

Guideline No.: FH/001

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Title: Food Supplier Guideline

Issued by: Food & Health Department

1.0 INTRODUCTION

The key to keeping food safe during transportation is to keep it out of the two leading factors in food borne illness which are temperature abuse and cross-contamination. The role of EHS is to check and monitor these transport vehicles used by food suppliers to cater food inside the Free Zone. EHS ensures that the vehicle and equipment used to transport food is designed to keep food safe until delivery.

2.0 SCOPE and FIELD OF APPLICATION

This guideline is applicable to food transport vehicle owned by a food establishment operating in and outside of Free Zone and intends:

- (a) To sell, deliver, supply food, or
- (b) To supply food as a meal or part of a meal of an employee, in the Free Zone for consumption at the employee's place of work, or
- (c) To supply raw materials to Dubai World and its Business Units clients for further processing, or
- (d) To supply food for retail sale in an establishment licensed by Dubai World.
- (e) To supply food for retail sale in an establishment licensed by Dubai World.

3.0 DEFINITION OF TERMS

Ambient Temperature	The normal operating temperature in an environment.
Contamination	The presence of any harmful or any objectionable matter whether it be chemical, physical or biological that directly or indirectly cause the product to be unsafe for human consumption.
Disinfection	The reduction of microbial load, by means of chemical or physical agents, to a level that will not lead to harmful contamination of food.
Food Handler	Any person who directly handles packaged or unpackaged food, food equipment and utensils, or food contact surfaces and is expected to comply with food hygiene requirements.
Food Supplier	A company whose activity involves: i. the handling of food intended for sale, or ii. the sale of food, Regardless of whether activity concerned is of a commercial, charitable or community nature or whether it involves the handling or sale of food on one occasion only
Food Transport Vehicle	Any means of transport of food for sale or for further processing in a food establishment.

Hygiene	A condition promoting sanitary practices that can prevent illness and maintain health.
Potentially Hazardous Food	Foods like raw and cook meals, dairy products such as milk and soft cheese, seafood, processed fruits and vegetables that requires temperature control because it is in the form capable of supporting rapid growth of infectious or toxigenic microorganism.
Ready-to-Eat Food	means food that is ordinarily consumed in the same state as that in which it is sold and does not include nuts in the shell and whole, raw fruits and vegetables that are intended for hulling, peeling or washing by the consumer.
Shelf Stable Products	Defined as food products brought to commercial sterility by applications of heat, chemicals, fermentation and pasteurization.
Temperature Control	Means that food are generally to be kept at 5°C or colder, or at 65°C or hotter.

4.0 TRANSPORTATION VEHICLE REQUIREMENTS

A. Design and Construction

- i. They must be designed and constructed to protect food if there is a likelihood of food being contaminated during transport.
- ii. The name of the company, address and contact numbers should be prominently displayed on all sides of the van.
- iii. Vehicles design should permit effective inspection, cleaning, disinfection, and temperature control.
- iv. Vehicles should be designed and built to make locking and sealing easy, protect the cargo against extremes of heat and cold, and prevent infestation by pests.
- v. Those parts of the vehicle used to transport food should be kept clean and maintained in a good state of repair and working order.
- vi. Food contact surfaces in parts of vehicles used to transport food must be designed and constructed to be effectively cleaned and, if necessary sanitized.
- vii. Interior surface should be made of materials that are suitable for direct food contact. Surfaces made of wood or cartons used as liner are not acceptable. For example, the surfaces may be made with stainless steel or be coated with food grade epoxy resins.
- viii. Provided with a thermometer for temperature monitoring. The temperature should be according to the temperature of the food to be supplied.

B. Maintenance and Sanitation

- i. All food transportation vehicles, specifically for meat, poultry and egg product transportation vehicles, accessories and connections should be kept clean and free from dirt, debris, and any other substances or odor that may contaminate the product. They should be disinfected as needed. Cleaning and sanitation procedures should be specified in writing.

