

Recovery, Collection and REDISTRIBUTION of Food for charitable purposes

Manual
Of Good Practices
For charitable organisations

In accordance with Article 8 of Regulation (EC) 852/2004

CARITAS ITALIANA
FONDAZIONE BANCO ALIMENTARE O.N.L.U.S.



Validated by the Italian Ministry of Health in compliance with Regulation (EC) 852/2004



Caritas Italiana and Fondazione Banco Alimentare would like to thank the charitable organisations, companies and associations who contributed to this first edition of the manual:

Associazione Banco Alimentare di Roma

Associazione Sempre Insieme per la Pace

Banco delle Opere di Carità

Comunità Sant'Egidio

Croce Rossa Italiana

Pane Quotidiano - A fianco di chi ha bisogno - ONLUS

Federazione Nazionale Società San Vincenzo De Paoli

Qui Group Foundation

ANGEM

ANCC/Associazione Nazionale Cooperative Consumatori Coop

ANCD/Associazione Nazionale Cooperative fra Dettaglianti CONAD

Federalimentare

Federdistribuzione

FIPE

acknowledgements

Recovery, Collection and REDISTRIBUTION of Food for charitable purposes

Manual
Of Good Practices
For charitable organisations

In accordance with Article 8 of Regulation (EC) 852/2004

Validated by the Italian Ministry of Health in compliance with Regulation (EC) 852/2004

First Edition October 2015

Editorial review of the English version of the manual by
Angela Frigo, Sabrina Granata and Martina Viganò

All rights reserved. Specifically, this manual and any part thereof may not be copied, photocopied, reproduced or translated without the written permission of Caritas Italiana and Fondazione Banco Alimentare.



First Edition October 2015

*This manual was developed
with the contributions of:*

Dr. Claudia Balzaretto
Researcher in Inspection of Foods of Animal
Origin
Department of Veterinary Health, Animal
Production and Food Safety
University of Milan

Dr. Daniela Bassi
Researcher in Food Microbiology
Cattolica Sacro Cuore University

Dr. Marta Castrica
PhD Student in Veterinary and Farming Science
Department of Veterinary Health, Animal
Production and Food Safety
University of Milan

Prof. Pier Sandro Cocconcelli
Professor of Food Microbiology
Cattolica Sacro Cuore University

Dr. Beatrice Dall'Olio
Prevention technician, Caritas Italiana

Dr. Sabrina Granata
Administration and Control supervisor
Fondazione Banco Alimentare Onlus

Dr. Marzio Mori
Head, Integration and Asylum Seeker Area
Caritas Firenze, Caritas Italiana

1. INTRODUCTION	p.1
2. SCOPE AND FIELD OF APPLICATION	p.2
2.1 How to use this manual	p.4
3. TERMS AND DEFINITIONS	p.5
4. REFERENCE LEGISLATION	p.10
4.1 European Laws	p.10
4.2 National Laws	p.11
4.2.1 Civil laws	p.11
4.2.2 Criminal laws	p.12
4.2.3 Administrative laws	p.12
4.2.4 Specific laws on food redistribution for charitable purposes	p.12
5. DESCRIPTION OF THE "RECOVERY SYSTEM" CHAIN	p.13
6. SPECIFIC HAZARDS AND RISKS OF RECOVERY, COLLECTION AND REDISTRIBUTION ACTIVITIES	p.15
7. CORRECT HYGIENE PRACTICES	p.20
7.1 Prerequisites for food premises	p.20
7.1.1 Specific prerequisites	p.21
7.1.2 Waste management procedure	p.21
7.1.3 Water supply prerequisites	p.22
7.1.4 Cleaning and/or sanitisation plan	p.22
7.1.5 Disinfestation and rat control	p.23
7.2 Prerequisites for personal hygiene	p.24
7.2.1 Staff training	p.25
7.3 Provision, transport, storage/conservation and redistribution prerequisites	p.25
7.3.1. Food acceptance prerequisites	p.25
7.3.2. Food transport prerequisites	p.26
7.3.3 Food storage and conservation prerequisites	p.27
7.3.4. Minimum Durability Date (MDD)	p.28
7.3.5. Freezing	p.30
8. H.A.C.C.P. SYSTEM	p.31
8.1. Hazard analysis	p.32
8.2. Critical control point (CCP) identification	p.32
8.3. Minimum documentation and record requirements	p.32
9. FOOD RECOVERY, COLLECTION AND MANAGEMENT CRITERIA	p.33
9.1 High attention level 🚫🚫🚫	p.34
9.2 Moderate attention level 🚫👉👉	p.36
9.3 Low attention level 🚫👉	p.38
10. TRACEABILITY	p.40
10.1 Backward traceability	p.40
10.2 Forward traceability	p.41
10.3 Labelling	p.42
11. APPENDIX I GUIDELINES AND REFERENCE LITERATURE	
12. APPENDIX II THEMATIC FORMS	
A.0 Storage temperatures	
A.1 Storage temperature tolerance during transport	
A.2 Freezing	
13. APPENDIX III DOCUMENTS AND RECORDS	
A.3 Hazard analysis	
A.4 Disinfestation plan	
A.5 Sanitisation plan	
A.6 Staff training	
A.7 Non-conformities (NCs)	
A.8 List of suppliers	



INTRODUCTION

Food donation is a form of social assistance with deep roots in the Italian charitable system.

Food donation is the most immediate and concrete way of meeting people's nutritional requirements, which are often of pressing urgency, and is the first step in taking care of their needs as a whole.

In recent years the Italian charitable food system has proved to be efficient and effective in meeting urgent needs given the available resources, although its organisation could certainly be improved. This system consists of tens of thousands of **Charitable Organisations (COs)** spread throughout Italy, which act for charitable purposes where food demand cannot be met by families or informal networks. In this way, they cover the sectors which the market and public services cannot reach.

COs offer prompt intervention to prevent people from falling into relative or absolute poverty. Although their roles, mission, management and services differ, they have managed to create invaluable support networks founded on donation and thus “unintentionally” improved the efficiency of the system itself.

Within the Italian charitable food system, which can also be regarded as a “relational system”, COs and agro-food businesses have been working together for at least 25 years following a “win-win” philosophy; this has given life to the good hygiene practices reported in this manual.

Fondazione Banco Alimentare ONLUS comprises 22 organisations serving 8,898 charitable organizations assisting people in need, while Caritas Italiana has 2,832 Caritas centres. Together, they cover nearly 70% of all food aid provided in Italy.

Given the evident social impact of their actions in favour of those in need, Fondazione Banco Alimentare ONLUS and Caritas Italiana hereby present their “good hygiene practices” in accordance with article 8 of Regulation (EC) 852/2004, with the aim of consolidating food recovery, storage and redistribution along the entire supply chain, thus intercepting the emerging unmet need for food assistance.

2

SCOPE AND FIELD OF APPLICATION

The aim of this manual is to propose correct hygiene practices to help non-profit Charitable Organisations (COs) in recovering, collecting, storing and distributing food for charitable purposes in assistance of people in need, while assuring food safety. Correct hygiene practices help maximise the recovery and collection of surplus food from the entire agro-food supply chain, consisting of surplus production, incorrectly labelled products which are unfit for sale but safe for human consumption, food too close to its “use-by-date”, food leftovers and surplus from catering and canteen services.

In compliance with Regulation (EC) 178/2002 all food business operators, including non-profit COs distributing food free of charge, are responsible for food safety as applicable to their own operational area. Pursuant to Art. 21 of Regulation (EC) 178/2002, COs are not liable for defective products and under Italian Law 155/2003, given that they are the last link in the food supply chain, they are considered equivalent to final consumers for the purpose of civil liability.

This manual identifies and highlights good hygiene practices designed to ensure the safety of food distributed by COs, in compliance with Article 8 of Regulation (EC) 852/2004 and Article 1, subparagraphs 236 and 237 of Italian Law No. 147/2013. The manual is formulated in line with European and Italian legislation, and makes use of the principle of flexibility provided by Regulation (EC) 852/2004. In fact, COs are considered a special category of food business operators, which differ from for-profit businesses in their charitable system of recovery and redistribution as follows:

- ✓ the free nature of their activity distinguishes their social scope
- ✓ limited economic resources
- ✓ limited possibility of supplier selection
- ✓ great variety of foods handled which are considered surplus or unfit for sale
- ✓ high number and turnover of volunteers with different professional backgrounds
- ✓ different frequency of food distribution from one organisation to another
- ✓ need for highly flexible management due to the unpredictability of food donations and the great variety of foods recovered and distributed
- ✓ food donated to people in need.

Given the sector in which it is to be applied, this manual will simplify the routine hygiene practices compatible with acceptable food safety levels.

In this manual, *activity* refers to procedures for the recovery, collection and redistribution of food from the supply chain for charitable purposes as a whole. This manual is intended for **COs whose activity is carried out systematically, requires considerable organisation and has a relevant social impact in terms of both the amount of food distributed and the number of beneficiaries.**

The manual thus excludes COs whose activity can be regarded as “private domestic” pursuant to recital 9 of Regulation (EC) 852/2004, given their simpler management system, limited amount of food distributed and low number of beneficiaries. COs of this kind may have the following features:

- **COs that offer periodic food donation** to people in need mainly as “food parcels” containing essential supplies. These foods are generally wrapped, their quantity is usually limited and they are distributed once/twice a month (or more rarely, weekly) direct to the beneficiaries’ homes or from a location normally used for a different purpose and made available free of charge.
- **Foster homes/housing communities** which host limited numbers of minors, people with disabilities, adults in need and/or people with psychosocial problems, usually free of charge.
- **Street outreach teams** of volunteers offering a mobile food distribution service aimed principally at homeless people, often in urban areas. They usually distribute wrapped or fresh food (sandwiches, fruit etc.) and hot drinks (tea and milk) for immediate consumption.

2 .1 How to use this manual

This manual may be used by CTC and front-line COs (*see terms and definitions*) as a guide to writing instructions and documents for use when carrying out their activity. For meal preparation by front-line COs, see the manuals concerning good hygiene practice in mass catering validated by the Italian Ministry of Health.

3

TERMS AND DEFINITIONS

The definitions in italics are taken from current legislation, while the others are from reference documents for the food business sector.

Chilling: rapid cooling of food to fridge or freezer temperature.

Charitable Organisation (CO): non-profit organisation that distributes food products directly or indirectly to people in need.

Charity-to-charity (CTC) CO: CO with a predominantly logistic activity which distributes food to the front-line COs directly assisting people in need. In Italy, CTC COs include food banks.

Cleaning: use of detergents to remove loose and stubborn dirt from surfaces, through a combination of chemical and physical mechanisms.

Cold Chain: the uninterrupted handling of the product within a low temperature environment (chilled, frozen or quick-frozen) from its production to its distribution or consumption, in order to maintain food safety.

Communities and shelters: residential and/or day (semi-residential) facilities for people in need, providing educational and health services and assistance.

