



**Safe & Nutritious Food**  
*A Shared Responsibility*

[www.snfportal.in](http://www.snfportal.in)

# THE ORANGE BOOK



YOUR GUIDE FOR  
SAFE AND NUTRITIOUS FOOD  
AT THE WORKPLACE

# THE ORANGE BOOK

## YOUR GUIDE FOR SAFE AND NUTRITIOUS FOOD AT THE WORKPLACE



**Safe & Nutritious Food**  
A Shared Responsibility

[www.snfportal.in](http://www.snfportal.in)

1<sup>st</sup> Edition

15th May 2018.

Key Contact  
Ms. Rijuta Pandav  
(9868686868)

For more information, visit our website [www.snfportal.in](http://www.snfportal.in)

Write to us at [snfatworkplace@fssai.gov.in](mailto:snfatworkplace@fssai.gov.in) with your suggestions and queries

The Orange Book serves as a guide for general practices recommended for ensuring safe and nutritious food at the workplace. The content is not intended to be a substitute for a professional consultation for medical diagnosis and treatment or advice on specific dietary requirements.

## PREFACE

'Safe and Nutritious Food at Workplace' is a nation-wide campaign to help people eat safe and eat right while at work. With the rising incidence of diet-related diseases, we need to be more conscious and mindful of our diets. This initiative, therefore, educates people on safe and healthy diets. Further, the campaign would help to develop an overall ecosystem for safe and nutritious food in workplaces. The key resource book for this campaign is the 'Orange Book-Your Guide for Safe and Nutritious Food at the Workplace'.

The Orange Book is organized into three parts. The first part is meant for HR/Administration. It includes specific measures that the workplace administration can take in order to create a system and an enabling environment to ensure food safety and nutrition for everyone at the workplace.

The second part is for the canteen or cafeteria establishment. It specifies best practices and guidelines recommended for the canteen establishment to ensure that the food served in the workplace, whether prepared in-house or catered from outside, is safe and wholesome.

The third part is for employees. It provides several important dos and don'ts, useful tips and suggestions to empower employees to eat and stay healthy at the workplace by making informed choices about the food they consume.

This book has been carefully developed and reviewed by a team of food safety experts and nutritionists from premier institutions in the country.

FSSAI would welcome any suggestions and feedback on this publication so that The Orange Book becomes a trusted guide for workplaces on food safety and nutrition. Further, we plan to rate workplaces as "Healthy Places to Work" based on the practices mentioned in this book. We hope that every workplace becomes a "Healthy Place to Work."

### **Pawan Agarwal**

Chief Executive Officer

Food Safety and Standards Authority of India

# PANEL OF EXPERTS

(In alphabetical order by last name)

## **Amritkar, Dr. Nilesh**

President, AFSTI (Mumbai Chapter) &  
Managing Director, Envirocare Labs, Mumbai

## **Anand, Dr. Deepika**

Nutrition Consultant, The World Bank, New Delhi

## **Bhadri, Mr. Ashwin**

CEO, Equinox Labs, Mumbai

## **Kathuria, Ms. Ashi Kohli**

Senior Nutrition Specialist, The World Bank, New Delhi

## **Khanna, Dr. Kumud**

Former Director, Institute of Home Economics, University of Delhi &  
National Vice-President, Nutrition Society of India

## **Krishnaswamy, Ms. Sheela**

Diet, Nutrition & Wellness Consultant, Bengaluru &  
National President, Indian Dietetic Association

## **Rao, Dr. Eram S.**

Associate Professor of Food Technology, Bhaskaracharya College of Applied Sciences, University of Delhi &  
President, AFSTI (Delhi Chapter)

## **Roday, Ms. Sunetra**

Independent Consultant and Former Principal, MSIHMCT, Pune &  
Senior Food Safety Specialist, EU-CITD Project

