reduce unloading time Reorganise the unloading process	Information sheet 2 "Transport"
Biological **Chemical** **Physical**	Poor handling quality, resulting in product degradation	Use of appropriate equipment for unloading and moving goods (pallet trucks, trolleys, etc.) Knowledge of product handling rules	Visual inspection of the equipment used	Destruction of any products damaged while unloading, or donation to the SPA Raise awareness among employees	
Chemical	Risk of crossover between hygiene/cleaning products and food products	Separation of hygiene/cleaning products and food products when unloading	Visual inspection to ensure the hygiene/cleaning products and food products	Destruction of any food products that have been contaminated through accidental contact with hygiene/cleaning products	Information sheet 2 "Transport"

Type of hazard	Risk factors	Hazard management procedure (preventive measures = good practices)	Checks	Corrective measures	Guide references
			are properly separated during unloading	Separation of hygiene/cleaning products and food products	
Biological	**<u>Employees:</u>** Unsatisfactory hygiene or state of health (poor personal hygiene, illnesses, unhealed wounds)	Personal hygiene and cleanliness of clothes of the individuals concerned Do not assign this position to an individual whose state of health could pose a risk (if they have a viral or bacterial illness, hand wounds or illnesses, etc.) Raise employee awareness on hygiene	Check employees' state of health	Reiteration of hygiene instructions Until they are fully recovered, individuals who are usually in contact with food should be kept away	Information sheet 3 "Taking delivery of products" Information sheet 8 "Employee hygiene and health"
Biological	Insufficient training	Provision of training, for the employees involved, on hygiene and the rules for taking delivery of products, according to the practical information sheets "Employee hygiene and health" and "Taking delivery of products"	Visual inspection of employee practices	Reiteration of hygiene instructions	

3.2 Primary and secondary warehousing



The organisations receive the goods at their own warehouses* and store them while waiting to prepare the orders to be shipped to the distribution structures. Warehouses must comply with food storage standards (temperature, hygiene, etc.). There are two kinds of warehousing: primary warehousing (regional or departmental storage before shipment to secondary warehouses, also run by the organisations), and secondary warehousing (storage before shipment to the organisations' distribution structures).

3.2.1 Receipt

Type of hazard	Risk factors	Hazard management procedure (preventive measures = good practices)	Checks	Corrective measures	Guide references
Biological **Chemical** **Physical**	**Food:** *All food products:* Product with damaged wrapping*/packaging*, product whose aspect is not up to standard	Inspection of products according to the practical information sheet "Taking delivery of products"	Visual inspection of the integrity of the packaging	If transport is subcontracted: refusal to take delivery If transport is in house: destruction or donation to the SPA Where a minor flaw* is present, only products whose quality is unaffected should be accepted	Information sheet 3 "Taking delivery of products" Information sheet 10 "Product labelling and traceability"
Biological	Expired UBD/BBD or short UBD/BBD		Visual inspection of the products' UBD/BBD	If transport is subcontracted: •BBD scenario: - Purchases: refusal of products with an expired BBD - Donations: if the BBD has expired, only products whose aspect remains unaltered should be accepted •UBD scenario: - Purchases and donations: refusal of products with an expired UBD Donations: if the UBD is very short, only products that will be distributed to food aid beneficiaries before the UBD expires should be accepted If transport is in house: removal of the products during stage 1.1, "Taking delivery of products"	

Type of hazard	Risk factors	Hazard management procedure (preventive measures = good practices)	Checks	Corrective measures	Guide references
Biological **Chemical**	Labelling defect (incomplete, missing)		Visual inspection of the labelling	If transport is subcontracted: •Purchases: refusal of the product if the labelling is missing or incomplete •Refusal to purchase products whose labelling is not in French •Donations: Acceptance of products whose labelling is either in a foreign language, incomplete or missing if the labelling information (or translation) will be available to the food aid beneficiaries after delivery by the supplier If transport is in house: removal of the products during stage 1.1, "Taking delivery of products"	Information sheet 9 "Management of "use by" dates (UBD) and "best before" dates (BBD)"
Chemical	Cross-contamination between hygiene/cleaning products and food products	Inspection of products according to the practical information sheet "Taking delivery of products"	Visual inspection to ensure that hygiene/cleaning products and food products are properly separated	If transport is subcontracted: refusal if there is a risk that a hygiene/cleaning product has leaked on the food products If transport is in house: destruction Separation of hygiene/cleaning products and food products	Information sheet 3 "Taking delivery of products"

Type of hazard	Risk factors	Hazard management procedure (preventive measures = good practices)	Checks	Corrective measures	Guide references
Biological	***Refrigerated product specifications:*** Product temperature does not comply with regulations	Inspection of products according to the practical information sheet "Taking delivery of products"	Temperature check Labelling check	If transport is subcontracted: Refusal to take delivery if the temperature of the vehicle or cooling system is non compliant and if the temperature does not fall between the permitted temperatures stipulated in the "Cold chain" practical information sheet - Refusal to take delivery of a frozen product that has defrosted If transport is in house: destruction (or donation to the SPA) if the temperature is non compliant	Information sheet 3 "Taking delivery of products" Information sheet 12 "Cold chain"
Biological	***Loose fruit and vegetables specifications:*** Products with mould, rot etc. present	Inspection of products according to the practical information sheet "Taking delivery of products"	Visual inspection of the aspect of the product	If transport is subcontracted: - Purchases: refusal of products - Donations: refusal of the products if most of them are damaged If a few damaged items are present, only accept the products if they are to be sorted prior to distribution to the beneficiaries	Information sheet 3 "Taking delivery of products"

Type of hazard	Risk factors	Hazard management procedure (preventive measures = good practices)	Checks	Corrective measures	Guide references
				If transport is in house: removal of the products during stage 1.1, "Taking delivery of products"	
Physical	Presence of foreign bodies (stones, glass, etc.)			If transport is subcontracted: refusal if the product has become unsafe to eat or if sorting is not a possibility If transport is in house: removal of the products during stage 1.1, "Taking delivery of products"	
Biological	***<u>Frozen product specifications:</u>*** Product temperature does not comply with regulations	Inspection of products according to the practical information sheet "Taking delivery of products"	Temperature check	If transport is subcontracted: refusal to take delivery if the temperature of the vehicle or cooling system is non compliant and if the temperature of the product exceeds -15°C If transport is in house: destruction or donation to the SPA	Information sheet 3 "Taking delivery of products" Information sheet 12 "Cold chain"

Type of hazard	Risk factors	Hazard management procedure (preventive measures = good practices)	Checks	Corrective measures	Guide references
Biological **Physical**	**Equipment:** Damaged, broken or mouldy pallets Damaged boxes	Inspection of products according to the practical information sheet "Taking delivery of products"	Visual inspection of the aspect of the pallets and boxes	If transport is subcontracted: Refusal if the wrapping is damaged, leaving the product exposed, or if proper rewrapping (replacing the box) is not a possibility If transport is in house: destruction or donation to the SPA Heighten driver awareness	Information sheet 3 "Taking delivery of products"
	Environment: No risk identified				
	Method: No risk identified				
Biological	Employees Unsatisfactory hygiene or state of health (poor personal hygiene, illnesses, unhealed wounds)	Personal hygiene and cleanliness of clothes of the individuals concerned Do not assign this position to an individual whose state of health could	Check employees' state of health	Reiteration of hygiene instructions Until they are fully recovered, individuals who are usually in contact with food should be kept away	Information sheet 3 "Taking delivery of products"

Type of hazard	Risk factors	Hazard management procedure (preventive measures = good practices)	Checks	Corrective measures	Guide references
		pose a risk (if they have a viral or bacterial illness, hand wounds or illnesses, etc.)			Information sheet 8 “Employee hygiene and health”
Biological	Insufficient training	Provision of training, for the employees involved, on hygiene and the rules for taking delivery of products, according to the practical information sheets “Employee hygiene and health” and “Taking delivery of products”	Visual inspection of employee practices	Reiteration of hygiene instructions	

3.2.2 Storage

Type of hazard	Risk factors	Hazard management procedure (preventive measures = good practices)	Checks	Corrective measures	Guide references
Chemical	Equipment: Cross-contamination between hygiene/cleaning products and food products	Specific storage area for hygiene and cleaning products	Visual inspection to ensure that hygiene/cleaning products and food products are properly separated	Destruction if there is a risk that hygiene/cleaning products have leaked on the food products Separation of hygiene/cleaning products and food products	Information sheet 4 "Storage"
Biological **Chemical** **Physical**	Contamination of products through contact with the walls and floor of storage areas	Regular cleaning/disinfection of storage areas Avoid contact between products and the walls/floor of storage areas	Monitoring of the cleanliness of storage areas Visual inspection to ensure there is no contact between the products and the floor/walls	Destruction of soiled products or donation to the SPA Cleaning/disinfection of storage areas Store products in such a way as to ensure they do not come into contact with the floor/walls Raise awareness among employees	
Biological	Contact between loose products (fruit and vegetables) and packaged products	Clear separation between products	Monitoring to ensure products are properly separated		

Type of hazard	Risk factors	Hazard management procedure (preventive measures = good practices)	Checks	Corrective measures	Guide references
				Destruction of soiled products or donation to the SPA Raise awareness among employees Separation of loose and packed products	
Biological	Products with an expired UBD/BBD	Ensure sound stock management: follow the first in, first out rule Regularly check the UBD/BBD of the products in the stock	Visual inspection of expiry dates	Destruction of products with an expired UBD, or donation to the SPA Ensure sound stock management to enable products to be delivered to distribution centres before their UBD expires If the BBD has expired, only products whose aspect is unaffected should be handed over to distribution centres	Information sheet 9 "Management of 'use by' dates (UBD) and 'best before' dates (BBD)"
	<u>Equipment:</u> No risk identified				
Biological	**<u>Environment:</u>** Temperature of the cooling systems (cold rooms, freezers, etc.) becomes non-compliant due	Regular maintenance of cooling systems (cold rooms, refrigerators, freezers), according to the practical information sheet "Storage"	Checking and logging of cooling systems temperature	If the temperature of the cooling systems is non compliant, destruction (or donation to the SPA) of any products whose cold chain has been broken, resulting in a rise in temperature to a non-compliant level:	Information sheet 4 "Storage" Information sheet 12

Type of hazard	Risk factors	Hazard management procedure (preventive measures = good practices)	Checks	Corrective measures	Guide references
	to a technical issue (breakdown, etc.)		Check of the temperature of the products before batching if the cooling system temperature is non compliant	~ Temperature does not fall between the permitted temperatures for refrigerated products stipulated in the "Cold chain" practical information sheet Temperature above -15°C for frozen products Equipment maintenance	"Cold chain" "Cold room, refrigerator and freezer temperature readings" logs
Biological **Chemical** **Physical**	Unhygienic storage areas	Maintenance, cleaning and disinfection of storage areas according to the practical information sheet "Premises, equipment and vehicle maintenance"	Visual inspection of the cleanliness of storage areas	Destruction (or donation to the SPA) of soiled/contaminated products Maintenance and cleaning of storage areas	Information sheet 13 "Maintenance of premises, equipment and vehicles" Premises maintenance, cleaning and disinfection logs
Biological **Physical**	Presence of pests*	Pest control plan (rat extermination, disinsectisation, etc.)	Monitoring of the absence of pests in the storage area	Destruction (or donation to the SPA) of products that have been soiled/degraded by pests Intensify cleaning and disinfection	Information sheet 14 "Pest control plan"

Type of hazard	Risk factors	Hazard management procedure (preventive measures = good practices)	Checks	Corrective measures	Guide references
				Improve the sealing of the premises, doors, and mosquito nets on the windows Contact the sanitation company	
Chemical	Refrigerant* leak	Refrigeration machinery maintenance	Visual inspection of the state of the facilities	Destroy contaminated products Equipment maintenance	
Biological **Chemical** **Physical**	**<u>Method:</u>** Food, packaging/wrapping no longer intact due to poor handling while storing	Careful handling of products	Ensure food is handled properly	Destruction of products with punctured/leaking wrapping, or donation to the SPA Raise awareness among employees	Information sheet 4 "Storage"
Biological	Storage of food in an unsuitable area (in an inappropriate temperature)	Storage of food according to the practical information sheets "Storage" and "Cold chain"	Visual inspection to ensure products are stored in a suitable area	If the products are stored in an inappropriate temperature, destruction (or donation to the SPA) of any products whose cold chain has been broken, resulting in a rise in temperature to a non-compliant level: ~ Temperature does not fall between the permitted temperatures for refrigerated products stipulated in the "Cold chain" practical information sheet Temperature above -15°C for frozen products	Information sheet 12 "Cold chain"

Type of hazard	Risk factors	Hazard management procedure (preventive measures = good practices)	Checks	Corrective measures	Guide references
				Raise employee awareness about refrigerated and frozen food product storage rules	
Biological **Chemical** **Physical**	Cross-contamination between products (in particular with fruit and vegetables)	Separation of the various products	Visual inspection to ensure products are properly separated	Destruction of soiled products that could pose a health risk, or donation to the SPA Separation of the various products Raise awareness among employees	Information sheet 4 "Storage"
Biological	**<u>Employees</u>** Insufficient training	Provision of training on product storage rules, according to the practical information sheets "Storage" and "Cold chain"	Visual inspection of employee practices	Reiteration of storage rules	Information sheet 4 "Storage" Information sheet 12 "Cold chain"

3.2.3 Preparation of orders (batching)

Type of hazard	Risk factors	Hazard management procedure (preventive measures = good practices)	Checks	Corrective measures	Guide references
Biological	**Food:** Non-compliant temperature of refrigerated and frozen products	Regular maintenance of cooling systems (cold rooms, refrigerators, freezers), according to the practical information sheet "Storage"	Checking and logging of cooling systems temperature Check of the temperature of the products before batching if the cooling system temperature is non compliant	If the temperature of the cooling systems is non compliant, destruction (or donation to the SPA) of any products whose cold chain has been broken, resulting in a rise in temperature to a non-compliant level: ~ Temperature does not fall between the permitted temperatures for refrigerated products stipulated in the "Cold chain" practical information sheet Temperature above -15°C for frozen products Cooling system maintenance	Information sheet 12 "Cold chain"
Biological	Products with an expired UBD/BBD	Ensure sound stock management: follow the first in, first out rule Regularly check the UBD/BBD of the products in the stock	Visual inspection of expiry dates	If the BBD has expired, only products whose aspect is unaffected should be handed over to distribution centres Destruction of products with an expired UBD, or donation to the SPA Ensure sound stock management to enable products to be delivered to distribution centres before their UBD expires	Information sheet 9 "Management of "use by" dates (UBD) and "best before" dates (BBD)"

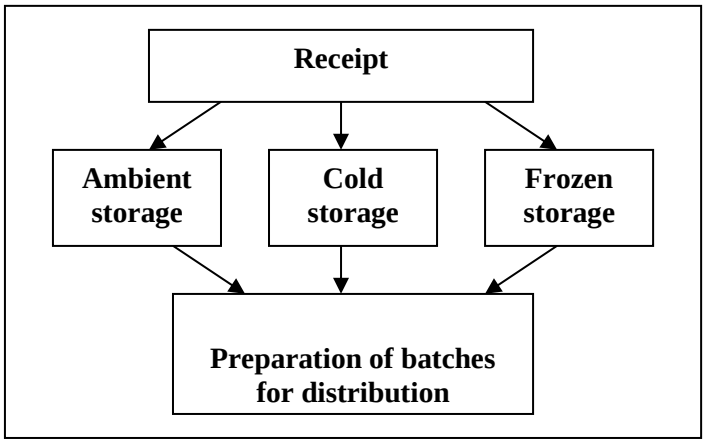
Type of hazard	Risk factors	Hazard management procedure (preventive measures = good practices)	Checks	Corrective measures	Guide references
Biological **Chemical** **Physical**	**<u>Equipment:</u>** Unhygienic equipment used for batching	Maintenance and cleaning of the equipment, according to the practical information sheet "Maintenance of premises, equipment and vehicles"	Visual inspection of the aspect of the equipment	If required, interruption of the batching process while waiting for equipment to be cleaned	Information sheet 13 "Maintenance of premises, equipment and vehicles" Equipment maintenance, cleaning and disinfection logs
Biological **Physical**	Faulty or inappropriate equipment	Use of appropriate equipment for preparing orders and moving goods (pallet trucks, trolleys, etc.) Regular equipment maintenance	Visual inspection of the equipment used	Destruction of products damaged during the batching process, or donation to the SPA Repair the equipment if necessary	
Biological **Chemical** **Physical**	**<u>Environment:</u>** Unhygienic batching area	Maintenance and cleaning of the product batching area, according to the practical information sheet "Maintenance of premises, equipment and vehicles"	Visual inspection of the batching area	If required, interruption of the batching process while waiting for premises to be cleaned	Information sheet 13 "Maintenance of premises, equipment and vehicles" Premises maintenance, cleaning and disinfection logs
Biological **Physical**	Presence of pests in the batching area	Pest control plan (rat extermination, disinsectisation plan, etc.)	Monitoring of the absence of pests in the batching area		Information sheet 14 "Pest control plan"

Type of hazard	Risk factors	Hazard management procedure (preventive measures = good practices)	Checks	Corrective measures	Guide references
				Destruction (or donation to the SPA) of products that have been soiled/degraded by pests Intensify cleaning and disinfection Improve the sealing of the premises, doors, and mosquito nets on the windows Contact the sanitation company	
Biological	**<u>Method:</u>** Time to batch the refrigerated and frozen products is overly long	Reduce the batching time to a bare minimum	Continuity of the batching process	If the process of batching refrigerated and frozen products is interrupted, destruction (or donation to the SPA) of any products whose cold chain has been broken, resulting in a rise in temperature to a non-compliant level: ~ Temperature does not fall between the permitted temperatures for refrigerated products stipulated in the "Cold chain" information sheet Temperature above -15°C for frozen products Reduce batching time Change the procedure if required	Information sheet 12 "Cold chain"

Type of hazard	Risk factors	Hazard management procedure (preventive measures = good practices)	Checks	Corrective measures	Guide references
Biological **Chemical** **Physical**	Poor handling quality, resulting in product degradation	Use equipment that is suitable for moving goods (pallet trucks, trolleys, etc.) Use crates for products without wrapping (fruit and vegetables)	Visual inspection of the equipment used	Destruction of products damaged during the batching process, or donation to the SPA Raise awareness among employees	Information sheet 3 "Taking delivery of products"
Biological	Batching of food in an unsuitable area (in an inappropriate temperature)	Batching of food according to the practical information sheet "Cold chain"	Visual inspection of product batching practices	If the premises temperature is non compliant, destruction (or donation to the SPA) of any products whose cold chain has been broken, resulting in a rise in temperature to a non-compliant level: ~ Temperature does not fall between the permitted temperatures for refrigerated products stipulated in the "Cold chain" information sheet Temperature above -15°C for frozen products Raise awareness among employees Batching of products in a suitable area	Information sheet 12 "Cold chain"

Type of hazard	Risk factors	Hazard management procedure (preventive measures = good practices)	Checks	Corrective measures	Guide references
Biological **Chemical** **Physical**	Cross-contamination between products (in particular with fruit and vegetables)	Separation of the various products	Visual inspection to ensure products are properly separated	Destruction of soiled products that could pose a health risk, or donation to the SPA Separation of the various products Raise awareness among employees	
Biological	**<u>Employees</u>** Unsatisfactory hygiene or state of health (poor personal hygiene, illnesses, unhealed wounds)	Personal hygiene and cleanliness of clothes of the individuals concerned Do not assign this position to an individual whose state of health could pose a risk (if they have a viral or bacterial illness, hand wounds or illnesses, etc.) Raise employee awareness about hygiene	Check employees' state of health	Reiteration of hygiene instructions Until they are fully recovered, individuals who are usually in contact with food should be kept away	Information sheet 8 "Employee hygiene and health"
Biological	Insufficient training	Provision of training, for the employees involved, on hygiene and the rules for taking delivery of products, according to the practical information sheets "Employee hygiene and health" and "Taking delivery of products"	Visual inspection of employee practices	Reiteration of hygiene instructions	

3.3 Handover to distribution structures



The organisations receive the goods in their distribution structures and store them while waiting for them to be distributed to food aid beneficiaries. The distribution structures'* storage areas must comply with food storage standards (temperature, hygiene, etc.). Any operations involving the unwrapping*/portioning* and rewrapping* of products must be carried out in compliance with food preparation standards, according to the practical information sheet "Unwrapping/portioning and rewrapping of products".

