



# Practice Good Food Hygiene and Safety to Prevent Food Poisoning

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## Businesses

### **Q1. What are the food safety and hygiene regulations required of restaurant and catering businesses?**

#### **Answer 1**

#### **1. Good Hygiene Practice (GHP)**

In order to ensure that food hygiene, safety, and quality comply with the most basic requirements for food and equipment. All workers, operating venues, health management facilities, and quality assurance standards of food businesses must meet GHP standards to guarantee food hygiene and safety as well as mitigate the effects of contamination.

#### **2. Food business registration**

In order to effectively counsel, audit, and manage food businesses as well as understand their basic and product information, the Ministry of Health and Welfare announced the “Regulations Governing the Registration of Food Businesses” on December 3, 2013 as well as implemented revisions on April 29, 2020; on April 28, 2021, additional revisions such as the “Required registration of food business category, scale, and implementation date”. Currently, food manufacturing, processing, import, restaurant and catering, sales and logistics operators with factories, companies, tax registration, and business stalls (vendors) licensed by the local competent authority must register according to the “Regulations Governing the Registration of Food Businesses” in order to operate.

#### **3. Requirement for food businesses to preserve sourcing documentation**

Article 9, Paragraph 1 of Act Governing Food Safety and Sanitation: “Food businesses shall retain the related source documents of the raw materials, semi-products, and end products” and “food businesses shall retain the related source documents detailing the categories and periods of raw materials, semi-products, and end products”. This is to ensure that all upstream products suppliers and all food businesses retain the source documents of products and that documents must clearly state the following information:

1. Receival date or batch number.
2. Name of raw material, semi-product, or end product.
3. Net weight, volume, or amount of raw material, semi-product, or end product.
4. Name, address, and other contact methods (telephone or e-mail) of supplier. Food businesses that import raw materials, semi-products, and end products may substitute the document above with relevant documents issued and approved by the competent authority.

#### **4. Product liability insurance**

According to the regulations of “Product Liability Insurance for Food Businesses”, the manufacturing, processing, formulation, and import of food by food businesses that are commercially registered, registered companies, or registered factories are required to provide product liability insurance. The terms and items of the insurance shall include a minimum insurance amount and scope of coverage to facilitate the self-management of businesses; in the event of a food hygiene or safety incident, this shall allow for the sharing of liability risks and provide consumers with substantial guarantees in their purchase of food products.



#### **5. Introduce workers with dedicated professions or technical licenses**

In order to enhance the self-management systems of food businesses and boost worker’s professional capabilities and competency to comply with the scale of food businesses according to their industry category, it’s necessary to hire workers with dedicated professions or technical licenses. For instance, food factories of a certain scale producing ready-to-eat food products should hire food technicians or nutritionists and a specific proportion of workers with technical licenses (such as technical specialists in Chinese cooking). Hopefully, the introduction of professional workers with food safety and hygiene management capabilities can convey food safety concepts to workers in the food business.

## Q2. What are the key standards from the Good Hygiene Practice (GHP) that food businesses must comply with?

Answer 2

Workers	
 <p><b>Personal hygiene management</b></p>	<ol style="list-style-type: none"> <li>① Good hygiene habits such as correctly wearing work clothes, hats, and face masks if necessary, as well as frequent washing of hands to keep hands clean at all times must be performed during work hours. Do not purposely grow out nails, apply nail polish, or wear accessories.</li> <li>② Impermeable gloves must be worn over appropriately bandaged wounds on the hand before conducting operations; gloves should be regularly replaced or disinfected.</li> <li>③ Smoking, chewing betel nuts, gum, or other behavior that may contaminate food is prohibited in places of food operations.</li> <li>④ Hands must be washed and disinfected according to the correct procedures..</li> </ol>
 <p><b>Health examination</b></p>	<ol style="list-style-type: none"> <li>① Workers should receive annual health examinations for which records should be preserved.</li> <li>② Workers may not engage in or work in contact with food if they have been diagnosed by a doctor as suffering from or infected with hepatitis A, skin diseases of the hand, rash, abscess, trauma, tuberculosis, typhoid, or other diseases that may cause food contamination.</li> </ol>
 <p><b>Education and training</b></p>	<ol style="list-style-type: none"> <li>① Workers should regularly receive documented education and training in food safety, hygiene, and quality management.</li> <li>② Throughout employment, food workers must receive hygiene seminars or training conducted by a relevant agency (institute), school, or corporation that has been approved by the competent authority of health.</li> </ol>