Correct hygiene practices: operating procedures to be applied by food operators to ensure food hygiene.

Course (dish): single portion of food and/or composition of various ingredients, raw or cooked as appropriate and comprising one portion for one final consumer.

Critical Control Point (CCP): *A step at which control can be applied and is essential to prevent or eliminate a food safety hazard or reduce it to an acceptable level (Codex Alimentarius 2003, Appendix).*

Cross Contamination: situation where hygienically safe food, water or air comes into contact with products, materials, instruments, water or air from contaminated areas and/or equipment.

Disinfection: bacteriostatic and/or bactericidal chemical or physical agents adopted to eliminate or inactivate potentially pathogenic microorganisms.

Disinfestation: all procedures and methods adopted to eliminate pests (particularly rodents, birds, insects).

Donation: Food freely given for charitable purposes.

Final consumer: *the ultimate consumer of a foodstuff who will not use the food as part of any food business operation or activity.* (art. 3 of Regulation (EC) 178/2002)

Flow Diagram: *a systematic representation of the sequence of steps or operations used in the production or manufacture of a particular food item which is subject to hazard and risk analysis.* (Codex Alimentarius 2003, paragraph 2.3).

Food (or foodstuff): *any substance or product, whether processed, partially processed or unprocessed, intended to be, or reasonably expected to be ingested by humans. It includes drink, chewing gum and any substance, including water, intentionally incorporated into the food during its manufacture, preparation or treatment.* (art. 2 of Regulation (EC) 178/2002)

Food Banks: in Italy, charity-to-charity COs that recover surplus food and/or collect foodstuffs and distribute them free of charge to front-line charities and non-profit organisations.

Food business: *any undertaking, whether for profit or not and whether public or private, carrying out any of the activities related to any stage of production, processing and distribution of food.* (art. 3 of Regulation (EC) 178/2002)

Food business operator (FBO): *the natural or legal persons responsible for ensuring that the requirements of food law are met within the food business under their control.* (art. 3 Regulation (EC) 178/2002)

Food Contamination: *the presence or introduction of a hazard.* (art. 2 of Regulation (EC) 852/2004)

Food hygiene: *the measures and conditions necessary to control hazards and to ensure fitness for human consumption of a foodstuff taking into account its intended use.* (art. 2 of Regulation (EC) 852/2004)

Food Parcel: food aid mostly consisting of non-perishable foods packed in bags or small boxes.

Food Recall: action taken to remove from sale, distribution and consumption foods which may pose a safety risk to consumers whenever other measures are insufficient to ensure safety.

Food recovery: free acquisition of food for free distribution to people in need.

Food Safety: the guarantee that food that is prepared and consumed is not hazardous to the health of the final consumers.

Food supply chain: the system of operations and phases involved in the production, processing, distribution, storage and handling of food and its ingredients, from primary harvesting to consumption, including provision, storage and distribution by COs for charitable purposes.

Freezing: the cooling of a food to -18°C for subsequent storage, so that most of its water content is transformed to ice crystals.

Front-line CO: CO which directly distributes food to people in need, mostly in the form of periodic assistance (food parcels, outreach centres) and provision of meals (street outreach teams, soup kitchens, housing communities and shelters).

Good Hygiene Practices (GHP): *general procedures aimed at guaranteeing general and specific hygiene requirements and consisting of conditions and measures contributing to the safety and hygiene of a product, from primary production to final consumption.* (Italian Ministry of Health - Guidelines for the preparation and development of manuals of Good Operating Practices).

Hazard: *a biological, chemical or physical agent in, or condition of, food or feed with the potential to cause an adverse health effect.* (art. 3 Regulation (EC) 178/2004).

H.A.C.C.P. (Hazard Analysis and Critical Control Point): *a system which identifies, evaluates, and controls hazards which are significant for food safety* (Codex Alimentarius 2003). An information collection and interpretation process whose aim is to identify potentially significant hazards and evaluate their probability (risk) and severity.

Mass retail: sales to final consumers through supermarkets and other intermediate chains.

Meal: one or more portions of food.

Minimum Durability Date (MDD), 'use by' date: *in the case of foods which, from a microbiological point of view, are highly perishable and are therefore likely after a short period to constitute an immediate danger to human health, the date of minimum durability must be replaced by the 'use by' date* (art. 24 of Regulation (EC) 1169/2011). The date by which the food must be eaten. Sale, reuse and distribution of food past its use-by date is prohibited.

Minimum Durability Date (MDD) of a food: *the date until which the food retains its specific properties when properly stored* (art. 2 Regulation (EC) 1169/2011): *"best before" when the date reports the exact day or "best before end" in all other cases, followed by the date or indication of where the date is reported on another area of the package. The Minimum Durability Date is determined by the producer or packager or, for imported products, by the first seller in the EU, and is added to the label under their direct responsibility.* (art. 10 Italian Legislative Decree 109/1992)

National Guides to good practice: *manuals concerning good practice developed and disseminated by food business sectors in consultation with representatives of parties whose interests may be substantially affected and having regard to relevant codes of practice of the Codex Alimentarius* (art. 8 of Regulation (EC) 852/2004). Guides for use in Italy are validated by the Italian Ministry of Health to verify that they comply with legal requirements and that their content is effectively useful for their intended sector, and that they are thus a suitable tool to facilitate the application of Regulation (CE) No 852/2004 for the sectors and foods of interest. Use of the manuals by food business operators is optional as they are intended as guides to help operators work in compliance with hygiene legislation.

Non-conformity: deviation from a requirement. With regard to food products, the following situations are possible:

- qualitative non-conformity (e.g. taste or smell not as required by the product standards)
- legislative non-conformity (e.g. incorrect or incomplete label)
- unsafe product, thus unfit for consumption.

Outreach centre: facilities which support people in need in difficult situations through food donations and relational assistance to help them regain their autonomy.

Packaging: *the placing of one or more wrapped foodstuffs in a second container, and the latter container itself.* (art. 2 of Regulation (EC) 852/2004)

Person in need: final consumer of food distributed by COs.

Portioning: dividing raw or cooked foods into single or multiple portions.

Prerequisites/ Prerequisite program (PRP): basic conditions and activities necessary to maintain a hygienic environment along the food supply chain to ensure the production, handling and provision of food safe for human consumption.

Provision: food recovery and collection from any food business operator (FBO).

Ready-to-Eat (RTE) meal: meal which is maintained and served at the same temperature at which it was prepared, without any further heating or chilling before serving.

Recovery: acquisition of surplus food from the food supply chain, food industry, mass retailers, caterers and public services for free distribution to people in need.

Refrigeration: food preserving method involving cooling to a little above freezing point (4 °C).

Risk: *a function of the probability of an adverse health effect and the severity of that effect, consequential to a hazard.* (art. 3 Regulation (EC) 178/2002). Risk is the result of various factors: intrinsic severity of the hazard, the probability that the consumer is actually exposed to the hazard, how such exposure occurs, characteristics of the person exposed.

Risk analysis: *a process consisting of three interconnected components: risk assessment, risk management and risk communication.* (art. 3 of Regulation (EC) 178/2002)

Sanitisation: all cleaning and disinfection activities and procedures whose aim is to sanitise premises, equipment and instruments.

Surplus food: edible excess food, usually close to its “use by” date or wrongly packaged/wrapped or unconsumed/unsold/unserved.

Traceability: *the ability to trace and follow a food, feed, food-producing animal or substance intended to be, or expected to be incorporated into a food or feed, through all stages of production, processing and distribution.* (art. 3 Regulation (EC) 178/2002; art. 3 Agreement 2334 of 28/07/2005, Italian Ministry of Health). Traceability is necessary for the correct implementation of food withdrawal or recall.

Wrapping: *the placing of a foodstuff in a wrapper or container in direct contact with the food concerned, and the wrapper or container itself.* (art. 2 of Regulation (EC) 852/2004)

Volunteers: members of public working for a CO of their own free will and free of charge.

4

REFERENCE LEGISLATION

The responsibility for food safety is shared among all food business operators and, individually, in each stage of the food supply chain. For this purpose, the European Union and Italian institutions have issued laws which aim to guarantee food safety within the entire supply chain. The European and Italian laws relevant to this manual are reported below.

4 .1 European Laws

Regulation (EC) 178/2002 is the Framework Regulation for Food Safety and lays down definitions and general rules for all food business operators.

Pursuant to Article 14 thereof, food must not be placed on the market if it is unsafe. In this regard, food must be deemed to be unsafe if it is considered to be injurious to health or unfit for human consumption. Pursuant to Article 17 thereof, all food business operators at every stage of production or distribution under their control must ensure food safety. In this regard, the regulation adopts the principle of traceability, under which food business operators must be able to rapidly identify the supplier and recipient of a food to assure both ingoing and outgoing traceability.

All food business operators must collaborate with the competent authorities in assuring food safety through the relevant exchange of information. In the event of unsafe food as defined in Article 14, the information must be clear, transparent and prompt.

The “**Food Hygiene Package**” encompasses **Regulations (EC) 852/2004, 853/2004 and 854/2004**. It lays down food hygiene rules for food business operators and competent authorities. It is based on a number of fundamental principles, such as risk analysis and proportionality.

The recovery, collection and redistribution activities in this manual fall within the scope of **Regulation (EC) 852/2004**. The activity of COs can be compared to “retail” in compliance with **Article 3, point 7 of Regulation (EC) 178/2002** with regard to storage at the point of delivery to the final consumer, including distribution terminals, company canteens and institutional catering.

This activity, therefore, does not fall within the field of application of **Regulation (EC) 853/2004**, according to **Article 1, paragraph 5, letter a)** thereof, which states: *Unless expressly indicated to the contrary, this Regulation shall not apply to retail*. In addition, the vast majority of activities performed by COs are not contemplated in art. 2 thereof, as they usually deal with foods not of animal origin food or composite foods.

With regard to the operations described in this manual, it is also important to refer to **Regulation (EC) 2073/2005** concerning microbiological standards applicable to food products.

Regulation (EC) 1169/2011 on the provision of food information to consumers applies to the foods dealt with this manual.

4 .2 National Laws

This manual was written in compliance with the Italian Ministry of Health's Guidelines for the preparation and development of manuals of correct working practices, (http://www.salute.gov.it/imgs/C_17_pubblicazioni_1479_allegato.pdf).

National laws can be divided into three categories: civil, criminal and administrative, as well as laws specifically concerning food donation/distribution for charitable purposes.

4 .2.1 Civil laws

The **Consumer's Code (Italian Legislative Decree No 206 of 6/9/2005)** implemented Directive 85/374/EEC concerning liability for defective products (Art. 114 et seq.). These laws lay down the liability of whoever markets a defective product (including food), i.e. one that does not meet the expected level of safety.

4 .2.2 Criminal laws

These far-reaching laws establish what counts as criminal behaviour and, as such, pertain to individuals. It should be remembered that criminal liability is personal: each individual working for a CO is responsible for his/her own conduct.