3.3.1 Receipt

See 3.2.1 Receipt

3.3.2 Storage

See 3.2.2 Storage

3.3.3 Preparation of batches for distribution

Possibly including unwrapping/portioning* and rewrapping* of products*

Type of hazard	Risk factors	Hazard management procedure (preventive measures = good practices)	Checks	Corrective measures	Guide references
Biological	**Food:** Non-compliant temperature of refrigerated and frozen products	Regular maintenance of cooling systems (cold rooms, refrigerators, freezers), according to the practical information sheet "Storage"	Checking and logging of cooling systems temperature Check of the temperature of the products before preparing batches for distribution if the cooling system temperature is non compliant	If the temperature of the cooling systems is non compliant, destruction (or donation to the SPA) of any products whose cold chain has been broken, resulting in a rise in temperature to a non-compliant level: ~ Temperature does not fall between the permitted temperatures for refrigerated products stipulated in the "Cold chain" practical information sheet Temperature above -15°C for frozen products Cooling system maintenance	Information sheet 12 "Cold chain"
Biological	Contaminated products	Check of the integrity of the products' wrapping* before unwrapping	Visual inspection of the wrapping and state of the products	Destruction of any products with damaged/punctured packaging, or donation to the SPA	Information sheet 5 "Preparation of batches in the warehouse and handover to distribution structures" Information sheet 6

Type of hazard	Risk factors	Hazard management procedure (preventive measures = good practices)	Checks	Corrective measures	Guide references
					"Unwrapping/portioning and rewrapping of products"
Biological	Products that have reached their UBD	Ensure sound stock management: follow the first expired, first out rule Regularly check the UBD of the products in the stock	Visual inspection of expiry dates	Destruction of products with an expired UBD, or donation to the SPA Products with a short UBD should only be distributed to food aid beneficiaries if they receive them before the UBD expires and they are for immediate consumption.	Information sheet 9 "Management of "use by" dates (UBD) and "best before" dates (BBD)"
Biological **Chemical** **Physical**	**<u>Equipment:</u>** Use of soiled or contaminated equipment	Maintenance, cleaning and disinfection of equipment, according to the practical information sheet "Premises, equipment and vehicle maintenance" Use of separate equipment for unwrapping the products and for portioning them Use of separate equipment for each family of products, or ensure the equipment is cleaned/disinfected before using it for a different product family Begin with the products that are potentially the least contaminated (cooked products) before dealing with	Visual inspection of the cleanliness of the equipment	If required, interruption of the batch preparation process while waiting for equipment to be cleaned	Information sheet 13 "Maintenance of premises, equipment and vehicles" Equipment maintenance, cleaning and disinfection logs Information sheet 6 "Unwrapping/portioning and rewrapping of products"

Type of hazard	Risk factors	Hazard management procedure (preventive measures = good practices)	Checks	Corrective measures	Guide references
		the potentially more contaminated products (raw products)			
Biological **Chemical**	Use of soiled/contaminated packaging* for rewrapping products	Store packaging safely away from dirt and contamination Use of good-quality food packaging materials	Visual inspection of the state of the packaging	Remove damaged, soiled and contaminated packaging Destruction of soiled products or donation to the SPA Use good-quality food packaging materials Store packaging materials in a clean area	Information sheet 6 "Unwrapping/portioning and rewrapping of products"
Biological **Chemical**	**<u>Environment:</u>** Unhygienic preparation area	Maintenance and cleaning of the preparation area, according to the practical information sheet "Maintenance of premises, equipment and vehicles"	Visual inspection of the aspect of the area for preparing batches for distribution	If required, interruption of the process for the preparation of batches* for distribution while waiting for the premises to be cleaned	Information sheet 13 "Maintenance of premises, equipment and vehicles"

Type of hazard	Risk factors	Hazard management procedure (preventive measures = good practices)	Checks	Corrective measures	Guide references
Physical					Premises maintenance, cleaning and disinfection logs Information sheet 6 "Unwrapping/portioning and rewrapping of products"
Biological **Physical**	Presence of pests in the area for preparing batches for distribution	Pest control plan (rat extermination, disinsectisation, etc.)	Monitoring of the absence of pests in the area for preparing batches for distribution	Destruction (or donation to the SPA) of products that have been soiled/degraded by pests Intensify cleaning and disinfection Improve the sealing of the premises, doors, and mosquito nets on the windows Contact the sanitation company	Information sheet 14 "Pest control plan"
Biological **Chemical** **Physical**	**<u>Method:</u>** Contamination due to several operations being carried out in the same area	When unwrapping products and portioning them, make sure the products are handled either in a different area or at a different time to other products that could contaminate them	Check that the various operations are properly separated	Remove soiled/contaminated products, or donate them to the SPA If necessary, reorganise operations in order to separate them	Information sheet 6 "Unwrapping/portioning and rewrapping of products"

Type of hazard	Risk factors	Hazard management procedure (preventive measures = good practices)	Checks	Corrective measures	Guide references
Biological **Chemical** **Physical**	Cross-contamination between products (in particular with fruit and vegetables)	Separation of different product families	Visual inspection to ensure products are properly separated	Destruction of soiled products that could pose a health risk, or donation to the SPA Separation of the various products Raise awareness among employees	Information sheet 5 "Preparation of batches in the warehouse and handover to distribution structures"
Biological **Chemical** **Physical**	Loss of product traceability	Keep all information for ensuring traceability (batch number, UBD, etc.)	Ensure all information for ensuring traceability is kept Raise awareness among employees	Destruction of any products with an unknown origin Keep any information ensuring a minimum of traceability	Information sheet 6 "Unwrapping/portioning and rewrapping of products" Information sheet 10 "Product labelling and traceability"
Biological	Time to prepare the batches of refrigerated and frozen products is overly long	Organise operations in such a way as to limit the preparation time in the preparation area, especially if it is not refrigerated	Check product temperature if preparation time is overly long	If the products remain unrefrigerated for any length of time, destruction (or donation to the SPA) of any products whose cold chain has been broken, resulting in a rise in temperature to a non-compliant level: ~ Temperature does not fall between the permitted temperatures for refrigerated products	Information sheet 6 "Unwrapping/portioning and rewrapping of products" Information sheet 12

Type of hazard	Risk factors	Hazard management procedure (preventive measures = good practices)	Checks	Corrective measures	Guide references
		Prepare limited quantities (and regularly place prepared products in the refrigerator)		stipulated in the "Cold chain" practical information sheet Temperature above -15°C for frozen products Reduce batch preparation time Change the procedure if necessary	"Cold chain"
Biological	**<u>Employees</u>** Unsatisfactory hygiene or state of health (poor personal hygiene, illnesses, unhealed wounds)	Personal hygiene and cleanliness of clothes of the individuals concerned Do not assign this position to an individual whose state of health could pose a risk (if they have a viral or bacterial illness, hand wounds or illnesses, etc.) Raise employee awareness about hygiene	Check employees' state of health	Reiteration of hygiene instructions Until they are fully recovered, individuals who are usually in contact with food should be kept away	Information sheet 8 "Employee hygiene and health" Information sheet 5 "Preparation of batches in the warehouse and handover to distribution structures"
Biological	Insufficient training	Provision of training, for the employees involved, on hygiene and the rules for taking delivery of products, according to the practical information sheets "Employee hygiene and health" and "Taking delivery of products"	Visual inspection of employee practices	Reiteration of hygiene instructions	Information sheet 6 "Unwrapping/portioning and rewrapping of products"

3.4 Distribution of products to food aid beneficiaries

The food products are handed over to food aid beneficiaries within distribution structures and charity food shops in compliance with food hygiene standards (cleaning/disinfection of premises, employee hygiene, etc.). When the products are handed over, the beneficiaries are informed of the rules pertaining to hygiene and product preservation.

Type of hazard	Risk factors	Hazard management procedure (preventive measures = good practices)	Checks	Corrective measures	Guide references
Biological	**Food:** Distribution of an unsuitable package to a beneficiary (special diet, food allergy, etc.)	Product composition made available to beneficiaries (product label, display of components)	Visual inspection to ensure the information is made available to the beneficiaries	Product composition made available to beneficiaries	Information sheet 7 "Distribution of products to beneficiaries" Information sheet 9 "Management of "use by" dates (UBD) and "best before" dates (BBD)"
Biological	Contaminated products	Check of the integrity of the products' wrapping before distribution to beneficiaries	Visual inspection of the wrapping and state of the products	Removal from distribution and destruction of any products with damaged/punctured packaging, or donation to the SPA	
Biological	Distribution of products with an expired UBD	Ensure sound stock management: follow the first expired, first out rule Regularly check the UBD of the products in the stock	Visual inspection of expiry dates	Removal from distribution and destruction of any products with an expired UBD, or donation to the SPA Products with a short UBD should only be distributed to food aid beneficiaries if they receive them before the UBD expires and they are for immediate consumption	

Type of hazard	Risk factors	Hazard management procedure (preventive measures = good practices)	Checks	Corrective measures	Guide references
Biological	Distribution of products with an expired BBD	Ensure sound stock management: follow the first expired, first out rule Regularly check the BBD of the products in the stock	Visual inspection of expiry dates	If the BBD has expired, only products whose aspect is unaffected should be handed over to food aid beneficiaries. Otherwise they should be destroyed or donated to the SPA	
Biological **Chemical** **Physical**	**<u>Equipment:</u>** Unhygienic equipment	Maintenance and cleaning of the equipment, according to the practical information sheet "Maintenance of premises, equipment and vehicles"	Visual inspection of the aspect of the equipment	If required, interruption of the process of distribution to food aid beneficiaries while waiting for the equipment to be cleaned	Information sheet 13 "Maintenance of premises, equipment and vehicles" Equipment maintenance, cleaning and disinfection logs
Biological **Chemical** **Physical**	**<u>Environment:</u>** Unhygienic area for distributing products to beneficiaries	Maintenance and cleaning of the area for distributing products to beneficiaries, according to the practical information sheet "Maintenance of premises, equipment and vehicle maintenance"	Visual inspection of the aspect of the area for distributing products to beneficiaries	If required, interruption of the process of distribution to food aid beneficiaries while waiting for the premises to be cleaned	Information sheet 13 "Maintenance of premises, equipment and vehicles" Premises maintenance, cleaning and disinfection logs

Type of hazard	Risk factors	Hazard management procedure (preventive measures = good practices)	Checks	Corrective measures	Guide references
Biological **Physical**	Presence of pests in the area for distributing products to beneficiaries	Pest control plan (rat extermination, disinsectisation, etc.)	Monitoring of the absence of pests in the area for distributing products to beneficiaries	Destruction (or donation to the SPA) of products that have been soiled/degraded by pests Intensify cleaning and disinfection Improve the sealing of the premises, doors, and mosquito nets on the windows Contact the sanitation company	Information sheet 14 "Pest control plan"
Biological	**<u>Method:</u>** Failure to properly inform the beneficiary (on preserving and consuming the products distributed, on hygiene issues, etc.)	Raise beneficiary awareness		Reiteration of the rules on product hygiene, preservation and consumption	Information sheet 7 "Distribution of products to beneficiaries" Information sheet 15 "Consumers"
Biological	Time to distribute the refrigerated and frozen products to beneficiaries is overly long	Reduce the time for distributing products to beneficiaries to a bare minimum	Continuity of the process of distribution to beneficiaries Visual inspection of employee practices	If the distribution of refrigerated or frozen products to beneficiaries is interrupted, destruction of any products whose cold chain has been broken, resulting in a rise in temperature to a non-compliant level: ~ Temperature does not fall between the permitted temperatures for refrigerated products	Information sheet 7 "Distribution of products to beneficiaries" Information sheet 12

Type of hazard	Risk factors	Hazard management procedure (preventive measures = good practices)	Checks	Corrective measures	Guide references
				stipulated in the "Cold chain" practical information sheet Temperature above -15°C for frozen products Reorganise distribution operations in order to reduce the time spent at room temperature (take products out a bit at a time, distribute refrigerated or frozen products last)	"Cold chain"
Biological **Chemical** **Physical**	Cross-contamination between products (in particular with fruit and vegetables)	Separation of the various products	Visual inspection to ensure products are properly separated	Destruction of soiled products that could pose a health risk, or donation to the SPA Separation of the various products Raise awareness among employees	
Biological	**<u>Employees</u>** Unsatisfactory hygiene or state of health (poor personal hygiene, illnesses, unhealed wounds)	Personal hygiene and cleanliness of clothes of the individuals concerned Do not assign this position to an individual whose state of health could pose a risk (if they have a viral or bacterial illness, hand wounds or illnesses, etc.) Raise employee awareness about hygiene	Check employees' state of health	Reiteration of hygiene instructions Until they are fully recovered, individuals who are usually in contact with food should be kept away	Information sheet 7 "Distribution of products to beneficiaries" Information sheet 8 "Employee hygiene and health"

Type of hazard	Risk factors	Hazard management procedure (preventive measures = good practices)	Checks	Corrective measures	Guide references
Biological	Insufficient training	Provision of training on hygiene and the rules for taking delivery of products, according to the practical information sheets “Employee hygiene and health” and “Taking delivery of products”	Visual inspection of employee practices	Reiteration of hygiene instructions	

4. BEST PRACTICES SHEETS

Sheet 1 - Purchases, donations / collections and "pick-ups"
(items to be checked before acceptance, for example UBD/BBD, packaging ...).

Sheet 2 - Transport
(rules to be respected, depending on the types of products being transported)

Sheet 3 - Taking responsibility of the products
(conformity to specifications or to a data sheet, visual inspection, packaging...)

Sheet 4 - Storage
(inventory management according to expiration dates, storage temperatures, destruction of goods becoming improper...)

Sheet 5 - Preparation of batches in warehouses and delivery to distribution centres

Sheet 6 - Unpacking/portioning and reconditioning of products

Sheet 7 - Products delivery to beneficiaries

Sheet 8 - Hygiene and Health of Staff
(cleanliness instructions...)

Sheet 9 - Management of Dates: UBD (Use-by date) and BBD (Best-before date) *(definitions, recommendations - example: case of canned food exceeding the BBD)*

Sheet 10 - Products labelling and traceability
(information included in labelling, traceability definition, …)

Sheet 11 - Management of Alerts

Sheet 12 - Cold Chain
(target temperatures per products categories...)

Sheet 13 - Maintenance of premises, equipment and vehicles
(cleaning and/or disinfection, equipment maintenance ...)

Sheet 14 - Pests control plan
(pests' control procedures and means used, frequency, ...)

Sheet 15- Consumers

Sheet 16 - The volunteers10 golden rules
(rules to follow to ensure control of food hygiene safety)

Sheet 17 - The basic rules to food hygiene
(rules to be followed by the beneficiaries during the preparation of foodstuffs)

Sheet 1 - Purchases, donations / collections and "pick-ups"

GOAL:
Management of supplies in order to obtain healthy, genuine products, suitable for their intended use.

Note: European aid products follow the same supply circuit as trading products (purchases).

KEY POINTS TO MASTER:
Good knowledge of products, good knowledge of suppliers, supply conditions, product condition and conformity

CONTROL POINTS AND RECOMMENDATIONS:

Reminder: regulations on purchased products also applies to products coming from donations.

❖ **Good purchasing practices**:

- **Good knowledge of products**

It is advisable to be familiar with the purchased products. You can develop product specification sheets, including the characteristics necessary to identify them and assess their quality. Define the specifications in notebooks or technical sheets.
Purchased products must of course comply with current French and European regulations (composition, labelling, packaging...).

- **Good knowledge of suppliers**

It is important to work with known or evaluated professionals (products or services). The existence of an efficient food safety policy and an effective assurance quality system is one of the important criteria in the selection of suppliers.

- **Condition and conformity of purchased products**

When purchasing, products must meet with your selection criteria (specifications…) and with the French and European regulations. The received products will be checked to ensure conformity with the defined characteristics (see Sheet 3 –Taking responsibility of the products).

❖ **Good practices donations, collections and "pick-up"**

DEFINITIONS:

Pick-up (or harvest):Recovery of merchandise from supermarkets and hypermarkets.

Collection: Recovery of merchandise from individuals, from supermarkets and hypermarkets (trolleys collections), and from educational institutions (school collections)

Donations: Recovery of merchandise given by food industries and producers.

- **Supply Conditions from donations, collections and "pick-up"**

- Make sure that the facility is well maintained and that pick-up products (harvest) are treated in the same conditions as other products (for example: storage of food in a specific place respecting food storage conditions, clean and protected from dirt; use of clean, suitable equipment for transport and handling of food, respect of the cold chain...)

In the case of donations or pick-up, check the motivating reasons. Products must meet your selection criteria and the French and European regulations. The received products will be checked to ensure compliance with defined characteristics (see Sheet 3 - Products follow-up).

- Before accepting a product makes sure that it can be distributed without problem (ethics, packaging...).
- Make sure that the donor respects its own professional commitments (for example: Guide for food donations of Food Industry & Distributor Unions).

RECOMMENDATION:

Warning*! When wholesale packaging products requiring reconditioning into smaller portions are proposed as donations, accept them only if you are able to ensure traceability of food and perfect hygiene during reconditioning (cf. sheet 6 - Unpacking / portioning and reconditioning of products).*

- *Refuse products that have not been kept in good conditions (rupture of the cold chain, storage in humidity, in the presence of pests ...). Reject thawing frozen products.*
- *Be careful with the amount of proposed products. Accept only the amount that you can distribute to beneficiaries in your distribution centres.*

RECOMMENDATION:

Before accepting anything, think in particular that what is not distributed will have to be destroyed! (Remember: destruction costs are very high).

- In the case of "pick-up" ("harvest") in stores, systematically refuse the following products (as they present too much food safety risks for consumption):
  - ✓ Refrigerated pastries with cream, whipped cream;
  - ✓ Raw shellfish, crustaceans and oysters;
  - ✓ Raw refrigerated sea products that are not pre-packaged;
  - ✓ Raw refrigerated meats that are not pre-packaged;
  - ✓ Raw refrigerated ground beef, pre-packaged or not;
  - ✓ Raw refrigerated edible offal packaged or not;
  - ✓ Raw refrigerated stuffed products and fillings pre-packaged or not;
  - ✓ Deteriorated, damaged, refrigerated products, with abnormal appearance.

In case of an exceptional donation of seafood (shellfish, crustaceans, oysters and fish), pastries, meat (excluding refrigerated ground beef and offal), the association will ensure that the donor is a professional in the concerned sector (primary manufacturer, artisan) and that he scrupulously respects the current regulations for these products, especially product protection, storage conditions and traceability . These products must be from approved production facilities. Otherwise, the association will verify that the donor institution is under the system of exemption from the obligation of sanitary approval of establishments placed on market products of animal origin or foodstuffs containing products of animal origin and have declared their activity.
In the case of collections, refuse refrigerated and frozen products as they cannot be stored or transported in compliance with the cold chain.

- **Condition and conformity of products from donations/collects/picks**

- Concerning products from donations and "pick-up" ("harvest"), tolerances may be allowed in respect to purchased products. In any case, conformity with the criteria is to be checked:
  - ✓ The conservation date

RECOMMENDATION:

If the UBD (Use-by date) is short, make sure, before accepting, to be able to distribute the product so that it will be consumed by the welcomed persons before the UBD is over. To take into account logistical deadlines, food companies and distributors undertake to respect a period of 72 hours before the end of the UBD for the delivery of products to associations. In any case such a period shall not be less than 48 hours (good practice code on food aid, of Food Industries & Distributors Unions).

ALWAYS refuse products with an exceeded UBD.
Sorting of products is to be made prior to their recovery by the medium and large supermarkets (or volunteers), for "picks" in particular. It is recommended to sort at the supermarkets, unless special derogation.

RECOMMENDATION:

A donation of products with an exceeded BBD (Best before date) can be accepted on a case by case basis. Learn about storage conditions and the cause of exceeding the BBD. Make sure before accepting that the product appearance is correct and that the goods may be distributed without problems thereafter. An organoleptic test must be performed on the product (odour, colour, texture, flavour...) before accepting the gift. If the test is successful, the product can be accepted for distribution (see Sheet 9 - Management of UBD and BBD).

- ✓ The labelling

RECOMMENDATION:

If the product is labelled in a foreign language, and/or in case of missing or incomplete labelling, accept the gift if the donor can provide the right language translation of labelling and/or missing information, which can be posted in the distribution centres for the welcomed persons. The information necessary for the consumer to make appropriate use of the food or needed to ensure its traceability, are the sales name, the date of consumption, the special conditions of storage and use, as well as the lot number. The labels should be in the state language on of the products delivered to the beneficiaries.*
**Except in special cases, like cookies individually conditioned in a transparent bag*

- ✓ The condition of the goods

Reject products damaged or that could represent a danger to consumers.
Sort fruits and vegetables according to your acceptance criteria

Product appearance: conditions to be met	
Deep frozen and frozen foodstuffs	. Package without leaks, cracks, holes, . No excessive ice on the package . Undistorted Packaging . Products not stuck together by ice . Absence of malleable products . No defrosted products
Canned food	. No bulging, no rusted cans, . No deformed cans especially at seam
Other foods	. Absence of abnormal swelling of the packaging . Maintenance of vacuum products, packaging matching the shape of the product . Packaging integrity, no holes

	. Normal colour of the food . In apparent good order, no mold, no weakened zone, of normal appearance

RECOMMENDATION: If the products do not meet these conditions, they must be rejected.

Additional sheets to be consulted:
Sheet 3 –Taking responsibility of the products
Sheet 6 - Unpacking / portioning and products reconditioning
Sheet 9 - UBD and BBD management

Sheet 2 – Transport

GOAL:
Transport of foodstuffs: maintaining the required temperatures and preserving the packaging integrity, in accordance with regulations.

KEY POINTS TO MASTER:
Temperature: (cold chain mastery), vehicle and delivery equipment in good conditions.

CONTROL POINTS AND RECOMMENDATIONS:

- Mastery of the cold chain (refrigerated and frozen products)
  - ✓ Before loading

❖ Make sure that temperature requirements are correct with the delivery vehicle and/or isothermal boxes just before loading products.

***RECOMMENDATION**:*
Turn on the refrigerating system of the delivery vehicle in advance, so that the container is at the right temperature during loading. Set the temperature for the isothermal boxes before loading.

- ✓ During loading and unloading

❖ Avoid cold loss.
❖ Limit the loading and unloading time.

RECOMMENDATIONS:
. Close the truck door (or the isothermal box) between two loadings/unloadings.
. Limit the operating time: respect the rule of a cumulated 30 minutes maximum without cold for refrigerated and frozen products during all operations (loading, unloading, transferring products).
. Load refrigerated and frozen products last, after taking them out of the cold room or refrigerator/freezer at the last moment.
. Unload refrigerated and frozen products first and store them immediately in a cold room or refrigerator/freezer.

- ✓ During transport

❖ Frozen products must be transported at - 18°C (in a refrigerated vehicle equipped with a temperature recorder when the transport time exceeds 8 hours).
❖ The refrigerated products are transported between 0°C and + 4°C. (see Sheet 12 - Cold Chain). In all cases, comply with the temperatures recommended on the product labels.
❖ In absence of refrigerated trucks, transportation of refrigerated and frozen products (without reloading) is limited to 80 km from the loading site (which corresponds to 1h30 of transport). Maintain the regulatory temperature products, with alternative solutions used as described below in the "recommendations" section.