## Place of operation



### Areas, buildings, and facilities

- 1 Floors should be swept and maintained clean at all times; drainage systems should be frequently cleaned and kept unobstructed to prevent odors; entrances and exits should be well ventilated to prevent the appearance of vectors.
- 2 Ceilings, walls, floors, doors, and windows should be kept clean to prevent any peeled coatings, damage, or spider webs; condensation is prohibited on panels or ceilings directly above exposed food.
- 3 If areas require different cleanliness standards, they must be effectively isolated and managed.



### Food business workplaces

- 1 Wash areas must provide a sufficient amount of running tap water; if water is insufficient, single-use utensils should be provided.
- 2 Suitable air pressure and temperature should be maintained in kitchens; oil catching facilities should be cleaned regularly while oil fumes should be handled appropriately to prevent contamination.
- 3 If the food business does not provide seating, their sales counters should be effectively isolated from areas used for the preparation, processing, and handling of food.



## Facility hygiene management



### Bathroom configuration

- 1 Bathrooms should be placed in a location that prevents contamination of water sources. They may not open directly to food operations and should include buffering facilities to control air flow and prevent contamination.
- 2 Bathrooms should be kept clean, free of odors, and include signage such as “wash your hands after using the bathroom” in an obvious location.



### Hand washing facilities in place of operations

- 1 Hand washing and dry hand washing facilities should be installed in appropriate locations and in sufficient amounts; easily understood instructions for hand washing should be placed in an obvious location.
- 2 They should be equipped with running water, cleaning solution, and hand dryers or paper towels; disinfectant facilities should be installed if necessary. Hand washing facilities should be designed in a manner that prevents clean hands from being re-contaminated.



### Water supply facilities

- 1 A sufficient amount of water and water supply facilities; water and ice cubes used to come in direct contact with food or clean food equipment must comply with the quality standards of drinking water.
- 2 If ground water is utilized, the source must be at least 15 meters away from septic tanks, waste accumulation sites, and other pollution sources.
- 3 Water reservoirs (towers, tanks) must be kept clean and placed at least 3 meters away from dirty areas, septic tanks, and other pollution sources.



### Management of equipment and instruments

- 1 Surfaces that come in contact with food should be smooth and free of dents or cracks; they should be maintained clean at all times.
- 2 The equipment and instruments used in the manufacturing, processing, formulation, or packaging (holding) of food products should be verified to be clean before use and must be cleaned after their use; equipment and instruments that have been cleaned and disinfected should be stored to prevent contamination.
- 3 The cleaning and disinfecting of equipment and instruments should be performed in a manner that prevents cleaning solution or disinfectant from contaminating food, food surfaces, and packaging (holding) materials.

## Quality assurance system



### Food sources and inspection upon delivery

- 1 Food businesses should retain documentation for the sources of raw materials, semi-products, and end products to ensure that raw materials are from safe sources. If an issue occurs, these sources can be traced to prevent suspect products from re-entering circulation.
- 2 Products must be inspected upon delivery; products that fail inspection should be clearly labeled, stored in a dedicated area, and handled appropriately to prevent misuse.



### Warehouse storage and transportation management

- 1 Warehouses should be kept clean and well ventilated. Products cannot be placed directly on the floors and must comply with the FIFO principle with documentation and implementation of necessary control measures; additionally, measures must be in place to prevent cross contamination.
- 2 Frozen food products should be maintained at temperatures below -18 Celsius; refrigerated food products should be maintained at temperatures below 7 Celsius and above the freezing point; any sharp changes in temperature should be avoided.
- 3 Transport vehicles should be kept clean and hygienic. Direct sunlight, rain, sharp changes in temperature or humidity, impact, and water accumulation within the vehicle should be avoided during transport; measures should be in place to prevent cross contamination.