## **Sati, Dr. Ajay**

Health Director, BP India, Mumbai

## **Sawarikar, Ms. Shalaka**

Deputy Manager Administration, BP India, Mumbai

## **Singh, Dr. Meenu**

Nutrition Consultant, Vital Strategies & FSSAI, New Delhi

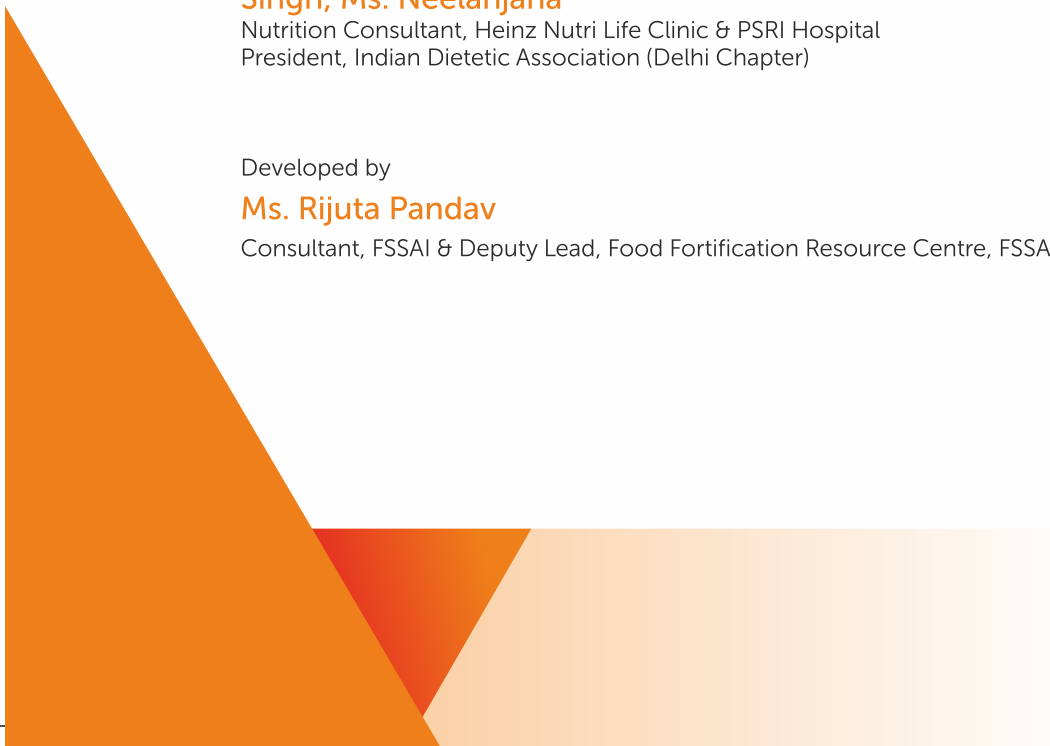
## **Singh, Ms. Neelanjana**

Nutrition Consultant, Heinz Nutri Life Clinic & PSRI Hospital  
President, Indian Dietetic Association (Delhi Chapter)

Developed by

## **Ms. Rijuta Pandav**

Consultant, FSSAI & Deputy Lead, Food Fortification Resource Centre, FSSAI, New Delhi



# CONTENTS

## INTRODUCTION

### PART 01

## FRAMEWORK FOR AN ENABLING ENVIRONMENT

For the Administration

### PART 02

## REGULATORY AND COMPLIANCE REQUIREMENTS

For the Canteen Establishment

### PART 03

## SAFE AND NUTRITIOUS FOOD TIPS

For the Employees

## REFERENCES

# INTRODUCTION

Nowadays, employees spend the majority of their time at the workplace and consume at least one major meal during working hours on a regular basis. Therefore, it is the shared responsibility of the individual and the workplace ecosystem to ensure safe and nutritious food for better health.



Investing in food safety and nutrition as part of the overall development of employees is the **right**, **smart** and **sustainable** strategy for every workplace.



It is **right** because ensuring safe and nutritious food improves the health, wellbeing and consequently the productivity of employees.



It is **smart** because investing in the health of employees significantly reduces the financial burden of the workplace in terms of costs of healthcare, absenteeism and low productivity as a result of illness and poor health.



It is **sustainable** because, ultimately, investing in human resources makes the company or organisation not only attractive to current but also to potential employees, thus improving the profile and prestige of the company or organisation and inspiring trust in the long term.

This document provides basic guidelines for an overall policy framework to be implemented at the workplace for ensuring overall food safety, nutrition and healthy practices at the workplace.

## The ORANGE BOOK is divided into the following main sections:

### Framework for an Enabling Environment

This section is targeted towards the workplace administration. It contains recommended guidelines to ensure safe and nutritious food at the workplace. Further, this section also outlines a system to ensure the implementation of best practices by the canteen establishment and employees that are highlighted in the following sections.

### Regulatory and Compliance Requirements

This section is targeted towards the canteen establishment. It is a detailed description of best practices to be followed by the workplace canteen, kitchen and caterer, whether it is on-site or off-site. Detailed mandatory requirements are provided in Part II and Part V of Schedule 4, Food Safety and Standards (Licensing and Registration of Food Businesses), Regulations 2011.

### Safe and Nutritious Food Tips

This section is targeted towards employees and provides dos and don'ts, useful tips and information about consuming safe and nutritious food at the workplace, making healthy choices and maintaining a healthy lifestyle.

While the book is divided into these sections for the sake of clarity, it is recommended that people at the workplace be familiar with all sections. This will ensure that everyone is aware of each other's roles and responsibilities and can hold them accountable for their work.



**FRAMEWORK FOR AN  
ENABLING ENVIRONMENT**  
— FOR —  
**THE ADMINISTRATION**

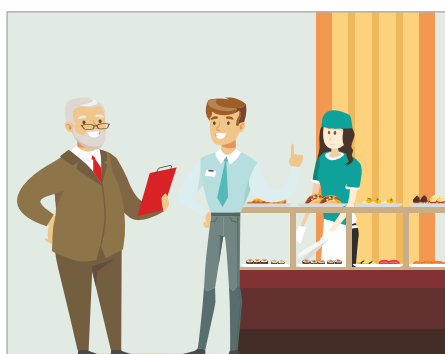


The administration of any workplace is the main implementing body for ensuring safe and nutritious food for everyone at the workplace. It is recommended that the administration should

- 📍 **Ensure** that the workplace kitchen and canteen follow the general requirements on hygiene and sanitary practices.
- 📍 **Educate, Engage and Empower** employees to learn about food safety and nutrition, eat right, make healthy choices and adopt healthy habits at the workplace.
- 📍 **Enable** the canteen establishment and employees to implement these best practices.



A **Food Safety Supervisor (FSS)** should be designated or appointed by the administration. The FSS will be in charge of implementing the general requirements on hygiene and sanitary practices in the workplace canteen, kitchen and pantry area. It is the responsibility of the administration to support the canteen establishment to follow these practices. In case the company doesn't have a full time resource for this role, a part time external resource may be used.



A **Health and Wellness Coordinator (HWC)** is recommended for each workplace to engage and educate employees about safe and nutritious food. In case the company doesn't have a full time resource for this role, one of the employees may be selected as the HWC and a part time external resource may be used to support the HWC. It is also recommended that a Health and Wellness Team, consisting of workplace employees who are interested in promoting food safety and nutrition, may be created to support the HWC.



The Food Safety Supervisor and the Health and Wellness Coordinator can be the same person, as long as they have undergone the relevant and required training by FSSAI. If an external resource is used as the FSS and/or HWC, he/she must also undergo the required and relevant training by FSSAI. The FSS and the HWC must work together to ensure that high standards of food safety and nutrition are maintained at the workplace. They may write to [snfatworkplace@fssai.gov.in](mailto:snfatworkplace@fssai.gov.in) for any questions or assistance.

