European Commission

Food redistribution in the EU: translation of *Food Safety Guide* of the *Association of Dutch Food Banks*

Saving Food Together

DISCLAIMER

This document constitutes an English translation of the “Handboek Voedselveiligheid van de Vereniging van Nederlandse Voedselbanken“ of the Vereniging van Nederlandse Voedselbanken (Dutch Food Banks Association), originally drafted, published and authenticated in Dutch. For legal purposes, only the authentic Dutch text of the “Food Safety Guide of the Association of Dutch Food Banks” shall be used. Whilst every effort was made to provide accurate information, the European Commission cannot take responsibility for any errors.

Food Safety Guide

of the

Association of Dutch Food Banks

Adopted in the General Meeting of Members of the Association on 1 December 2018
and in force from 1 January 2019

- This update replaces the version of May 2016 –

Introduction

This Food Safety Guide applies to all food banks affiliated with the Association of Dutch Food Banks in Houten.

In this Guide, the term ‘food bank(s)’ also applies to Regional Distribution Centres, local food banks, their distribution points and the supermarket concepts within the food banks organisation.

The Guide describes the hygiene aspects of all operations and gives volunteers guidelines for food safety management and distribution of foodstuffs.

SOURCES

The Food Safety Guide is based on the guidelines of the The Dutch Food Retail Association (CBL - Centraal Bureau Levensmiddelenhandel) and information sheet 76/December 2015 (see Annex A of the NVWA (Netherlands Food and Consumer Product Safety Authority) intended for charitable institutions and voluntary organisations.

SCOPE

This Guide relates to all of the activities of the food banks.

The product categorisation used in the previous version of the Guide is no longer valid.

For reasons of food safety risks, packaging and portioning food yourself is discouraged, with the exception of unpackaged fruit and vegetables. Food banks that nevertheless wish to do so must comply with the additional requirements contained in Annex C and formulated as a set of working instructions that can be found on the website of Voedselbanken Nederland (‘Voedingsbodem’ section).

The food bank does not distribute alcoholic drinks or any derived low-alcohol concepts, energy drinks, food supplements, vitamins, over-the-counter medication or tobacco.

INFORMATION

This Guide describes the various normative aspects set out in the main text in paragraphs. Where necessary, references are made in sections to further details in Annexes A to C.

A number of specific subjects are explained in information bulletins that are available on the website of Voedselbanken Nederland (‘Voedingsbodem’ section). The Association provides information bulletins on a range of subjects, such as thermometers, cool boxes, allergens and suppliers.

These information bulletins are not of a normative nature.

1 Food Safety and Organisation

The Board of a local food bank has the final responsibility for food safety. This responsibility applies from the time of receipt to the time of delivery of the products to the client.

1.1 The Board

The Board shall appoint a Board member from its midst who is responsible for food safety, and may in addition appoint a food safety coordinator. In such a case, the Board member will be responsible for policy and the coordinator for monitoring the performance of day-to-day activities.

They will be jointly responsible for:

- monitoring food safety in accordance with the rules of this Guide;
- training and instructing all staff;
- withdrawing products that are dangerous to health and having them destroyed;
- conducting corrective action;
- notifying the Board of serious omissions with regard to food safety.

The availability of these officials must be properly organised.

1.2 Staff

Every food bank volunteer is assumed at least to have acknowledged this Guide and to follow the relevant instructions contained herein. Volunteers who are responsible for food safety are obliged to keep their knowledge up-to-date.

1.3 Redistribution of goods to unaffiliated charitable institutions

In principle, the same rules apply for redistribution of goods under the management of the DC or local FB to other charitable institutions as those that apply for distribution to affiliated food banks.

Guidelines for distributing remaining products to third parties:

- Written consent from the supplier
  The supplier of these goods must declare in writing that it consents to the distribution to a third party of the foods it has donated (in accordance with the criteria stated here).
- Criteria for institutions to which food is distributed:
  Products may, after supplier consent, be given (not sold) to a charitable institution that can demonstrate the use of a Hygiene Code or HACCP system.
- Criteria for products to be distributed:
  When foodstuffs are delivered to the charitable institutions described above, a number of aspects must be taken into consideration.
  The foodstuffs must be:
  - suitable for human consumption;

- kept, transported and delivered in such a way as to ensure that the appropriate temperature is maintained;
- provided with the original intact packaging with its label. For unpackaged products, more information must be provided on allergens;

If applicable:

- provided with the original storage and/or usage instructions;
- provided with the original best before or use by date;
- provided with the food bank freeze label.