RECOMMENDATIONS:
In absence of refrigerated trucks, alternative solutions exist:
✓ *Insulated trolleys with eutectic plates,*
✓ *Isothermal boxes containing a source of cold (eutectic plates, ice bags...) ,*
✓ *Insulated bags to put on pallets and guaranteeing approximately 2 hours without cooling loss (varies with manufacturers).*

Group refrigerated and frozen products: (the mass effect slows the cold loss).

- **Product Storage**

❖ Separation of different product types (food products/maintenance or cleaning products, separation of fruit and raw vegetables/other products, separation of dry grocery products/refrigerated or frozen products).
❖ If cleaning/maintenance products cannot be isolated from foodstuffs, put them underneath foodstuffs.
❖ No product contacts with vehicle floor and walls (use of crates for fruit and vegetables for example).
❖ Products must be neatly stored.
❖ Use of material suitable for transport and handling of food (food grade for direct food contact).

- **Maintenance of delivery vehicle and other means of transport**

❖ Maintain the transportation equipment in good condition and maintain it regularly.
❖ Clean the transportation equipment coating.
❖ Make sure there is no risk of soiling of the products (no leakage of refrigerant, no pests).
❖ The temperature recorders of refrigerated vehicles must be checked every 2 years by an approved organism.

RECOMMENDATIONS:

Check, permanently, the sealing joints of the transport vehicle and/or substitution materials.
Check the condition and proper functioning of the refrigeration system (at least once per semester).
Vehicles carrying perishable foodstuffs should be subject to a technical inspection (French decree of July 1, 2008).

- **Cleaning/Disinfection of the delivery vehicle and other transportation equipment**

❖ Clean transport equipment after each use.
❖ Disinfect equipment whenever soiled and record disinfection in Annex 7.
❖ Cleaning of chartered vehicles (subcontracted transport) is the carrier's responsibility.

RECOMMENDATION:

For vehicle cleaning/disinfecting refer to sheet 13 - Maintenance of premises, equipment and vehicles.

SELF-CHECKS:

- Visual control of transport equipment;
- Visual inspection of products good handling practices;
- Visual inspection of the conformity of delivery vehicle temperatures and/or isothermal containers;
- Cleaning/disinfection plan (see Sheet 13 - Maintenance of premises, equipment and vehicles).

RECORDINGS:

- Registration of vehicles disinfection, if necessary
- Registration of transportation equipment temperature controls (see Annexes 1 and 2).

Additional sheets to consult:

Sheet 12 - Cold Chain
Sheet 13 - Maintenance of premises, equipment and vehicles
Annex 1 – Checking on reception - Recordings
Annex 2 - List of transportation equipment temperatures
Annex 7 - Cleaning/disinfection of transport equipment

Sheet 3 –Taking responsibility of the products

GOAL:
Take responsibility of the products in compliance to the regulations and specifications in order to guaranty the conservation of their food safety, organoleptic and nutritional qualities.

KEY POINTS TO MASTER:
Vehicle and delivery equipment conditions; temperature; product appearance; packaging integrity; product labelling.

Only sign the delivery or the removal note after performing inspections.

FIELD OF APPLICATION:
- Warehouses: perform all the checks mentioned below in the "Points of controls and recommendations". Complete annex 1 - Check on reception - Registration. Indicate any non-conformity on the delivery note that will then be stamped, dated and signed, and on the consignment note.

> Archiving of delivery notes: 5 years.

- Distribution Centre: Control the product condition, the labelling, when taking responsibility for the products. Control the products' temperature when taking responsibility for the products AND products at the time of reception in the distribution structure. It is recommended to note the temperature readings as well as a possible non-conformity on the delivery note that will then be stamped, dated and signed.

➢ Archiving of delivery note: 5 years.

CONTROL POINTS AND RECOMMENDATIONS:
- **Condition of the delivery vehicle and other transport equipment (isothermal containers**...)

✓ Conformity of refrigerated transport vehicles (technical conformity certificates to verify if in doubt).
✓ General cleanliness (housekeeping).
✓ Absence of soiled products (no refrigerant leakage, no pests, separation of hygiene/food care products, separation of different categories of products, products not in contact with the floor and the walls of the vehicle).
✓ Condition of loading (general condition of the goods, undamaged pallets, packaging integrity, orderly storage of products).

RECOMMENDATION:
Any anomaly is written on the delivery note, the transportation or delivery document.

- **The temperatures (in case of transport of refrigerated and frozen products)**

✓ It is optional to check the delivery vehicle enclosure temperature (verification if necessary of the recording disc), or substitute equipment (insulated boxes...) when receiving products at the distribution structure. However, it is a good way to detect a break in the cold chain of the refrigeration enclosure. This possible control can be performed at the opening of doors or at the immediate opening of the containers. **The cold room's temperatures should systematically be checked at the warehouse.**
✓ When taking the responsibility of the products, the transport vehicle, or the replacement equipment must be at the right temperature: start the refrigeration unit before taking the

responsibility of the products so that the refrigerated chamber is at the right temperature when loading the products.

✓ The products temperature recording between 2 packages (for example between 2 packs) is systematic, either in warehouses or distribution structures.

Temperature readings are noted on the delivery or removal document (and on Annex 1 "Reception controls recordings" for the warehouses).

❖ If the temperature checked between two packages reconditioning is not in conformity, perform a core temperature of the products. Temperature readings are noted on the delivery or removal note(and on Annex 1 "Control on receipt - recordings" for warehouses).

RECOMMENDATIONS:

Temperature measurement/temperature charts and tolerances: see Sheet 12 - Cold chain.
Principles to respect the cold chain when taking responsibility of the products:
. Organize the products' reception (delivery schedules, respect for some logic in the reception schedule, control and storage of the products);
. Limit time at room temperature of refrigerated and frozen products: respect the rule of 30 minutes maximum at room temperature for refrigerated and frozen products during all operations (loading, unloading, transfer of products);
. In case of multi-products management, organize management as follows:

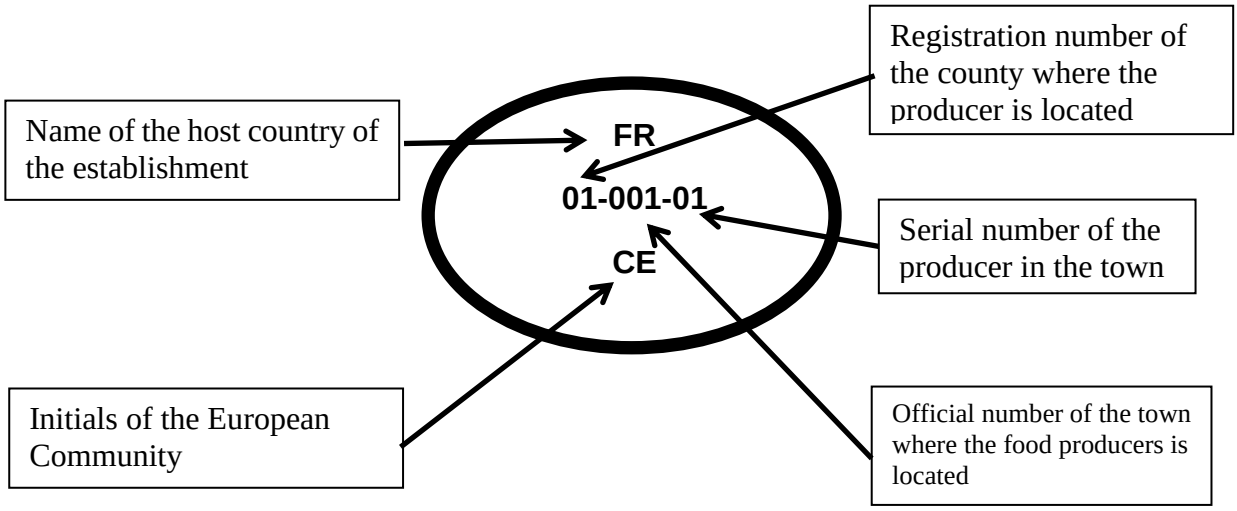
1. *Give priority to frozen products,*
2. *Then refrigerated products,*
3. *Then fruits and vegetables,*
4. *Finally dry goods.*

- **The labelling**

❖ Presence of mandatory labelling information (see Sheet 10 - Products labelling and traceability).

Regarding commodities exchanged prior to the delivery to the beneficiaries of the aid, the labelling information (except the lot number and notes provided in Article R. 112-19-1 of the Consumer Code which must appear on the pre-packaging of food), may appear merely on the technical sheets, delivery notes or commercial documents when they accompany the food to which they relate or when they are sent before delivery or at the same time. In this case, the following information must appear on the outer packaging (grouping of boxes) in which these foodstuffs are presented:

- Sales description of the product; BBD or UBD accompanied by special storage conditions;
- Name or business name and address of the manufacturer or packager, or of a seller established in the EU;
- Sanitary stamp "FR xx-yyy-zz CE" if it is an animal product or of animal origin (Except composite products).



RECOMMENDATIONS:

. In the case of missing or incomplete information in the labelling, or if it is in a foreign language: products that have been purchased are refused.

. In the case of a donation: acceptance of given products labelled in a foreign language with incomplete or absent labelling only if information labelling (or translation) is provided by the supplier, and made available to food aid recipients in distribution structures.

- **Product appearance**

Reject damaged products or products that may represent a danger for consumption
Sort fruits and vegetables according to your acceptance criteria.

Product appearance: conditions to be met	
Frozen and deep frozen foodstuffs	. No leaking, torn, perforated packaging . No excessive ice packaging . Undistorted Packaging . Products not stuck together by ice . No malleable products . No thawed products
Canned food	. No bulging, rusted cans . No deformations of the boxes including at seam
Other foods	. No abnormal swelling of the packaging . Maintenance of vacuum products, packaging matching the shape of the product . Packaging integrity, non-pierced . Natural colour of the food . No apparent blows, mold, weakened zone, abnormal appearance

RECOMMENDATION:

If the products do not meet these conditions, they are considered non-compliant.

RECOMMENDATIONS:

. If the goods come from a third party, refuse non compliant products (temperature and/or integrity of the packaging and/or appearance of the products and/or labelling of non compliant products) and return them to the third party (supplier, distributor...).

If the products cannot be returned to the supplier, isolate the products with a label non-compliant "do not use pending further instructions from the national service or awaiting destruction" (a withdrawal document and/or a destruction note will have to be established).

. In the case of transport within an association (goods already owned by the association), destruction of products or donation to a local Animal Protection Society with the agreement of the local food safety agency and amount to be destroyed), after isolation of the products with the statement "non compliant products, do not use." Establish a withdrawal document and/or a destruction note.

SELF-CHECKS:

- Control the good management and reception of the products.

RECORDINGS:

Recordings of controls: (on Annex 1 –Controls at reception/recording, and/or on the delivery document itself).

Additional sheets to be consulted:

Sheet 10 - Labelling and traceability of products
Sheet 12 - Cold Chain
Appendix 1 – Controls at reception - recordings
Appendix 2 –Recordings of transportation equipment temperatures

Sheet 4 – Storage

GOAL:

Organize and facilitate the inventory management, optimize product storage conditions in conformity with hygienic rules (limit cross-contamination, protect food from pests, maintain the recommended temperatures and integrity of the products) thanks to adequate storage measures.

KEY POINTS TO MASTER:

Storage management, organization and storage of stocks, respect of the cold chain, maintenance and cleaning/disinfection of storage areas.

CONTROL POINTS AND RECOMMENDATIONS:

– **Storage management**

❖ Organize good management of stocks, especially by regular checks of their expiry dates.

RECOMMENDATIONS:

. Perform proper management of UBD and BBD applying the rule known as "FEFO" (First Expired First Out). When storing, put forward the USB or BBD products with the shortest expiry dates to be able to take them out first.

. Regularly check inventory rotations and make frequent inventories in order to apply the rule of "FEFO" (for example 1 inventory once a month for groceries and frozen products and once a week for refrigerated products...). Regularly check the dates of products in stock, including BBD products. During the tidying up periods re-check the UBD and BBD products.

. Sort the products coming from "pick-up" ("Harvest") (see Sheet 1 - Purchases, donations, collections and "pick-up", and Sheet 3 – Products support).

❖ All products must be identified (origin, composition, production batch N°, UBD or BBD…).

❖ There must not be any products with exceeded UBD in the stocks.

❖ The outdated or damaged UBD products must be destroyed as soon as possible.

❖ Waste management:

- In warehouses: It is recommended to use a waste management company.
- In a distribution structure: It is recommended to conclude local agreements with municipalities or specialized companies for waste disposal. Donation to the local Animal Protection Society is also a possibility.

Remember to archive products' reception documents and destruction notes for 5 years.

***RECOMMENDATION**:*

*As soon as a product has reached its UBD, its distribution is **prohibited** and it must be removed from inventory. In the expectation of a quick removal or destruction, isolate products with the statement: "non-compliant products, do not use".*

To avoid throwing away exceeded UBD products, it is recommended to identify the short UBD products and distribute them as soon as possible. To facilitate communication on the subject, the list of products concerned can be displayed on the doors of cold rooms or refrigerators.

The distribution structure must distribute the products to the beneficiaries before the UBD is reached.

- **Organization and inventory storage**

❖ Storage rules for cold rooms or other refrigerated enclosure:

Vertical storage:

- The most fragile products (meat, cooked pork meats, cooked dishes...) must be stored on upper shelves;
- Encourage the storage of heavy and difficult to handle products on lower shelves;
- The high turnover products will be the most easily accessible products.

Generally, products should be separated:

- Fruits and vegetables from other raw products, including refrigerated products (if no specific refrigerator or cold rooms for storage of fruits and vegetables);
- Eggs from other products.

Some specific rules for the storage in the refrigerator:

- Make an inventory of the temperatures of different compartments and/or between the shelves to adjust the refrigerator temperature and follow the recommended storage temperature;
- Food products should not be stacked; air must circulate between the shelves.

❖ Storage rules for negative cold room or freezer:

- It is recommended to store by type of products (case of a freezer).
- The most used products should be as accessible as possible.
- Opened boxes are always positioned so as to be collected first.

❖ Storage rules for groceries:

- The humidity of the storage area must be limited.
- Liquid products are stored below other products.
- Do not stack sensitive products (for example UHT milk cartons...).
- Some products sensitive to heat (water, milk, chocolate...) must not be stored in sunlight or in high temperature areas.
- If your room is sensitive to frost, protect the products with covers.

GENERAL RECOMMENDATIONS:

. Foodstuffs must be stored on pallets or shelves clear of the ground (10 cm minimum). No item should be in direct contact with the floor or walls.

. Avoid stacking the products and overload the facilities.

. It is recommended to establish storage plans for each storage area (post storage plan and/or shelf identification).

. The hygiene and cleaning products must be in a separate materialized area distinct from that reserved for food. In the case of small reserves, adopt a vertical arrangement with food products above the hygiene/cleaning products.

. Products used for treatment against pests must be in a separate materialized area distinct from that reserved for food.

. Garbage bins should be stored in specific areas away from food.

RECOMMENDATION:

***<u>For eggs</u>**: It is possible to store them in positive cold room or with groceries, at room temperature. However, it is important to keep the same preservation method throughout the chain. Thus the eggs received as refrigerated products will be stored in a cool place, those received at "room temperature" will be stored with groceries.*

- **Respect of the cold chain** (see Sheet 12 - Cold Chain)

❖ Ensure conformity of the temperatures of refrigerated enclosures.

❖ The adopted temperature must correspond to the temperature required for the conservation of the most fragile product.

❖ **Avoid cold losses:**

- Limit opening of doors of refrigerated enclosures, especially during the storage of products;
- When cleaning cold rooms, remember to close the door behind you to avoid cold losses.

RECOMMENDATION:

To check if your freezer/negative cold room has not suffered a break in the cold chain:

- *Place a water bottle, half filled and closed, upside down,*
- *Wait until the water is frozen, and then turn the bottle up.*

If the water thaws, it will fill the bottom of the bottle before being frozen again.
The movement of the water in the bottle indicates that there has been thawing of products in the freezer or negative cold room.

❖ In case of an increase of temperature of a refrigerated enclosure when checking immediately after opening:

- **If there is an increase of 2° to 3°C above the recommended temperature:**

- Check the temperature at the core of the products, based on the products allowed tolerances (see Sheet 12 - Cold Chain). If the temperature at the core is higher than the permissible temperatures, the products must be destroyed (or given to the Animal Protection Societies), as advised by the local Food Safety Agency and according to the quantities to be destroyed (see paragraph stock management). Pending their removal or destruction, isolate products with a statement "non compliant products, do not use".
- Check the room temperature after 1 to 2 hours, and more regularly the following days. If the temperature returns to normal, no special action. Otherwise, a technician must check the enclosure (see Sheet 13- Maintenance of premises, equipment and vehicles).

- **If there is a higher increase of temperature:**

- Check the temperature at the core of the products based on the products allowed tolerances (see Sheet 12 - Cold Chain). If the temperature at the core is higher than the permissible temperatures, the products must be destroyed (or given to the Animal Protection Societies), as advised by the local Food Safety Agency and according to the quantities to be destroyed (see chapter stocks management). Pending their removal or destruction, isolate products with a statement "non compliant products, do not use".
- Immediately call a specialized company that will check the various technical points. Pending intervention limit the door openings; if possible store the products received in another room with compliant storage temperatures.

RECOMMENDATION:

When using a disc temperature recorder, do not forget to change the disk every week. They must be archived as well as the manual control sheets for 5 years.
When using USB keys to register temperature, do not forget to regularly transfer the key data to a computer (once a week).
It is recommended to install an automatic alarm activated in case of malfunction of a cold room.
To facilitate the interpretation of temperature-checks, you can archive the defrosting hours.

It is advisable to have a specific maintenance contract for cold rooms. It enables equipment maintenance and verification of temperature sensors by a specialized subcontractor.

- **Maintenance and cleaning/disinfection of storage areas**

❖ Constantly fight against pests: (see Sheet 14 –Pest control plan).
❖ Ensure the refrigeration equipment maintenance, as specified by the manufacturer.
❖ Keep clean all materials and equipment in contact with food.
❖ Positive cold rooms and refrigerators are cleaned and disinfected at least once a week.
❖ Negative cold rooms are cleaned and disinfected when not in use. Freezers are cleaned and disinfected at least once per semester.
❖ The groceries storage area is cleaned and disinfected at least once a month.
❖ Maintain good air circulation in the storage areas.

RECOMMENDATION:

For equipment cleaning and disinfecting, see Sheet 13 - Maintenance of premises, equipment and vehicles.

SELF-CHECKS:

- Temperature control carried out immediately after opening the doors (stabilized temperature) during the working days.
- Visual inspection of the good management of stocks.
- Visual inspection of storage areas arrangement.
- Visual inspection of cleanliness and maintenance of storage areas.
- Visual inspection of the absence of pests or their droppings.

RECORDINGS:

- Temperature recordings.
- Refrigerators/freezers/cold rooms cleaning disinfection registrations.
- Pest control registrations.
- Equipment maintenance recordings.

Additional sheets to consult:

Sheet 9 - UBD / BBD management
Sheet 12 - Cold chain
Sheet 13 - Premises, equipment and vehicles maintenance
Sheet 14 - Pests control plan
Annex 4 - Maintenance plan
Annex 5 - Material maintenance-Sheets of anomalies
Annex 6 - Disinfection cleaning plan
Annex 8 - Cleaning/disinfection of premises
Annex 9 - Refrigerators/freezers/positive and negative cold rooms cleaning/disinfection
Annex 11 - Pests control plan
Annex 12 - Pests control plan–Interventions follow-up of external companies
Annex 13 –Pests control plan– Recordings

Sheet 5 - Preparation of batches in warehouse and delivery to distribution structures

GOAL:
Prepare the goods and deliver orders to distribution structures in compliance with food hygiene standards, including cold chain assurance.

KEY POINTS TO MASTER:
Sorting of food, UBD and BBD management, respect of cold chain, personnel hygiene.

CONTROL POINTS AND RECOMMENDATIONS:

- **Foodstuff sorting**

❖ Products from "pick-up" (harvest) and collections are to be sorted BEFORE they enter the warehouse. If sorting has not been performed at the goods retrieval places (supermarkets and hypermarkets...), it can be done in warehouses, only as an exception (see Sheet 1 - Purchasing, donation, collection and "pick-up").

❖ When sorting in the warehouse (only by derogation), if exceeded UBD products are present in the harvested products, they **MUST BE DESTROYED** (see Sheet 4 - Storage). Pending a removal or rapid destruction, isolate products with the mention "non-compliant product, do not use."

❖ Sorting of refrigerated and frozen products should not break the cold chain.

RECOMMENDATIONS:

If possible, perform the sorting of refrigerated and frozen products in cold rooms to limit the break of the cold chain.
If not possible, minimize the product sorting time, out of cold (rule: 30 minutes) and immediately place the goods in cold storage: store the sorted products regularly and quickly in the cold rooms.

- **Management of UBD and BBD** (see Sheet 9 - Management of UBD and BBD)

- When preparing batches, prepare in priority with foods whose shelf life dates are the shortest.
- If products have an exceeded BBD, a taste test is carried out before the products concerned are placed in a batch.
- The UBD is only valid if the package integrity is met, then:
  • Refrigerated products should be packaged until distribution
  • Do not load refrigerated products for Charities with damaged packaging (torn pockets, raised lids of yoghurt, vacuum broken, pierced packages).

- **The Cold Chain Compliance**

- Maintain the cold chain and avoid cold loss:
- If possible prepare batches of refrigerated and frozen products in cold room, or limit the batch preparation time and replace them in cold immediately until delivery to distribution structures;
- Limit the traveling time of refrigerated and frozen products to distribution structures.

RECOMMENDATIONS:

Close the doors of cold rooms between two comings and goings.
Minimize door openings of the cold rooms.

Limit time out of cold: respect the rule of 30 minutes maximum out cold for refrigerated and frozen products during all operations (transfer of goods, loading, unloading).