- **Law No 283/1962** sets forth various criminal behaviours applicable to the food sector, including the distribution of food that has been badly stored or that is in any case harmful for human health (see Art. 5).

- **Art. 444 of the Italian Criminal Code** deals with the distribution and consumption of food substances which, while not counterfeit or adulterated, are nonetheless hazardous to public health.

4 .2.3 Administrative laws

- **Italian Legislative Decree 190/2006** lays down the sanctions for non-compliance with Regulation (EC) 178/2002 (traceability, etc.).
- **Italian Legislative Decree 193/2007** lays down the administrative sanctions for non-compliance with the laws of the Hygiene Package.

4 .2.4 Specific laws on food redistribution for charitable purposes

- **Law No 155/2003, the “Good Samaritan Law”**

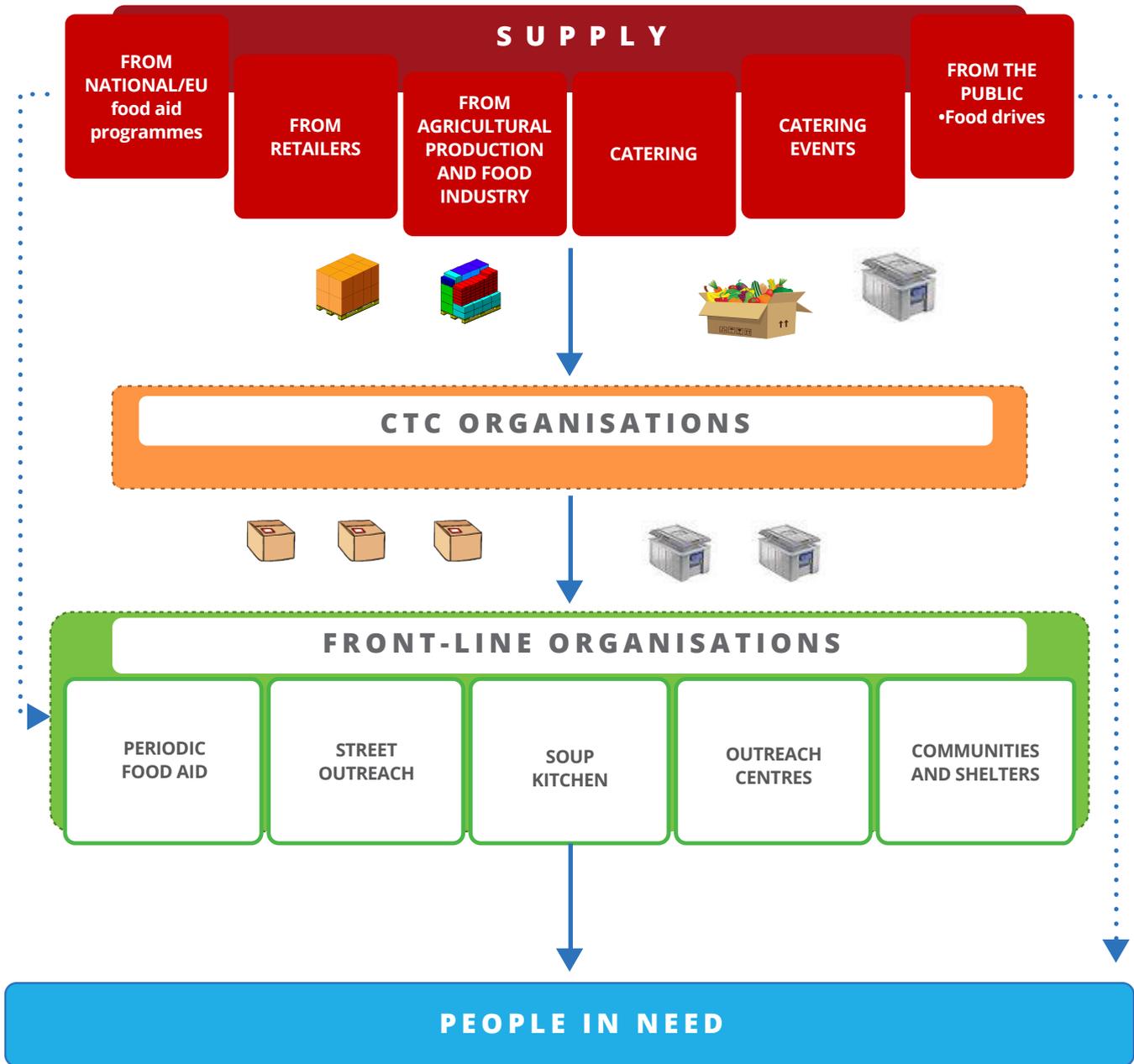
Establishes that charitable organisations recognised pursuant to Article 10 of Italian Legislative Decree No 460 of 4/12/1997 and subsequent amendments which distribute food free of charge to people in need for charitable purposes are considered equivalent to final consumers. This law, in compliance with Article 21 of Regulation (EC) 178/2002 and the abovementioned civil liability laws, exceptionally provides legal protections from possible lawsuits arising from donated food.

- **Law No 147/2013 art. 1 subparagraphs 236 and 237**

This law recognises the social value of charities which provide food free of charge to people in need. While reiterating the importance of correct conservation, transport, storage and use of food to all parties involved in the donation, it permits them to prepare a manual of correct hygiene practices in compliance with Regulation (EC) 852/2004.

5

DESCRIPTION OF THE "RECOVERY SYSTEM" CHAIN



The food recovery, collection and redistribution system for charitable purposes described above and hereinafter known as the "recovery system" consists of the following stages:

A. Food Supply. This is the initial stage, which involves the acquisition, recovery and collection of surplus food. Sources include national and European food aid programmes, retailers, agricultural producers, the food industry, canteens and catering services, public services, and members of public, such as through the annual Italian food drive day or other minor events, including those organised by individuals.

B. Transport of recovered and collected food. The preparation, packaging and amount of food to be transported can all vary. For large volumes, COs may make use of intermodal freight services, while for smaller volumes a small unrefrigerated lorry with insulated containers to ensure correct food preservation may suffice.

For highly perishable food requiring immediate distribution, CTC COs can bypass warehouses and transfer food directly to front-line COs. Alternatively, front-line COs can collect food directly from donors.

C. Storage and conservation. Food may be stored by both CTC and front-line COs when possible and necessary. CTC COs can store large volumes of food to facilitate the organisational capacity of the front-line COs.

Food is stored and kept in warehouses at a controlled temperature or at room temperature, depending on the food type.

E. Preparation of food (by CTC COs) and of periodic packages to be distributed directly to those in need (in front-line COs), normally in the form of meals and food parcels.

F. Redistribution of food to people in need:

- prepared food (e.g. sandwiches, cooked meals and drinks)
- non-perishable/perishable, prepacked/unpackaged food

This manual only considers activities performed directly by COs, as above. It does not cover the primary production of the incoming food or the activities of donors within the food supply chain.

The final recipients of the food aid are families with children, young people, expectant mothers, and vulnerable and poverty-stricken adults and elderly people.

6

SPECIFIC HAZARDS AND RISKS OF RECOVERY, COLLECTION AND REDISTRIBUTION ACTIVITIES

Hazard analysis, the first principle of H.A.C.C.P., consists of the identification of hazards in the various phases of the recovery system. Biological, chemical and physical sources of food contamination can all present a risk, i.e. a chance that a hazard is harmful for human health.

Biological hazards are the main hazards to be borne in mind. These include:

- microorganisms (bacteria, moulds, yeasts, viruses) and/or the substances they produce and release (e.g. toxins)
- parasites (*Trichinella*, *Anisakis*, *Toxoplasma*, *Giardia*, *Echinococcus*, etc.)
- pests (birds, rodents and insects)

Microorganisms may derive from:

- raw materials
- equipment and premises
- workers
- insects and other pests

The following table lists the main biohazards, sources of contamination, how food becomes contaminated, the most at-risk foods and the diseases caused by the consumption of contaminated foods.

BIOLOGICAL HAZARDS

HAZARD	SOURCES OF CONTAMINATION	ROUTES OF FOOD CONTAMINATION AND DEVELOPMENT OF MICROORGANISMS	POTENTIALLY CONTAMINATED HAZARDOUS FOOD	FOODBORNE DISEASE
<i>Salmonella enteritidis</i>	<p>Humans: often healthy carriers.</p> <p>Animals and animal products: poultry, cattle, sheep, meat, eggs and milk consumed without adequate heating.</p> <p>Environment: non-potable water.</p>	<p>Cross-contamination: food-food, food-contaminated foreign material, food-human handling.</p> <p>Poor personal hygiene</p> <p>Microorganism development: inadequate food conservation.</p>	<p>Poultry and pork meat</p> <p>Unpasteurised milk and cheese</p> <p>Water</p>	<p>Salmonellosis</p> <p>Symptoms: fever, abdominal pain, nausea, vomiting and diarrhoea</p>
<i>Campylobacter jejuni</i>	<p>Animals: pigs, cattle, sheep, birds.</p> <p>Pets</p> <p>Rodents</p>	<p>Contaminated food</p> <p>Cross-contamination: food-food.</p> <p>Poor hygiene of work equipment</p> <p>Microorganism development: inadequate food conservation.</p>	<p>Poultry and pork meat</p> <p>Unpasteurised milk and cheese</p> <p>Water</p>	<p>Campylobacteriosis</p> <p>Symptoms: diarrhoea, abdominal pain, fever, headache, nausea and vomiting</p>
<i>Staphylococcus aureus</i>	<p>Humans: often healthy carriers.</p>	<p>Direct contact food-human handling.</p> <p>Poor personal hygiene</p> <p>Microorganisms development: inadequate food conservation.</p>	<p>Food of animal origin: meat and meat products</p>	<p>Food poisoning</p> <p>Symptoms: nausea, abdominal pain, vomiting, diarrhoea</p>
<i>Escherichia coli</i>	<p>Humans and animals: often healthy carriers.</p>	<p>Contaminated food</p> <p>Cross contamination: food-food, food-human handling.</p> <p>Contaminated water</p> <p>Microorganism development: inadequate food conservation.</p>	<p>Inadequately cooked meat (especially beef)</p> <p>Unpasteurised milk and cheese</p> <p>Fresh food: Salad</p> <p>Water</p>	<p>Food poisoning</p> <p>Symptoms: abdominal pain, diarrhoea, which may be bloody, nausea and vomiting</p>
<i>Listeria monocytogenes</i>	<p>Animals: cattle, sheep, goats and fish.</p> <p>Environment: soil, plants, water</p>	<p>Contaminated food</p> <p>Cross-contamination: food-food, food-contaminated foreign material, food-human handling.</p> <p>Poor personal and equipment hygiene</p> <p>Microorganism development: inadequate food conservation.</p>	<p>Smoked fish</p> <p>Meat</p> <p>Cheese (especially soft cheeses)</p> <p>Fresh vegetables</p>	<p>Listeriosis</p> <p>Symptoms: nausea, vomiting and diarrhoea and more serious infections, as meningitis</p>
<i>Clostridium perfringens</i>	<p>Humans</p> <p>Animals</p> <p>Environment: soil</p>	<p>Poor hygiene during food handling</p> <p>Microorganism development: inadequate food conservation.</p>	<p>Fruits and vegetables</p> <p>Meat</p>	<p>Food poisoning</p> <p>Symptoms: diarrhoea and vomiting</p>
<i>Clostridium botulinum</i>	<p>Animals</p>	<p>Contaminated food</p> <p>Microorganism development: inadequate food conservation.</p>	<p>Tinned and bottled food</p>	<p>Botulism</p> <p>Symptoms: neural paralysis</p>
<i>Bacillus cereus</i>	<p>Environment: soil.</p>	<p>Contaminated food</p> <p>Microorganism development: inadequate food conservation.</p>	<p>Ready-to-eat foods and meals stored at room temperature</p>	<p>Food poisoning</p> <p>Symptoms: vomiting and diarrhoea.</p>
<i>Yersinia enterocolitica</i>	<p>Environment: soil.</p>	<p>Contaminated food</p> <p>Microorganism development: poorly cooked and conserved food</p>	<p>Meat</p> <p>Dairy Products</p>	<p>Yersiniosis</p> <p>Symptoms: fever, diarrhoea, intestinal pain</p>
Parasites	<p><i>Trichinella, Anisakis, Toxoplasma, Giardia, Echinococcus, etc.</i></p>	<p>Direct and indirect contact with food</p>	<p>Potentially all foods</p>	<p>Infestations and food poisoning</p>
Pests	<p>Birds, rodents and insects</p>	<p>Direct and indirect contact with food</p>	<p>Potentially all foods</p>	