## THE FOOD SAFETY SUPERVISOR

The Food Safety Supervisor (FSS) will be in charge of food safety for the entire workplace.









- One FSS is required for every twenty-five food-handlers.
- The FSS must be familiar with all sections of the Orange Book, the Safe and Nutritious Food Handbook for Advanced Catering and the DART Book published by FSSAI as well as all relevant resources of FSSAI.
- The FSS is required to obtain the Food Safety Supervisor Training and Certification for Catering through the FoSTaC programme of FSSAI. This certificate is valid for 2 years.

The link to the FoSTaC portal is <http://old.fssai.gov.in/FOSTAC/index.html>

### ROLES AND RESPONSIBILITIES



#### The FSS will ensure that

	Food vendors/caterers/kitchen for the workplace canteen have FSSAI licence and registration
	Food vendors, caterers or the workplace kitchen are compliant with FSSAI norms- Part II and V of Schedule 4 of Food Safety and Standards (Licensing and Registration of Food Businesses), Regulations 2011.
	The canteen establishment or the vendor follow the guidelines specified in Section II of this book.
	Concerns of employees regarding food safety are addressed in a timely manner
	Food handlers are trained by the FSS as per the FoSTaC programme for catering.
	There is a daily check on food handlers based on the guidelines specified in this book.
	Medical Records of food handlers are up-to-date.
	In case a food-handler is unwell (cough, running nose, cut/sores on the hand, skin disease on the hands, etc.), he or she would not be allowed to handle food until he/she is certified medically fit by a certified medical practitioner.



As a good practice, water testing is done internally once every quarter of a year. As per the FSS Act, water testing is required every six months from an FSSAI-notified National Accreditation Board for Testing and Calibration Laboratories (NABL) accredited laboratory.



As a good practice, food testing is done internally, at least once in a month. One sample is recommended from each category of food, such as, cereal, pulses, salads, vegetables dishes, non-vegetarian dishes, sweet dishes, chutney, etc. As per the FSS Act, food testing is required to be done annually.



Hygiene swabs of all the food handlers, utensils and equipment surfaces used for food preparation are done every quarter of a year, as a good practice.



Pest Control is done as per the workplace's own pest control plan and records are maintained.



There is an internal surprise audit once a month of the internal cafeteria, kitchen or vendor base kitchen, as a good practice.



Food waste is minimal and surplus food is supplied to those in need through the Indian Food Sharing Alliance facilitated by FSSAI. More information on this available on FSSAI's website-[www.fssai.gov.in/sharefood](http://www.fssai.gov.in/sharefood) as part of the Save Food, Share Food, Share Joy initiative.

## THE HEALTH AND WELLNESS COORDINATOR

The Health and Wellness Coordinator (HWC) is the designated person in any workplace to promote safe and nutritious food among the employees and ensure that the best practices recommended in this book are followed. The HWC may select a team of employees to support him/her in organizing events, engaging employees and addressing their concerns regarding health and nutrition.

- The Health and Wellness Coordinator must undergo the 'Health and Wellness Coordinator for the Workplace' training by FSSAI and be certified.
- All members of the Health and Wellness Team are also required to undergo this training.
- The Health and Wellness Team members must familiarise themselves with basic concepts of food safety and nutrition as applicable to the workplace.
- The Health and Wellness Team members must familiarize themselves with all sections of the Orange Book, the Pink Book and the DART Book published by FSSAI as well as all relevant resources of FSSAI.



## ROLES AND RESPONSIBILITIES



It is the responsibility of the HWC and the Health and Wellness Team to engage and educate employees and nudge them towards healthy habits. The following methods are recommended:

- 
**EDUCATING EMPLOYEES**
- 
**PROVIDING HEALTHY FOOD OPTIONS**
- 
**PROMOTING HEALTHIER FOOD CHOICES**
- 
**KEEPING OFFICE MEETINGS HEALTHY**
- 
**KEEPING FOOD AND WATER SAFE**
- 
**PROMOTING GENERAL HEALTH AND WELLBEING**
- 
**PROMOTING EXERCISE**
- 
**MAKING THE WORKPLACE "BREASTFEEDING FRIENDLY" TO PROMOTE MATERNAL AND CHILD HEALTH**
- 
**REDUCING FOOD WASTAGE**

The best practices recommended for the workplace that the HWC should enforce are as follows:



## EDUCATING EMPLOYEES

1

### Resources

Provide the Orange Book and the Pink Book, a guide to food safety and nutrition at the workplace and home respectively, published by FSSAI, to employees at the workplace. These books can be downloaded from FSSAI's website <http://www.fssai.gov.in/home/capacity-building/FSSAI-Books.html>, free of cost. Hard copies could be made available to employees at a minimum price.



[www.fssai.gov.in](http://www.fssai.gov.in)

Direct employees to FSSAI's website [www.fssai.gov.in](http://www.fssai.gov.in) and the SNF Portal [www.snfportal.in](http://www.snfportal.in) for additional information.

Direct employees to the Food Smart Consumer Portal of FSSAI at <http://foodsmart.fssai.gov.in/>. This portal contains guidance notes for consumers, information on consumer rights as well as a grievance redressal mechanism.

**Food Smart Consumer**  
Your Complete Guide to Food Safety

[www.foodsmart.fssai.gov.in](http://www.foodsmart.fssai.gov.in)

2

## Awareness



- Integrate health promotional messages into the work lifestyle of employees. For example, if employees use computers frequently, health promotional messages could be displayed as screen savers. Scheduled messages could be flashed on official cell phones and / or computers.
- Habituate healthy lifestyle and dietary behaviours through simple messages that are **repeated, reinforced and rewarded** regularly.