In the case of the removal of the goods in the warehouse by distribution structures:
Batches of refrigerated and frozen products are delivered last, after taking them out at the last moment of the cold room or refrigerator;
When preparing multi-product orders, organize the products sequence to distribution structures as below:
1. delivery of dry products
2. delivery of fruits and vegetables,
3. delivery of refrigerated products,
4. delivery of frozen products.

Upon delivery by the warehouse to distribution structures:
. Batches of refrigerated and frozen products are unloaded first, then stored immediately in cold within the distribution structure;
Delivery of goods is then performed as follows:
1. delivery of frozen products,
2. delivery of refrigerated products,
3. delivery of fruits and vegetables,
4. delivery of dry products.

- **Staff hygiene**

The staff in charge of handling bare foods (e.g. fruits and vegetables) must comply strictly with the instructions set out in sheet 8 - Hygiene and staff health, especially hand washing before and after handling food.

SELF-CHECKS

- Visual inspection of the good practices of sorting by the staff.
- Visual inspection of the good practice of preparation and delivery by the staff (management of UBD / BBD, respect of the cold chain ...).
- Visual inspection of good personal hygiene practices.

Additional sheets to consult:
Sheet 1 - Purchases, donations, collections and "pick-up"
Sheet 4 - Storage
Sheet 8 - Hygiene and staff health
Sheet 9 - UBD / BBD Management

Sheet 6 - Unpacking / portioning and reconditioning products

GOAL:
Respect the food hygiene standards of preparation to reduce contamination and microbial multiplication when possible practice of deconditioning /portioning and reconditioning products. In case of deconditioning, portioning and product repackaging, it is necessary to maintain traceability of these products and guarantee their lifespan.

IMPORTANT: The activity of deconditioning / portioning and reconditioning products in warehouses requires approval. You should therefore take steps with your local Food Safety Agency.

DEFINITIONS:
Deconditioning: opening the envelope in direct contact with the food (bag, box, jar, bowl, tray, vacuum pocket ...).

Portioning: portioning the food; can be a simple operation (cutting big portions in single units (e.g. pre-cut deli slices or frozen chicken legs) or a more complex operation involving the use of small equipment (slicing charcuterie or cheese portioning, or splitting the content of a can or bucket ...).

Reconditioning: Repacking of a foodstuff previously unwrapped, in an envelope or in a container suitable for direct food contact.

KEY POINTS TO MASTER:
List of banned products, hygiene and personal health, cleaning and disinfection of surfaces and equipment, deconditioning activity, portioning activity, repacking activity, maintaining the cold chain, master traceability.

CONTROLS POINTS AND RECOMMENDATIONS:
- Product list of food that must ABSOLUTELY NOT BE SLICED OR CUTE
- All refrigerated raw meat;
- Refrigerated raw poultry;
- Refrigerated raw fish;
- Refrigerated pastries;
- All frozen food whatsoever.

Reminder: raw offals, stuffing and chopped raw refrigerated meat must never be distributed

RECOMMENDATIONS:

. Only the freshest products can be sliced.

. If exceptional donation for seafood (shellfish, crustaceans, oysters and fish), pastries, meat (excluding refrigerated ground beef and offal), the association will ensure that the donor is a professional in the sector concerned (primary manufacturer or craftsman) and respect scrupulously the regulations for these products (especially protection of products, storage conditions and traceability). These products must be derived from established licensed producers.

Such products are to be distributed as such: they must not be cut or sliced by the association. Shellfish (clams, mussels ...) and oysters are to be distributed in their original packaging with their sanitary label.

Wherever possible, it is recommended to encourage the professional to give products already portioned and reconditioned.

- **Hygiene and staff health**

❖ The persons in charge of deconditioning/reconditioning and portioning food products must comply strictly with the instructions set out in sheet 8 -Hygiene and staff health, especially hand washing before and after handling foods.
❖ Persons with nasal or mouth infection (pharyngitis, tonsillitis...) or gastrointestinal disorders should not participate in unpacking, repacking and portioning food activities.

- **Cleaning and disinfection of surfaces and equipment**

❖ The staff in charge of these activities must respect the instructions set out in "sheet 13 - Maintenance of premises, equipment and vehicles", in particular cleaning and disinfection of food preparation surfaces, worktops, and especially the equipment used at each stage of deconditioning, portioning and reconditioning.
❖ The equipment will be stored so as to prevent contamination: protected utensils, containers in an inverted position.

- **Deconditioning Activity**

The work should be organized as follows:

❖ Have an area or space reserved exclusively for the deconditioning activity, a worktop with a smooth, rot-proof and washable surface (stainless steel table, hard plastic plate...) and a non-manual operating trash can.
❖ Wear suitable clothing, specific to the risky works and manipulations to perform (apron, lab coat, mobcap...).
❖ Wash hands thoroughly before handling and wear clean gloves. In this case the gloves shall be changed when they become soiled or torn (cf. Sheet 8- Hygiene and staff health - recommendation on the wearing of gloves).
❖ Clean and disinfect the preparation surface. Rinse well if necessary to avoid chemical contamination of foodstuffs.
❖ Use clean and dedicated equipment for deconditioning (knives, scissors, can-openers ...).
❖ Packaging operations must avoid contaminating the products. In particular when using knives or scissors, the sharp edge of the blade should be turned outwards of the bag.
❖ Do not get the food in contact with the outside of the package.
❖ Completely remove the packaging and transfer the food in clean, suitable for food contact packaging (plastic containers, for example) if they are not already in a container (container, bucket, pot...).

RECOMMENDATIONS:

Warning ! *:*
The original labels must mandatorily be kept for at least eight days.
Deconditioning must be done gradually as required; if there is a waiting time, the unpacked products will be placed in a cold enclosure after being protected (for example in filmed containers).
To prevent recontamination of the products, packages and containers are evacuated progressively from the deconditioning area, which is free of any useless object or equipment.
In the event that the location for this activity is not exclusively used for this purpose, it will be washed and disinfected after each operation and before the next unpacking activity.
The equipment used for deconditioning will be kept clean and should be reserved exclusively for this activity.

- **Portioning and reconditioning activities**

The work should be organized as follows:

- ❖ Have an area or location exclusively reserved for portioning and reconditioning activities, worktop, with a smooth surface, rot-proof and washable (stainless steel table, hard plastic plate...) and special equipment (knives, ladles...).
- ❖ Change gloves when portioning products and when soiled or torn (See Sheet 8- Hygiene and staff health - recommendation on the wearing of gloves).
- ❖ If slicing is performed (blood sausage, ham, cheese...), use clean equipment specific to this activity.
- ❖ Transfer food in containers (freezer bags, trays...) clean and suitable for food contact, to deliver to the beneficiaries.

RECOMMENDATIONS:

Unpacking and repacking activities should be separated in space or in time.
The equipment used must be hygienic and specific to the activity. It is recommended to have dedicated utensils for raw food and others for vegetables; if not, cleaning and disinfection should be performed between each sliced or portioned product.
Organization of the order in which the food portioning must be performed: first the least contaminated products (for example for meats: cooked meats, then raw meats; for cheeses: cooked pressed hard-cheeses like "Emmental", then uncooked pressed cheeses, like "Tome", then white cheeses like "Brie").
Use a knife specific for each type of product if slicing is performed, or perform a cleaning and disinfection operation when changing products category.
Change gloves when changing products category.
If it is necessary to taste a product before repackaging, use specific and clean cutlery. Do not reuse them after they are put in the mouth, unless they have been cleaned after use, according to "Sheet 13- Maintenance of premises, equipment and vehicles".

❖ **Maintenance of the cold chain**

RECOMMENDATIONS:

During deconditioning/reconditioning and portioning operations, limit the opening of the doors of refrigerated enclosures to minimize cold loss.
Minimize the time for deconditioning/reconditioning and portioning activities of refrigerated and frozen products away from cold: respect a maximum time of 30 minutes away from cold (including delivery time) for these products.
Inform the beneficiaries that the reconditioned products must be consumed quickly.

❖ **Maintenance of traceability:**

Deconditioning/portioning and reconditioning activity followed by the distribution of food the same day:

- Keep the labels from day to day, or record the label references, as well as the product distribution date with "Annex 10 –Foodstuffs follow-up"
- Distribute products without specific mention on the prepared packaging;
- Inform the recipient about the fact that the product must be consumed immediately.

Deconditioning/portioning and reconditioning activity followed by a delayed distribution (the next day) of food products:

- Delayed distribution of products after repackaging imposes to indicate a UBD under the responsibility of the conditioner;
- The UBD will be, for all commodities, the D day (deconditioning day) + 1 day. In all cases the UBD will not be greater than the initial UBD;
- On each prepared package, specify at least the product name and the UBD date (D + 1);
- Keep a record (+ original labels kept for eight days) to maintain a certain amount of information (see Appendix Sheet 10 – foodstuffs follow-up):
    - Date of entry
    - Product name and batch number
    - Manufacturer name
    - UBD or BBD
    - Reconditioning date
    - Amounts prepared or number of packages
    - Distribution Date
    - List of product ingredients, if possible, to inform the final recipient.

In the absence of accurate information on product composition (for example for catering ready to eat meals), as a precaution, the beneficiaries will be informed of the impossibility to guarantee the absence of food allergy ingredient in the concerned products and the product will not be distributed to people with identified or supposed food allergies.

SELF-CHECKS

- Visual inspection of deconditioning/repackaging and portioning good hygienic practices.
- Visual control of staff health.
- Visual inspection of staff good hygiene practices.
- Visual control of cleaning operations.

RECORDINGS:

- Recording about cleaning and disinfection and their control.
- Recording about traceability.

Additional sheets to be consulted:
Sheet 7 - Delivery of products to beneficiaries
Sheet 8 - Hygiene and staff health
Sheet 10 - Products labelling and traceability
Sheet 13 - Maintenance of premises, equipment and vehicles
Sheet 15 - Consumers
Annex 6 - Cleaning and disinfecting plan
Annex 8 - Premises cleaning/disinfection
Annex 10 - Food follow-up

Sheet 7 - Product delivery to beneficiaries

GOAL:
Distribute healthy products in compliance with food hygiene standards. During delivery of goods an effort is made to educate people receiving products to rules of hygiene and preservation.

KEY POINTS TO MASTER:
Hygiene and staff health; Surfaces, equipment cleaning and disinfection; UBD and BBD management; Respect of the cold chain; Product display; distribution organization; information given to the beneficiaries.

CONTROL POINTS AND RECOMMENDATIONS:

- **Hygiene and staff health**

The staff in charge of food delivery to the beneficiaries must scrupulously respect the instructions set out in Sheet 8 - Hygiene and staff health, especially hand washing before and after handling food.

- **Surfaces, equipment cleaning and disinfection**

The staff in charge of the delivery of food to the beneficiaries must apply the guidelines set out in Sheet 13 - Maintenance of premises, equipment and vehicles, in particular the distribution surfaces, worktops, floor and equipment cleaning and disinfection before and after food distribution.

- **UBD and BBD management**

❖ During distribution, priority is given to those products close to their UBD and BBD.

❖ **Distribution of products past their UBD is prohibited** and may be punishable by law under the regulations R. 112-25 of the French Consumption Code.

❖ In the presence of products with a past BBD in stock, a taste test is to be performed prior to distribution "see Sheet 9 - UBD and BBD management".

❖ The UBD is only valid if package integrity is met, then:
- Always keep refrigerated pre-packaged products packaged until distribution;
- Do not distribute refrigerated products whose packaging is no longer in good condition (torn pockets, raised lids of yoghurt, broken vacuum, pierced packaging…).

- **The Cold Chain Compliance**
  - ❖ Avoid cold losses.
  - ❖ Limit the distribution time of refrigerated and frozen products away from cold.

RECOMMENDATIONS:
Try to have storage equipment (refrigerators, freezers) near the distribution area.

Take out the refrigerated and frozen products as needed. Place them, if possible, in insulated enclosures to avoid cold losses when waiting for distribution.
Minimize door openings of refrigerated enclosures.
Limit the time distribution of refrigerated and frozen products away from cold: respect a period of 30 minutes maximum away from cold for refrigerated and frozen products during all loading/unloading distribution (once this time has elapsed, the products must be at the recommended temperature - see Sheet 12. Cold Chain.
Hand out refrigerated and frozen products last, after taking them out at the last moment of the cold room, refrigerator or freezer.

- **Product layout**

❖ Separate food products from cleaning /maintenance products.
❖ Separate raw fruits and vegetables from other products.
❖ Separate the eggs from other products.
❖ Separate raw from cooked products
❖ No food products in direct contact with the floor or walls.
❖ Arrange products on clean tables or shelves.
❖ It is recommended that a disposal plan be prepared for each family product (canned foods, milk cartons, starches, fruits and vegetable...): post the storage plan, and/or identify tables and shelves for each family product.
❖ Avoid over-crowding the products, including sensitive products (milk cartons...).
❖ If a deconditioning/reconditioning and portioning activity is practiced, have an area with specific equipment for this activity (see Sheet 6 - Unpacking/portioning and reconditioning products). In this case, the unpacked food products must be protected from outside contamination and in particular those coming from the beneficiaries (prevent direct contact between beneficiaries and products). The temperature of products must remain in conformity with the recommended temperature "see Sheet 12 - Cold Chain".

- **Distribution organisation**

❖ Clean and disinfect the product distribution area (see Sheet 13 - Maintenance of premises, equipment and vehicles).
❖ The facilities necessary for distribution (tables, shelves...), must be cleaned and disinfected.
❖ Wash hands before handling and distribution of food.
❖ Place the products on presentation counters by separating the different products categories, as indicated in the previous paragraph.
❖ It is strongly recommended to organize the distribution as follows:
1. Distribution of dry goods;
2. Distribution of fruits and vegetables;
3. Distribution of refrigerated products;
4. Distribution of frozen products.

- Take out the refrigerated and frozen products as necessary for distribution (see "respect of the cold chain") and according to the needs (take out only what is necessary).

❖ At the end of the distribution, and if the above requirements and the recommended temperatures have been observed, immediately replace the not-distributed products in the storage area, starting with frozen products, refrigerated products and then finally, dry products.
❖ At the end of the service, clean and disinfect the distribution facilities and equipment, according to "Sheet 13 - Maintenance of premises, equipment and vehicles".

- **Information to the beneficiaries**

It is important to educate the beneficiaries to conservation and product consumption rules.

- ❖ Frozen and refrigerated products must be transported in isothermal bags.
- ❖ Raw fruits and vegetables should be transported separately from other products. The maintenance/hygiene products and foodstuffs must be transported separately.
- ❖ Products that have undergone deconditioning/reconditioning and portioning activity and distributed immediately after, must be consumed very quickly and at the latest within 24 hours.
- ❖ Products that have undergone deconditioning/reconditioning, portioning activity, followed by a delayed distribution, should be eaten at the latest at the date indicated on the package (see Sheet 6- Deconditioning/portioning and reconditioning products).
- ❖ Explain carefully the differences between UBD and BBD (see Sheet 9 - UBD and BBD management).
- ❖ It is important to educate the beneficiaries about the absence of risk in consuming products with an exceeded BBD, while leaving them the choice to accept or not these products.
- ❖ For deconditioned and portioned products, the beneficiaries must be able to obtain the list of the ingredients present in the proposed products to determine the possible presence of allergens. The conservation of the original product labels is mandatory "see Sheet 6 - Unpacking/portioning and reconditioning products". In the absence of accurate information on product composition (for example for catering meals ready to eat), as a precaution, the beneficiaries will be informed of the impossibility to guarantee the absence of food allergens in the concerned products and the product will not be distributed to people with identified or supposed food allergies.
- ❖ Inform beneficiaries about the basic hygiene rules to be followed "see Sheet 15 – Consumers".

SELF-CHECKS:

- Visual inspection of staff good distribution practices;
- Visual control of staff health.
- Visual control of cleaning operations.
- Visual inspection of food storage temperatures.

RECORDINGS:

- Recordings on cleaning and disinfection, and their control.
- Recordings on temperature readings of refrigerators/freezers/cold rooms.

Additional sheets to be consulted:

Sheet 6 - Unpacking/portioning and product reconditioning
Sheet 8 - Hygiene and staff health
Sheet 9 - UBD and BBD management
Sheet 12 - Cold Chain
Sheet 13 - Maintenance of premises, equipment and vehicles
Sheet 15 - Consumers
Annex 3 - Recording of cold rooms, refrigerators and freezers temperatures
Annex 6 - Cleaning and disinfection plan
Annex 8 - Cleaning/disinfection of premises
Annex 9 - Cleaning/disinfection of refrigerators/freezers and cold rooms

Sheet 8 - Hygiene and staff health

GOAL:
Avoid contamination of distributed food by to body hygiene and staff in good health.

Contamination of food by staff is mainly due to risks linked to the staff's health, body hygiene or inadequate clothing, but also through inappropriate behaviour either by ignorance of basic hygiene, or by negligence.

KEY POINTS TO MASTER:
Employee health condition, staff body hygiene, staff clothing.

CONTROL POINTS AND RECOMMENDATIONS:

- **Health control:**

- General rules: in case of symptoms of an illness and if possible, do not come to the distribution structure or warehouse. Otherwise, work in storage or delivery areas (areas where there is no manipulation of unpacked food products).
- If the participation in the activity is absolutely necessary, the person will have to scrupulously respect the rules for hand washing and wear disposable gloves and mask to avoid food contamination.
- Do not cough or sneeze over the food products.
- Blow your nose with a disposable paper and immediately thrown into a bin after use.
- Do not spit.
- In case of injury to the hands, wash and disinfect the wound, use a waterproof bandage and cover the hand with a glove.

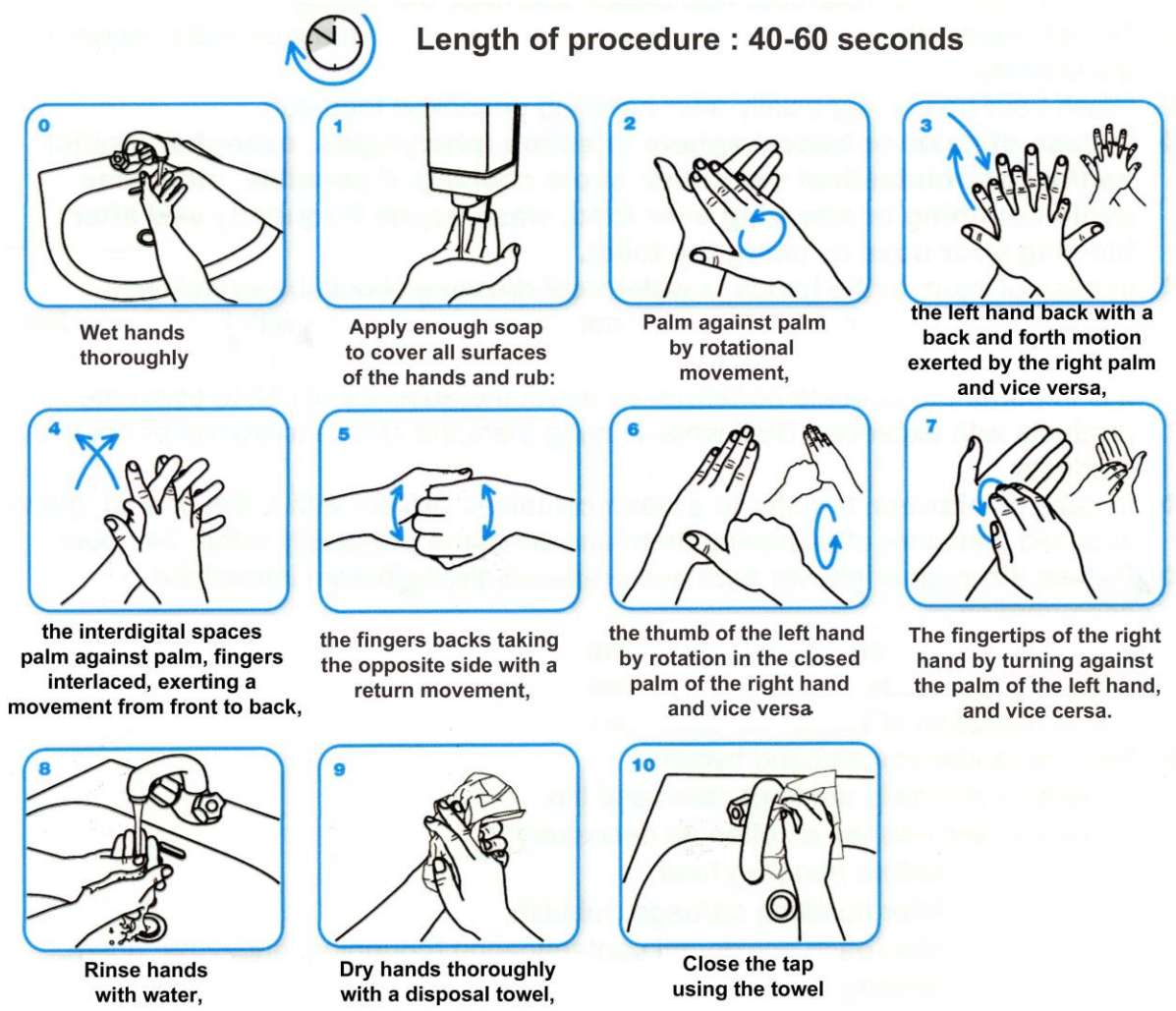
RECOMMENDATION:
Have a first aid kit within the warehouse or distribution structure, allowing disinfection and airtight protection of wounds and distribution of gloves and masks if necessary.

- **Body hygiene:**

❖ Do not put your hands to your face or mouth during work.
❖ Do not smoke during activities.
❖ To prevent contamination from human origin, particular attention is paid to hand hygiene:

- Hands and nails are kept clean and tidy;
- Hands and forearms are washed as necessary:
  - At the beginning of the distribution,
  - Before handling food,
  - Before putting on gloves,
  - At every change of job or manipulation (for example manipulation of cooked product after handling raw products)
  - Before handling clean equipment and after handling dirty equipment;
  - After any packaging handling,
  - After any contaminating operation, especially after handling garbage, rubbish,
  - After each accidental contamination (coughing, sneezing, nose blowing, etc..)
  - After using the toilet,
  - After smoking, after shaking hands,
  - After handling chemicals (cleaning products...)