### Quality control of manufacturing processes

- 1 Cross contamination should be avoided during the manufacturing process. All used equipment, instruments, and utensils must be kept clean; food contamination should be avoided during operations and maintenance.
- 2 In principle, prepared dishes must be completely heated through and must be stored or supplied at appropriately maintained temperatures; hygienic facilities to prevent dust or pests must be installed for the storage of food and utensils; hygiene and safety must also be ensured in the external purchase of ready-to-eat dishes.
- 3 If the content of total polar compounds in food grade deep frying oil exceeds 25%, all oil should be discarded and replaced with new oil.

	<p>4 Food businesses must assign a worker to manage hygiene. The hygiene management of buildings and facilities must be recorded daily; sanitation records must include the hygiene tasks required by GHP.</p>
 <p><b>Chemical substances and equipment for cleaning and disinfecting</b></p>	<p>1 The environmental agents, cleaning solutions, disinfectants, and toxic chemical substances utilized to prevent vectors must comply with all regulations, contain clear labeling, be stored in fixed locations, and assign dedicated personnel who manage and record their usage.</p> <p>2 Substances may not be stored in places of food operations unless they are necessary for maintaining hygiene. Toxic chemical substances must be labeled according to their toxicity, usage, and emergency treatment.</p>
 <p><b>Waste disposal</b></p>	<p>1 There should be no accumulated waste in the place and nearby areas of food operations to prevent the spread of disease vectors; waste should be cleaned and disposed of in accordance with the Waste Disposal Act and other relevant laws.</p> <p>2 Chemical, radioactive substances, harmful microorganisms, spoiled items, or recycled expired products that are harmful to the human body and pose risks to food safety and hygiene should be stored in a dedicated facility.</p>



### **Q3. If a food business discovers that their food products are suspected as the cause of food poisoning, what steps should be taken?**

#### **Answer 5**

According to Article 7, Paragraph 5 of the Act Governing Food Safety and Sanitation: “Upon discovery that food products may be harmful to sanitation and safety, the food businesses shall immediately cease manufacturing, processing, sale and recall such products voluntarily and report to the municipal or county/city competent authority.” To prevent the spread of food poisoning, food businesses that discover their products are suspected of causing food poisoning should cease operations related to manufacturing and sale as well as notify the local department of health for subsequent investigation and handling.

Depending on the circumstances of investigations, the local department of health may request that the food business improve the hygiene and safety conditions of their environment, equipment, and workers to comply with regulations. They may also request the dispatch of food business workers to attend seminars relating to the prevention of food poisoning and hygiene; further actions, if necessary, include assistance and supervision of the business’s recycling and disposal operations to prevent suspect products from being circulated in the market.

## General Public

**Q3. If a consumer is suspected of suffering from food poisoning, what steps should be taken?**

### Answer 1

If a member of the general public is suffering discomfort due to suspected food poisoning, they should immediately seek medical attention and comply with the health authority's investigation to clarify the reason of their food poisoning. Hospitals (clinics) that discover patients with suspected food poisoning must notify the health authority within 24 hours (refer to appendix 3 for reporting methods).



# Prevention of food poisoning



Wow...there are so many regulations!  
Are there simpler methods of preventing food poisoning?

Simply practice the "5 Do's and 2 Don't" rule to reduce the risk of food poisoning!

## 1 Do wash your hands

Maintain good hygiene and habits by appropriately cleaning both hands before meals, after visiting the restroom, and both before and after you handle food. Make sure to bandage any wounds.



## 2 Do eat fresh food

Use fresh ingredients and sanitary water.



## 3 Do separate raw and cooked foods

Different utensils should be used to handle and hold raw and cooked foods to prevent cross contamination.



#### 4 Do heat thoroughly

Food must be cooked and boiled for a period of time (core temperature in excess of 70°C) to destroy bacteria.

#### 5 Do pay attention to storage temperature

Food should be stored at temperatures below 7°C while cooked or easily perishable foods should be stored at below 5°C.

Do not leave food out at room temperature for extended periods.



#### 1 Do not drink spring water when hiking



#### 2 Do not eat plants or animals from unidentifiable sources