Messages could be displayed in the following ways-

- Putting informative posters at relevant places in the office
  - Posters could be downloaded from the SNF portal or the HWC could design posters based on the relevant information in the Orange and Pink Books.
  - Posters should be put up at prominent places where they are easily visible and grab attention.
  - Places where employees gather or spend time waiting are also good locations such as the tea/coffee machine area or meeting rooms.
  - The message on posters should be relevant to the tasks that employees perform in that place. For example, put posters on washing hands near the hand-washing area and the entrance to the eating area so employees see it at the right time and the right place.
- Displaying healthy messages on office computers as screen savers, TVs and screens around the office, coasters, office merchandise etc. The HWC should refer to the Pink and Orange Books to select the appropriate health messages. E.g. Flash messages to remind employees to drink enough glasses of water or do stretching exercises periodically.
- Sending healthy messages as “food for thought” in email signatures in official emails with different themes every week.

3

## Activities

- Host workplace challenges or contests such as

Try a different fruit or vegetable every day

Healthy lunch recipes

Healthy lunchbox for a week

- Organize lectures, workshops or question-answer sessions with a nutritionist or dietitian if possible. Another alternative is to organize an online chat with a nutritionist.
- Organize healthy cooking demonstrations.
- Organize a demonstration for testing common adulterants at home based on the DART book of FSSAI.
- With the help of subject experts, organize talks and provide information to pregnant and lactating women on “the importance of first 1000 days of an infant's life”, “making pregnancy stress-free”, “importance of breastfeeding”, “simple exercises at the workplace during pregnancy” and “healthy diets for pregnant and lactating women”. Demonstrations and talks should be organized at workplace crèches as well.
- With the help of subject experts, organize talks, events, and question-answer sessions for employees with special dietary needs such as those suffering from diabetes or food related allergies or any other health and nutrition related topics.





## PROVIDING HEALTHY FOOD OPTIONS

- Provide healthy food options in canteens that are nutrient-dense but low in fat, sugar and salt for meals, snacks and drinks. At least 50% of the menu options should fall under this category.

### HEALTHY FOOD OPTIONS INCLUDE:



- Fresh and seasonal fruits
- Fresh seasonal vegetables, especially green leafy vegetables
- Salads



- Bread/rotis made from whole grains or multigrains
- Millets, whole grains, brown rice, pulses and legumes



- Dairy products such as plain yoghurt/curd and milk
- Snacks such as puffed rice, unsalted assorted nuts, water chestnuts, roasted seeds (lotus, flaxseed, pumpkin), steamed idli/dhokla instead of fried or processed snacks.



- Drinks such as lemonade or neembu paani, aam panna, fresh fruit juices, coconut water, buttermilk, particularly in summers instead of aerated or artificially sweetened beverages including sweetened juices.





Use fortified wheat flour, rice, oil, milk and salt for cooking in kitchens on-site and off-site because fortified foods contain key vitamins and minerals that supplement the nutritional requirements of people of all ages, gender, socio-economic status and backgrounds. Fortified food items can be identified with the +F logo on their packets. For more information, visit <http://www.ffrc.fssai.gov.in/>.

Include a variety of food from all food groups, as far as possible such as cereals, fruits, vegetables, pulses, legumes, nuts, dairy, meat and seafood (if non-vegetarian) in the menu everyday.

Include healthy options for all official workplace related meals/beverage services for guests or clients.

Provide only one choice of dessert in a day, if at all.

Serve fruit salad for dessert at least once a week.

Designate "No Fried Food Day" once a week.















Ensure that the canteen food is prepared with moderate use of oil and salt.

Ensure smaller plates, bowls and portions in canteens with appropriate reduction in prices so as to avoid overconsumption and wastage of food.





## PROMOTING HEALTHIER FOOD CHOICES

-  Display healthy food options attractively and prominently, at eye level and near the payment counter at workplace canteens, cafeterias and kiosks.
-  Place healthy food options at the beginning and end of the food display line in cafeterias/canteens.
-  Pair healthy food and drinks together when displaying them in the canteen.
-  Place healthy low-cost items near the canteen's most expensive items both on the menu and in the display line.
-  Place healthy options at the four corners of the menu page, as they are more likely to be chosen.
-  Describe healthy items with interesting adjectives to make them sound more appetizing.
-  Give employees the option to pre-select their lunch options from the canteen so that they can make more rational choices.
-  Promote healthy food options through various methods such as designating a 'vegetable of the day', 'specials for today'.
-  Make healthy food options more visible by displaying colourful photos of healthy food next to the relevant menu items on the menu card.
-  Display nutrition information for food served in the workplace canteen and cafeterias, as far as possible. Total calories, fat content, especially trans fat content, salt and sugar content should be displayed prominently.
-  Mark out shops, cafes and takeaways that provide healthier options around the workplace and publicize their names among employees by listing them in a prominent place.
-  Collaborate with nearby shops cafes, takeaways and other food vendors to offer healthy foods and promote nutritious specials, at reasonable prices.
-  Do not have vending machines or vendors in the office that serve fried snacks, aerated beverages and processed food. Avoid foods that contain refined flour (maida). Stock vending machines with healthier food options.
-  Organize a workplace 'healthy lunch club'. Those interested can contribute and share the cost of lunches. Another option is to hold a 'let's do lunch' meeting where everyone brings a healthy dish to share.





## KEEPING OFFICE MEETINGS HEALTHY

- Serve water during meetings. Keep a flask of clean drinking water and glasses on or near the meeting table for easy access.
- Serve beverages such as coconut water, lemonade, aam panna and buttermilk especially in the summer.
- Do not serve artificially sweetened or aerated beverages, including sweetened fruit juices.
- Keep tea and coffee to a minimum and serve sugar and milk on the side. If possible, provide additional options such as green tea or herbal tea.
- Serve roasted and unsalted assorted nuts, puffed wheat, rice or lotus seeds (makhani), pumpkin seeds, flaxseed, steamed idli, dhokla or fruits as snacks.
- Do not serve fried snacks such as samosa, namkeen or biscuits
- Use safe serving materials to serve food and beverages. Use only utensils made of food grade plastic or glass, stainless steel or food grade material. Do not use newspaper or polythene bags and do not reuse disposable ware.
- Use small cups and plates for serving to avoid overconsumption of drinks and snacks during meetings.