- ii. Different cleaning procedures may be necessary for the different types of food, meat, poultry, or egg products that are transported. The type of the product transported and the cleaning procedure used should be recorded. Generally wash water should be at least 180°F (82°C) and an approved sanitizer may be used to reduce the number of microorganisms and dissolve any fat particles adhering to interior surfaces.
- iii. Cargo pallets, load securing devices, and loading equipment should be kept clean and free of potential food contaminants and be regularly washed and sanitized.
- iv. Equipment used in transferring food and meat, poultry, and egg products, such as hand trucks, conveyors, and forklifts, should be well maintained and kept in a sanitary condition.
- v. Food supplier should use rigid, insulated food containers capable of maintaining food temperatures during transportation which allow air to circulate inside, keeping temperatures even (i.e. Thermoboxes and coolers).
- vi. The food supplier should have a program in place to demonstrate the adequacy of cleaning and sanitizing procedure in both the facility and vehicle for transporting food.
- vii. Temperature gauges should be calibrated at least once a year by a Third Party and In-house calibration as needed. Certificates should be submitted to EHS Department upon renewal of license.

C. Control of Operation

- i. Inspection prior to loading
 - a. Trailer truck or van body should be sufficiently insulated and be in good repair with no holes in the body that might allow heat, dust, or other adulterants to enter the cargo area.
 - b. Check for residues of previous cargoes
 - c. Check for residues from cleaning and sanitizing compounds
 - d. The cooling unit must be in good repair and operating. Both truck drivers and plant personnel should check the functioning of the trailer/truck/van refrigeration unit.
 - e. Trailers, trucks and vans should be pre-cooled for at least 1 hour before loading to remove residual heat from the insulation and inner lining of the trailer as well as from the air of the trailer. For pre-cooling the doors should be closed and the temperature setting of the unit should be no higher than -3.3°C (26°F). (Note however that products labeled “fresh” must be shipped at temperatures higher than -3.3°C (26°F), usually between 26°F and 32°F $\sim 0^{\circ}\text{C}$). Product temperature should be maintained at $-0.5 \pm 1^{\circ}\text{C}$ during transport until receipt of the customer.
 - f. Inspect trailers, trucks and vans prior to loading to determine that the air chutes, if used, are properly in place and that the ribbed floors are unclogged so that adequate air circulation can occur.
 - g. Examine trailer/truck doors and seals to ensure that they can be secured and that there will be no air leaks.
 - h. When shipping a mixed load of products, such as both frozen and refrigerated products, it may be necessary to use a trailer with compartments that accommodate different temperature or other handling requirements.
- ii. Stage loads to facilitate proper stowage and minimize exposure during loading and unloading.
 - a. Implement proper staging of loads especially when there are loads of products with different temperature requirements or different delivery destinations.

- b. Representative of the company should document that all freight is 4°C (39°F) or lower before loading for chilled and -18°C or lower for frozen products. Freight should not be allowed to remain on the loading dock in warm weather in order to prevent the product temperature from rising above 5°C (39°F) and -18°C (-0.4°F).
- iii. Loading
 - a. Protect products from exposure to environmental contaminants such as microbes, dust, moisture or other physical contamination during loading.
 - b. Maintain the “cold chain” to ensure meat, poultry, and egg products are kept at appropriate temperatures continuously throughout all phases of transport.
 - c. Meat, poultry, seafood and egg products must be kept refrigerated and protected from temperature changes. All persons involved in the transportation, storage, and handling of these products are responsible for keeping them at appropriate temperatures and preventing any break in the cold chain.
 - d. Maintain the appropriate temperature of the pre-cooled product by minimizing the time of loading or unloading, conducting the loading and unloading in an appropriately chilled environment, and reducing the amount of surface contact of the product with floors and walls of the storage areas or loading equipment.
 - e. Appropriately packaged meat and poultry, or pasteurized egg products can be stacked, provided that air circulation is sufficient to maintain the temperature of the products during transportation.
 - f. Product should be at the desired transit temperature before loading. The boxes/containers and pallets should be secured within the vehicle and pallets
 - g. The cooling unit should be kept on at all times even during stand by time and up until all food items are unloaded and/or delivered.
- iv. Use appropriate loading procedures and equipment.
 - a. Use spacers on sidewalls and at the ends of trailers as well as pallets on the floor so that proper circulation can be maintained.
 - b. Keep loading time as short as possible to prevent temperature changes (increases or decreases) that could threaten the safety or quality of food products.
 - c. Close doors immediately after the truck/trailer has pulled away from dock.
- v. Use special care with mixed or partial loads.
 - a. Partial and mixed loads increase the frequency and duration of open doors, leading a greater possibility of temperature fluctuations and exposure to tampering.
 - b. Other factors affecting temperature include the time of loading and unloading, the number of stops, the total length of the haul from origin to destination, and the outside temperature.
 - c. During the periods of warm weather, loading and unloading should be done in the evening or early morning to minimize the likelihood of products warming.
- vi. Requirements for Food
 - a. In cases where hot foods and chilled foods are to be delivered using the same van, facilities to maintain the desired temperature should be used (i.e. Thermoboxes for hot foods and cooler for chilled items).