Specific hazards and risks of recovery, collection and redistribution activities

The multiplication and proliferation of microorganisms is particularly significant under the following conditions:

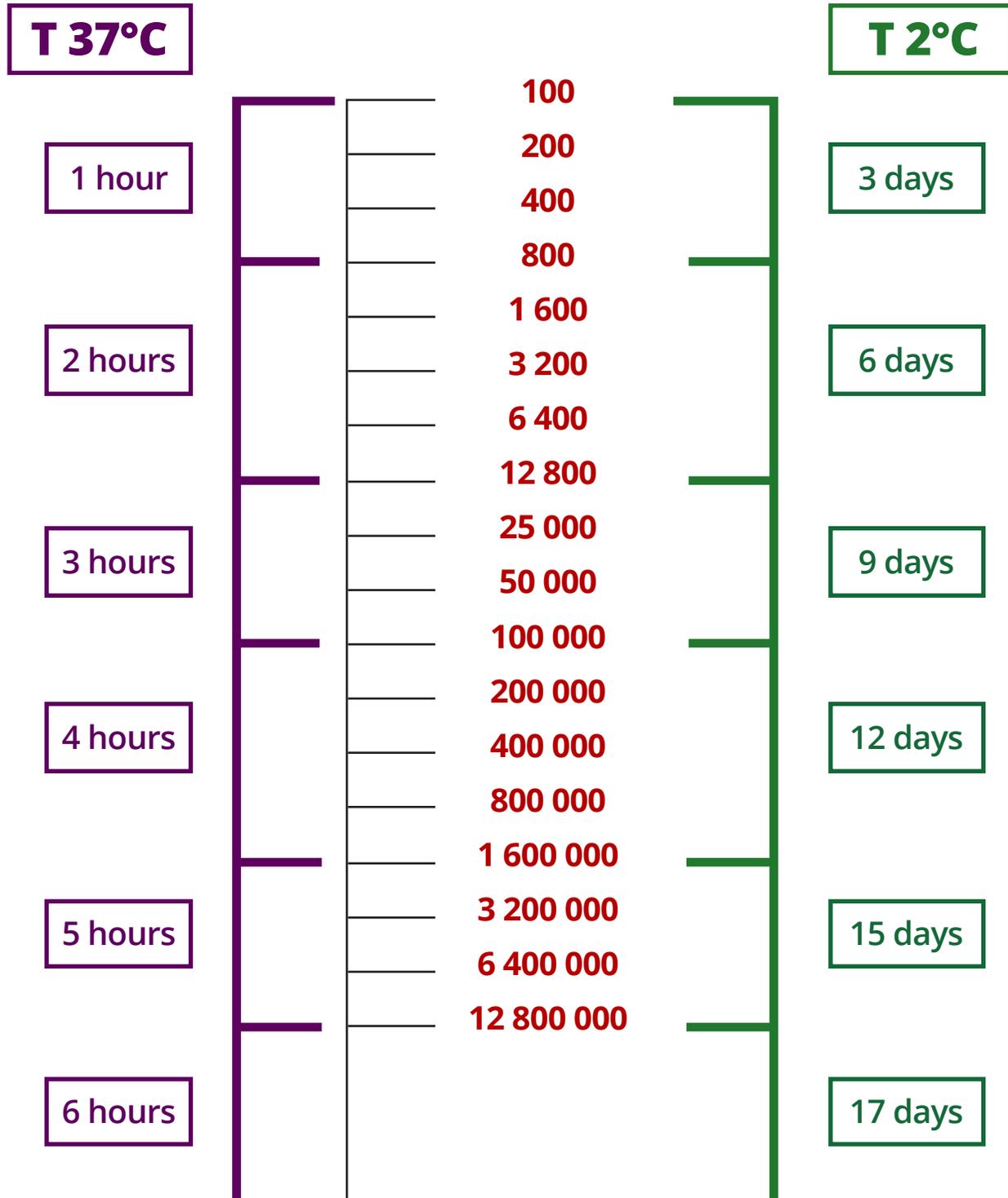
TEMPERATURE Microorganisms are able to grow between +4 °C and +60 °C, with the optimum between +20 °C and +45 °C. The biological functions of various bacterial species slow down between 0 °C and +4 °C, while their multiplication is reduced or inhibited below -10 °C, between 0 °C and +4 °C and above +60 °C.

WATER Microorganisms need water to multiply and grow. Perishable foods typically have a high water content which makes them a favourable medium for bacterial growth. Non-perishable foods generally have a low water content, thus inhibiting bacterial growth.

TIME Microorganisms multiply rapidly in favourable conditions (temperature, nutrients, water supply, etc.), and can double their number every 20-30 minutes. Long storage times at an unsuitable temperature can lead to rapid microbial proliferation.

EXAMPLE OF BACTERIAL MULTIPLICATION

(Number of microorganisms per gram of product)



Measures to prevent microbial development in food must therefore be taken into account during recovery, collection and redistribution, paying particular attention to suitable storage temperature in relation to storage time.

Chemical hazards arise from the presence of undesirable chemicals, which may derive from the following sources of contamination:

- Detergents and disinfectants used during cleaning and disinfection
- Pesticide and insecticide residues
- Medicines or cosmetics which have come into accidental contact with food
- Chemicals from unsuitable containers used for food transportation.

Physical hazards arise from accidental foreign bodies in food originating from the following sources:

- From raw materials: contaminants, bones, fish bones, plant debris, stones
- From equipment and premises: metal and plastic fragments, screws, bolts
- From packaging: glass, wood, plastic fragments
- From the workplace: dust, rubble, glass fragments from lightbulbs
- From workers: rings, earrings, bracelets, pens, lighters, buttons, hair, plasters, hairpins, miscellaneous items.

See Chapter 7 for correct hygiene practices and Chapter 9 for food recovery, collection and redistribution criteria to prevent risks for consumers and thus ensure food safety.

7

CORRECT HYGIENE PRACTICES

Adequate food management and operator training, both in accordance with correct hygiene practices, are important to ensure the compliance of the entire process within the Recovery System.

COs must guarantee and verify the suitability of facilities and the conformity of premises. The requirements necessary for the adoption and implementation of good hygiene practices in their facilities are described in this chapter.

7.1 Prerequisites for food premises

(CHAPTER I of ANNEX II of Regulation EC 852/2004)

Food premises used for recovery, collection, storage/conservation and redistribution must be built appropriately, be kept clean and maintained in good repair and condition. In all circumstances, cleaning procedures and, where necessary, disinfection of premises and equipment must be adequate to prevent food contamination and comply with the following points:

- ✓ The turnover of foodstuffs must be respected. Working areas must be divided to permit a logical throughput, thus avoiding cross-contamination between clean and unclean areas.
- ✓ Airborne contamination (dust, smoke, etc.) must be avoided or minimised.
- ✓ There must be adequate room to work, so that all operations can be performed hygienically.
- ✓ Cleaning procedures must be such as to prevent the accumulation of dirt and contact with contaminated materials.
- ✓ Pests and infestations must be prevented.
- ✓ Where necessary, temperature-controlled facilities of sufficient capacity must be available to maintain food at the appropriate temperature and enable those temperatures to be monitored and, where necessary, recorded.

RECOMMENDATIONS

- ✓ Food storage areas at room temperature should be of sufficient size and be fitted with shelving systems and/or pallets made with easy-to-clean materials. Containers must be raised off the floor and there must be an adequate air flow.

- ✓ Cold rooms, fridges and freezers must enable food to be stored and separated according to its nature and temperature requirements (e.g. meat/cured meats/fruit and vegetables); protective systems such as closable containers may be used if necessary.
- ✓ Equipment used for refrigeration and freezing/quick freezing must be fitted with accessible, easy-to-read thermometers.

7.1.1 Specific Prerequisites

Provision, storage and redistribution facilities must be provided with:

- ✓ Drinking water and washing areas (hands, tools, equipment, etc.).
- ✓ Adequate lighting.
- ✓ Window screens to prevent the entry of insects and animals, where necessary.
- ✓ Sufficient ventilation to prevent condensation, mould and odour.
- ✓ Sanitary conveniences for operators, if necessary.

RECOMMENDATIONS

- ✓ Check walls and ceilings for mould and damp, peeling paint or plaster and cracks and holes.
- ✓ Check floors for loose tiles or worn materials.
- ✓ Shelves must be in good condition.
- ✓ Equipment (fridges, thermometers, etc.) must always be in good working order.
- ✓ Hand washing areas with running drinking water and washing materials must be provided.
- ✓ The above measures are applied in line with the CO's activities and type of food handled.

7.1.2 Waste management procedure

(CHAPTER VI of annex II of Regulation EC 852/2004)

- ✓ Waste must be removed from working areas.
- ✓ Waste must be deposited in closable containers.
- ✓ Containers must be of an appropriate construction, kept in sound condition, be easy to clean and, where necessary, to disinfect.
- ✓ Waste must be disposed of in compliance with any specific measures required by applicable laws.