## KEEPING FOOD AND WATER SAFE

- If possible, provide a common refrigerator for office employees to store perishable foods and drinks such as milk, yoghurt, salads and fruits.
- If possible, provide microwaves or hot plates for employees to warm their food.
- Ensure that all food appliances are cleaned daily/weekly and are always in working condition.
- Post guidelines and educate employees on using food appliances appropriately.
- Provide clean drinking water to employees and ensure it is available all around the office
- Use only potable or clean drinking water for making tea or coffee.





## PROMOTING GENERAL HEALTH AND WELLBEING

-  Place a weighing machine in a designated corner in the office or near the washroom.
-  Create a nutrition/health club in the office where employees can do activities together, exchange healthy recipes, share information and learn from each other. Organize discussions so that employees can talk about their health concerns, especially those that are related to the work environment.
-  Organize periodic health check-ups or health camps at the workplace where basic minimum health parameters such as blood pressure, sugar, weight etc. can be measured and tested for early detection of diseases.
-  Observe special days/weeks such as World Food Day, Yoga Day, World Health Day, National Nutrition Week and organize games, activities and information sessions for the entire office. The office as a whole can take a pledge or make resolutions to improve one small thing or change one tiny habit in the course of the coming year. Some examples are: eating 5-7 servings of fruits and vegetables a day, giving up smoking or aerated beverages, reduce salt intake to only one teaspoon everyday.
-  If there is a garden or park nearby, consider having informal office meetings in the park whenever possible. Consider hosting office parties or events in the garden or park.
-  Celebrate "Healthy Family Day" once a year in which families can be invited to the workplace for information on safe and nutritious food, possible health check-ups and participate in health talks, camps etc.
-  Regular feedback from employees should be taken on their concerns and requirements regarding food safety and nutrition in the workplace. For example, a feedback box may be placed in a prominent place where employees can give feedback that can be reviewed periodically by the Food Safety Supervisor and the Health and Wellness Coordinator. Any other method for taking feedback such as email surveys or focused group discussions may be used.





## PROMOTING EXERCISE

- 📍 Organize office challenges to encourage employees towards physical activity such as
  - 'Take the stairs' challenge for a week / month
  - Office sports events

- 📍 Organize meetings 'standing up' or 'walking meetings' for one-on-one discussions.

- 📍 If possible, use standing desks in the office

- 📍 If possible, organize yoga/aerobics/fitness classes in office or near the office.

- 📍 Organize special yoga or exercise sessions for pregnant women and lactating mothers for their wellbeing.

- 📍 If possible, provide employees with a gym in the office or discounted gym memberships outside the office.

- 📍 Organize short walkathons or walking sessions after lunch. This will help reduce sleepiness and make employees feel more active.

- 📍 Discourage employees from prolonged sitting. Encourage employees to get up, move and stretch every 45 minutes or so.

- 📍 Encourage employees to do tasks that can be done while moving e.g. walk or move about when they are talking on the phone or walk to a co-workers desk instead of calling or emailing.

- 📍 Specifically encourage pregnant women to take small breaks from their workstations like going for a short walk or meditating during lunch hours.





## MAKING THE WORKPLACE "BREASTFEEDING FRIENDLY" FOR MOTHERS

In addition to the health and well being of employees, it is equally important to ensure that the new-borns and infants of employees receive the care they need, especially with respect to nutrition. Breast milk is "safe and nutritious food" for the baby. Since new-borns and infants are completely dependent on their parents, it is important for the workplace administration to support their employees when it comes to their baby's health and wellbeing by making the workplace 'Breast-feeding friendly'.

### BREAST MILK

Provides essential nutrients to new-borns and infants

Acts as the baby's first vaccination, strengthens the immune system and keeps infections at bay

Enhances IQ (intelligence quotient) of children

Lowers risk of diseases such as diabetes and obesity later in life

Provides all children, rich or poor, with a healthy start to life

Is readily available and a natural method of providing nutrition to babies

Is environment friendly and a cost-effective way to ensure good health of all children

Serves as a natural contraceptive for mothers

Reduces chances of postpartum depression for mothers

Ensures faster post-delivery healing for mothers

Lowers the risk of maternal cancers

Brings new mothers back to shape faster.

Every mother should practice exclusive breastfeeding (without even water) for the first six months after the birth of the baby and continue breastfeeding till the child completes two years. The World Health Organization (WHO) recommends that infants should start receiving complementary foods from 6 months of age in addition to breast milk. The first 1000 days of an infant's life are the most crucial when it comes to growth and development. Therefore ensuring safe and nutritious food during this period is absolutely critical for the baby.

For the majority of women, returning to work while still breastfeeding is a huge challenge. Making workplaces 'breastfeeding-friendly' can help improve breastfeeding rates and duration, contributing to overall maternal and child health in the long run. The Health and Wellness Coordinator should advocate for and implement the following-

- 📍 Educate employees and the workplace administration about the importance of breastfeeding and nutrition during the first 1000 days of an infant's life with the information provided here.
- 📍 Advocate to the workplace administration to allow time to mothers to breastfeed their baby at the workplace. If there is no provision to bring infants to the workplace and breastfeed, mothers should be given time to express breast milk at the workplace and store it so that they can feed it to the baby once they return home.
- 📍 Make provisions for a lactation room and a crèche or childcare facility at the workplace. Setting up a "lactation room" is simple and does not require huge infrastructure. The key points include:
  - ✓ Private, clean, quiet, warm room or space - such as a screened off area, which needs to be big enough to manoeuvre a pram; a low comfortable chair.
  - ✓ To ensure privacy, windows or glass walls need to be screened.
  - ✓ Basic facilities to be provided include: a lockable door; a washbasin; a refrigerator for storing expressed breast milk; a table; a clean space to store equipment (e.g. a small locker or cupboard); the availability of electricity.
- 📍 Ensure that the lactation room and crèche or childcare facilities are well maintained, comfortable, safe and hygienic.
- 📍 If setting up of crèches is not possible, make efforts to link women to nearby facilities.





