



# Guide on Hygiene Practices

## Using Online Food Ordering Platforms and Providing Food Delivery Service (F&B Industry)



### Objective:

Food ordering and delivery service, whether is provided by food establishments themselves or via third-party online food ordering platforms, is nowadays prevalent in the operating model of the catering providers in Macao. However, if there is insufficient food safety management in the industry, such as third-party platform operators/ shops/ takeaway stores, or if the delivery process is improperly operated, it will lead to food safety hazards. This guide is intended to remind the members of the Food & Beverage industry, which use the online food ordering platforms and provide food delivery service, about the food safety and hygiene practices for whom ought to be aware.



### Scope of Application:

This guide applies to food producers and operators, such as food establishments and takeaway food shops, which use third-party online ordering platforms or provide food delivery service.



### Definition:

Third-party online food ordering platforms: digital transaction platforms provide food ordering and/or food delivery service for the F&B industry, such as food establishments/takeaway food shops, to consumers.

## Becoming a Platform Merchant



- Gain a clear understanding of the operational mode of the third-party platforms, the hygiene condition of its equipment and supplies used for food delivery, and checking whether their types and quantities are able to meet business needs;
- Make sure that the services provided by the selected third-party platforms do not impact on food safety.

## Delivery of Takeaway Food

The following should pay attention no matter the food delivery service is undertaken by the operators of third-party platforms or provided by the merchants:



### Properly Packaging the Food for Protection



- Understand the characteristics of the food product to be packaged and choose the appropriate disposable tableware;



- Avoid exposing the food to direct sunlight or rain during delivery;



- Wrap and package the food properly, place it in a covered container and label the food packaging or container with instructions for safe use;



- Do not use the vehicles for food delivery to carry or deliver other goods concurrently, such as raw or fresh food ingredients, chemicals and others which may contaminate the food.



- Package raw (e.g. oyster and sashimi) and cooked foods individually and place them separately inside the delivery box/bag;



## Temperature and Time Control during Delivery



- Use **vehicles with temperature control for food delivery** and note that 'hot food must be kept hot, and cold food must be kept cold'. Chilled food must be kept at temperatures below 5°C, frozen food at -18°C or below, and hot food at above 60°C. Make sure that the temperature control device in the vehicle operates properly and the interior of its storage compartments is maintained at the appropriate temperature;



- For vehicles without temperature control device, use **sufficient insulated food containers or cool boxes** (with ice cubes or dry ice) for food storage. Otherwise, do not use these vehicles for delivery of ready-to-eat cold or raw foods (e.g. salads, sashimi and sushi) and cold processed pastries as they require adequate refrigeration;



- Shorten the delivery time as soon as practicable. **The duration of time between the completion of food preparation and the food being delivered to the customer should not exceed 1 hour;**



- **Always choose the shortest delivery routes** and do not deliver a range of foods ordered by customers at multiple locations in a single delivery trip.



## Cleanliness and Maintenance of Food Delivery Facility



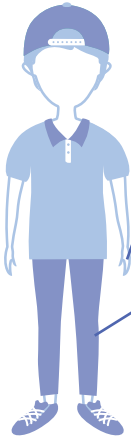
- Ensure the interior of food delivery facilities and tools (e.g. compartments of vehicles and insulated thermal boxes) is clean and hygienic. Clean and disinfect them regularly based on their usage frequency;



- Perform regular checking and maintenance of vehicles and equipment.



## Personal Hygiene of Food Delivery Staff



Wash hands correctly before touching food, after using a toilet and handling garbage

Wear clean outerwear or overalls



Refrain from handling food in case of having symptoms of illnesses, such as runny nose, diarrhoea, vomiting and fever

Cover any open wounds properly with waterproof dressings



## Practitioner's Responsibility



- The activities of production, processing, preparation, packaging, transport, import, export, transit, storage, sale and supply of foodstuffs intended for public consumption, the possession or display of foodstuffs for sale purpose, and in any form of food trading activities are regulated by Law No. 5/2013 'Food Safety Law';



- **Keep accessible records** of every food order and delivery (e.g. the list of ordered food items, the date and time when the order is placed and delivered, the name of the delivery staff and the destination) for competent authorities to trace the food sources and its flow when necessary;



- **Keep in touch** with supervisory authorities of food safety and hygiene to stay well-informed about food safety incidents and related risks;



- Provide **food safety training** to the delivery personnel in regards to the knowledge of food safety and hygiene.

[www.foodsafety.gov.mo](http://www.foodsafety.gov.mo)

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