- ✓ Waste storage areas, where present and necessary, must be designed and managed in such a way as to enable them to be kept clean and, where necessary, free of animals and pests.
- ✓ All waste must be eliminated in a hygienic and environmentally friendly way in accordance with legislation applicable to that effect, and must not constitute a direct or indirect source of contamination.

RECOMMENDATIONS

Food waste and other waste must be kept in easily disinfected closable containers whenever food contamination is a potential risk.

7 .1.3 Water supply prerequisites

(CHAPTER VII of annex II of Regulation (EC) 852/2004)

- ✓ There must be an adequate supply of potable water.
- ✓ Where non-potable water is used, for example for fire control, steam production, refrigeration and other similar purposes, it must circulate in a separate duly identified system.

RECOMMENDATIONS

The use of non-potable water is not permitted.

7 .1.4 Cleaning and/or sanitisation plan

OCs must prepare a suitable cleaning and/or sanitisation plan for working areas, equipment and utensils describing all applicable cleaning and disinfection activities.

Surfaces and equipment must be cleaned and/or disinfected as necessary and in any case as scheduled in the cleaning/sanitisation plan.

RECOMMENDATIONS

- ✓ Cleaning and sanitisation are essential, especially when dealing with perishable and bulk food.
- ✓ Cleaning procedures should be performed immediately after work has ended to ensure their efficacy:
 - Removal of loose dirt
 - Wiping and rinsing with clean water to remove dirt
 - Disinfection and rinsing, if needed
 - Drying
- ✓ The efficacy must be checked after cleaning by verifying the absence of residues, drops of water, grease and bad smells.

7 .1.5 Disinfestation and rat control

(CHAPTER IX, Paragraph IV of annex II of Regulation (EC) 852/2004)

Suitable protective and preventive measures must be implemented to impede insects and rodents from carrying pathogenic bacteria from contaminated areas, drains, etc. to food and areas where food is prepared, handled or stored.

As far as is reasonably possible, food handling and storage areas must be designed, sited, built, cleaned and maintained so as to prevent the risk of contamination, especially by insects and animals.

Adequate pest control procedures must be implemented to prevent their access to food handling areas.

RECOMMENDATIONS

- ✓ Disinfestation and rat control should be managed by a specialist company with experience in the food sector.
- ✓ COs must in any case visually monitor rooms and facilities and surrounding areas for signs of infestation and apply corrective measures as necessary.
- ✓ COs must keep all disinfestation and monitoring plan worksheets.

7.2 Prerequisites for personal hygiene

(CHAPTER VIII, Paragraph I of Annex II of Regulation (EC) 852/2004)

Even healthy people can carry microorganisms, which live and develop on various body areas such as the hair, nose, mouth, and intestine.

Behaviours which could contaminate food, such as eating and smoking, are forbidden during food storage, conservation and distribution.

All staff working in a food handling area must maintain a high degree of personal cleanliness and wear clean and, where necessary, protective clothing to limit the risk of food contamination.

All food handlers must be aware of the risk of contamination. CO staff and volunteers must adopt the following preventive measures:

- ✓ Refrain from working in the event of any gastrointestinal or respiratory symptoms or illness.
- ✓ Keep hands clean.
- ✓ Refrain from eating or smoking while working.
- ✓ Wear clean garments.

RECOMMENDATIONS

- ✓ Wash hands after:
 - using toilet facilities
 - touching dirty surfaces
 - blowing nose
 - touching waste containers or boxes
 - eating
 - smoking
 - cleaning
 - handling money or using a telephone
 - use disposable gloves in the event of any hand wounds

7.2.1 Staff training

(CHAPTER XII of ANNEX II of Regulation EC 852/2004)

COs must ensure that:

- ✓ Food handlers are trained in food hygiene, in relation to their activity.

- ✓ Those responsible for the development and maintenance of permanent procedures based on H.A.C.C.P. principles have adequate qualifications or experience in the sector or have received adequate training in the application of H.A.C.C.P. principles.

RECOMMENDATIONS

- ✓ Operators must be adequately informed about hygiene risks connected with their activities and instructed in the correct practices to be adopted.
- ✓ Operators must be informed about the preventive measures to be adopted and followed to avoid contamination of food, surfaces and equipment.
- ✓ Keep records of all training activities.

7.3 Provision, transport, storage/conservation and redistribution requirements

Procedures to establish the suitability of surplus foods destined for distribution by COs to people in need must be implemented.

7.3.1 Food acceptance prerequisites

Before any food is accepted, its compliance with the following parameters must be ascertained:

- ✓ Compliance with transportation temperatures
- ✓ Compliance of expiry date, MDD
- ✓ Primary packaging is undamaged
- ✓ Compliance of labels
- ✓ Appropriate odour, colour and flavour of food
- ✓ Inspection for any evident signs of spoilage.

See Chapter 9 for additional criteria for the acceptance of different food types.

RECOMMENDATIONS

Non-compliant food must not be accepted but must be returned to the supplier or, if it cannot be returned, disposed of or made unavailable for distribution. It must be segregated and specifically labelled as "DO NOT USE" or "RETURN TO SUPPLIER" or similar.

7 .3.2 Food transport prerequisites

(CHAPTER IV and CHAPTER IX Paragraph IV of annex II of Regulation (EC) 852/2004)

Transport of food is a critical stage which can facilitate the growth of potentially pathogenic bacteria if the temperature is inadequate.

Food must be transported in clean refrigerated vehicles maintained at the correct temperature. Alternatively, unrefrigerated vehicles may be used as long as they are equipped with insulated containers suitable for food, in accordance with food transport regulations.

RECOMMENDATIONS

- ✓ Receptacles in vehicles must be adequately cleaned/disinfected.
- ✓ Use insulated containers suitable for the food to be transported.
- ✓ Stack products tidily, separating them by category if necessary.
- ✓ Make sure that food is packed or wrapped so as to prevent any contact with the external environment or other foods.
- ✓ Check for parasites and leaks from damaged containers.
- ✓ Check the temperature of the vehicle and of any insulated containers at the start of the journey.
- ✓ Keep loading and unloading times to a minimum.
- ✓ Ensure that refrigerated vehicles are adequately protected from heat.
- ✓ If refrigerated vehicles at a temperature of -18 °C are unavailable for the transportation of frozen food, use suitable insulated containers and ensure maintenance of the cold chain.
- ✓ Maintain the food temperature within the range reported in appendix A.1 "Food temperature limits during transportation".

7.3.3 Food storage and conservation prerequisites

All foods must be placed in their storage area at the appropriate temperature as soon as possible to prevent potential contamination or microbial development.

RECOMMENDATIONS

- ✓ Store cleaning materials away from food.
- ✓ Implement a stock rotation system.
- ✓ Distribute food according to its perishability: “use by” products approaching their expiry date first, followed by products approaching their “best before” date.
- ✓ Dispose of any products beyond their “use by” date.
- ✓ Foods that can be stored at room temperature (e.g. tins, flour etc.) must be kept in a cool, dry place, away from heat and direct sunlight and in any case as indicated on the label.
- ✓ Chilled and frozen products must be placed in a fridge or freezer at the required temperature as soon as possible to prevent any interruption in the cold chain.
- ✓ Keep food raised off the floor using suitable means.

Conservation of chilled and frozen products

Different type of foods may be stored together in the same fridge as long as they are separated using appropriate protective measures. In these situations store at the lowest temperature required. The maximum storage temperatures for chilled and frozen foods are as reported by the manufacturer on the label.

If this information is not available, use the storage temperatures reported in table A0 in Appendix II.

RECOMMENDATIONS

- ✓ Chilled and frozen foods must be stored so as to maintain the cold chain.
- ✓ Unportioned seasoned products (whole cheeses and cured meats) may be stored at room temperature for a limited time.

7 .3.4 Minimum Durability Date (MDD)

(Chapter IV, part II of article 24 of Regulation (EC) 1169/2011)

Foods which have reached or exceeded a “best before” MDD may be distributed.

RECOMMENDATIONS

- ✓ Pay attention to the storage temperature (if indicated or required) and information reported on the label.
- ✓ Check that packages are undamaged.
- ✓ Make sure there are no signs of bulging, rust, mould, spoilage, insects or foreign bodies.

Recommended uses of MDD-expired-foods are reported in the following table, as a reference tool for the preparation of internal CO checklists for correct recovery and redistribution practices.

COs can also require further procedures to establish the conformity of MDD-expired foods beyond the times indicated in the table, in order to ensure food safety. These include analytical monitoring, detailed information from suppliers, etc.

Product category	Recommended use-by period	Do not use if there are signs of:
Dry pasta, rice, couscous, semolina, flour (biscuits, muesli, breakfast cereals, cornflakes, crackers, breadsticks etc.)	1 - 2 months	Mould or mouldy smell, damaged or open packaging, insects.
Prewrapped baked goods and confectionary (cakes, chocolates, etc.)	1 - 2 months	Mould or mouldy smell, damaged or open packaging, insects.
Flour and cereals	1 - 2 months	Mould or mouldy smell, damaged or open packaging, insects.
Ground coffee, cocoa, tea, herbal teas, etc.	12 months	Mould or mouldy smell, damaged or open packaging, insects.
Oils, fats	12 months	Mould or mouldy smell, damaged or open packaging, insects, rancidity.
Products bottled in oil (tuna, artichokes, mushrooms etc.)	12 months	Fermentation (gas bubbles), bulging lid, mould, damaged or open packaging.
Jams, preserves and tinned products (pulses, tomatoes, soups, vegetables etc.)	1 - 2 months	Bulging, change in colour or smell, mould, damaged or open packaging.
Beverages and UHT beverages (fruit juice, milk etc.)	6 months	Change in taste, smell or colour, damaged or open packaging, sedimentation.
Frozen foods	1 - 2 months	Freezer burn or ice crystals.
Powdered freeze-dried products (milk, barley, etc.) except baby food	6 months	Mould or mouldy smell, damaged or open packaging, insects.
Spices, herbs and sauces (mayonnaise, ketchup, mustard etc.)	6 months	Mould or mouldy smell, damaged or open packaging, insects.
Eggs in shell	1 week when stored in fridge and cooked before consumption	Bad smell (on cracking), cracks in shells, change in colour or consistency of the yolk.
Prewrapped breads (sliced bread etc.)	1 week	Mould or mouldy smell, insects.
Bottled water	12 months	Clouding, change in taste.
Whole meats (cured / cooked/ seasoned)	2 months	Mould or mouldy smell, change in appearance, smell or taste, rancid fat
Packed sliced meat products (cured/ cooked/ seasoned)	1 month	Damaged or open packaging, bulging, change in appearance, smell or taste, mould.

7 .3.5 Freezing

Freezing enables the original characteristics of food to be preserved for as long as possible through the application and constant maintenance of cold, thus slowing decay processes and ensuring food safety.

COs may freeze foods if they establish a specific procedure reporting:

- ✓ The methods used to carry out the process
- ✓ The storage time of frozen foods.