- b. All potentially hazardous food shall be maintained at 4°C or below or at 65°C or above, during storage, transportation and display. Hot potentially hazardous foods shall be prepared in a licensed establishment, and then maintained at 65°C during transportation and storage. Proper equipment to maintain product temperatures shall be provided.
- c. Ice that is consumed or that contacts food shall be made under conditions meeting the requirements of potable water. The ice shall be held in bags until it is dispensed in a way that protects it from contamination. All ice used to chill food or packaged beverages cannot be used as food.
- d. Packaged food should not be stored in direct contact with un-drained ice or water. Packaged food is subject to the entry of water because of the nature of its packaging, wrapping or container or its positioning in the ice or water.
- e. Food shall not be placed directly on the floor and shall be stacked in a manner that will support proper air circulation.

D. Food Transporter Obligations

- i. The Food Transporter must:
 - a. Protect all food from the likelihood of contamination;
 - b. Transport Potentially Hazardous Food under temperature control; and
 - c. Ensure that potentially hazardous food, which is intended to be transported frozen remains frozen during transportation.
- ii. Register the vehicle with Environment Health and Safety - Food and Health Dept. to license the vehicle as a food transport vehicle and be issued a pass. Food transport vehicle dealing with potentially hazardous food and/or ready to eat food owned, operated and registered outside Free Zone will be licensed only for three months while vehicles intended to deliver raw materials and shelf-stable products and vehicles registered under a Free Zone company will be licensed for a period of one year but will be subjected to inspection during routine schedule.
- iii. Notify EHS - Food and Hygiene Dept. of any instance wherein food supplier needs to replace the driver, food handler or van, and/or where there are changes in the organizational set-up of the company and changes in the type of food to be delivered
- iv. Ensure that:
 - a. The vehicle driver and the food handler undergo a medical health check on a yearly basis and issued an Occupational Health Card by a local and approved Municipality Clinic.
 - b. The vehicle driver and the food handler are trained on Basic Food Hygiene relating to food handling and distribution.
 - c. A monitoring program is in place to ensure temperature requirements are met during transport and distribution.
 - d. A written cleaning and sanitation program is in place that includes cleaning procedure, frequency of cleaning, chemicals used and the person responsible.
 - e. Temperature monitoring devices are calibrated by a Third Party once in a year and in-house, if and when required.
 - f. The transport vehicle is not used other than its intended purpose i.e. not used to transport staff.

FOOD TRANSPORT VEHICLE CATEGORIES AND LICENSE VALIDITY

Category	Type of Vehicle	Type of Food	Temperature Requirements	License Validity*
A	Trailer Truck, Van	Frozen Meat, Poultry and Seafood	-18°C	12 months
B	Trailer Truck, Van	Frozen Meat, Poultry, Seafood and Dairy	4°C and below	3 - 6 months
C	Van	Potentially Hazardous Food ⁽¹⁾ and Bakery Products ⁽²⁾	4°C and below for cold (chilled) products and 65°C for hot food products	3 months/
D	Van	Fruits and Vegetables	4°C maximum	3 - 6 months
E	Van, Truck or Trailer ⁽³⁾	Shelf stable products and/or products that do not require refrigeration	Ambient Temperature	12 months

(1) Only companies licensed in Dubai are allowed to supply Potentially Hazardous Food and/or Ready to Eat Food.

(2) Only Dubai and Sharjah food establishment licensed by the Municipality can deliver Bakery Products.

(3) Product should be protected from dust and other contaminants while in transit.

(*) Cooked foods coming from any other Emirates are not allowed inside PCFC.

(*) JAFZ licensees are given 1 year approval as long as all pertinent documents are valid and the facility's hygiene and sanitation comply with the EHS as well as DM's guidelines during routine inspections.