2 Quality control

The food bank receives products from diverse sources such as national deals, supermarkets, collections, donations, producers etc. It is of great importance for food safety that the flow, storage and distribution of products be properly monitored.

2.1 Receipt of products

Organisation:

- Appoint a volunteer to maintain contacts with suppliers.
- Discuss the food bank's delivery requirements in advance with the supplier: quality, best before, storage conditions and the acceptance requirements stated below.
- Appoint a volunteer to be responsible for the receipt and acceptance of products.

Acceptance requirements:

- Do not accept products that do not meet the food bank's quality standards.
- In principle, accept only pre-packaged products in the original packaging with complete labelling.
- Check the following points before accepting delivery:
  - Is the packaging clean and intact?
  - Is the fresh produce of good quality?
  - Is the best before date acceptable (Infoblad 76 NVWA)?
  - Is it not past its use by date?
  - Is the temperature correct?
- Unpackaged potatoes, vegetables, fruit and nuts may be accepted without a label after a visual check.

In some cases, it is possible to accept products once the producer has filled in and signed a supplier food safety declaration (*"Leveranciersverklaring Veilig Voedsel"* (Information bulletin on the 'Voedingsbodem' section of the website).

Conditional acceptance:

- In case of doubt as to the origin of the products.
- If products have an incomplete label, but come with separate product specifications.
- In the case of self-produced products by professional small-scale businesses (e.g. a butcher's or caterer that has made frozen soups or meals themselves).

- In the case of eggs that do not come from the regular food trade.

Do not accept:

- Chilled or frozen products from individuals originating from collections or supermarket campaigns.
- Home-made products from individuals such as soups, baked goods or jam.
- Products in large formats that are not suitable even for a large family (e.g. tomato ketchup, salads in 5kg or 10kg buckets etc.).
- Products that would need to be divided into portions and packaged by the food bank itself (see Annex C).

2.2 Product storage

The following guidelines apply to product storage:

- Place the goods directly in their intended place: in the fridge or freezer or in the dry goods storage area.
- Do not place goods on the floor, but rather on pallets or racks.
- Store non-food products (washing and cleaning products, cosmetics, plants) separately in a different area or on the lower shelf of the rack so that no odours or other contamination can transfer to the foodstuffs by leakage.
  NB: During transport, non-food items may not be placed in a crate along with foodstuffs.
- Goods that are stored for a longer period are registered with a best before date and distributed based on the shortest best before date (FIFO: First In - First Out).

2.3 Product labelling

Most products received by the food bank are pre-packaged foodstuffs, with a label containing the information required by law in Dutch.
If a product is not provided with a complete label in Dutch, the supplier must provide the information through a packing list or a supplier food safety declaration (*'Leveranciersverklaring Veilig Voedsel').* If this is not possible, the food safety coordinator must decide whether the delivery can be accepted.

The minimum information to be provided is:

- product name
- producer
- ingredients
- allergens (if applicable)
- Sell-by/use by date
- storage temperature

The food bank must have this information available to clients at the time of distribution through a label or flyer made in-house.

NB: If the allergen information is not available and is not provided by the supplier, the food bank may not distribute the product. See the information bulletin on allergens.

2.4 Labelling packaging (see also Annex C):

If a product in a large format is repackaged into smaller packs, each package must bear a label with the original labelling, except the best before and use by date and the weight. These must be re-established by the food safety coordinator, after which the food bank will bear the final responsibility for this. These labels can be replaced by a flyer showing all information and provided at the time of distribution.

2.5 Best before and use by dates

In its information sheet 76, (NVWA_Infoblad76), the NVWA states how much room for manoeuvre charitable institutions, such as the food bank, have as regards going past the best before date when distributing products to the client. It is important that this extension to the best before date is known to the volunteers and can be communicated to the client, where necessary, at the point of distribution.