COs may only freeze previously refrigerated raw materials or semi-processed foods if they will be further processed by the CO itself, such as through cooking, before distribution.

Food may be frozen by a CO if it meets the following requirements:

- ✓ It is within its use-by date
- ✓ It is completely unspoiled
- ✓ It is portioned into appropriately sized pieces for the equipment or process used
- ✓ It is protected with food wrap, freezer bags or closed containers to prevent freezer burn; packages must report the product name and the date of freezing
- ✓ It has been rapidly chilled if it was previously heated.

RECOMMENDATIONS

- ✓ Raw materials and semi-processed foods may be frozen once only.
- ✓ The ingredients of any compound food must be available.
- ✓ Food must be kept at below -18 °C.

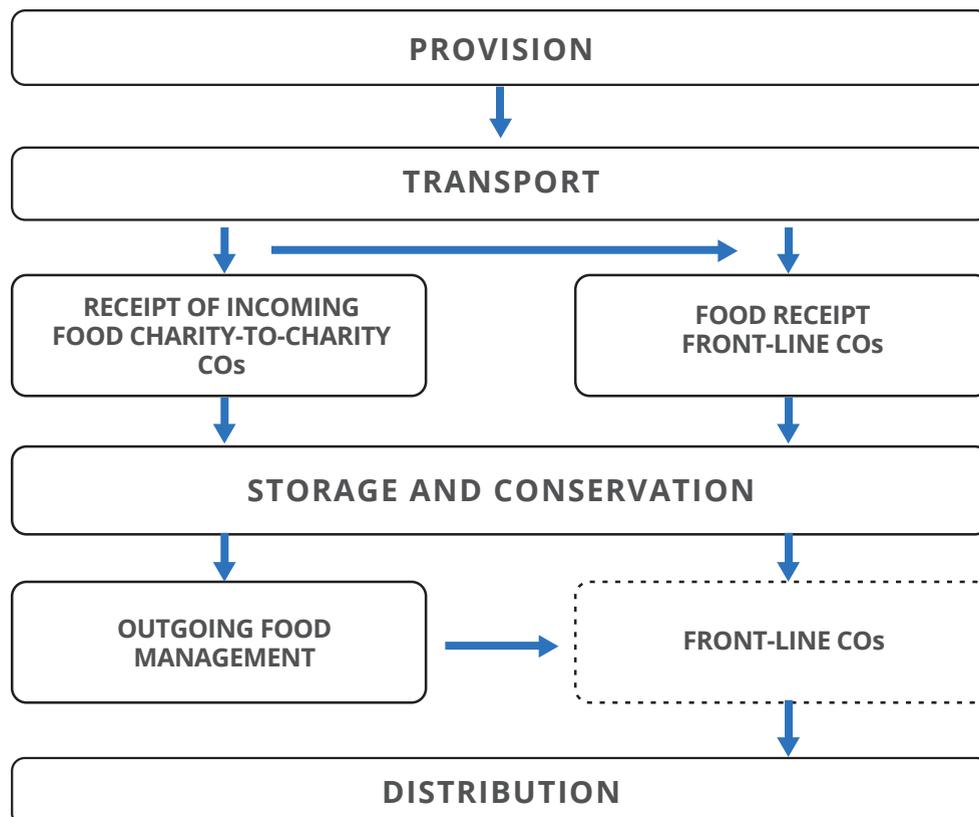
8

H.A.C.C.P. SYSTEM

This manual provides COs with the basis for the development of an in-house inspection checklist based on the H.A.C.C.P. system. The checklist can be adapted in line with each CO's nature and activities and takes account of the low complexity of their operations. One of the aims of this manual is to enable the simplified application of the 7 basic H.A.C.C.P. principles in line with the flexibility permitted by Regulation (EC) 852/2004 and through the correct application of the requirements and correct hygiene practices discussed in Chapters 7 and 9, which will suffice to guarantee the application of the H.A.C.C.P. system.

The following paragraphs report the minimum indications for the development of an in-house inspection checklist. These indications must necessarily be personalised and/or adapted to the organisation, size and activity of each individual CO.

The flow diagram below shows the flow of the main operations/food recovery, collection and storage stages up to their distribution by the CO. This generic diagram can be adapted in line with the variables applicable to each CO.



8.1 Hazard analysis

Hazard analysis (the first principle of H.A.C.C.P.) involves the evaluation of hazards in all stages of the process, considering epidemiology, microbial ecology and calculation or estimation of probability in order to establish which hazards must be considered in the H.A.C.C.P. food safety management plan. Given the typical application of the **recovery system**, this manual is limited to general indications based on the evaluations of recovery system operators and on published epidemiological and statistical data.

Chapter 9 discusses three food **macro-categories** categorised by an **attention level** of high, moderate or low, identified through the symbols    , to be used when handling food in relation to the potential risks and preventive measures to be adopted. Risk analysis considers food production, conservation and origin and intrinsic aspects of the food.

8.2 Critical control point (CCP) identification

Identification of critical control points is the second principle of H.A.C.C.P.. This manual presents a **brief example** in Annex A.3 “Hazard evaluation in the recovery and redistribution stages”. It is subdivided by process stage on the basis of the above flow diagram, in which the potential hazards are evaluated for each phase and the relevant chapters of this manual are reported. This approach, which is also permitted by Regulation (EC) 852/2004 considering points 10) and 11) of the recitals concerning simplification, is an alternative to the “decision tree” approach.

8.3 Minimum documentation and record requirements

The documents and records must be adequate for the nature and size of the food business operator.

This manual includes the following **worksheets, documents and minimum records** summarising the application of the requirements:

- A.1 Temperature tolerance during transportation
- A.2 Freezing
- A.3 Hazard analysis
- A.4 Disinfestation plan
- A.5 Sanitisation plan
- A.6 Food business operator training
- A.7 Detected non-conformities (NCs)
- A.8 List of suppliers
- A.9 Storage temperatures

9

FOOD RECOVERY, COLLECTION AND MANAGEMENT CRITERIA

The fundamental principle of this manual is the division of foods according to the level of attention which must be observed by operators in relation to the nature of each food, to ensure the correct application of good working practices ensuring the safety of food for human consumption.

As stated in Chapter 8 (H.A.C.C.P.), the parameters for defining the attention level take account of the food production and conservation process and its origin and intrinsic characteristics as well as its category according to CeIRSA (Interdepartmental Centre for Research and Documentation on Food Safety).

THE ATTENTION CATEGORIES ARE AS FOLLOWS:



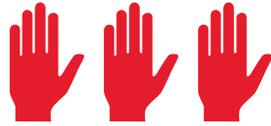
9 .1 High attention level

Foods in this category are known as “Fast 60”. “Fast 60” foods are generally recovered by catering establishments and public services. They require high attention due to their typical production and distribution. These foods **have not undergone rapid chilling as they are provided by donors** to COs “as they come” (e.g. cooked pasta or meat dishes, cooked vegetables, rice salads, etc.). For this reason they **need to be transported rapidly, preferably within 60 minutes** - hence the name “Fast 60”.

This category includes:

-
- Multi-ingredient dishes, cooked and ready-to-eat (pasta or meat dishes, etc.)
 - Portioned cooked, cured or seasoned meat products
 - Portioned dairy products
 - Sweet/savoury fresh baked products.
-

ATTENTION LEVEL



ACCEPTANCE PARAMETERS

Food must comply with the following on provision:

- Has not already been offered for consumption
- Kept at temperatures $\geq 60^{\circ}\text{C}$ for hot meals, $\leq 8^{\circ}\text{C}$ for cold meals
- Kept and stored in suitable closed containers
- Portioned by the donor and packed in appropriate closable containers (e.g. food-grade clingfilm, tinfoil, containers with lids, etc.)

EXCLUSION PARAMETERS

- Meals with non-compliant temperature at the time of collection, as measured by the CO operator
- Meals based on raw or part-cooked foods of animal origin (steak tartare, rare roast beef, sushi, etc.)
- Meals based on marinated fish
- Sweet and/or savoury baked products filled with unpasteurised egg-based custards or sauces.

TRANSPORT

- Food must be transported in insulated containers, differentiated according to the temperature (hot or cold) of the food collected
- Temperature during transport must be maintained at $\geq 60^{\circ}\text{C}$ for hot food and at $\leq 8^{\circ}\text{C}$ for cold food.
- The transport time between the place of recovery and delivery to front-line COs must not exceed 60 minutes.

MANAGEMENT CRITERIA

Foods may be:

- Consumed within 1 hour of their arrival at the CO;
- Refrigerated and stored at $\leq 4^{\circ}\text{C}$ and used preferably within 24 hours of their arrival; or
- Frozen, preferably within 1 hour of their arrival.

9 .2 Moderate attention level

This category includes foods kept in **cold chain conditions** and generally recovered from public or private catering establishments, delicatessens, restaurants and mass retailers.

These foods have undergone rapid chilling by the donor. The attention level is thus related to the product type and storage and use of the cold chain.

This category includes:

Meals subjected to rapid chilling:

- Cooked, ready-to-eat, multi-ingredient dishes
- Ready-to-eat, multi-ingredient dishes that are uncooked or contain raw ingredients (e.g. rice salad, couscous, etc.)

Prepacked and fine foods stored in cold chain conditions, such as:

- Prepacked and bulk cured meats
 - Prepacked fine foods
 - Fresh stuffed pasta
 - Prepacked portioned refrigerated meat
 - Refrigerated minced meat
 - Prepacked whole or filleted fresh fish
 - Fish dishes (seafood salad, etc.)
 - Fish products (smoked fish, etc.)
 - Cooked shellfish and crustaceans
 - Fresh pasteurised milk
 - Yoghurt
 - Cake mixes, puddings, dairy-based desserts
 - Ready-to-eat fruits and vegetables
 - Butter
 - Prepacked portioned fresh cheese (cream cheese, mozzarella, fresh goats cheese, blue cheese, ricotta, cottage cheese, brie, etc.)
 - Prepacked portioned mature cheese
 - Eggs in shell and egg products
-

ATTENTION LEVEL



ACCEPTANCE PARAMETERS

Food must comply with the following on provision:

- Kept in cold chain at temperatures between +4° and +8 °C
- Packed in suitable containers, properly labelled or under derogation conditions as described in Chapter 10, paragraph 10.3
- Food previously displayed in self-service canteens may only be recovered if subjected to rapid chilling.

EXCLUSION PARAMETERS

- Clear signs of spoilage (unpleasant colour and/or odour)
- Damaged packaging which could compromise food safety due to contact with the external environment
- Expired use-by-date

TRANSPORT

- Large quantities must be transported in refrigerated vehicles
- Where different types of foods are to be transported, they must be kept at the temperature required for the most perishable food until arrival at the CO
- Unrefrigerated vehicles may be used for short journeys and small quantities but insulated containers are mandatory

MANAGEMENT CRITERIA

- All foods in this category must be stored at ≤ 4 °C and used as soon as possible; they may be frozen by COs.