RECOMMENDATION FOR CLEANING HANDS



- NB: preferably use an efficient disinfectant soap

Source: World Health Organisation - 2008

Water for hand washing is mandatory in the distribution and warehouse structures.
In addition to hand washing, it is possible to use an alcohol-based disinfectant.
Warning: the use of an alcohol-based disinfectant can disinfect clean hands. Only hand washing with soap and water will allow removal of organic residues on soiled hands.
Otherwise consider the use of an efficient disinfectant-soap.

- **Appropriate clothing:**

❖ *If you do not have dedicated work clothes, wear clean clothes, if possible by changing when arriving on site.*

❖ *The use of a mobcap enveloping the entire hair and disposable gloves for positions that require handling food (for example deconditioning, portioning, reconditioning products) are used to prevent accidental contamination.*

RECOMMENDATION:

Wearing gloves does not replace hand washing.

Gloves should be replaced:

- As soon as they are soiled or torn;
- When changing tasks or preparing foods of different kinds (for example when unpacking, portioning and repackaging, see Sheet 6 - Unpacking, portioning and reconditioning products);
- After handling raw foods and before handling cooked or ready to eat products;
- After touching a contaminated surface.

SELF-CHECKS:

- Visual control of staff health.
- Visual inspection of staff good hygiene practices.
- Make sure that a sink and soaps and disposable towels dispensers are accessible at all times in good working order and properly stocked in distribution structures and warehouses.

Sheet 9 – Management of Used-by Dates and Best-Before dates

GOAL:
Make sure to control, sort and rotate efficiently the products, to guarantee conformity of conservation dates during distribution to the beneficiaries.

❖ Role of conservation life:
The conservation life of a product is the length of time a product will remain healthy and maintain its health and/or organoleptic, and/or nutritive qualities, provided that the food is stored in appropriate conditions. Manufacturer will fix, under their responsibility, a conservation date that ensures these qualities.

BBD (Best- Before Date) PRODUCTS:

BBD products are stabilized products (canned, dried, frozen products). This is a recommendation ensuring optimal organoleptic and nutritional qualities of the food product.

BBD is referred to by the wording "Consume preferably before..." or "Best before …" or "Consume preferably within ... after the date shown ..." followed by either the date itself, or an indication of where it appears.

The goods on which there is a BBD (Best Before Date) remain consumable when the latter is exceeded, with no health risk, provided that the products were stored in the conditions recommended by the manufacturer. In this case, only the organoleptic and nutritional characteristics are no longer guaranteed.

In the absence of a time limit during which the product can be distributed, an organoleptic test must be performed to assess its quality (odor, color, texture, flavor ...), by comparison, for example, with the same product that is not past its BBD.

A written note is required.

Example of aorganoleptic test report

Organoleptic test	
Product	
Received on	
Tasting date	
BBD	
Evaluators	
External appearance	
Aspect on opening	
Smell	
Taste	
Consistency - Texture	
Other	
Distribution (Yes / No)	

WARNING: the objective is to minimize the presence of products with past BBD in distribution structures so as to offer to beneficiaries products with optimal organoleptic and nutritional qualities.

Before accepting a BBD product with an exceeded time limit, ensure that the food products may be distributed without problem later and that the taste test proves successful.
It is important to educate the beneficiaries about the absence of risk to consume these products, and let them choose whether to accept these products knowingly.

RECOMMENDATION:
Special case of refrigerated products *with BBD (Best Before Date): for these products, no exceeding time is allowed (for example certain cheeses, eggs, refrigerated fruit juice...).*

PRODUCTS WITH A CONSUMPTION TIME LIMIT (UBD)

The UBD (Use By Date) is the date until which the product keep its health qualities in specified conservation conditions (temperature, packaging..). It concerns perishable refrigerated products and highly perishable products (yoghurt and dairy products, ready meals, meat, poultry, pork meats).
The UBD is preceded by the words "Use by..." followed, either by the date itself, or an indication of where it appears on the label.
Product durability and use-by date time limit, set by regulations or by the manufacturer, depending on the temperature at which the food has been kept.

WARNING: *Any break in the cold chain reduces the lifetime of the product,*
Freezing any products is prohibited, including a product with a UBD close to date or reached.

Respect for the UBD is imperative. When the UBD is reached, DISTRIBUTION IS PROHIBITED and can be punishable by law under the provisions R. 112-25 of the French Consumption Code.
Pending their removal or destruction, isolate exceeded UBD products with the mention "non-compliant products, do not use". Destroy these products as needed (do not store non compliant products more than a week).

RECOMMENDATIONS:
. Perform proper management of UBD and BBD by applying the rule of the so-called "FEFO " (First Expired First Out). When storing, put forward the shortest UBD and BBD products to make them go first.
. Survey at a regular frequencie the dates of the products in stock, including long BBD products.
. Sorting of products from "pick-up" ("harvest").
. The contact packaging of products (vacuum, film, modified atmosphere...) promotes the preservation of food. When these foods are deconditioned, their lifespan is greatly reduced and the product must be consumed quickly "see Sheet 6 - Unpacking/portioning/reconditioning products".

Additional sheets to be consulted:
Sheet 6 - Unpacking / portioning and product reconditioning

Sheet 10 - Labelling of products and traceability

LABELING:

Food must have a regulated label; the purpose of which is to give the consumer complete and objective information:

- Labelling must display various information written in the national language;
- Labelling must be fair and must not mislead the consumer into error (product composition, origin...).

The mandatory information to be indicated on the products are listed in articles R. 112-9, R. 112-9-1 and R. 112-16-1 of the Consumption Code. They are:

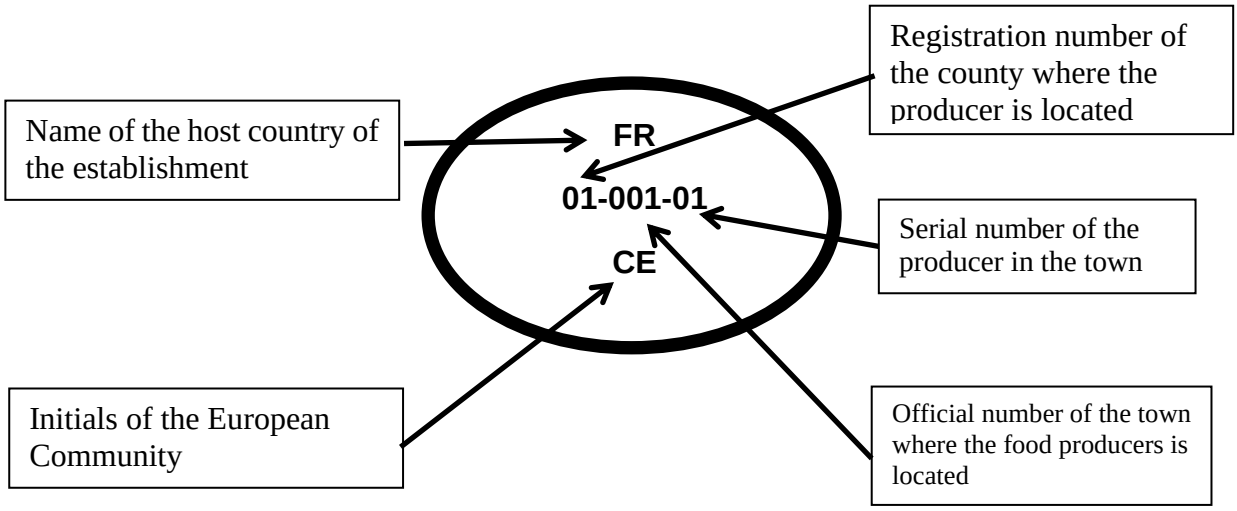
1. The sales description that defines the product (for example: extra raspberry jam);
2. The list of ingredients presented in decreasing order of weight at the time of production, including additives and flavourings and any substance used to produce the foodstuff and still present in the finished product, coming from ingredients listed as allergens;
3. The quantity of certain ingredients, particularly those highlighted on the label or in the sales description: (for example: strawberry cake, pizza with ham.)
4. The net quantity of product in volume (liquid product) or mass (other products). If the product is presented in a liquid, indication of the net drained weight;
5. The consumption date:

- UBD "use by date" for perishables, followed by storage conditions, especially temperatures to be respected;
- BBD "Best Before Date" for "stabilized" products, possibly accompanied by storage conditions, including temperature, which must satisfy the specified period.

6. Identification (name or business name and address) of the manufacturer or packer or of a seller established on EU territory;
7. The place of origin or provenance when its omission is likely to mislead the consumer into error;
8. The instructions for preparation if necessary for appropriate food use;
9. Mandatory information specific to certain categories of food (nutrition labelling for foods bearing nutrition or health claims or the mention "contains a source of phenylalanine" for foodstuffs with aspartame for example).

Other information, for the supervisory authorities, should also appear on the labelling. They are mainly:

10. The manufacturing batch number for traceability purposes;
11. The health mark (or sanitary stamp) which identifies the establishments preparing, treating, processing, handling or storing animal food or from animal origin (brand’s names obtained from the Food Safety Agencies).



RECOMMENDATION:

In some cases (donations from food industries), the information on the labelling is made available in a supplier's document. This document must then be made available to the beneficiaries of the products.

The information necessary to the consumer to make appropriate use of the food or needed to ensure its traceability, particularly the sales name, date of consumption, the special conditions of storage and use, and the lot number should also be included, on the labelling of the product delivered to the beneficiaries.

In the absence of accurate information on product composition (for example for ready to eat catering meals), as a precaution, the beneficiaries will be informed of the impossibility to guarantee the absence of ingredients provoking food allergy in the concerned products and the product will not be distributed to people with identified or assumed food allergies.

Except in special cases, when cookies are individually conditioned in a transparent bag.

TRACEABILITY

Traceability is the set of measures implemented to ensure the monitoring of information related to the product from where it is produced to where it is distributed.

It creates a link between the flow of food products and the flow of information. It gives information about a product, its history, its location in the food chain. It participates in the consumer's safety by helping to identify any causes of non-compliance and allows, if necessary, to withdraw or recall a product.

The traceability of food has be implemented since January 1, 2005 by all operators in the food chain, from production to distribution, in accordance to Regulation EC n° 178/2002 of January28,2002.

To set up an effective traceability system, taking into account the principles set out above, it is necessary to define the objectives to be achieved:

- Mastering the products safety (and quality);
- Knowing the history or origin of the products;
- Facilitating the verification of specific information on the product;
- Facilitating the products withdrawal or recall;
- Communicating information to concerned persons (official control services, beneficiaries...).

RECOMMENDATIONS:

Basic rules of a traceability system:

Upstream:

- Identify the various suppliers in relation to incoming food products and keep this updated information available to the competent authorities.
- Record the foods at the entrance, with the batch n° (for example conservation of commercial and/or delivery documents...)
Downstream:
- Identify the receivers (for example warehouses, distribution structures...) of outgoing products and keep this updated information available to the competent authorities.

***Warning:* associations are not required to know the ultimate beneficiary.**
Just:
- *Record the foods, when they exit, by making a link with the batch number (delivery notes, distribution date knowledge...).*
- *Keep traceability information for a period of 5 years.*

RECOMMENDATIONS:

***Warning!**: When donations of products in big packages require repackaging into smaller portions are offered, do not accept them unless you are able to ensure the food traceability and a perfect hygiene during the deconditioning/portioning and reconditioning.*
Maintaining of traceability:
Deconditioning/reconditioning, portioning and distribution activity followed by delivery of food products the same day:
Keep the labels on a daily basis, or record the labelling information and the date of the distribution of the product.
Distribution of products without specific mention on the prepared packaging.
Inform the beneficiary that the product must be consumed immediately.

Deconditioning/reconditioning, portioning activity followed by a ***delayed distribution of food products (the next day):***
The products delayed distribution after repackaging requires the mention of a UBD the conditioner's responsibility.
*In the case of associations**, this UBD will be, for all food equal to the: D day (deconditioning day) + 1 day**. In all cases the UBD will not be greater than the initial UBD. On each prepared package, specify at least the product name and the UBD date (D + 1).*
Keep a record (+ original labels kept for eight days) of a certain amount of information:
- *Date of entry;*
- *Product name and batch reference;*
- *Manufacturer's name;*
- *UBD or BBD;*
- *Repackaging date;*
- *Quantities prepared or number of packages;*
- *Distribution date;*
- *List of product ingredients, if possible, to inform the final beneficiary.*

In the absence of information on product composition (for example for ready to eat catering meals), as a precaution, product beneficiaries will be informed of the impossibility to guarantee the absence of ingredients causing food allergies, and the product will not be distributed to people with an identified or assumed food allergy.

Warning!: The deconditioning/portioning and reconditioning products activity in warehouses requires approval; so you must take the necessary actions with the local Food Safety Agency .
(See Annex 10 –Food product follow-up and Sheet 6 - Product unpacking/portioning and reconditioning)

Additional sheets to be consulted:
Sheet 6 - Product unpacking/portioning and reconditioning
Sheet 11 – Alert management
Annex 10 - Food product follow-up

Sheet 11 –Management of Alerts

The supervision and self-control systems implemented by companies in the food industry, and the development of surveillance by government of food health quality at national and international level, have strengthened over the years the quality and food product safety but has also lead to an increase in the identification of non-compliances, some of which can become alerts or evolve into a crisis.

REFERENCE DOCUMENT:

The reference document is the 2009 guide in the management of food alerts.(http://agriculture.gouv.fr/sections/thematiques/alimentation/securite-sanitaire/surveillance-controles-alertes).Or see the same procedure at EU level.

GOAL:

Ensure effective coordination among all stakeholders in case a hazard for the consumer has been identified so that mandatory security and legitimate consumers requirements are satisfied while minimizing negative or harmful effects in the food chain.

DEFINITIONS:

Food alert: information related to a product or a batch of products, which if untreated can lead to a situation involving the health or safety of consumers.

Withdrawal: any measure aimed at preventing the distribution and sale of a product and its offer to the consumer.

Recall: any measures to prevent, after distribution, consumption or use of a product by the consumer and/or inform of a possible danger if he has already consumed the product.

Food crisis: real or perceived risk situation, about a product or a batch of products which may create a collective concern.

This situation is aggravated by a sensitive context; it therefore requires emergency treatment. The media dimension is, sometimes, an essential component of a crisis.

ORIGIN OF ALERTS:

- **Notification of an alert by a link in the food supply chain (artisans, food industries, Supermarkets...)**

The alert is directly transmitted by the link to the relevant associations (national and/or local). If the alert is sent to the headquarters of the association (national level), it transmits the alert to its local network.

It may concern donations of industrial products, craftsmen products, products from "pick-up» ("harvest") and collections in big and medium sized supermarkets, or products from all other donors.

The good practice guide on food aid (Food industries and Distributors Unions) reminds the obligation of donors to transmit withdrawals and recalls orders to the charitable organisations.

The alert may also apply to products obtained through conventional trade relations (products purchased: trading) or within the European or National aid funds.

- **Notification of an alert by the administration**

The alert is transmitted to the “contact point” identified at the national association level as a Food Safety Agency interlocutor.

The identified contact point at the national level sends a warning to its local network.

Three cases of alerts may occur:

- Specific alert notified by a foreign country;

- National alert;
- Strengthening the attention concerning some suppliers.

In addition, these alerts are also sent by the regional or national Food Safety Agency administrations to the "contact point" identified by each local association.
Each local association structure must send contact information to these administrations (see Annex 14 - Administrations contacts).

- **Notification of a warning by an association (national or local level)**

In case a food is found to be unsafe or likely to be harmful to health, a local association may alert the local Food Safety Agency(or the one where the concerned foodstuff issue was identified) and inform the supplier of the incriminated products.
The alert may also be issued by the national service of the association in charge of alerts to the agency located where the issue was identified.

WHAT TO DO AT RECEPTION OF A FOOD ALERT?

Upon receiving the alert message, the person designated by the association for the treatment of food alerts should take the following steps: (Reception of an alert message at a warehouse and Reception of an alert message at a distribution structure):

Management of an alert in a Warehouse

1. Reception of an alert message (with request for withdrawal or recall of products) at a warehouse

Warehouse

2. Check if the product is present in stock, in preparation or distribution.

3. Undertake traceability researches from delivery notes and instructions contained in the alert message to identify warehouses and distribution structures likely to be affected by this alert. Tell the National Service in charge of the association alerts.

4. A) If you are concerned:
   a. Immediately stop the distribution of the concerned product;
   b. Identify the concerned batches and separate from other goods and post a sign "quality withdrawal - product that could be dangerous". Count the products

   B) If you are not concerned: sign the alert message with "not concerned" and archive the alert for 5 years => end of the procedure.

5. Transmit the alert by email, phone or fax to the other concerned warehouses and distribution structures (if part of the concerned products is no longer in the warehouse that received the alert).

6. Notify the competent local Food Safety agency of the detention of goods subject to withdrawal or recall

7. Observe all warning message on the future of the product; if in doubt, and according to the situation, contact the supplier or the National Association alerts service responsible for deciding the fate of products and inform the administration:
   - Hold the batch / or return to the supplier / or destruction of the batch (follow the recommendations of the Agency for the method of destruction).

8. **In the case of a recall (information is given to the consumer**), the person responsible for broadcasting alerts takes note of the information message to broadcast.

The information (see information to be included on the posters alerting the beneficiaries of a recall in Annex 15) is posted at the points of distribution to the beneficiaries (information to be displayed for 15 days minimum after the date of the recall).

The **members of the association will explain the message in parallel** during the distribution to beneficiaries.

9 Following these operations, the alerts processing controller writes on the alert message "concerned" and indicates the quantity of products concerned. The document is archived for at least 5 years.

Management of an alert in an Association (distribution centre)

1. Reception of the alert message (with request for withdrawal or recall of products) in a distribution structure

Association (distribution centre)

2. Check if the product is present in the stocks, in preparation or distribution.

3. A) If you are concerned:
   a. Stop immediately the distribution of the concerned product;
   b. Record the concerned batch(es)and separate from other goods and post a sign "withdrawal quality - product that could be dangerous." Count the products.

   B) If you are not concerned: sign the alert message with a "not concerned" mention and archive the alert for 5 years => end of the procedure.

4. Notify the competent local Food Safety agency of the detention of goods subject to withdrawal or recall.

   Notify the person(s) of the association in charge of alerts at national level.

5. Comply to the instructions on the alert message concerning the fate of the product; if in doubt, and according to the situation, contact the supplier or the association's national office, responsible for food alerts, to decide about the fate of the products and inform the administration:
   - Identification of the batch/ or return to the supplier/ or destruction of the batch (follow the recommendations of the administration for the destruction method).

6. **In the case of a recall (information to be given to the consumer**), the person responsible for broadcasting alerts takes note of the message to broadcast.

   The information (see information to be included on the posters alerting the beneficiaries of a recall in Annex 15) is posted at the points of distribution to the beneficiaries (information to be displayed for 15 days minimum after the date of the recall).

   The members of the association will explain the message in parallel during the distribution to beneficiaries.

7. Following these operations, the alerts processing controller writes on the alert message "concerned" by indicating the quantity of concerned products and the document is archived for at least 5 years.

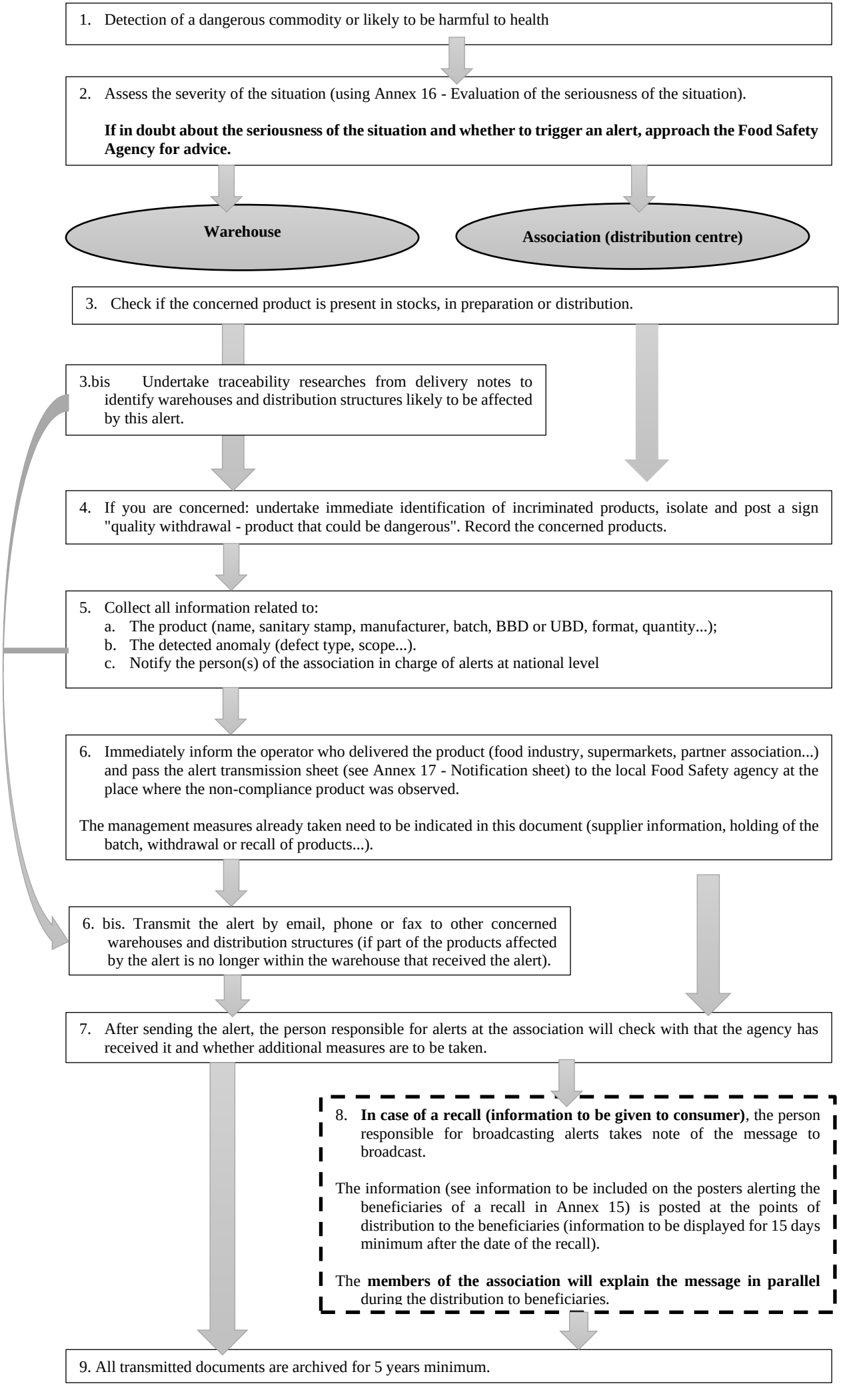
Permanent Mission:
The association keeps an updated log of the distribution centres that they supply with food ("contact point", telephone number, fax, email).
Each local association structure makes sure that this updated contact information is sent to the Food Safety Agency (see Annex 14 - Administrations contacts) and to operators (producers, suppliers, supermarkets).