Guidelines for extension of best before date:

- The best before date or use by date stated on the packaging may never be removed, concealed or amended.
- Non-chilled products may be distributed, depending on their category, even after the best before date. The food bank is responsible for the enforcement of this extra time in accordance with information sheet 76.
- Chilled products may no longer be distributed as such once the best before date has been reached.
- As long as the product quality so allows, chilled products may be frozen by the producer, a shop or by the food bank, at the latest on the best before date, at -18°C. In such a case, the shelf life of the frozen product may be extended by a maximum of 2 months from the former date. The temperature drop must occur as quickly as possible, preferably by freezing the products separately. Products that are frozen in this way must bear an additional food bank label with the text: *Frozen on best before/use by date; store for a maximum of 2 months longer at -18 °C; once defrosted, consume immediately.*

- Frozen products, produced to be put on the market as a frozen product, may only be distributed up to a maximum of 1 year after their best before date.

3 Cold chain monitoring

For chilled and frozen products, maintaining the temperature is a critical aspect for food safety. The food bank itself is responsible for safeguarding this temperature from the time of receipt up to the time of distribution to the client.

This relates to chilled and frozen products with a storage temperature stated on the packaging of e.g. 4°C, 7°C or -18°C. The prescribed product temperature is only maintained if the food bank makes use of the right means (conditioned transport, cool lockers and cool boxes) and operates in a way that restricts warming up of products. Annex B explains this in further detail.

The food bank must demonstrate through temperature measurements that this critical control point is controlled (‘safeguarded’). This can be demonstrated with e.g. a calibrated thermometer or a temperature logger. The measurement results must be registered so that the effectiveness of the measurements can be assessed and improvements can be made where necessary.

Measuring the product temperature requires a good working method and good equipment. More information can be found as to the options and the pitfalls that can occur when measuring temperatures in a separate information bulletin on the website (‘Voedingsbodem’ section).

There are also products that state ‘store cool’ with no further temperature indications. This does not come under the critical control points: it is only advice from the producer to the consumer to store these products in a cool place between 15°C and 20°C. For example for questions of flavour at the end of the shelf life. The temperature does not need to be measured.

3.1 Temperature differences

The temperature differences below are acceptable without the products having to be destroyed:

Products at 4°C	: maximum 7°C	for a maximum of 2 hours
Products at 7°C	: maximum 10°C	for a maximum of 2 hours
Products at -18°C	: maximum -15°C	for a maximum of 2 hours
Products at -18°C	: maximum -12°C	only upon delivery to the client

These products must be chilled again to the correct temperature as quickly as possible. Chilling a large quantity of products again is a slow process and can take several hours.

In case of temperature differences, the person responsible for food safety (Board member or food safety coordinator) decides whether and how the temperature can be restored.

Deviations and corrective measures must be put down in writing. In case of greater temperature differences, the products are refused or destroyed upon receipt.

3.2 Receipt, transport and distribution

The temperature must always be measured and registered upon receipt of chilled and frozen products as part of the critical control points. This applies both for delivery to third parties (suppliers) and for delivery within the food bank organisation itself (from the food bank to the distribution point).

The transport company is responsible for the temperature during transport. The receiving party is responsible for measuring the temperature upon receipt/arrival (and should refuse deliveries with deviations that are too great).

Temperature measurements upon delivery/distribution within the local food bank organisation itself can be omitted under strict conditions:

- When using cool boxes and unrefrigerated transport: where it can be reliably established based on a database with systematic controls of this process that the transport is sufficiently secured and that frequent temperature measurements are superfluous (see more in Annex B).
- With the use of conditioned transport with a fixed temperature display (reading and recording temperature) and/or automatic temperature registration and/or alarms. At the time of delivery, the products are immediately placed in a refrigerator or freezer (see more in Annex B).

3.3 Cool and frozen storage

This relates to cold chambers, chest freezers or upright freezers.

The temperature of the frozen storage is set at least at -18°C or colder. The temperature of the cold storage is set at a maximum of 4°C or 7°C (depending on the requirements of the products stored).

For cold chambers, continuous measurement with an external display is strongly advised to establish that the equipment works reliably. For other appliances, it suffices to have a thermometer available in the appliance. For all cooling and freezing appliances, the temperature in the appliance must be checked and registered at least one week before operation begins.

In case of temperature differences, the person responsible for food safety decides whether and how the temperature can be restored. If it is not possible to apply a necessary corrective measure, the products must be destroyed.

Differences and corrective measures must be put down in writing.

3.4 Freezing products

To extend the shelf life of products, the food bank has the option of freezing products (see Annex A). In practice, not all products or packaging are suitable for freezing. See information bulletin 'To freeze or not to freeze' ('*Wel of niet invriezen*'). If the producer has stated on the label that the product is not suitable for freezing (or re-freezing), follow this advice.