9 .3 Low attention level

This category includes **foods stable at a range of temperatures**, generally recovered from the primary sector (e.g. fruits and vegetables), secondary sector (e.g. food industry), public services and mass retailers.

The level of attention is thus related to the production process and the intrinsic characteristics of these foods.

This category includes:

-
- Frozen food
 - UHT food (milk, fruit juices)
 - dried food (e.g. spices, dried fruits)
 - tinned and bottled meats, fish, fruits and vegetables
 - fresh unprocessed fruits and vegetables, bread, pasta, rice, baked goods, biscuits, coffee, etc.
-

ATTENTION LEVEL



ACCEPTANCE PARAMETERS

Food must comply with the following on provision:

- Temperature appropriate for their category
- Frozen foods must not show signs of defrosting (e.g. presence of liquid)
- No signs of spoilage (unpleasant colour and/or odour, mould)
- Within use-by-date
- Unopened packages to prevent any contact with external environment
- Food past its MDD may be recovered, in compliance with the conditions and procedures discussed in Chapter 7.3.4.

TRANSPORT

- Frozen food must be transported in vehicles capable of maintaining a temperature between -18 °C and -15 °C (maximum) to prevent defrosting
- Fresh, unprocessed fruits and vegetables may be transported at a temperature between +8 and +10 °C or at room temperature, taking care to protect them from harm
- Suitable packaged food which does not require cold chain conditions may be transported in unrefrigerated vehicles.

MANAGEMENT CRITERIA

- Bread and other unfilled baked products should be used preferably within 24 hours of their arrival at the CO
- Bread may be oven-dried for later use
- Bread may be frozen
- Food past its MDD may be used, in compliance with the conditions and procedures discussed in Chapter 7.3.4.

10

TRACEABILITY

Food traceability must be guaranteed through each stage of provision, transport, storage and final distribution to its beneficiary. Traceability must therefore enable the identification of all operators involved in the distribution process of a given food.

COs should be able to indicate:

- a) Supplier identity (backward traceability)
- b) Recipient identity (forward traceability)

COs must have systems and procedures in place which enable competent authorities to obtain this information.

The minimum requirements to guarantee traceability are reported below.

10.1 Backward traceability

All COs must keep an up-to-date supplier list such as that shown below and provided in Appendix III.

All incoming (donated/recovered/collected) food must be accompanied by a movement document (MD).

A.8 Supplier list as per Appendix III

Name	Address	Contact name	Telephone/Fax	e-mail

10.2 Forward traceability

Requirements differ for charity-to-charity COs and front-line COs.

Charity-to-charity COs:

- Must keep an up-to-date list of front-line COs with full details
- Food distributed to front-line COs must be accompanied by a movement document (MD)
- When food is delivered directly to the front-line CO without intermediate storage, an appropriate delivery document must be issued.

Front-line COs do not need to keep an updated list of the beneficiaries of food aid, as they are comparable to final consumers buying from retail stores. However, in the event of product withdrawal or recall from the market, users should be promptly informed by all possible means, in order to guarantee food safety.

RECOMMENDATIONS

A suitable procedure for informing the public must be developed to cover the eventuality of the withdrawal or recall of a food that has already been distributed and is thus no longer under the CO's direct control.

10.3 Labelling

Food and labelling legislation does not distinguish food according to the final consumer. However, given the charitable nature of COs, suppliers are permitted to donate unlabelled or inadequately labelled food not fully compliant with legislative and commercial regulations. In these circumstances, donors/suppliers may cede such food to COs by providing them with a separate document, in the appropriate national language, reporting all the information required by **Regulation (EC) 1169/2011** so that it may be available to the recipients. The COs must ensure that such mandatory information is made available to the beneficiaries.

Similarly, suppliers of bulk/non-prepacked foods must provide a list of ingredients which must be made available to the final consumers and, where possible, all individual food packages must bear a label reporting the name of the food and the date of its recovery. For food frozen by the CO, the product name, the date of freezing and the list of ingredients (where applicable) must be reported on a label or on the packet, as specified in Chapter 7.3.5.

11

GUIDELINES AND REFERENCE LITERATURE

- Accordo n. 2334 del 28/07/2005 tra Ministero della Salute ed i Presidenti delle Regioni Autonome sul documento “ Linee guida ai fini della rintracciabilità di alimenti e mangimi per fini di sanità pubblica”
- Agenzia per le Erogazioni in Agricoltura – Relazione piano di distribuzione degli alimenti agli indigenti 2013. Consuntivo delle attività realizzate al 30/04/2013, 30/04/2013 < <http://www.agea.gov.it/portal/pls/portal/docs/1/3806205.PDF>> (16/11/2014).
- Banque Alimentaire – Guide des bonnes pratiques d’hygiène de la distribution de produits alimentaires par les organismes caritatifs, 2011 <http://www.banquealimentaire.org/sites/default/files/gph_20115943_0001_p000.pdf> (16/11/2014).
- Camera di commercio industria artigianato agricoltura Pisa – Manuale operativo per lo sviluppo di un sistema di sicurezza igienico sanitaria, 12/2006 <http://www.pi.camcom.it/uploads/MO_settore_trasformazione_rev03.pdf> (16/11/2014).
- CAMPIGLIO Luigi, ROVATI Giancarlo, La povertà alimentare in Italia. Prima indagine quantitativa e qualitativa, Milano, Guerini e Associati, 2009.
- Caritas Italiana – Il bilancio della crisi. Le politiche contro la povertà in Italia, 11/07/2014 <<http://s2ew.caritasitaliana.it/materiali/PDF/RapportoPolitichePoverta2014.pdf>> (16/11/2014).
- CeiRSA Centro Interdipartimentale di Ricerca e Documentazione sulla Sicurezza Alimentare, 2015 <<http://www.ceirsa.org/>>
- Comitato Economico e Sociale Europeo – Comparative Study on EU Member States’ legislation and practices on food donation, 06/2014 <http://www.eesc.europa.eu/resources/docs/executive-summary_comparative-study-on-eu-member-states-legislation-and-practices-on-food-donation.pdf> (16/11/2014).
- Commissione europea – Food traceability, 06/2007 <http://ec.europa.eu/food/food/foodlaw/traceability/factsheet_trace_2007_en.pdf> (16/11/2014).
- Deutscher Caritasverband e.V. e Diakonisches Werk der Evangelischen Kirche in Deutschland e.V. (Hg.), Wenn in sozialen Einrichtungen gekocht wird Die Leitlinie für eine Gute Lebensmittelhygienepaxis in sozialen Einrichtungen erstellt und anerkannt gemäß Artikel 8 der Verordnung (EG) Nr. 852/2004, 2009.
- DRAAF Rhône-Alpes – Entreprises du secteur alimentaire. Donner aux associations d’aide alimentaire, 09/2013 <http://draaf.rhone-alpes.agriculture.gouv.fr/IMG/pdf/Guide_don_alimentaire_entreprises_09-2013_cle418d52.pdf> (16/11/2014).

11

GUIDELINES AND REFERENCE LITERATURE

- DRAAF Rhône-Alpes – Produits agricoles. Donner aux associations d'aide alimentaire, 09/2013
<http://draaf.rhone-alpes.agriculture.gouv.fr/IMG/pdf/Guide_des_dons_de_produits_agricoles_cle42dd63.pdf> (16/11/2014).
- DRAAF Rhône-Alpes – Restauration collective. Donner aux associations d'aide alimentaire, 09/2013
<http://draaf.rhone-alpes.agriculture.gouv.fr/IMG/pdf/Guide_dons_restaurant_sept2013_cle091e14.pdf> (16/11/2014).
- FAO – Sistema de análisis de peligros y de puntos críticos de control (H.A.C.C.P.) y directrices para su aplicación, 1997
< <http://www.fao.org/docrep/005/y1579s/y1579s03.htm>> (16/11/2014).
- Federalimentare – Pacchetto igiene
<<http://www.federalimentare.it/documenti/schedapacchettoigiene.pdf>> (16/11/2014).
- Fédération Européenne de la Restauration Collective Concédée, 05/2009. European
- Guide to Good Practice for food hygiene in the contract catering sector. Tratto da food service Europe <<http://www.fercocatering.org>>
- Food Standards Agency, 11/2014
<<http://www.food.gov.uk/business-industry/caterers/food-hygiene/#.U3nuofl5Nhk>>
- GARRONE Paola, MELACINI Marco, PEREGO Alessandro, Dar da mangiare agli affamati. Le eccedenze alimentari come opportunità, Milano, Guerini e Associati, 2012.
- International Center of Excellence in Food Risk Communication – About Risk and Food Risk Communication
<<http://www.foodriskcommunications.org/about-risk-and-food-risk-communication.aspx>> (16/11/2014).
- Manuale di Buone Pratiche di Igiene per le Microimprese Alimentari, 2 febbraio 2014.
<http://www.asl.pavia.it/Manuale.pdf>
- Manuale di Corretta Prassi Operativa Federazione Italiana Pubblici Esercizi, 06/2013.
<<http://www.fipe.it/igiene-e-sicurezza/manuale-di-corretta-prassi-operativa.html>>
- Manuale di Corrette Prassi Operativa per la Ristorazione Collettiva. Comitato Tecnico per la Sicurezza Alimentare ANGEM, 12/2012.
- PLANCHENSTAINER Francesco, 'They Collected What Was Left of the Scraps': Food Surplus as an Opportunity and Its Legal Incentives, Trento, Trento Law and Technology Research Group - Research Paper No. 13, 02/2013.