## REDUCING FOOD WASTAGE

In India, while millions of people starve every day, a huge amount of food is wasted. Therefore, reducing food waste is as important as making sure surplus food is given to a food bank in a timely manner to serve those in need. Thus, the HWC should

- Encourage employees to reduce food wastage by serving smaller portions at a time. Additional servings can be taken if required.
- Encourage employees to take only as much as they need at a given time.
- Ensure that food is prepared as per the requirement for meetings, office parties and other events.
- Work with the FSS to ensure that food prepared and served in the office is stored properly and not allowed to spoil as it increases food waste.
- Connect with the Indian Food Sharing Alliance facilitated by FSSAI to distribute surplus food to those in need. More information on this is available on the FSSAI website- [www.fssai.gov.in/sharefood](http://www.fssai.gov.in/sharefood) as part of the Save Food, Share Food, Share Joy initiative. Efforts towards reduction of food waste and sharing food should be documented for future reference.




**SAVE FOOD**

**SHARE FOOD**

**SHARE JOY**





**REGULATORY AND  
COMPLIANCE REQUIREMENTS**  
— FOR —  
**THE CANTEEN ESTABLISHMENT**

Employees typically consume food from the following sources at the workplace:

01 | In-house canteen or cafeteria

External on-site and off-site catering establishments

02

03 | External private caterers (dabba-system)

Food vendors, restaurants and food service establishments in the vicinity or via delivery

04

05 | Packed lunch from home

General requirements on good hygiene and sanitary practices mentioned here apply to in-house canteens/cafeterias and to external on-site or off-site caterers, vendors or any other food service establishments for workplaces.

For further guidance in meeting the requirements, the FSS may refer to the Purple Book- Training Manual, Food Safety Supervisor Course, Advanced (Level 2) Catering published by FSSAI.

For packed lunches from home, please refer to the section on "Safe and Nutritious Food Tips for Employees" in this book and the Pink Book-Your Guide to Safe and Nutritious Food at Home, published by FSSAI.



## LICENSING AND REGISTRATION

All food businesses are required to have registration or license from FSSAI under the FSS Act 2006. Thus, the workplace kitchen, vendor, caterer, whether on-site or off-site, restaurant or any food service establishment is also required to have registration/license from FSSAI.

## HOW TO GET A LICENCE

Depending on the turnover/star rating and/or location, the kitchen/vendor/caterer may apply for Registration, State Licence or Central Licence.

The application can be made online at <https://foodlicensing.fssai.gov.in/>

There is also a toll-free helpline no. 1800-112100, for any clarification regarding Licensing and Registration.

The Registration/Licence can be obtained for a period of 1-5 years.



## LEGAL REQUIREMENT: WHAT THE LAW SAYS

The following section provides good hygiene and sanitary practices that are recommended in the workplace canteen, kitchen and pantry area.

For the detailed mandatory sanitary and hygiene requirements for the food service establishment please refer to

Part II and Part V of Schedule 4 of Food Safety and Standards (Licensing and Registration of Food Businesses) Regulations, 2011 (<http://www.fssai.gov.in/home/fss-legislation/fss-regulations.html>)

under the Food Safety and Standard Act, 2006

(<http://www.fssai.gov.in/home/fss-legislation/food-safety-and-standards-act.html>)



## GENERAL REQUIREMENTS ON GOOD HYGIENE AND SANITARY PRACTICES

Good hygiene and sanitary practices are provided under the following sections:

**I****LOCATION, LAYOUT & FACILITIES****II****MATERIAL HANDLING****III****FOOD PREPARATION****IV****HOLDING, PACKAGING, DISTRIBUTION,  
SERVING & TRANSPORTATION****V****PERSONAL HYGIENE****VI****SUPPORT SERVICES**



## I

## LOCATION, LAYOUT &amp; FACILITIES

1

## Location &amp; Surroundings

2

## Layout &amp; Design of Food Establishment Premises

3

## Equipment, Work Surfaces &amp; Containers

4

## Facilities

1

## Location &amp; Surroundings

- The canteen/catering establishment should be located away from any environmental pollution.
  - ✓ No pollutants like dust, smoke, fumes
  - ✓ No garbage dumps
  - ✓ No stagnant water
  - ✓ No pest infestations
- The kitchen/food preparation area should not be located near a toilet, bathroom or urinal, especially those that are open-air or without doors.
- Garbage bins must be covered and emptied regularly. Corridors/Staircases should be clean and uncluttered.
- Supply of potable water must be available and premises should have sufficient storage tanks, washbasins and sanitary conveniences with proper sewage treatment / disposal facilities.



## 2 | Layout & Design of Food Establishment Premises

The food service area must be well planned and designed to ensure the following

- 📍 Prevent cross contamination at any stage of food handling
- 📍 Flow of food material should be in forward direction as shown in the figure.
- 📍 Impervious floors, ceilings and walls that are easy to clean with no flaking paint or plaster
- 📍 Area should be well-maintained to minimize accumulation of dirt, condensation of moisture and growth of moulds
- 📍 Adequate drainage with appropriate slope, covered and easy to maintain and clean
- 📍 Self-closing doors, with insect-proof wire mesh for windows