Products suitable for freezing may be frozen, albeit under strict conditions:

- Freeze as soon as possible, although at the latest on the best before or use by date, at -18°C and only in the original consumer packaging with complete label.
- When freezing products in the consumer packaging, take it out of the transport box and place in shallow openwork creates, such as for example CBL crates, so that the cold can properly infiltrate around the product.
- Add the food bank freeze label with the following obligatory text:
  - Frozen on best before/use by date
  - Store for a minimum of 2 months longer at -18°C
  - Once defrosted, consume immediately.

  N.B.: Do not place the food bank label over the product label!
- Handle and transport the frozen products as deep-freeze products.

The best before date is extended by a maximum of 2 months.

For more detailed explanations: see Annex B.

4 Dealing with deviations

4.1 Traceability

Traceability is necessary to be able to quickly take the necessary action in case of crisis.

Guidelines:

- The regional distribution centre or food bank that has received a batch of products from a supplier must keep a register thereof.
- The regional distribution centres have to register which batches are delivered to which food bank.

4.2 Recall

A producer or supplier that recalls a product must also inform the regional distribution centres thereof as well as the food banks to which it has delivered the product. A public recall can occur through a publication in the media or through the NVWA.

If a product is recalled, it is important that the following information be known:

- product brand
- product name and content
- quantity
- manufacture date and/or best before/use by date

- GTIN code (stripes/barcode)
- producer or importer
- address from which information can be obtained

If a product is recalled, the person responsible for food safety or that person's substitute must be immediately informed.

This person ensures that:

- the relevant information is communicated (within 4 hours!) to all food banks and distribution points to which the product could have been delivered with the instruction of blocking any stocks that might be present and send them back. Clients may be approached in case of a public recall campaign and asked to return or destroy the product;
- the stocks of the product are stored separately and clearly marked with 'Blocked for distribution + reason for blocking + name of person responsible';
- the recalled stocks are registered;
- the stocks are sent back to the supplier or destroyed.

4.3 Identifying deviations and formulating complaints

When deviations to food safety are identified, it is important to record the nature of the deviation in writing. Proper details including the date, supplier and name of the volunteers involved can form a good foundation for the food safety coordinator and/or the responsible Board member later on to find out the internal or external source of the problem when formulating a complaint. This is especially important in the case of repeated deviations.

4.4 Emergencies

If substances that constitute a danger to food safety have come into contact with food, the work must be stopped on the spot and an inventory must be made as to the nature of the emergency. These could include broken glass, toxic substances, burst lightbulbs, vomit, bird or pests faeces, cleaning products, blood, soot and other dirt etc. that have made their way into the food crates or have in any other way come into contact with food. The stock in question is immediately set aside and marked with the text 'Blocked for distribution + reason for blocking + name of person responsible'. The food safety coordinator must be informed. The corrective action must be recorded.

4.5 Processing of defective products

'Defective products' mean, inter alia:

- products past their use by date;
- products past the best before date according to information sheet 76 (see Annex A);
- products that have exceeded the temperature;
- products in damaged packaging;
- mouldy, rotting or bitten products;

- products in which broken glass has or could have fallen;
- products affected by fire, smoke etc.;
- frozen products affected by freezer burn.

Defective batches must:

- be registered in the administration;
- affixed with a sticker clearly marked with '*Blocked for distribution + reason for blocking + name of person responsible'*;
- be immediately separated from the other products and stored separately:
  - plant-based products without packaging in a container;
  - animal products in a marked container in the freezer.

4.6 Waste disposal

Defective sorted products and batches must be provided as waste as soon as possible to a professional company specialised in the disposal and destruction of food, and that can prevent the goods falling in the wrong hands and being offered again on the market.

Animal products (meat and fish) that need to be disposed of in quantities of more than 20kg are Risk Category 3 according to the European Directives and may only be disposed of by the company Rendac. If this situation occurs at a food bank, more information can be found in the information bulletin concerned in the 'Voedingsbodem' section of the website. Cardboard, plastic and residual waste must, where possible, be collected separately and disposed of weekly.

5 Layout of premises

5.1 Overall layout

The direct surroundings of the premises must be clean and tidy. The streets and parking spots on the land itself must be paved.