11

GUIDELINES AND REFERENCE LITERATURE

- Regione Lombardia, DGR n.1105/2013, "Disposizioni Regionali di indirizzo programmatico in materia di coordinamento, trasparenza e semplificazione dei controlli nel settore della sicurezza alimentare e della sanità pubblica veterinaria"
http://www.sanita.regione.lombardia.it/cs/Satellite?c=Redazionale_P&childpagename=DG_Sanita%2FDetail&cid=1213648938551&pagename=DG_SANWrapper
- ROVATI Giancarlo, L'Italia che ha fame nonostante gli sprechi, Milano, Vita e Pensiero, 05/06/2014.
- Sicurezza Alimentare – Pacchetto igiene. Applicazioni
<<http://www.sicurezzaalimentare.net/?LevelID=43>> (16/11/2014).
- Unione Nazionale Pro Loco d'Italia UNPLI, 2013. Manuale di Corrette Prassi Igienica per l'attività di somministrazione di alimenti e bevande in occasione di feste e sagre.
<http://www.salute.gov.it/imgs/C_17_pagineAree_1187_listaFile_itemName_26_file.pdf>
- Veterinaria e sicurezza alimentare – Pacchetto igiene: linee guida europee e nazionali, 3 maggio 2013
<http://www.veterinariaalimenti.marche.it/viewdoc.asp?CO_ID=3477> (16/11/2014).
- Banco Alimentare, 2015 <<http://www.bancoalimentare.it/>>
- Caritas Italiana, 2015 <<http://www.caritasitaliana.it/>>

STORAGE TEMPERATURES

PRODUCT	STORAGE TEMPERATURE	TOLERANCE
<p>Multi-ingredient dishes, cooked and ready-to-eat</p> <p>Portioned, bulk, cooked or cured seasoned meat products</p> <p>Portioned bulk dairy products</p> <p>Fresh sweet/savoury baked goods</p> <p>Multi-ingredient ready-to-eat dishes, totally or partially raw (e.g. rice salad, couscous, etc.)</p> <p>Charcuterie products</p> <p>Prepacked dishes</p> <p>Fresh filled pasta</p> <p>Prepacked refrigerated portioned fresh meat</p> <p>Refrigerated minced meat</p> <p>Prepacked filleted or whole fresh fish</p> <p>Fish dishes (seafood salad, etc.)</p> <p>Fish products (smoked fish, etc.)</p> <p>Cooked shellfish and crustaceans</p> <p>Yoghurt</p> <p>Cake mixes, puddings, dairy-based desserts</p> <p>Pasteurised fresh milk</p> <p>Prepacked portioned fruits and vegetables</p> <p>Butter</p> <p>Prepacked portioned soft cheese (cream cheese, mozzarella, fresh goats cheese, blue cheese, ricotta, cottage cheese, brie etc.)</p> <p>Prepacked portioned mature cheese</p> <p>Eggs in shell and egg products</p>	<p>0° / +6° C</p>	<p>± 2° C</p>
<p>UHT milk, fruit juices, etc.</p> <p>Dried food (e.g. spices, dried fruits, etc.)</p> <p>Tinned and bottled meats, fish, fruit and vegetables</p> <p>Fresh unprocessed fruits and vegetables, bread, pasta, rice, baked goods, biscuits, coffee, etc.</p>	<p>Room temperature</p>	<p>± 2° C</p>
<p>Quick-frozen foods</p> <p>Frozen foods</p>	<p>-18° C</p>	<p>± 2° C</p>

STORAGE TEMPERATURE TOLERANCE DURING TRANSPORT			
PRODUCT	MAXIMUM TEMPERATURE during transport (°C)	TOLERABLE TEMPERATURE RISE for short periods or maximum tolerated temperature during different distribution stages	REFERENCE LEGISLATION
Pasteurised milk, in containers	+4	MAX +9	Annex C Part II DPR 327/80 (replaced by DM 01/04/88 n. 178)
Yoghurt and other dairy products, in containers	+4	MAX +14	Annex C Part II DPR 327/80 (replaced by DM 01/04/88 n. 178)
Prepacked dairy products: pasteurised cream, fresh cheese, yoghurt	+4	MAX +14	Annex C Part II DPR 327/80 (replaced by DM 01/04/88 n. 178)
Ricotta	+4	MAX +9	Annex C Part II DPR 327/80 (replaced by DM 01/04/88 n. 178)
Butter obtained from pasteurised cream	+4	MAX +14	Reg (CE) 853/04 Anx.III, Sec. I, Chap. VII
Fresh meat: beef - pork - lamb/mutton- goat - horse	+7		Reg (CE) 853/04 Anx.III, Sec. I, Chap. VII
Poultry and rabbit	+4	MAX +8	Annex C Part II DPR 327/80 (replaced by DM 01/04/88 n. 178)
Minced meat	+2		Reg (EC) 853/04 Anx.III, Sec. I, Chap. VII
Meat dishes	+4		Reg (EC) 853/04 Anx.III, Sec. I, Chap. VII
Game	+4	MAX +8	Annex C Part II DPR 327/80 (replaced by DM 01/04/88 n. 178)
Packed bivalve molluscs, including shelled queen and Mediterranean scallops	+6		Annex C Part II DPR 327/80 (replaced by DM 01/04/88 n. 178)
Live bivalve molluscs	0 (Temperature which conserves viability and food safety)	+4	Reg (EC) 853/04 Anx. III, Sec. VIII, Chap. VIII
Fresh/defrosted fish products, cooked and refrigerated mollusc and crustacean products	+4		Reg (EC) 853/04 Anx. III, Sec. VIII, Chap. VIII
Eggs	+4 (Optimum temperature, preferably constant, to guarantee adequate conservation of hygiene)	+3	RReg (EC) 853/04 Anx. III, Sec. VIII, Chap. VIII
Fresh bulk pasta	+4	+3	Art. 9 DPR 187/01
Fresh prepacked pasta	+4	+2	Art. 9 DPR 187/01
Dried pasta	Room temperature (suggested +18/20)		Art. 9 DPR 187/01
Frozen meat	-10	+3	Annex Part I DPR 327/80
Frozen minced meat, frozen meat dishes, frozen mechanically separated meat	-18	-18	Regulation (EC) 853/04 Anx. III, Sec. V, Chap. III
Frozen fish products	-18	With possible brief rises of up to 3 °C	Regulation (EC) 853/04 All. III, Sec.
Fruit-flavoured ice-creams and frozen fruit juices	-10	+3	Annex C Part I DPR 327/80
Other types of ice-cream	-15	+3	Annex C Part I DPR 327/80
Butter or other high-fat frozen foods	-10	+3	Annex C Part I DPR 327/80
Other frozen foods	-10	+3	Annex C Part I DPR 327/80
Other quick -frozen foods	-18	+3	Annex C Part I DPR 327/80 Art. 4 D. lgs 110/92

DPR: Italian Presidential Decree
DM: Italian Ministerial Decree

FREEZING

WHAT AND HOW?	WHY?
<p>Foods must be put in closed, adequately labelled bags.</p> <p>Labels must report the product name, date of freezing and, when available, the expiry date/MDD.</p> <p>(see DDG 3742 of 30/04/2013).</p>	<p>Inadequate labelling could cause food to be frozen after its expiry date and incorrect product conservation.</p>
<p>The internal temperature of food must reach -18 °C. Food portioning helps the freezing process.</p>	<p>Unsuitable freezing procedures can compromise food safety and enable the survival of microorganisms.</p>
<p>The food label must report that it has been frozen</p>	<p>This information is mandatory, except for procedures compliant with DDG of 30/04/2013</p>

DDG SALUTE N. 3742/2013 - REGIONAL HEALTH EXECUTIVE DECREE
CONCERNING OPERATING PROCEDURES FOR THE FREEZING
AND/OR THAWING OF FOODS OF ANIMAL ORIGIN

HAZARD ANALYSIS FROM PROVISION TO REDISTRIBUTION						
STAGE	HAZARD			CONTROL MEASURES	RELEVANT CHAPTERS	
	P	C	B			
Provision	✓		✓	P and B: analysis of food suitability according to acceptance parameters and staff training	Chapters 6, 7 and 9	
Transport	✓	✓	✓	P, B and C: use of suitable clean undamaged containers differentiated by food category, considering food storage temperatures and vehicle hygiene/cleanliness	Chapters 6, 7 and 9	
Receipt	✓		✓	P and B: analysis of food suitability according to acceptance parameters and staff training	Chapters 6, 7 and 9	
Storage	✓	✓	✓	P, B and C : analysis of packaging and wrapping integrity, hygiene of premises and equipment, staff training, compliance with correct food conservation temperatures, correct stock rotation, control of expiry date and MDD	Chapters 6, 7 and 9	
Conservation	✓		✓	P and B: staff training, compliance with correct food conservation temperatures and food differentiation by category, control of expiry date and MDD, check of smell and appearance and use of suitable food containers	Chapters 6, 7 and 9	
Management of outgoing stock	✓	✓	✓	P, B and C: analysis of food suitability, hygiene and cleanliness of food containers, compliance with correct food conservation temperatures, staff training and correct stock rotation system	Chapters 6, 7 and 9	
Redistribution			✓	P, B and C: compliance with correct hygiene practices, staff training and personal hygiene, good transport procedures, compliance with correct food conservation temperatures, use of suitable clean undamaged containers differentiated by food category, vehicle hygiene/cleanliness	Chapters 6, 7 and 9	

P – Physical hazards:
Foreign body contamination
C – Chemical hazards:
Chemical contamination (additives, etc.)
B – Biological hazards: Biological contamination (microorganisms, parasites and pests)

DISINFESTATION PLAN

SCHEDULE		RESULTS												NOTES	
	Monitoring point	Frequency	J a n u a r y	F e b r u a r y	M a r c h	A p r i l	M a y	J u n e	J u l y	A u g u s t	S e p t e m b e r	O c t o b e r	N o v e m b e r	D e c e m b e r	
Animals (rodents and birds)															
1															
2															
3															
4															
5															
Crawling insects															
1															
2															
3															
4															
5															
Flying insects															
1															
2															
3															
4															
5															
Results X: no infestation KO: presence of infestation															

appendix III A.5 Sanitisation plan

SANITISATION PLAN										
ACTION POINT	ACTION			PRODUCT	FREQUENCY			EQUIPMENT	NOTES	
	C	W	D		S	D	W			M

Key

C = Cleaning: mechanical elimination of loose dirt (water, mop, broom)
W = Washing: elimination of dirt with a detergent cleaning product (degreaser or soap)
D = Disinfecting: elimination of pathogenic microorganisms.
S = Washing + sanitisation with a combined detergent/disinfectant.

D = daily
W = weekly
M = monthly
Y = yearly

Full cleaning and sanitisation procedure

1. Remove bulk of loose dirt mechanically
2. Dilute cleaning product in warm water (ideally 25-45 °C, not above 50 °C) according to the manufacturer's instructions and apply to the surface to be cleaned.
3. Wait for the product to act (usually 5 minutes)
4. Rinse with tepid water
5. Dilute the disinfectant to the dilution and temperature indicated by the manufacturer and apply
6. Wait for the product to act (usually 15-20 minutes for quaternary ammonium salts, less for chlorine-based products)
7. Rinse and dry with a clean cloth or disposable paper

Key

PRODUCT	UNMARKETABLE		% Dilution*	Water T°	Contact time	Notes
	W	D				
A						

***5%** = 500 mL in 10 L of water / 10%= 1 Lin 10 L of water
W = Washing: elimination of dirt with a detergent cleaning product (degreaser or soap)
D = Disinfection: elimination of pathogenic microorganisms
S = Washing + sanitisation with a combined detergent/disinfectant

STAFF TRAINING

Training date:

Duration:

Instructor's name and surname:

Instructor's signature:

Topics:

List of participants

Name and Surname

Signature

LIST OF SUPPLIERS

Name	Address	Contact name	Telephone / Fax	e-mail



Via Aurelia, 796
00165 Roma
Tel. + 39 06661771
Fax + 39 06 66177602
segreteria@caritas.it
www.caritas.it



Via Legnone, 4
20158 Milano
Tel +39 02.89658.450
Fax +39 02.89658.474
info@bancoalimentare.it
www.bancoalimentare.it