WHAT TO DO IN CASE OF DETECTION OF A DANGEROUS, OR LIKELY TO BE HARMFULTO HEALTH, FOODSTUFF ?

An association may identify a product that is dangerous or likely to be harmful to health, because for example:

- Unusual tastes, smells;
- The presence of foreign bodies;
- Grouped and targeted claims from beneficiaries;
- Swelling of cans, micro-leaks in the packaging…

In this case, an alert message concerning the commodity must be sent to the agency where the abnormality was identified (see Annex 17 - Notification sheet). The person designated by the Association for the treatment of food alerts should take the following steps (see following diagram):


1. Detection of a dangerous commodity or likely to be harmful to health
2. Assess the severity of the situation (using Annex 16 - Evaluation of the seriousness of the situation).
If in doubt about the seriousness of the situation and whether to trigger an alert, approach the Food Safety Agency for advice.
Warehouse
Association (distribution centre)
3. Check if the concerned product is present in stocks, in preparation or distribution.
3.bis Undertake traceability researches from delivery notes to identify warehouses and distribution structures likely to be affected by this alert.
4. If you are concerned: undertake immediate identification of incriminated products, isolate and post a sign "quality withdrawal - product that could be dangerous". Record the concerned products.
5. Collect all information related to:
a. The product (name, sanitary stamp, manufacturer, batch, BBD or UBD, format, quantity...);
b. The detected anomaly (defect type, scope...).
c. Notify the person(s) of the association in charge of alerts at national level
6. Immediately inform the operator who delivered the product (food industry, supermarkets, partner association...) and pass the alert transmission sheet (see Annex 17 - Notification sheet) to the local Food Safety agency at the place where the non-compliance product was observed.
The management measures already taken need to be indicated in this document (supplier information, holding of the batch, withdrawal or recall of products...).
6. bis. Transmit the alert by email, phone or fax to other concerned warehouses and distribution structures (if part of the products affected by the alert is no longer within the warehouse that received the alert).
7. After sending the alert, the person responsible for alerts at the association will check with that the agency has received it and whether additional measures are to be taken.
8. In case of a recall (information to be given to consumer), the person responsible for broadcasting alerts takes note of the message to broadcast.
The information (see information to be included on the posters alerting the beneficiaries of a recall in Annex 15) is posted at the points of distribution to the beneficiaries (information to be displayed for 15 days minimum after the date of the recall).
The members of the association will explain the message in parallel during the distribution to beneficiaries.
9. All transmitted documents are archived for 5 years minimum.

Note that, according to the size of organizations, a centralized service is able to process alerts managements and notification procedures (for the local association that found the non-compliant products); in this case, the notification is made in the department/state where the non-compliance product was found.

REVIEW REPORT OF ALERTS:

The person responsible for the management of alerts prepares a report reviewing the management of alerts. It includes all the received information as well as their own data.
The information is registered on a technical datasheet which includes the association's organization and the quantities of the batch of products affected by the food alert. (See Appendix 18 - Withdrawals and recalls statement).
The data sheet of the withdrawal/recalls reminder is sent to the relevant Food Safety Agency where the alert is processed and is archived at the Association for 5 years.

Additional sheets to be consulted:
Sheet 10 – Product labelling and traceability
Annex 14 - Administration contacts
Annex 15 - Information required in a recall message from an association
(For specific examples of a recall message, refer to help in the management of food alerts guide, mentioned in chapter "REFERENCE DOCUMENT") in the sheet 11 Alerts management
Annex 16 - Evaluation of the gravity of the situation
Annex 17 - Notification form

Sheet 12 - Cold Chain

GOAL:

Master the cold chain to fulfil a constant concern throughout the food chain to improve the quality and safety of foodstuffs for consumers. Some perishable foodstuffs (refrigerated and frozen products) must be maintained at a temperature set either by regulatory texts or by professionals, under their responsibility.

Refrigerated or frozen products must be maintained at temperatures that maintain their qualities (sanitary, nutritional and organoleptic) by limiting the proliferation of microorganisms.

CORE TEMPERATURE OF PRODUCTS THAT MAY BE DISTRIBUTED:

Temperatures to be respected in the absence of the manufacturer's recommendations on the labelling.

+ 6°C max	- Fresh dairy products other than pasteurized milk, dairy desserts - Butters and fats - Fresh desserts made with milk substitutes - Stable products based on sliced meat
+ 4°C max	- Animal or vegetal cooked or pre-cooked foods - Cold meats, stuffed pasta, sandwiches, - Salads, sauce bases - Poultry, rabbit - Meat cuts - Smoked or brined fishery products - Fresh raw milk products - Cut or grated prepackaged cheese - Pre-cut raw vegetables and their preparations - Thawed products
+ 3°C max	- Processed food elaborated in advance (catering)
+ 2°C max	- Sea foods
- 18° C	- Ice creams, frozen creams, sorbets and all frozen food

All product shelf temperature requirements are specified in the December 21, 2009 French decree

BREAK IN THE COLD CHAIN:

A break in the cold chain occurs when food is above the officially recommended food storage temperature, or the temperature indicated on the label by the manufacturer. Any temperature rise causes and accelerates microbial growth and reduces the product life: a healthy product can become a risky product. Furthermore, the appearance and taste may also deteriorate.

Temperature elevations may occur during the various handling operations (loading, unloading, products transferring). In this case, the duration of operations at ambient temperatures for refrigerated and frozen products must be as short as possible (30 minutes maximum for all operations). A tolerance of temperature rise for refrigerated and frozen products can be accepted (1):

- ❖ Tolerance of a rise of + 2° C, at core, for refrigerated products for a short time,<30 minutes, except for fragile products (for example fish, other raw products...)
- ❖ Tolerance of a rise of + 3° C,on surface, for frozen food for a short time (1).

(1) For information: The 64-949 French decree specifies in article 1e) that the products must be kept frozen at all points, at - 18 ° C or below from freezing to delivery to the final consumer or until the use by restaurants, hospitals, canteens and other similar communities. However, this temperature can, during transport and during storage in retail display cabinets, undergo short-term variations in rise not exceeding 3° C.

RECOMMENDATION:

Thermometers should be checked regularly. Simply take the temperature of a mixture of ***water and ice****. The temperature must then be between -0.5°C and +0.5°C.*

RECOMMENDATION:

To check if your freezer/negative cold room has not suffered a break in the cold chain, place a water bottle, half-filled and closed, upside down; wait for the water to be frozen, and then turn the bottle up. If the water melts, it will fill the bottom of the bottle before being frozen again. The movement of the water in the bottle indicates that there has been thawing of products in the freezer or in the negative cold room.

IMPLEMENTATION OF A CONTROL PLAN:

It aims at preventing and detecting cold chain breaks. It establishes:

- Areas to be inspected;
- Checks frequency;
- Temperature setpoints to be met;
- Equipment used for the checks;
- Control method;
- Persons responsible for control.

RECOMMENDATION:

Temperature measurement:

• Check, if applicable, the recording disk and/or data recordings

•At the opening of the container doors (transport vehicle, substitute equipment, for example insulated boxes, cold room, refrigerator, freezer), measure the ambient temperature: Place the thermometer as far as possible from the cold source, close the doors, wait a few moments and read the temperature. If the temperature is above 2°C of the recommended temperature, take the temperature in different parts of the container;

• if the temperature of the container is not in conformity: measure the temperature between 2 conditioning (for example between 2 bags);

• if the temperature between 2 packaging is not in conformity (greater than 2°C above the recommended temperature) take the temperature at the core of the products;

• if the temperature at the core of the product is non-compliant (greater than 2°C above the recommended temperature, the product is considered non-compliant

Accordingly, it is:

- either refused;
- or isolated and identified as "non-conforming products. Do not use"and then destroyed or given to the local Animal Protection Society, with the advice of the local Food Safety Agency and according to the quantities to be destroyed.

SELF-CHECKS AND RECORDS:

- Refrigeration systems of more than 10 m3 must be equipped with a temperature recording system. This system must be automatic with regard to the storage of frozen products. The smaller equipment must be equipped with thermometers.
- Temperatures recording in cold rooms, refrigerators and freezers are taken every time the association is open. When the temperature control is not permanent (no recording, no alarm...) and cannot be done on the weekend, it is advisable not to have stock of frozen products before the weekend, and even distribute more products on the final day of distribution of the week.

For frozen products, if you have stocks at the end of the week, use the system of inverted water bottle (see paragraph: break in the cold chain) to detect a possible break in the cold chain.

- Temperature recording of transport equipment.
- For equipment fitted with a temperature recorder, edit regularly temperature readings and rank them in chronological order (keep temperature readings for 5 years).

RECOMMENDATION: *Using a temperature disk recorder or a USB + alarm system, recording key is an excellent means of own checks.*

Additional sheets to be consulted:
Annex 1 – Controls at reception - Recordings
Annex 2 - Recording of transportation equipment temperatures
Annex 3 - Recording of cold rooms, refrigerators and freezers temperatures.

Sheet 13 - Maintenance of premises, equipment and vehicles

GOAL:

- Remove any dirt/stains and destroy microorganisms by cleaning and disinfection.

Cleaning and disinfection participate in the prevention of products contamination (cleaning disinfection plan).

- Ensure the optimal functioning of equipment through preventive technical interventions (maintenance plan).

KEY POINTS TO MASTER:

Cleaning and disinfection plan, maintenance plan.

CONTROL POINTS AND RECOMMENDATIONS:

- **Cleaning and disinfection:**

Definitions:

	CLEANING	DISINFECTION
Objective	Elimination of all visible dirt (and for some detergents, elimination of 80% of micro organisms).	Destruction of microorganisms, invisible but present on all surfaces.
Operation ...	Can be considered alone (not followed by disinfection).	Always preceded by effective cleaning because residual dirt inactivates the disinfectant.
Required action	Mechanical (brushing, scrubbing)	Contact times, temperatures and doses specified by the manufacturer depending on the type of surface to be treated, must be respected.
Frequency	According to the visible degree of soiling of the surface to be treated.	Adapted to the risk of contamination of sensitive products.

Setting up a cleaning and disinfecting plan:

1. Identify the areas to be cleaned

In order to help in the construction of the cleaning and disinfection plan, one can distinguish:

- Areas in direct contact with food;
- Areas that can be splashed by the products;
- Areas without direct contact.

2. Identify the nature and importance of dirt/stains

The surfaces may be more or less soiled and by different types of soil (fats, sugars, lime scale...).

The level of dirt and the type of dirt in the cleaning and disinfection plan must be considered.

3. Select the cleaning equipment

Use proper equipment: stiff broom, squeegee, hygienic toilet plastic brushes...
Use disposable wipes or reusable wipes that need a disinfection/cleaning procedure in the afternoon (for example cleaning wipes at 90°C and drying, soaking in a disinfectant solution ... until next use).

4. Select the cleaning products to be used

The products used must be approved for use on areas in contact with foodstuffs.
Three categories of products can be used:
- Detergents: they ensure the cleaning;
- Detergents, disinfectants: They ensure the cleaning and destruction of microorganisms;
- Disinfectants: they ensure the destruction of microorganisms.

Safety data sheets and used products data sheets should be accessible by the people on site.

IMPORTANT: the mixture of products must be avoided for safety reasons.

5. Set the cleaning frequency

Depending on the nature of surfaces and soils, define the frequency of cleaning and disinfection.

6. Set up a protocol

The protocol is the document prepared to perform cleaning, it must include for each area:
- The responsible staff;
- The frequency of cleaning;
- The product used;
- The method to follow: contact time, concentration, need for mechanical action or not (for example brushing...), operating temperature... (Refer to products datasheets).

The cleaning and disinfection operation is carried out as follows:
- Removal or protection of goods during the cleaning and disinfection;
- Removal of large waste (clearing and pre-wash);
- Cleaning;
- Intermediate rinsing;
- Disinfection;
- Rinsing and drying.

For small equipment, it is possible to use a dishwasher; for the ground, there are specific machines for cleaning floors.
The protocol for cleaning and disinfection must be kept available to the staff responsible for its implementation.
(See Appendix 6 - Example of a cleaning/disinfection plan)

RECOMMENDATION:
To clean and disinfect surfaces in the premises, start at the back of the premises and work towards the exit, go from top to bottom and, in general, from the least to the most dirty.

RECOMMENDATIONS:

- *Store all food before you start cleaning and disinfection.*
- *Provide for specific a storage area for equipment and cleaning/disinfection products to avoid any risk of food product contamination.*
- *Use cleaning/disinfectant products approved for cleaning areas in contact with foodstuffs.*
- *Handle and use cleaning/disinfection products in accordance with the manufacturer's instructions (dosage, operating temperature, application time...).*
- *Store cleaned equipment to avoid recontamination.*
- *Check the equipment cleanliness if it has not been used for a long time and clean if necessary.*

- **Equipment maintenance:**

Setting up a maintenance plan:

1. Identify all equipment

Identify all fixed and mobile equipment existing in storage rooms, cold rooms, distribution stands...
When purchasing equipment, the new equipment will be noted on the list of available equipment of the distribution structure or the warehouse.

2. Identify the nature and importance of preventive interventions

Refer to the operating manuals for facilities and equipment.

3. Define the frequency of intervention

Define the intervention frequency to ensure preventive equipment maintenance, as well as intervention dates when repairs need to be carried out.

4. Formalize the intervention protocols

The maintenance plan must group together:
- The list of equipment to maintain;
- The frequency of interventions;
- The type of interventions to be performed;
- The responsible person.

SELF-CHECKS:

- Check the cleaning/disinfection equipment availability.
- Check the cleaning/disinfection products availability.
- Visual control of cleaning operations.
- Visual inspection of drying areas.
- Visual inspection of equipment malfunctions.

RECORDINGS:

- Cleaning/disinfection recording and control.
- Maintenance and technical interventions controls.

Additional sheets to be consulted:
Annex 4 - Maintenance plan

Annex 5 – Equipment maintenance – Sheet of anomalies
Annex 6 - Cleaning and Disinfection Plan
Annex 7 - Transport equipment cleaning/disinfection
Annex 8 - Premises cleaning/disinfection
Annex 9 - Cleaning/disinfection of refrigerators/freezers/positive and negative rooms

Sheet 14 –Pests control measures

GOAL:

Minimize the risk of invasion of pests, potentially disease vectors, and a source of foodstuff contamination.

A control plan must be established to fight pests (rodents, flying and crawling insects, birds) in warehouses and distribution structures. It must be put into place even in the absence of pests.

KEY POINTS TO MASTER:

Means of prevention (maintenance of premises, operating mode); treatment against pests.

CONTROL POINTS AND RECOMMENDATIONS:

- **Means of prevention:**

- Premises maintenance:

❖ The premises and facilities are maintained in good condition and maintained in order to prevent access to pests and eliminate potential breeding sites.

❖ Do not leave organic products accessible: Cleaning of surrounding areas and premises, empty garbage containers daily.

❖ Keep waste away from pests attacks: use closed containers and/or compactors and take them out at the last moment to minimize attraction of pests.

- **Operating mode:**

❖ Identify access points: openings (doors, windows), holes (including cables, hoses, pipes...), siphons and other places through which pests are likely to have access.

❖ Keep these openings sealed as much as possible. Metal grids, mosquito nets, (for example for open windows, doors and fans) are recommended to reduce the access of pests.

❖ Limit the opening time of doors to the outside.

❖ Adopt operating rules that do not favour the presence of pests and their infestation: food must be stored in closed areas, protected from pests or stored off the floor and away from walls. Areas containing products should not be congested.

- **Treatment against pests**

❖ In warehouses:

- Contact a service company to implement an appropriate treatment against pests.
- The frequency of verification and renewal of traps and bait is established by the provider company, according to the risk analysis carried out by the provider company.
- An audit by the association of the plan effectiveness is needed. The warehouse must verify the absence of pests' traces in its premises and record the controls.
- The work orders and the reports issued by the provider company must be archived for 5 years.

❖ **In distribution structures (associations):**

You can perform your "own" treatment against pests.

In this case you can check with your municipality who can offer a diagnosis of your installations and special products for pest treatment. Its effectiveness needs to be verified and the treatment completed if necessary.

The treatment is divided into three sections:

- **Fight against rodents (rats, mice):**

- Means:
  - Traps (swatters, cereal baits and poisons...).

You can buy them from companies or specialized shops.

- Frequency:
  - Refer to the manufacturer's instructions.
- Place the baits in storage areas:
  - At the premises entrances;
  - Between the nests and the food;
  - In holes and burrows;
  - In the premises, near the droppings.

Note: The bait should not be placed in areas where unpacked commodities are manipulated.

- Follow the operating manuals:
  - For safety information, refer to the manuals instructions.
- Controls:
  - Check the bait stations regularly (refer to manufacturer's instructions);
  - Replace the eaten bait, increase their number if all is consumed;
  - Bait again until the bait will no longer be affected;
  - Control permanent traps every two weeks.

- **Fight against insects (cockroaches, ants, moths)**

- Means:
  - Insecticides, bait, nets.

You can obtain them from companies or specialized shops.

- Frequency: refer to the manufacturer's instructions.
- Place the bait:
  - Next to insects passages;
  - At premises entrances:
  - Between the nests and the food;
  - In the nests.
- Follow the operating manual:
  - For safety information, refer to the products instructions.
- Controls:
  - Control bait stations regularly (refer to manufacturer's instructions);
  - Replace the eaten bait, increase their number if all is consumed;
  - Bait again until the bait is no longer consumed;
  - Control permanent traps every other week.

- **Fight against birds**

Prevent birds from acceding to places where food is stored (examples of means of control: spikes, net, ultrasound...). For more information, contact a specialized company.

Self-checks will be recorded, indicating if necessary the corrective actions taken.

WARNING: the products used must not present a threat for the food stored in the vicinity and must be licensed. Read carefully the instructions of the products.
They should not be left within the reach of people entering the distribution points (poisoning hazard).

RECOMMENDATIONS:

. In case of a massive invasion, a "curative" treatment with the intervention of a professional is needed.
. In case of a home treatment, the products used against pests must be stored in a separate area from that reserved for food.
. For safety instructions, refer to the product instructions. It is highly advisable to wear gloves when handling these products.
. Wash your hands after handling products against pests.
. Warning! : Cats should not be considered as a means of fight against rodents. They should not be present in food storage areas.

SELF-CHECKS:

- Visual control of the absence of insects/animals, or their droppings, in warehouses or distribution structures and in the immediate environment.
- Visual control of the absence of stocks contamination by pests.

RECORDINGS:

- Archiving of reports and intervention requests with specialized company.
- Recording of controls and processing operations.

Additional sheets to be consulted:
Annex 11 –Pests control plan
Annex 12 - Pests control plan - Monitoring interventions of outside companies
Annex 13 - Pests control plan- Recordings

Sheet 15 – Consumers

GOAL:

Provide basic rules (using posters, leaflets, for example) in terms of food hygiene, to beneficiaries, including vulnerable people (for example pregnant women, young children, elderly people and sick or immunocompromised persons) to limit, through their practices:

- The risk of contamination and microbial growth;
- The consumption of products "at risk".

These recommendations are not exhaustive; for more precise information one may refer to the Consumer Guide of Good Practices.

***Warning**: Pregnant women must have the medical attention of a doctor or a midwife, who can answer all their questions,*
The maternity health record sent by the County Council when the pregnancy declaration is performed, also contains specific information for this period, including advice on various medical examinations, hygiene, food... to live the pregnancy and postnatal period in the best conditions.
For more information, refer to the following guide: "The nutrition guide during and after pregnancy," available free from the Health Agencies.

KEY POINTS TO MASTER:

Basic rules on food product hygiene.

RECOMMENDATIONS:

To avoid any risk of microbiological contamination by pathogenic (such as Listeria, Salmonella or Escherichia coli, viruses), or parasitic organisms (for example parasites that cause toxoplasmosis and anisakiasis) as well as any chemical or physical contamination risk, certain hygiene measures should be observed.

Specific recommendations for the elderly people, pregnant women, very young children and immunocompromised or sick persons:

- ❖ Vegetables should be washed thoroughly and rinsed several times and peeled if necessary.
- ❖ Ready for use fresh vegetables (for example bagged salads...) should also be washed.
- ❖ Do not consume raw milk cheeses, especially during pregnancy because they may contain germs that could be dangerous for the foetus, including listeria and/or salmonella.
- ❖ Remove cheese crusts as they potentially contain listeria.
- ❖ The cooked pressed cheeses (as gruyere, emmental...), melted cheese (as Kiri…), and soft cheeses made from pasteurized milk (as brie, coulommiers ...) can be consumed without risk.
- ❖ Avoid portions of products, prefer pre-packaged goods and consume them quickly after opening.
- ❖ Eat meat, sausages, poultry, seafood, fish and eggs cooked at heart and not raw. Avoid smoked salmon, fish eggs, rillettes, pâtés, foie gras, surimi, and tamara, raw germinated sprouts (for example wheat, kamut, quinoa, soya ...).
- ❖ Limit consumption of "fatty fish" (marlin, siki, swordfish, salmon, mackerel, shark, lamprey ...) to 2 times a week.
- ❖ Do not eat raw fish, for example raw squid and cuttlefish flood to avoid the risk of anisakiasis.