GENERAL
The food bank spaces are:

- clean
- properly maintained
- sufficiently well-lit with daylight or artificial light
- sufficiently ventilated with mechanical or natural ventilation

All food banks are laid out to:

- be easily cleaned;
- be easily maintained;
- make sure that dirt cannot accumulate;
- ensure that no condensation and mould is formed;
- prevent contact of foodstuffs with toxic materials;

- prevent contamination of foodstuffs with dirt, dust or pests or remains thereof;
- offer sufficient space for storing foodstuffs after receipt;
- offer sufficient working space to be able to work safely and hygienically with foodstuffs;
- ensure that foodstuffs can be handled and kept at the right temperatures.

Sinks

In the food bank rooms, there should be sufficient sinks available for washing and rinsing. These are made from easily cleanable material and preferably provided with warm and cold running water.

The sinks are intended for:

- washing hands. Hand soap and disposable hand towels or a roll dispenser are available at close proximity;
- cleaning utensils and equipment;
- rinsing foodstuffs. A separate sink is used for this or if not, the sink is previously thoroughly cleaned and, where necessary, disinfected.

Floors

- are in good condition and well maintained;
- are easy to clean;
- are preferably made of impermeable material that is not absorbent and is easy to clean.

Walls

- are in good condition and well maintained;
- are easy to clean;
- are preferably made of impermeable material that is not absorbent, is easy to clean and has a sufficiently smooth surface. The walls are finished to a height that is appropriate for the work in that space.

CEILINGS AND CEILING FIXTURES

- are in good condition and well maintained;
- are built in such a way as to make sure that dirt cannot accumulate;
- are built in such a way as to prevent condensation, falling parts and pests;

Lighting is provided with HACCP lights with foil or protective caps to prevent pieces of glass falling in the workspace in case of breakage.

DOORS

- are easy to clean;
- are made of smooth and non-absorbent material;
- have smooth and non-absorbent surfaces;
- are pest-proof (no cracks and crevices);
- that connect to the outside of the food bank have no cracks and crevices so that pests cannot enter.

WINDOWS AND OTHER OPENINGS IN THE WALLS

- are built in such a way as to make sure that dirt cannot accumulate;
- where they directly connect the food back to the outside when open, are provided with insect screens that can be removed and cleaned.

SHELVING AND CUPBOARDS

- are placed in such a way as to ensure that the floor under the shelving and cupboards and the walls behind the shelving and cupboards are easily accessible for cleaning and inspection;
- are finished with smooth, robust material that absorb fluids and is easy to clean;
- are placed on the floor in such a way that no water can enter underneath them or that water can easily be drained away. If shelving and cupboards are not easy to take apart or if the floor under the shelving or cupboards and walls behind the shelving and cupboards are not accessible for cleaning or inspection, they must be placed against the wall in such a way as to practically form a whole with it;
- have no holes, cracks or crevices.

WORK SURFACES:

- are in good condition and well maintained;
- are easy to clean and where necessary to disinfect;
- are made of smooth, rustproof and non-toxic materials.

DRAINAGE FACILITIES (SINKS, FLOOR DRAINS, TOILET)

These are built in such a way as to ensure they cannot cause contamination of foodstuffs.

VENTILATION SYSTEMS (MECHANICAL AND NATURAL)
These are made in such a way that grates, filters and other parts that must be regularly cleaned or replaced are easy to access.

WATER SUPPLY

- Water used to handle foodstuffs is drinking water.
- Water used for cleaning work surfaces, materials and equipment is drinking water.

TOILETS AND BATHROOMS

- are provided in sufficient quantities;
- have flushes;
- are hygienic, in good condition and well maintained;
- may not immediately open out into rooms in which food is handled;
- are sufficiently ventilated (mechanically or naturally);
- are provided with a washbasin in the direct vicinity. These washbasins are also provided with hand soap and something with which to dry hands such as towels, paper towels or hand dryers;
- are provided with instructions to indicate to volunteers/staff that hands must be washed after going to the toilet. The information is visible in the toilet.

SHOPPING TROLLEYS, BASKETS AND CRATES (FOLDABLE OR OTHERWISE

- are clean and in good conditions (no broken frames etc.);
- are free of road dirt, pests and remainders of products and packaging.

PETS

- Pets may not be present;
- Guide dogs may be allowed to parts of the distribution point that food bank clients may normally visit.

