

Guide on Hygiene Practices

Online Food Ordering and Takeaway
Food Delivery Service



Objective

This guide is based on the consideration of the overall food safety risks and the protection of the rights and interests among the commercial activities of three parties, namely the third-party transaction and food delivery platforms, food producers and suppliers, as well as consumers. It reminds the platform operators to pay particular attention on practicing the food safety and hygiene protocols, improving their industry management system and conforming to law in their operation.



Scope of Application

Trading platform operators who are specialised for the online food-ordering and takeaway courier service or offer a food delivery service, including of catering logistics providers, food manufacturers, food producers and operators.



Improving Safety Management



- Select the working partnership cautiously among food producers and suppliers. Choose the ones whose operation are reliable, reputable and compliance with the food safety and hygiene requirements:
 - Carefully assess the safety risks associated with takeaway food and its delivery, particularly raw and cold food items.
 - Pay attention to the disposable containers and tableware that are offered by food producers and suppliers are suitable for carrying food or contacting with food directly; likewise, these materials must comply with food safety and quality requirements.
 - Prior to providing delivery service for food producers and suppliers, it is always advisable to conduct an on-site inspection to look into the hygiene conditions of their food production and processing facilities.



- Develop An Effective Internal Management System For Food Safety:
 - Keep record of every meal delivery (e.g. the names of food producer and supplier, delivery time, the pick-up and drop-off locations, the list of ordered food items, etc.) for competent authorities to facilitate food tracing as necessary.
 - Provide food safety training for staff (whether full-time or part-time) who are responsible for food delivery to raise their awareness of food safety and hygiene.



Check Upon Pickup



- Upon collecting the takeaway, the delivery drivers have to check the food condition whether it is sufficiently well protected from contamination.



- For protecting the interests of the third-party e-commerce trade platform operators and delivery personnel, it is advisable to label the packaging or container of food with information such as receiving time of the food order, the time of picking up the food delivery, the time limit for safe consumption, the food producer's name and contact method. It is also important to remind consumers to avoid prolonged storing takeaway food and eat it as soon as possible.



Takeaway Food Delivery



- During the food production and operation, the facilities, equipment, utensils, cutlery tools, containers and packages for food preparation must comply with the safety and hygiene requirements. Different types of food should be separately packed and dispatched in order to avoid food contamination in the delivery process.



- Provide a safe and hygienic equipment with thermal insulation function for temporarily storing takeaway food. If there is no condition to obtain such equipment for refrigerated food delivery, do not take the orders for distributing these food items, such as the raw or ready-to-eat cold foods (e.g. salad, sushi, sashimi) as well as cold pastries.



- The delivering meals have to comply with the safety and hygiene requirements, and should be reached to customers' hands within the shortest time possible.



Keep Clean



- The equipment for storing food temporarily in food delivery is only used for conveying the prepared food and beverages. It should not be utilized for carrying raw food, waste, chemicals or any objects possibly at a risk of contaminating the food.



- Daily clean and disinfect the equipment for delivering and storing meals temporarily; also, replace it at regular intervals to avoid food contamination.



Legal Cognition



- Business activities including of production, processing, preparation, packaging, transport, import, export, transit, storage, sale, supply, holding or display for sale, or transaction in any manner, that behaviours offering these food for public consumption are subject to be regulated by Law No. 5/2013 "Food Safety Law" .



- In accordance with the law, food producers and operators are obliged to build up an effective internal management system for food safety, such as keeping records of the receipt and delivery of goods, or relevant documents within the stipulated period of time. If there is happening or possibly existing a food safety risk, the stakeholders should notify their suspected conditions to the supervisory authorities and fully cooperate with governmental regulatory works.



Consumer Protection



- Provide customers with sufficient information about food suppliers on the webpage, including of the shop name, company name, business address, contact phone number, scope of catering supply, food menu and so on. Make sure that the merchant information published on the site is consistent with the official ones in their licence and business registration.



- For food products with special concerns of its storage, transport and consumption (e.g. high-risk food and food items needed for further processed or reheated by consumers), food traders should provide the relevant explanation and prompts on the online food information.



- Maintain contact with the food safety and hygiene regulatory authorities, as well as grasp the information on food safety incidents and associated risks.



- To improve service quality and enhance consumer protection, stakeholders of the business are encouraged to develop conversation channels to handle and follow up the customer complaints, such as notifying any potential food safety hazards to the competent authorities.