❖ Consumption of blue fleshfish, including tuna, mackerel, is not recommended for people allergic to histamine.

Specifics for people with known or assumed food allergies:

❖ If known or suspected allergy to a food component, a person, as a precaution, should not consume a food whose composition is unknown.

Specifics that apply to pregnant women:

❖ Cook the meat (including beef, lamb, pork) thoroughly. Avoid meats marinated, smoked or grilled, to avoid the risk of toxoplasmosis.
❖ When preparing food, wash vegetables and aromatic herbs especially if earthy and eaten raw. Wash hands thoroughly after contact with vegetables, fruits, meat, and before moving on to table.
❖ Avoid using brightly coloured ceramic containers or old earthenware, especially when food is acid, in order to avoid possible contamination of the foetus by heavy metals in the paint.

Specifics that apply to children under 15 years:

❖ • Make sure to cook burger meat thoroughly at a temperature higher than +65°C (meat should not be pink).
❖ • Also avoid the consumption of raw milk and raw milk cheese.

Reminder on basic hygiene rules:

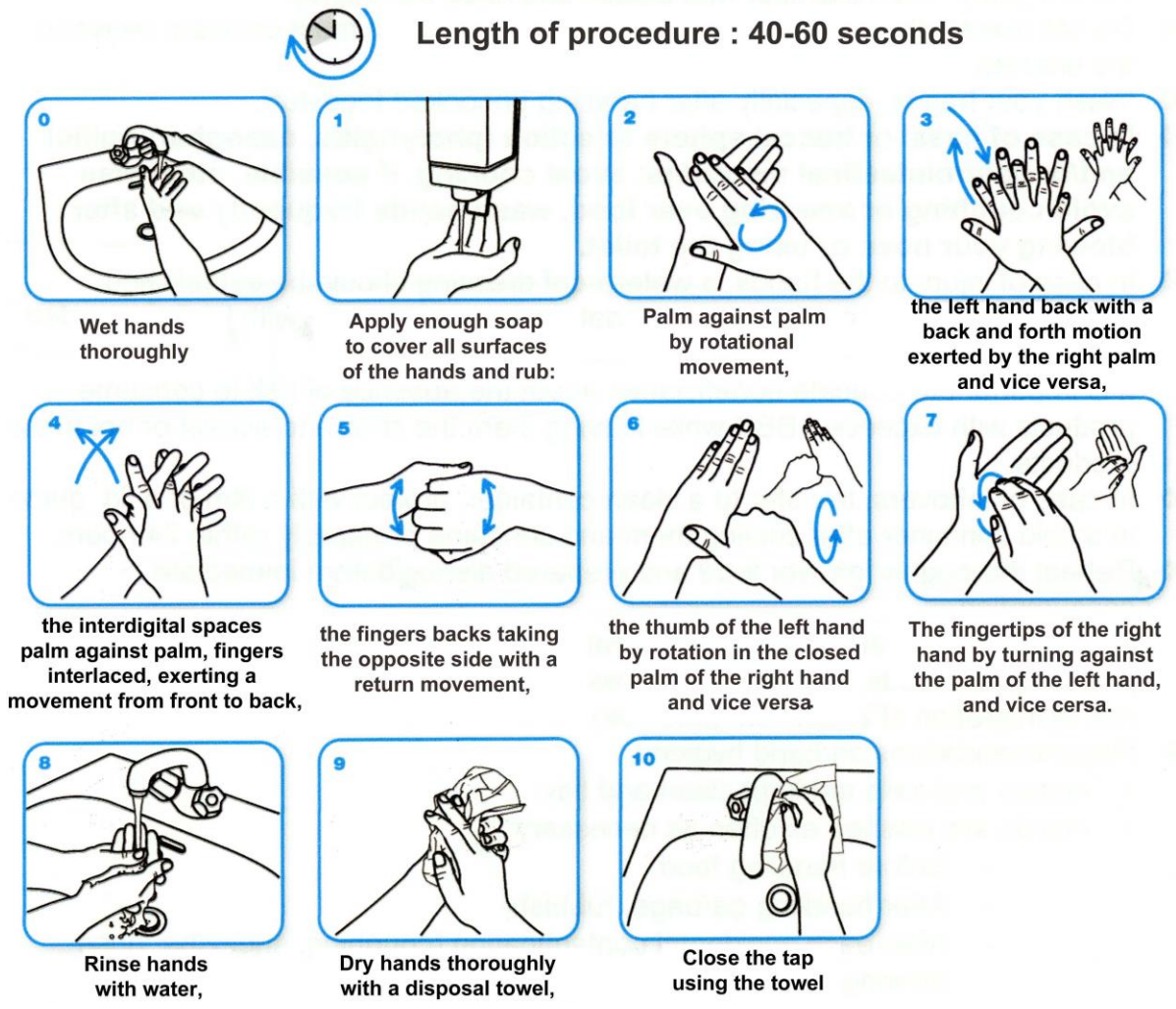
❖ Raw fruits and vegetables should be transported separately from other products. The maintenance and cleaning products must be transported separately from foodstuffs.
❖ Use insulated bags (or coolers) during transport of refrigerated and frozen products and do not linger on the way home.
❖ Limit the waiting time out of cold of refrigerated and frozen products.
❖ Make sure the refrigerator temperature is sufficiently low (+4°C).
❖ Make sure that the freezer temperature is low enough (-18°C).

Note: To check if your freezer has not suffered a break in the cold chain: place a water bottle, half filled and closed, upside down; wait for the water to be frozen, and then return the bottle. If the water is thawing, it will fill the bottom of the bottle before being frozen again. The movement of the water in the bottle indicates that there has been thawing of products in the freezer.

❖ Frequently clean the refrigerator (at least once a month) and freezer (at least once a year). Then disinfect with bleach and rinse thoroughly.
❖ Do not overstock the products in the refrigerator; air must circulate between the shelves.
❖ Wash your hands, especially after handling uncooked foodstuff.
❖ **In case of nasal or buccal sphere infection (pharyngitis, nasopharyngitis) and/or gastrointestinal disorders: avoid cooking, if possible, otherwise avoid coughing or sneezing over food, wash hands frequently mainly after blowing your nose or using the toilet.**
❖ In case of injury to the hands, put a waterproof and sticky band aid.
❖ Respect the food consumption limits dates: do not consume UBD exceeded products.

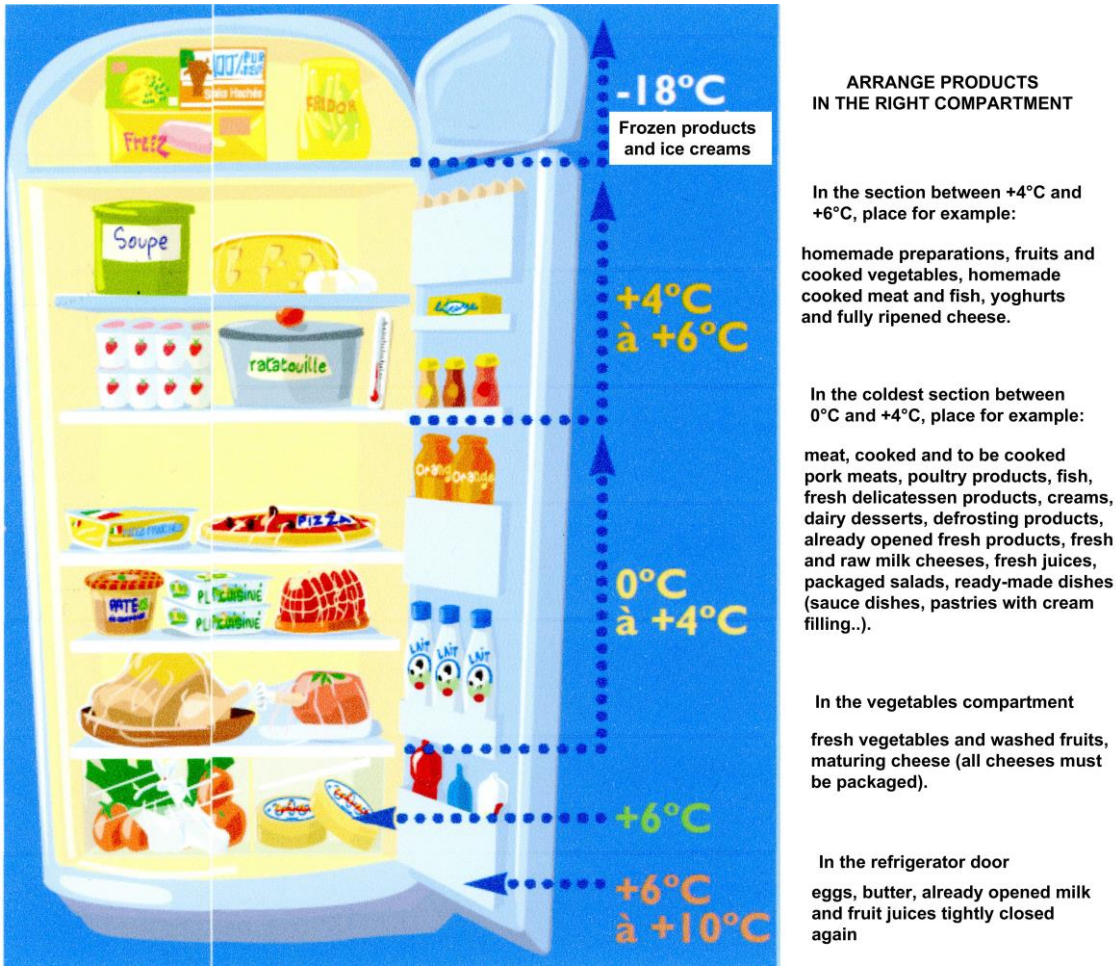
- ❖ It is important to educate beneficiaries about the absence of risk to consume products with an exceeded BBD while leaving them the choice to accept or not these products.
- ❖ In case of leftovers, transfer to a clean container, protect with a film or a lid, place in a cold container after cooling them and consume preferably within 24 hours.
- ❖ Before immediate consumption reheat thoroughly leftover food and prepared dishes.
- ❖ Protect unpacked food during their conservation, preferably with plastic wrap (avoid protecting acidic foods, such as salad dressings, with aluminium foil, because of a risk of migration of aluminium particles).
- ❖ Recommendations on hand hygiene:
  - Hands and nails are kept clean and tidy;
  - Hands are washed as often as necessary:
    - Before handling food,
    - After handling garbage, rubbish,
    - After each accidental contamination (coughing, sneezing, nose blowing, etc.)
    - After using the toilet,
    - After smoking, after shaking hands, after touching animals,
    - After handling chemicals (cleaning products...).

RECOMMENDATION FOR HANDS CLEANING



NB: preferably use an efficient disinfectant soap

❖ Example of how to store food in a refrigerator:



In a refrigerator, the temperature is rarely consistent between the top and bottom: the coldest zone, depending on the model, is located either at the top or bottom (to check, refer to the manual of the device).

Sheet 16 – The volunteer's 10 golden rules

Rules to be posted to ensure hygiene and food safety control.

1. Read and apply the practical information sheets in the Guide of Good Hygienic Practice on "Distribution of food by charitable organizations."

2. Observe a strict personal hygiene:

- Wash your hands frequently, after going to the toilet and after any handling that may have contaminated them;
- Wear suitable clothing when handling unpacked products (disposable gloves and mobcap);
- Protect wounds effectively;
- Avoid sneezing, coughing over food and use a disposable tissue to blow your nose;
- Do not go to the distribution structure in case of a contagious disease; at least do not participate in the food distribution but work in other areas without direct contact with food (storage, delivery, administration).

3. Clean and disinfect equipment and premises according to the cleaning plan

- With equipment and designated products and following the instructions;
- At the expected frequency.

4. Respect the cold chain

- Use suitable equipment (container, eutectic plates, chilled water, isothermal bags);
- Respect the storage products temperatures indicated on the labelling;
- Respect the loading level of refrigerated containers, refrigerators, freezers;
- Verify the proper operation of equipment;
- Limit constantly the time products are out of the cold chain during unloading, preparation and distribution operations (rule: 30 minutes maximum out of cold).

5. Do not distribute products with past UBD:

- Control the UBD products when sorting, preparing and distributing products;
- Immediately eliminate products with a past UBD;
- Apply the rule "first expired first out" (FEFO rule) during storage.

6. Keep product traceability:

- Verify that you have delivery documents and that they are archived;
- Retain the original labels when deconditioning products.

7. **Apply hygiene rules strictly when deconditioning/portioning and reconditioning products**.

8. Communicate information in case of food alert:

- Make an immediate report upon suspicion of non-compliant products;
- Follow the instructions in the procedure "Food alerts management".

9. Perform self checks provided in the organization

10. Respect the formal prohibition of freezing food and refreezing thawed food.

Sheet 17 - The basic rules of food hygiene

These rules, intended for the beneficiaries, apply when preparing meals
These recommendations are not exhaustive; for details, refer to the Guide of Good Practices of the Consumer.

The basic rules of food hygiene

1. Respect of the cold chain:
- Use insulated bags (or coolers) during transport of refrigerated and frozen products home;
- Limit permanently out of cold waiting times for these products;
- Check the proper operation of refrigerator (+ 4°C) and freezer (- 18°C).

2. Respect a rigorous personal hygiene
- Wash hands frequently: after going to the toilet, after activities that may contaminate hands (for example: blowing nose, emptying bins, preparing uncooked foods…)
- Avoid coughing, sneezing over food;
- Keep hands and nails clean; protect any injury with a waterproof dressing.

3. Equipment Cleaning and disinfection:
- Clean equipment and utensils after each use;
- Clean the refrigerator at least once a month and the freezer at least once a year, followed by disinfection with bleach, then rinse.

4. Compliance with UBD lifespan dates:
- Do not consume products with a past UBD.

5. Products conservation and consumption rules:
- Wash earthy vegetables and aromatic herbs intended to be eaten raw;
- Protect unpacked products in the refrigerator (leftovers, opened products); store foodstuffs, taking into account the temperature of different parts of the refrigerator and the level of contamination of each product (see diagram of the refrigerator storage, sheet 15-Consumers);
- Consume quickly (within 24h or 48h) the products whose packaging has been opened;
- Thoroughly reheat leftover food and prepared dishes before consumption.

Key recommendations specific to vulnerable* people

1. Do not eat potential carriers of pathogens, toxins or parasites
- Raw milk and raw milk cheeses;
- Smoked meats, marinated, rillettes, pâtés, foie gras;
- Shellfish, seafood, raw fish, smoked salmon, fish roe, surimi, tarama;
- Raw germinated sprouts (wheat, soya, quinoa...).

2. Cook thoroughly sensitive products:
- Ground steak ; beef, mutton, pork, poultry (visually a cooked meat is no longer pink at the core);
- Raw sausages to cook (chipolatas, merguez, bacon...)
- Eggs;
- Fish (cooked fish flakes easily).

3. Limit consumption of "fat" fish to two times a week:
- Fat fish: swordfish, salmon, mackerel, siki, marlin, shark, lamprey.

4. Do not consume products whose composition is unknown to people with an identified or assumed food allergy.

5. Protect the products during their conservation:
- Preferably use plastic wrap (avoid protecting acidic foods, such as salad dressings, with aluminium foil).

**Vulnerable people: immunocompromised people, elderly people, pregnant women, young children*

5. ANNEXES

Annex 1 - Control on reception, recordings
• Related sheets: 2, 3 and 12

Annex 2 - Temperature recordings in transportation equipment
• Related sheets: 2, 3 and 12

Annex 3 -Temperature recordings in cold rooms, refrigerators and freezers
• Related sheets: 7 and 12

Annex 4 - Maintenance plan
• Related sheets: 4 and 13

Annex 5 - Equipment maintenance - Anomalies sheet
• Related sheets: 4 and 13

Annex 6 - Cleaning and disinfection plan
• Related sheets: 4, 6, 7 and 13

Annex 7 - Cleaning/disinfection of transportation equipment
• Related sheets: 2 and 13

Annex 8 - Cleaning/disinfection of premises
• Related sheets: 4, 6, 7 and 13

Annex 9 - Cleaning/disinfection of refrigerators/freezers/positive and negative cold rooms
• Related sheets: 4, 7 and 13

Annex 10 - Food monitoring for deconditioning/portioning and reconditioning
• Related sheets: 6 and 10

Annex 11 - Pest control plan
• Related sheets: 4 and 14

Annex 12 - Pest control plan – Follow-up of interventions made by external companies
• Related sheets: 4 and 14

Annex 13 - Pest control plan – Recordings
• Related sheets: 4 and 14

Annex 14 - Administrations contacts (not included in this document)

Annex 15 - Information required in a recall message from an association
• Related Sheet: 11

Annex 16 - Assessing the severity of the situation
• Related Sheet: 11

Annex 17 - Notification form
• Related Sheet: 11

Annex 18 - Withdrawal and recall form
• Related Sheet: 11

ANNEX 1 – CONTROL ON RECEPTION - RECORDINGS

(Document to use in warehouses)

Date:	Time:	Inspection carried out by:
Vehicle number:	Carrier:	Supplier:

Temperature of refrigerator compartment (only fresh and/or frozen):	Conformity:	Non conformity:
Temperature between 2 packaging (only fresh and/or frozen):	Conformity:	Non conformity:
Vehicle cleanliness:	Conformity:	Non conformity:
Vehicle conditions:	Conformity:	Non conformity:
Schedule compliance by supplier:	Conformity:	Non conformity:

Products controls

Products description	Temperature control to the core*		Date of consumption		Number of packages		Product appearance	Conditioning	Labelling	Delivery statute	
	Product temperature	Maximum temperature allowed**	UBD Use by date	BBD Best before date	Announced	Received	Conformity? yes or no	Conformity? yes or no	Conformity? yes or no	Accepted delivery	Refused delivery

* Only improper temperatures between 2 packaging for refrigerated and frozen products.
** Threshold temperatures: Recommended temperature + 2°C, at the core, for refrigerated products.
Recommended temperature: + 3°C, on the surface, for frozen products.

Comments:	**Corrective actions:**

Note any possible concerns on the delivery form that will be stamped, dated and signed

Manager's signature:

ANNEX 2 – TEMPERATURE RECORDINGS IN TRANSPORTATION EQUIPMENT

(Optional document for distribution centres)

Date	Time	Type of equipment (refrigerated truck, isothermal boxes * ...)	Operator's name	Measured temperature T °C	Operator's check

Frozen products must be transported at -18°C (with a temperature recorder in the truck if transport longer than 8 hours).
Refrigerated products are transported between 0°C and +3°C.

Comments:
Corrective actions:

Managers signature :

ANNEX 3 – TEMPERATURE RECORDING IN COLD ROOMS, REFRIGERATORS AND FREEZERS

Post a sheet of this type on each refrigerator or freezer, or close to it, as well as at the entrance of positive and negative cold rooms. The temperature of refrigerators, freezers and positive and negative cold rooms are checked once a day, during working days.

MONTH:

Equipment name:			Serial number:	
Date	Time	Measured temperature T °C	Operator's name	Operator's check

When using a temperature recorder (for example a USB key recording devise) in a cold room not equipped with an alarm, it is not necessary to use this sheet, but the temperature readings should be regularly checked once a day during working days, to detect any temperature rise. The temperature records obtained are stored and archived.

When using a temperature recorder in a cold room, equipped with alarm, it is not necessary to complete this sheet if you keep the obtained temperature records; examine them once a week and file them so that they are easily accessible.

Comments:
Corrective actions:

Manager's signature:

ANNEX 4 - MAINTENANCE PLAN

Example of a maintenance Plan

What	Who	When	INTERVENTIONS
Cold rooms	Technical services or subcontractor	1/ trimester*	Refrigeration system revision, complete defrosting, dusting of evaporator grids and fins...
Seals, doors, and walls	Technical Services or subcontractor	Continuously	Repair and/or replacement of old equipment
Thermometers	Internal	1 / month	Checking of fixed and mobile thermometers
Scales	Technical services or subcontractor	1 / year	Scale calibration, tray verification

*** These frequencies can be decreased for distribution centres (for example every 6 months)**

ANNEX 5 - EQUIPMENT MAINTENANCE–ANOMALIES SHEETS

Equipment	Date and time of failure	Description of the anomaly	Date of request for intervention	Maintenance company (name and address)	Corrective actions	Operator's check	Intervention date and recommendations of repairer
Refrigerator							
Freezer							
Cold room							
Scales							
Sinks Washbasins							
Other							

To be completed according to the equipment, by identifying the equipment (for example: negative room 1, negative room 2, positive room 1...).

Attach the maintenance company intervention report to this document.