## 3 | Equipment, Work surfaces & Containers

- 📍 Food contact surfaces should be intact with no cracks or crevices, inert, durable, easy to clean, maintain and sanitize.
- 📍 Table tops should be made of stainless steel or naturally occurring stone such as kadappa, granite or marble platforms with sealed edges.
- 📍 Equipment and containers used for food preparation and storage should be
  - ✓ Preferably stainless steel
  - ✓ Food grade / ISI mark
  - ✓ Designed for easy maintenance and cleaning
  - ✓ Properly fitted with cover or lid to prevent contamination
  - ✓ Have annual maintenance contracts wherever applicable e.g. water purifiers



## 4 Facilities

- Proper ventilation and lighting systems
- Personnel facilities and change rooms for food handlers
- Storage tanks to be cleaned once in six months and records maintained
- Drinking water to be stored in clean covered containers
- Covered drains to prevent entry of insects
- Non-potable and potable water pipes to be clearly distinguished
- Cleaning and sanitizing area for utensils and equipment preferably with hot water
- Hand wash facilities to have
  - ✓ Porcelain/Stainless steel wash basins
  - ✓ Preferably sensor taps
  - ✓ Germicidal liquid soap
  - ✓ Wet hands drying system / clean dry towels / tissue paper
  - ✓ Covered trash bin, pedal-operated and lined with garbage bag
- Potable water (meeting IS 10500 standard requirements) supply for
  - ✓ Cooking and drinking
  - ✓ Utensils and equipment cleaning facilities
  - ✓ Raw material washing facilities
  - ✓ Potable ice and steam facilities
  - ✓ Handwashing
- Display of 'Food Safety Display Boards' at prominent places. They can be downloaded at <http://www.fssai.gov.in/home/safe-food-practices/food-safety-display-boards.html>





## II

## MATERIAL HANDLING

## 1 Purchasing &amp; Receiving

## 2 Food Storage

## 1 Purchasing &amp; Receiving

- Purchase all raw and processed food materials from FSSAI registered vendors.
- All incoming materials shall meet the requirements as laid down under FSS Act, 2006.
- Records of materials and source of procurement shall be maintained in a register for inspection.
- Purchase materials in quantities that correspond to storage capacity

**For raw materials**

- ✓ Ensure a dedicated receiving section which is clean and well maintained
- ✓ Check thoroughly for visible deterioration, damage or off- odour.
- ✓ Discard spoiled or contaminated raw material if it contains parasites, or decomposed or extraneous substances

**For packaged food material**

- ✓ Check 'Expiry date' / 'Best before' / 'Use by' date
- ✓ Check packaging integrity and storage conditions
- Receiving temperature of potentially high-risk foods such as milk and milk products and meat should be at or below 5°C
- Receiving temperature of frozen food should be -18°C or below.
- Fruits and raw vegetables should be washed / sanitized in a separate container on receiving





## 2 Food Storage

- Food needs to be stored in a clean, dry, secured and controlled area.
  - a. Dry food at room temperature
  - b. Chilled or refrigerated food at 1 °C to 4 °C
  - c. Frozen food at - 18 °C or below
- Clean all food storage areas regularly.
- Once packed food is opened, use it as fresh food. The "use by" date applies only to unopened food.
- Do not leave food in opened cans or packages. Once opened, transfer to another container for storage.
- Do not leave perishable food such as fruits, vegetables, milk and milk products, meat etc. lying around; refrigerate immediately.
- Insulated cool boxes or cool packs should be used for carrying food when transporting food over distances or going on trips.
- Food stocks should be stored and used as per the concept of First-In, First-Out (FIFO) and food beyond its use-by/expiry date should be strictly discarded.
- Ensure that vegetarian food is stored at the top and non-vegetarian food is stored at the bottom in the refrigerator.
- Always store food in shelves, racks or cupboards and never on the floor.
- Food should be sorted, cleaned, labelled and covered to prevent any contamination.
- Racks and cans/ tetra packs shall be clean and free from contaminants-dirt, rust etc.
- There should be no spilling of raw food on storage bins.
- Only stainless steel or food grade containers should be used for storage.
- Food should be stored at least 6 inches away from walls and above the floor.
- Food containing allergens shall be segregated and stored separately in a manner to avoid accidental spillage.



### III

## FOOD PREPARATION

### PRE-PROCESSING

#### 1 Cleaning

#### 2 Washing

#### 3 Pre- preparation

#### 4 Thawing

### 1 Cleaning

- ✓ Clean and pick cereals, pulses and green leafy vegetables to remove contaminants and inedible / spoiled portions.

### 2 Washing

- ✓ Wash food thoroughly with potable water before preparation to remove extraneous matter like surface dirt, visible soil and preservative and pesticide residues.
- ✓ Fruits and vegetables such as leafy salads to be consumed raw should be washed thoroughly in potable water and then in a solution of 50 ppm chlorine for not more than two minutes and allowed to dry for chlorine to escape. The 50 ppm concentration of chlorine is recommended for raw fruits and vegetables before peeling. For leafy vegetables to be consumed raw as salads, a concentration of 50 ppm is acceptable, followed by rinsing with potable water.
- ✓ Soak fresh vegetables like cauliflower in cold salted water for 20 minutes to remove insects and worm infestations.

### 3 Pre- preparation

- ✓ Fruits and vegetables need to be peeled, trimmed and cut to remove inedible or spoilt parts before use.
- ✓ Cereals and pulses should be soaked for quicker cooking and for sprouting.

### 4 Thawing

- ✓ A food product is said to be thawed when the core temperature of the product reaches between 1-5<sup>0</sup> C.
- ✓ Make sure frozen food has thawed before it is cooked unless otherwise specified on the label. Food once thawed should never be refrozen but should be cooked immediately.
- ✓ To prevent cross-contamination and facilitate safe thawing, frozen foods should be thawed in
  - a. the refrigerator below 4<sup>0</sup> C or
  - b. potable running water at 15<sup>0</sup> C or below while it is still in the packet, for not more than 90 minutes.
  - c. the microwave oven when it is to be cooked immediately.