5.2 Additional requirements for portioning

Portioning means dividing large packages into smaller units. This means that the original packaging is opened, causing the use by date, best before date, allergen declaration and producer liability to become void.

As a general rule, portioning is not recommended because of the many risks associated therewith.

Requirements:

- Portioning of non-chilled products
  This requires a separate room that is kept properly clean. Repackaging is done on clean, preferably stainless steel tables. Volunteers wear aprons, hair covers and, where necessary, gloves. Frozen products may also be packaged in this room.
- Portioning of chilled products
  This requires a separate conditioned space with smooth (tiled) walls and ceiling, and a smooth floor with water drainage. The room must be free of pests (flies etc.). Packaging must be done in a chilled atmosphere on stainless steel tables. Volunteers wear clean aprons or jackets, hair protection and gloves. There must be work instructions and cleaning instructions available tailored to packaging chilled products.

Remember that when packaging, the allergens in products can be transferred to other products through cross-contamination (see information bulletin allergens on the 'Voedingsbodem' section on the website).

All packaged products must have a label with the required information. See paragraph 2.4 and Annex C.

6 Personal hygiene

Personal hygiene is seen as an important basic condition for hygienically handling foodstuffs for the food bank.

All staff:

- are clean and neat;
- wear neat, appropriate and properly washable clothing;
- have clean, neat and preferably short hair (also applies to beards); long hair is tied back;
- wash their hands regularly, but in any case:
  - when starting work;
  - after going to the toilet;
  - after sneezing, coughing or blowing their nose;
  - after throwing rubbish away;
  - when changing tasks;
- use paper towels (so no fabric towels) when they wipe their hands between tasks;
- only eat and drink in the spaces intended for those purposes;

- tell their food safety coordinator if they have diarrhoea or other stomach/intestinal problems, infections, open wounds or skin issues on head, throat and/or arms; in such a case they may not handle food or beverages or raw materials.

When packaging and portioning, the Work Instructions on hygienic packaging must be referred to.

7 Cleaning

Spaces and materials for storage and transport of foodstuffs must be properly maintained and clean.

Work with a cleaning plan: a cleaning roster with a set way of working and a fixed schedule for cleaning and disinfection (what, how and when). A cleaning plan must be present at every food bank with associated cleaning instructions, frequencies and written registrations. An example of such a plan can be found in an information bulletin on the 'Voedingsbodem' section of the website (information bulletins).

Parts to be cleaned that must be included in the cleaning plan are:

1. the premises:
   - specify each room separately such as for example fridges and freezers, storage rooms, workspaces, toilets and describe per room the cleaning and (where necessary) the disinfecting procedure
   - space outside the premises
   - the spaces for packaging/portioning unpackaged products have their own specific cleaning and disinfecting procedure
2. evaporators for cooling units in goods vehicles and fridges/freezers
3. good vehicles
4. crates and cool boxes
5. work tables
6. utensils and materials in direct contact with foodstuffs

Never clean at the same time as handling or packaging foodstuffs.

Cleaning materials and products are stored in a separate room so that they cannot come into contact with foodstuffs.

8 Pests

Pests constitute a danger for the safety of foodstuffs.

The management of the food bank remains responsible at all times for adequate pest control. In the food bank, it is clear who is responsible for the pest control programme. This also applies if a professional company is contracted.

Pest control is not limited to the food bank premises. Pests must be controlled on the terrain or in the direct environment of the food bank premises too.

If volunteers/members of staff of the food bank sees pests or traces thereof such as droppings or chewed food, they must inform the person responsible. The person responsible takes immediate action.

8.1 Prevention

Prevent entry of pests to the grounds or in the direct environment of the food bank premises.

Pests are prevented by:

- sealing openings, cracks and crevices in the outer walls against pests;
- limiting vegetation against the food bank premises as much as possible;
- keeping the direct surroundings of the premises clean and tidy:
  - regularly clearing clutter
  - not storing materials next to the food bank premises
  - Waste storage is locked and clean.

By paying attention to layout and working methods, pests are prevented from entering the food bank premises.

WORKING HYGIENICALLY

- Checking for traces of pests when inspecting goods.
- Collecting rubbish hygienically and removing it promptly from food bank spaces.
- Promptly removing empty packaging and returns from food bank spaces.
- Cleaning the spaces, materials and equipment properly.
- Clearing up unused material and equipment, whether from the terrain or in the direct vicinity of the food bank premises.
- Keeping windows and doors closed as much as possible in spaces where foodstuffs are present.