Manager's signature:

ANNEX 6 - CLEANING AND DISINFECTION PLAN

Identified areas	Method to be followed	Used products and concentrations	Frequency	Cleaning responsible person
Refrigerated Chambers				
Refrigerators and refrigerated showcases	a. Dispose of a container containing a detergent solution with a clean wipe, b. Use the wipe to rub the surface, c. Rinse the wipe with clear water, d. Optionally dry the surface with a disposable paper. AFTER cleaning: a. Spread the disinfectant solution over the entire surface of the refrigerator/refrigerated showcase b. Wait the time specified by the manufacturer c. Rinse.	Used products and concentrations	1 / week	Staff in charge (operators)
Freezers	Same	Same	1 / semester	Same
Positive cold rooms, walls and floors	a. Spread the cleaning/disinfectant solution over the entire surface, d. Scrub and wait the time specified by the manufacturer, b. Rinse and remove as much water as possible with a squeegee or water aspirator.	Same	When not in activity	Same
Siphons and evaporator bins	a. Brush with a cleaning solution, b. Rinse with water. AFTER cleaning: a. Disinfect with a suitable correctly dosed product according to manufacturer's instructions, b. Rinse with water.	Same	1/ month	Same
Ambient storage areas and warehouses				
Walls, ceilings and windows	a. Spread the disinfectant solution over the entire surface, b. Scrub and wait the time specified by the manufacturer, c. Rinse if necessary (strong smell) and remove as much water as possible with a squeegee or water aspirator	Same	1 / year	Same

Identified areas	Method to be followed	Used products and concentrations	Frequency	Cleaning responsible person
Siphons	a. Empty the filter baskets, b. Brush with a cleaning solution, c. Rinse with water. <u>AFTER cleaning:</u> a. Disinfect with a suitable product correctly dosed, according to the manufacturer's instructions, b. Rinse with water.	Same	1/ week	Same
Floors	a. Spread the cleaning solution / disinfectant over the entire surface, b. Scrub and wait the time specified by the manufacturer, c. Rinse if necessary (strong smell) and remove most of the water with a squeegee or water aspirator	Used products and concentrations	every day of use of the premises	Staff in charge
Other				
Small equipment (knives, utensils...)	Pre-wash: a. Evacuate most of organic matters by brushing (from the utensil base to tip, from the blade top to bottom...). In a basin or bucket containing a detergent/disinfection solution: a. Leave the utensils to soak for the period indicated on the package instructions, b. Rinse with clear water as hot as possible, c. Let drip dry or wipe with disposable paper, (or use a dishwasher) d. Store the equipment in a clean area.	Same	- After each use - After changing of products category	Same
Distribution surface, work plan	a. Use a container with a renewed detergent solution several times a day with a clean wipe, b. Move the wipe while rubbing the surface, c. Rinse the wipe with clear water, d. Optionally dry the surface with a disposable paper. <u>AFTER cleaning:</u> a. a - Distribute the disinfectant solution over the entire surface of the workplan, b. b - Let work according to manufacturer's recommendations, c. c - Rinse.	Same	Every time the premises are used	Same
Transportation equipment	Clean every time it is used. Disinfection if soiled	Same	After each use	Same

Do not forget sinks, garbage cans, doors of cupboard, and areas where you put your hands (for example: cupboard handles, doorknobs, tables and desks, computers...).

ANNEX 7 - CLEANING/DISINFECTION OF TRANSPORTATION EQUIPMENT

Monitoring must be conducted for each piece of equipment.
All transport equipment must be cleaned after each use (without recording).
Disinfection must be done in case of soiling and is recorded on this sheet.

Cleaning products:
Dosage and action times:

Identification of transport equipment	**Date Operator's name and check**	**Date Operator's name and check**	**Date Operator's name and check**	**Date Operator's name and check**	**Date Operator's name and check**	**Date Operator's name and check**
Refrigerated vehicle N°:						
Other vehicle N°:						
Isothermal containers: Nature:						
Other:						

Register for each box: the date, the name and the operator's check

Comments:	**Operator's signature:**
Corrective actions:	

ANNEX 8 – CLEANING/DISINFECTION OF PREMISES

A follow-up sheet must be created for each area and posted in it. The cleaning and disinfection concerns floors, surfaces in direct contact with food products (work plans...), equipment (cutting boards, knives, scissors...) present in the concerned workshop.

Reminder: cleaning and disinfection frequency of floors, surfaces, equipment: *at the end of each shift*

Cleaning products:
Dosage and action times:

Date	Time	Operator's name	Operator's check

Comments:	**Manager's signature:**
Corrective actions:	

ANNEX 9 – CLEANING/DISINFECTION OF REFRIGERATORS/FREEZERS/POSITIVE & NEGATIVE COLD ROOMS

Each apparatus must have its own sheet.

Reminder:

- **Cleaning/disinfection frequency of refrigerators and positive cold rooms: 1 / week**
- **Cleaning/disinfection frequency of freezers: 1 / semester**
- **Cleaning/disinfection frequency of negative cold rooms: each time the activity stops.**

Device identification:	**Cleaning products:**
	Dosage and actions time:

Date	Time	Operator's name	Operator's check

Comments:	**Manager's signature:**
Corrective actions:	

ANNEX 10 – FOOD MONITORING

Use for any products deconditioning/portioning and reconditioning

Product entry date	Product name Batch reference	Manufacturer's name	Limit date of conservation		Conditioning / reconditioning date	Number of batches prepared from the same batch N°	Check of the lots prepared	Distribution date	Comments
			UBD Used by Date	BBD Best Before Date					

Manager's signature:

ANNEX 11 - PEST CONTROL PLAN

(At the Distribution Centre level)

Example of a Pest Control Plan				
Treated pests	**Implemented treatment**	**Bait control frequency**	**Bait replacement frequencies**	**Who**
Rats/ Mice	Rat poison bags Mousetraps	• 1 / 15 days • 2 / week	Refer to the manufacturer prescriptions	Person in charge of treatment
Cockroaches	Bait	1 / week	Refer to the manufacturer prescriptions	Person in charge of treatment
Moths	Insecticide	1 / week	Refer to the manufacturer prescriptions	Person in charge of treatment
Ants	Box containing bait	1 / week	Refer to the manufacturer prescriptions	Person in charge of treatment
Birds	Filets, picks, ultrasonic devices	Permanently	Permanently	Person in charge of treatment

ANNEX 12 – PEST CONTROL PLAN - FOLLOW-UP OF INTERVENTIONS BY EXTERNAL COMPANIES

(At the warehouses level)

Treated pests	Company responsible for treatment	Used products or equipment	Frequency of the service provider intervention as defined in the contract	Intervention date of the service provider	Performed actions	Operator's check

Manager's signature:

ANNEX 13 – PEST CONTROL PLAN- RECORDINGS

Treated pests	Used products and/or equipment	Self-checks frequency	Self-check date	Observed anomalies	Corrective actions	Operator's check

Manager's signature:

ANNEXE 15 - INFORMATION TO APPEAR ON MESSAGE RECALL ISSUED BY AN ASSOCIATION

Company name (manufacturer):

Address :
Phone :
fax:
[Mail:]

Product Nature:

Brand :

Presentation and recognition means:
(Type of packaging, volume or mass , batch number or lot code
Sanitary stamp, UBD or BBD, country of manufacture, special signs of recognition as picture)

Hazard identification (for example microorganism involved, presence of pieces of glass etc.):

Identification of the distribution area: national, regional, local:

Distribution period:

Warning to beneficiaries from the food safety point of view: do not use or consume, destroy, return to the distribution centre, etc.

Information given to beneficiaries on the nature of the risk, how to prevent, precautions, etc.

Contact information to be given to the consumer (e.g. Tel or service to contact for more information)
[If provided by the structure giving the alert]

ANNEX 16 - ASSESSING THE SEVERITY OF THE SITUATION

For information purposes, the following table presents questions to help assess the severity of a situation (see Article 14 of Regulation (EC) No 178/2002).

SEVERITY	Can the hazard cause troubles? • Slight • Severe • Fatal [and/or] • Short term • Medium term • Long term Are the effects of the identified hazard? • Acute (immediate impact) • Chronic (cumulative effects) • Likely to impact particularly sensitive groups (children, elderly, etc.)
MEANS OF CONTROL	Can the hazard be controlled by the holder of the goods (eg cooking)?
EMERGENCY	Is the issue? • Already under control • Immediate • To appear in a short lapse of time • Other…
CERTAINTY	Is the issue? • Possible under certain circumstances • Certain and / or already occurred (presence of human cases already proven certain pathologies related to food contamination)
DURABILITY	Is the issue? • One-time or short-term (<1 week) • Medium term (<3 months) • Long-term (<1 year) • Permanent
EXTENT	Are affected and exposed populations? • limited • substantial • The entire population Does the flow affect? • National, intra-Community or international • Slight or important
SENSITIVITY	Does the problem concerns? • Well known products (national or international brands) • Sensitive sectors
OVERALL ASSESSMENT	• Is there a serious and immediate risk? • Is it a crisis situation?

ANNEX 17 – NOTIFICATION FORM		
From:	**EMERCENCY - ALERT**	**Date:** **To:**

Issuer	**Product**	**Reason for transmission and potential risk**
Company:	Denomination, Trademark:	
Contact Name:	N° license / identification:	
Function:	Provider:	
Phone:	Sales responsible:	
Mobile:	EAN code (bar code):	
Fax:	Format, Lot Size (in kg or units):	
E-mail:	Batch number:	
	UBD / BBD:	

<u>Measures:</u> (indicate in the box the following code: 1 for actions, 2 for measures considered , 3 for measures requested)

☐ Temporary holding product ☐ Withdraw ☐ Recall ☐ Press release ☐ Display Poster

☐ Supplier information ☐ Manufacturer information

Other measures taken:
Comments:

ANNEX 18 –WITHDRAWAL and RECALL FORM

ASSOCIATION: ……

PERSON RESPONSIBLE of ALERT MANAGEMENT…….……....

IMPORTANT: The alert notice must be dealt with quickly. A copy of the received alert notice will be attached to this document. Contact the alert issuing authority and follow their instructions.

Date and hour of the start of process: …DD /MM /YYYY... at ……..h/mn…...

References of Alert notice	**Nature of risk**	**Supplier**	**Product name**	A= Ambient R = Refrigerated F = Frozen Other: to indicate	**UBD or BBD**	**Supplier's Batch number**

Is this product in the Association ☐**YES** ☐ **Don't Know** ☐ **NO : end of alert process**	**If YES, how much (quantity) ?** ……..	**Measures taken:** …… ……
Date and hour of end of process: …. /…. /…. at ….h….		**Signature of alert manager:**
Concerned Distribution Centres : ☐ YES ☐ NO Information given to beneficiaries ☐ YES ☐ NO (in case of recall)		

6. GLOSSARY

Affection: disease.

Allergy (or hypersensitivity): Abnormal, excessive reaction of the body following contact with a substance foreign to the body (the allergen). For example, eggs, peanuts, seafood, crustaceans, fish, and cow's milk can cause allergies.

Amoeba: amoebas are single-cell living eukaryotic (i.e. they have a nucleus) organisms. They live in water and some of them may carry a pathogen (amoebic dysentery).

Anisakiasis: a parasitic infection caused by *Anisakis spp.* The parasite can transfer from fish to marine mammals and then on to man. It is destroyed by cooking and freezing.

Batching: sorting and dividing food into lots for distribution.

'Best before' date (BBD): the BBD concerns shelf-stable products* (preserves, dry products, frozen products). It is a recommendation ("best consumed before") that guarantees the optimal organoleptic and nutritional qualities of the food.

Cestode: a class of Platyhelminthes (flatworm), an intestinal parasite of vertebrates (Taenia, etc.) that is present in several animals.

Charity food shops: a structure that offers personalised support and food aid (self-service format).

Charity: is a non-profit organisation whose objective is to provide relief and assistance to the most deprived persons.

Codex Alimentarius: develops food standards, guidelines and other texts, such as codes of practice, within the framework of the Joint FAO/WHO Food Standards Programme. The main objectives of the programme are to protect consumer health, promote fair practices in the food trade, and coordinate all food-related standardisation work undertaken by both governmental and non-governmental organisations.

Cold chain: a series of steps (transport, storage, preparation, distribution, etc.) applied to products (refrigerated or frozen) to preserve them at a low temperature.

Collection: an operation organised with hypermarkets, schools and charities to enable the public to donate non-perishable food to organisations.

Composite products: products containing several separate components (food raw materials, additives, ingredients, etc.) which, when combined, give the product specific characteristics (e.g. ready meals, cold cuts, pizzas, etc.)**.**

Consumer: a generic term designating the person who is consuming or has consumed the product.

Contamination: stain, dirt.

Controlled atmosphere: A method that consists in modifying the composition of the air surrounding food (generally a refrigerated product) within a package, with a view to improving its preservation and extend its shelf life.

Crimps: the upper and lower parts of a tin where the edges of the metal are folded down during closing.

Critical Control Point (CCP): A step at which a control measure can be applied and is essential to prevent or eliminate a food safety hazard or reduce it to an acceptable level.

Cross-contamination: the transfer of contamination to a food product via one or more vectors: operators' hands, water, contaminated surfaces of equipment and materials, or the transfer from a raw product to a cooked product, etc.

Departmental Directorate for Competition, Consumer Affairs and Fraud (Direction Générale de la Concurrence, de la Consommation et de la Répression des Fraudes, DGCCRF): an entity under the Ministry of Economy, whose mission is to ensure the markets function properly. Regional directorates also exist.

Departmental Directorates for Social Cohesion and Protection of the Population (Directions Départementales de la Cohésion Sociale, de la Protection des Populations, DDCSPP): French inter-ministerial departmental administrative bodies that work under the authority of a prefect and cover, for some departments, activities linked to the protection of the population (see DDPPs*) and to social protection.

Departmental Directorates for the Protection of the Population (Directions départementales de la Protection des Populations, DDPP): French inter-ministerial departmental administrative bodies that work under the authority of prefects and are responsible for food health and safety, animal health and protection, consumer protection, and risks linked to animal and crop production. The DDPPs perform the functions previously undertaken by the Departmental Directorate for Veterinary Services (Direction Départementale des Services Vétérinaires, DDSV) and the Departmental Directorate for Competition, Consumer Affairs and Fraud (Direction Départementale de la Concurrence, de la Consommation et de la Répression des Fraudes, DDCCRF).

Departmental Directorates of Veterinary Services (Directions Départementales des Services Vétérinaires, DDSV): these bodies are part of the DGAL, and are responsible, at departmental level, for food quality and safety, animal health and protection. The DDSVs are in place in the Seine and Overseas Departments.

Dioxin: toxic residues resulting from incineration that can be found in all environments (air, water, soil, etc.) and then in food (animal fat).

Directorate-General for Food (Direction Générale de l'Alimentation, DGAL): an entity under the French Ministry of Food and Agriculture, whose mission is to ensure the quality and safety of food at every stage of the food chain.

Distribution structure: a structure that distributes food (or other products) to the poor.

Donations: the retrieval of goods donated by manufacturers and small producers.

European Food Aid Programme for the Most Deprived (MDP): A European Union funding programme aimed at distributing food products to the most deprived people through charities.
Eutectic plate (or freezer block): a plate-shaped container filled with a solution that accumulates cold when it is frozen. The plates are frozen and placed in a container or in an isothermal cooler*, helping maintain the temperature of the refrigerated or frozen products.

FIFO: abbreviation of the expression First Expired, First Out. This method is used to ensure that stock rotation is properly managed, in particular products with a short residual shelf life.

Food package: a collection of different food products within a bag, box, etc. for distribution.

Food poisoning (foodborne intoxication): infections caused by the ingestion of food contaminated with certain infectious agents or their toxins. In some cases, the pathology is not due to the proliferation of a microorganism in the food, but instead to the ingestion of a toxin secreted by the bacteria and preformed in the food before its ingestion; this is known as intoxication.

Food safety: this refers to the hygiene and safety of food, as well as to maintaining its safety.

Foodborne infection: a condition, usually of an infectious nature, caused by agents that enter the body via food eaten.

Foodborne outbreak: a situation involving a real or perceived risk relating to a product or a batch of products, which can create collective concern.

Fragile person: a person whose health is weakened by his or her condition: illness, pregnancy, very young age or, on the contrary, very old age.

French Food Industry Association (Association Nationale des Industries Alimentaires, ANIA): a representative body of food companies from across all sectors and of all sizes.

French Food Safety Agency (Agence Française de Sécurité Sanitaire des Aliments, AFSSA): an independent public institution that monitors, warns, provides expertise, conducts and drives research, contributing to improving public health, animal health and welfare, plant health, and environmental health quality.

French National Institute for Prevention and Health Education (Institut National de Prévention et d'Education pour la Santé, INPES): a public institution that is responsible in particular for implementing prevention and health education policies.

Isothermal: this refers to the walls of systems (cooler, container, refrigerator, cold room, bags, etc.) that allow a temperature to be maintained.

French Trade and Distribution Federation (Fédération du Commerce et de la Distribution, FCD): a federation that brings together predominantly food-based trade companies (Auchan, Casino, Carrefour, Metro...) or specialised companies, and those that supply them.

Frozen products: products that have been subjected to a quick-freezing process and then stored at -18°C. This temperature prevents the development of microorganisms, so frozen products are shelf-stable.

Good hygiene practices (GHP): these are the basic control measures taken by professionals to ensure food hygiene, i.e. food safety.

Grocery products: shelf-stable food products* that are preserved at room temperature, including dry grocery products (rice, pasta, flour, etc.), preserves, biscuits, drinks, and so forth.

Hazard Analysis and Critical Control Point (HACCP): This is a method for analysing the risks associated with chemical, physical and biological hazards and their respective control measures.

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

Health control plan (HCP): this describes the measures taken by an establishment to ensure the hygiene and health security of its products in terms of biological, physical and chemical hazards.

Health quality: all of the properties and characteristics of a food product that guarantee its health* and safety*.

Healthiness: the nature of something that contributes to or is good for the health.

Healthy carrier: a person who is infected by a pathogenic microorganism*, who does not develop the disease but can transmit it.

Highly perishable products: products with physicochemical characteristics that are very favourable to the development of microorganisms; these products must be consumed quickly despite being kept in the refrigerator.

Hypermarkets and supermarkets: the shops that make up the retailing and distribution industry.

Identification mark: (or health mark): an oval marking on the food product or on its packaging that enables the product to be marketed, as it certifies the production plant's Health Approval.

Immunocompromised person: a person with weakened immune defences.

Intermediate reloading: an interruption in the goods transport chain resulting in goods being handled or even stored at the point of transfer from one means of transport to another.

Libres-services de la Solidarité: organisations in France that offer food, hygiene, cultural and leisure products that are tailored to the needs of people in difficulty while encouraging the participation of the beneficiaries.

Manufacturing batch: this refers to a group, for example, of food products, which are homogeneous in nature**.**

Minor defect: a defect that does not reduce the possibility of using the product or a deviation from the set standards that has little impact on the use or workings of the product.

Non-compliance: a deviation from regulatory criteria, standards, rules, practices, which can make a product likely to be dangerous when consumed.

Operator: the first person to have the information or to withdraw* the product (supplier, producer, distributor, etc.).

Organoleptic properties: All of the criteria for assessing the particularities of a food, which is perceived by each of the senses: smell, colour, taste, appearance, consistency, etc.

Packaging: a box, crate or other container that contains wrapped products (or prewrapped products).

Pathogen: that can cause disease; some bacteria or viruses can be pathogenic.

Perishable products: products with physicochemical characteristics that favour the development of microorganisms; these products must be kept in the refrigerator.

Pests: animals (rodents, insects) that are potential vectors of disease and risk contaminating food.

Pick-up: the retrieval by charities of non-marketable goods from hypermarkets and supermarkets for distribution to the poor.

PNAA - Programme national d'aide alimentaire (French national food aid programme): a programme set up by the French government to meet the food needs Europe had not covered.

Portioning: dividing the food into portions. This can be a simple operation (dividing items into individual units, such as pre-cut sausage slices or frozen chicken legs) or a more complex operation involving the use of small machinery (slicing sausage or cheese, dividing the contents of a tin or bucket, etc.).

Primary contamination: microbial load due to the product itself or to its original environment (water, soil, air, etc.). Contamination during the production or distribution stages leads to the direct contamination of the product.

Product alert: information relating to a product or batch of products which, if not addressed, could lead to a situation that endangers the health or safety of consumers*.

Protozoan: a generic name given to small single-cell eukaryotic (i.e. they have a nucleus) organisms. They live in water or wetland and are known to be responsible for many diseases (amoebiasis, malaria, etc.).

Recall: any measure intended to prevent, after distribution, the consumption or use of a product by the consumer and/or to inform him of the risk posed if he has already consumed the product.

Refrigerants: substances (gases, liquids) or mixtures of substances used in refrigeration systems (cold rooms, refrigerators, freezers); the transformations that take place (evaporation, condensation) enable refrigeration.

Refrigerated products: food products that spoil over time (butcher's meat, poultry, ready meals, dairy products, etc.). It is therefore recommended that they be stored at the appropriate temperature and for the appropriate length of time.

Rewrapping: the act of placing a previously unwrapped food product in a wrapper or container that is suitable for direct contact with food.

Risk: the probability that an adverse effect on health will arise within a given time period or under specific circumstances (presence of one or more hazards in a food product).

Saprophyte: an organism that can feed on decomposing organic matter.

Shelf-stable products: products with characteristics that prevent the development of microorganisms (e.g. very low water content in the case of dry grocery products, a constant very low temperature for frozen products, microbes killed in tinned food, etc.).
The situation is worsened by a sensitive context and must therefore be addressed urgently. Media attention is sometimes a key factor in an outbreak.

Toxoplasmosis: a parasitic infection whose agent is *Toxoplasma gondii*. The parasite infects all warm-blooded animals, including humans. Pregnant women and immunocompromised people are particularly sensitive to these parasites.

Traceability: the set of measures taken to ensure the information relating to a product is tracked, from its receipt to its distribution.

Ubiquitous: this refers to a living being with a very broad range of distribution.

Unwrapping: opening of the primary packaging in direct contact with the food (bag, box, pot, terrine, tray, vacuum pack, etc.).

'Use by' date (UBD): the UBD is the date until which the product is safe to eat under the defined preservation conditions (temperature, wrapping*, etc.) It concerns perishable* and highly perishable* refrigerated products (cheeses, yoghurts, refrigerated fruit juices, refrigerated ready meals, vacuum-packed products, etc.).

Warehouse: a structure for storing goods.

Withdrawal: any measure aimed at preventing the distribution and sale of a product, as well it being offered to consumers.

Wrapping: or pre-wrapping; the primary packaging (plastic wrap, box, bag, etc.) in direct contact with a product to protect and preserve it.

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