LAYOUT

- Seal off cracks and crevices between windows and doors.
- Fully seal off conduits in walls with robust, pest-proof materials.
- Limit sheltering and nesting possibilities in the distribution and storage spaces as much as possible.
- Smooth, easily cleanable walls and floors.
- Ensure that the goods are stored in such a way that there is sufficient room for cleaning and inspection.

8.2 Prevention

Harmful pests must be prevented professionally. If use is made of chemical pesticides, this must always be done by a professional pest control company. Pesticides may not be used in rooms where unpackaged foodstuffs are present. Pests must be combated until the cause of the plague has been resolved.

The food bank may take simple ad hoc measures itself to resolve the issue:

- If a single mouse or other rodent is seen, the food bank may place a mechanical trap such as a mousetrap or a cage trap.
- In the case of ad hoc or seasonal sightings of flying insects, the food bank may install a fly lamp.
- If a few crawling insects are spotted (such as cockroaches), a bait box may be placed.

9 Registration and instructions

Enforcement of food safety must be able to be demonstrated for internal use and supervision as well as during external inspections by the NVWA or certifying institution.

The following aspects should be put down in writing at least (registered):

- contact details of Board members and volunteers responsible for these aspects;
- overview of suppliers (products and services) and buyers (for DC) with contact details;
- products received;
- temperatures at different times and places;
- cleaning activity;
- recall actions;
- corrective measures;
- complaints received.

Registrations must be kept for 1 year in a central location that is accessible if there is an inspection or an incident occurs.

Examples of registrations and working instructions are provided on the website (‘Voedingsbodem’ section).

Annexes

Annex A NVWA Information sheet 76 December 2015

The current information sheet 76 of the NVWA for charitable institutions and organisations can be downloaded from the NVWA website, or the website of Voedselbanken Nederland.

Annex B Cold chain monitoring

Maintaining the cold chain is an important part of food safety. This is a critical control point, see chapter 3.

The extent of maintenance (= managing this critical control point) can be assessed in two different ways:

- The temperature is measured at fixed times in the distribution process with calibrated thermometers. The temperatures measured are registered. Differences and corrective measures must be put down in writing.
- The temperature must be measured during the logistics process with a calibrated logger. A database must be set up with these measurement results to establish what insulation, number of cooling elements etc. are necessary for a given outside temperature.

METHOD 1 RECORDING WITH THERMOMETER

Use can be made of different types of thermometers: probe thermometers or infrared thermometers (for frozen food, infrared is not sufficiently reliable. See information bulletin).

The cold chain runs from the time of receipt of the products at the supplier's end to the distribution to the client. The times at which temperature should be measured are:

- Receipt at the supplier's (pick-up by the food bank): always measure and register the temperature of the products.
- Cooling during transport: check during every journey that the temperature of the cooling installation of the transport vehicle is properly set. If there is no cooling installation in the car, the products must be transported in cool boxes.
- Receipt at the food bank, delivery by the supplier: always measure and register the temperature of the products.
- Storage at the food bank (refrigerator or freezer chamber): register the temperature in the refrigerator or freezer chamber with continuous measurement with external display or for example by way of a thermometer with a sensor in a bottle of water (cooling) or a bottle of glycerol (freezer). It is not necessary to measure the temperature of the products.
- When packaging the products in cool boxes: add ice packs to the chilled products if necessary. Cool the empty open cool boxes in the refrigerating space beforehand.
- When leaving to the distribution points: if at the time of departure there are doubts as to the temperature of the products, measure and register the temperature.
- Upon arrival at the distribution points: measure and register the temperature of the products or take a temperature reading from the min/max thermometer in the cool box.

The person who takes delivery registers the temperature as the temperature upon receipt and the delivery driver as the temperature at arrival at the distribution point.
Recommendation: let the receiver at the distribution point or the driver measure the temperature.

- When delivering to the client: measure and register the temperature once a week of the last products at the end of the distribution period (in the case of cool boxes) or the internal temperature (in the case of a refrigerator or freezer).

The following applies for all critical points:
In the case of a deviation in temperature in the logistics process, the person responsible for food safety assesses the deviation for food safety, takes corrective measures if necessary and registers these.

METHOD 2 RECORDING WITH LOGGER

Activate the logger and place it in the middle of the cool box between the products at least 30 minutes before the goods are placed in the transport vehicle. Attach a form with the content on all cool boxes and mark the cool box that contains the logger. The cool boxes may no longer be opened afterwards until they have been unpacked at the distribution point. The cool box with the logger is the last to be unpacked. The logger is then immediately returned to the point of dispatch for the reading to be taken. The temperature curve must be registered and assessed. If necessary, corrective measures are taken for the next transport (lower starting temperature, more insulation, better storage in the distribution point etc.).

EVALUATION OF MEASUREMENTS

When evaluating properly registered measurement data for a particular journey, the person responsible for food safety can decide that measurements need to be taken less frequently. This evaluation must be properly documented because temperatures are a very important control point. An example of this is the measurement of the product temperature in the cool boxes upon arrival at the distribution points (Chapter 3.2.).

TEMPERATURE READERS

Temperature readers (in cars and refrigerator/freezers) must be checked and calibrated at least once a year by an installation company accredited for this purpose. The system thermometer (display) must also be included in the calibration.

More details in the information bulletins on the website (‘Voedingsbodem’ section)

Annex C Portioning products

Packaging or portioning products by food banks themselves (except for unpackaged fruit and vegetables) is discouraged in the Guide because of food safety risks (microbiological, foreign bodies and allergen cross-contamination).

The principle for a food bank must be that it is preferable to agree with the supplier that the products are delivered as much as possible in portion sizes suitable for distribution to the target group without the need for further processing by the food bank. Suppliers often have

better facilities themselves for properly portioning food than a food bank (it could be examined whether a local baker, butcher or similar could help with this). If the supplier does not want to, or cannot comply with this point, the Board (or the food safety coordinator) of the food bank should look carefully at controlling the risks and in line with the possibilities and experience in the team.

Refusing products for food safety reasons is difficult but may be the only right solution.

It is important to establish in advance what group a foodstuff to be portioned falls into:

- products that may never be portioned by a food bank: such as for example dairy, soups, meals, shellfish, fish, meat, chicken, salads and soft cheeses;
- products that may be portioned, when a hygienic space is available (for example bread, cooked meat, hard cheese and washed and cut fruit and vegetables);
- products that must be handled with care but not necessarily in a hygienic room (such as for example bread and rice);
- unpackaged fruit and vegetables may be packaged (but because of the risk of cross-contamination from other products, never in the hygienic room).

If certain products are nevertheless packaged or portioned, this requires special attention for a hygienic processing space and a hygienic way of working.

The food bank Service Centre has established standard working instructions for different product categories. These working instructions form a detailed view of the following points:

ADDITIONAL REQUIREMENTS IN THE CASE OF PORTIONING

LABELLING
All packaged products must have a label with the required information. See paragraph 2.4

SUPERVISION
The food safety coordinator must provide authorisation for the working method, by formally signing the protocol/working instructions.

VOLUNTEERS

- The volunteers who do the portioning will need to be selected and trained for this.
- Other people may not enter the hygienic room during tasks.
- Special attention is required as regards Chapter 5 of this Guide to prevent contamination of food through a lack of personal hygiene of volunteers.

THE HYGIENIC PROCESSING ROOM

Building

- Doors of preparation rooms close by themselves or are directly closed.
- During food preparation, the doors of these preparation rooms are closed.
- Windows and other openings in the walls are closed during the preparation of food.
- Wherever possible, the floors are provided with good water drainage through the floor surface.

Space: Apart from hand soap, there is also a legally approved hand disinfectant available by the sinks.

Sinks for washing and rinsing foodstuffs: These sinks must, wherever possible, be separate for washing hands or cleaning utensils and equipment. If this is not possible, sinks are always first cleaned and disinfected before foodstuffs are washed or rinsed in them.

Work surfaces, materials and utensils that can come into contact with foodstuffs:

- must be cleaned before use;
- are easy to clean and where necessary to disinfect;
- are made of smooth, rustproof and non-toxic materials.
- are placed in such a way that the floor and space around the appliance can easily be cleaned.

CLEANING PLAN

The preparation space for packaging/portioning unpackaged products has its own specific cleaning and disinfecting procedure. The cleaning plan must describe the disinfectant including the authorisation number (NL..).

WORKING INSTRUCTIONS

For a detailed description of the preferable method for hygienic portioning, see the standard document with working instructions (to be found on the ‘Voedingsbodem’ section).