## CROSS-CONTAMINATION

Cross-contamination is one of the most common causes of food poisoning. It happens when harmful germs are spread onto clean food from other contaminated food, surfaces, hands or equipment by careless food handlers. Cross contamination may occur from

- Food to food
- Hand to food
- Equipment to food

### To avoid cross-contamination, observe the following points

- ✓ Raw food/ meat/poultry and ready-to-eat foods should be kept separate at all times.
- ✓ Raw meat/poultry should be kept below ready-to-eat food in the refrigerator.
- ✓ Hands should be thoroughly washed before switching from preparing non-vegetarian products to any other activity.
- ✓ Work surfaces, chopping boards and equipment should be thoroughly cleaned before preparing food and after it has been used.
- ✓ Separate colour coded chopping boards and knives should be used for raw fruit/vegetables/ meat/poultry and ready-to-eat food.



Colour coded chopping boards and knives

### Prevent cross contamination

Use the correct colour coded chopping boards and knives

**Raw meats and poultry only**

**Raw fish and shellfish only**

**Raw unwashed vegetables, salads and fruits only**

**Ready to eat and cooked foods only**

**Washed vegetables salads and fruits only**

**Bakery and dairy products only**

Colour coded chopping boards may be used. A template of colour code for chopping boards and knives

## PROCESSING & POST PROCESSING

### 1 Cooking

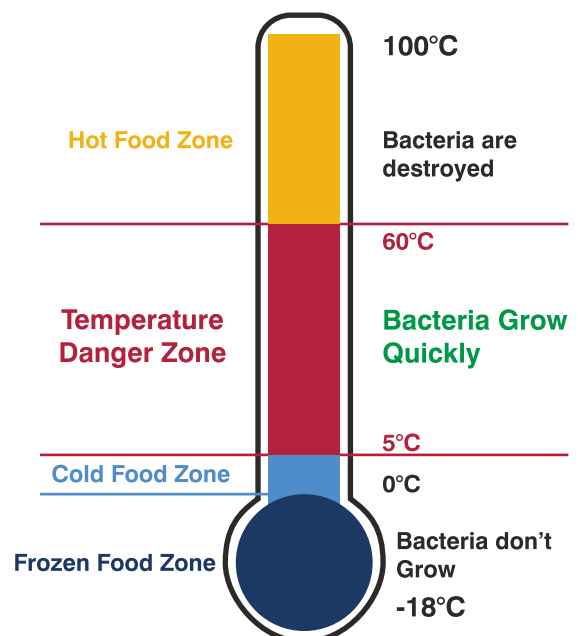
### 2 Reheating of Food

### 3 Chilling

### 4 Handling High Risk Foods and Deep-Fat Frying

### 1 Cooking

- ✓ Cook food to a safe internal temperature of 74°C to destroy microorganisms.
- ✓ Cook vegetarian and non-vegetarian foods separately to avoid cross-contamination.
- ✓ Check the internal temperature of large cuts/volumes of cooked meat, poultry, and seafood with a food probe thermometer.
- ✓ Keep food outside the temperature danger zone of 5°C to 60°C.
- ✓ Hot foods should be kept at 65°C and above in hot holding units-serving counter/bain-marie.
- ✓ Foods that are chilled and intended to be served cold should be held at temperatures of 5°C and below.
- ✓ Use healthy cooking methods that minimize destruction of nutrients. For example, vegetables should not be over-cooked. Water in which vegetables are steamed or boiled should be used in soups and gravies.



## 2 Reheating of Food

- ✓ Food hot held at 65° C and cooled to 21° C within 2 hours or cooled to 5° C or below within 4 hours and thereafter stored in the refrigerator at 1-5° C or frozen at -18° C is safe to reheat. Reheat food to minimum internal temperature of 74° C and hold for two minutes.
- ✓ Do not reheat food in hot-holding equipment like a bain marie as required temperature cannot be reached.
- ✓ Reheated food can be held at 63° C or more but any unused reheated food should be discarded.



## 3 Chilling

- ✓ If food is prepared for later use, cool and chill it within six hours.
- ✓ Food that needs to be served chilled should be promptly refrigerated once room temperature is reached.
- ✓ To hasten cooling, start by reducing the size or mass of food by cutting large food items into smaller pieces and dividing large containers into smaller containers.
- ✓ Always ensure that proper temperature is maintained in the refrigerator and deep freezer.
- ✓ Preferred chilling methods are:
  - a. Keeping food in shallow pans less than two inches deep
  - b. Using an ice-bath
  - c. Stirring liquid foods
  - d. Refrigeration



Ice bath



Shallow pans less than two inch deep



Stirring liquid foods



Refrigeration

#### 4 Handling High Risk Foods and Deep-Fat Frying

**High Risk Foods** - Foods that are ready to eat and can easily support the growth of food poisoning bacteria if they are not handled carefully and/or foods that will not be cooked any further before being served. These foods should be used immediately or stored in the refrigerator for short periods only.

##### 📍 **Cut fruits/salads, fresh juices and beverages**

- ✓ Use immediately or store in the refrigerator for short periods only.
- ✓ Check regularly for any fungal growth / change of colour, odour or gas formation in the bottle / Tetrapack container.
- ✓ Wash and rinse the juice-dispensing machine with potable water after every use.



##### 📍 **Confectionery products**

- ✓ Products containing fresh cream should be covered and stored under refrigeration, with proper labels indicating date of expiry.



##### 📍 **Meat, poultry & fish products**

- ✓ Cook thoroughly at an internal temperature of 75° C for at least 15 seconds or at effective time and temperature control conditions, for example, 65° C for 10 minutes or 70° C for 2 minutes.
- ✓ Prepare and process meat, poultry and marine products separately.



##### 📍 **Water based chutneys, sauces etc.**

- ✓ Wash and sanitize all raw ingredients
- ✓ Clean and disinfect chopping boards / grinding stone / mixers.
- ✓ Perishable/uncooked chutneys should be stored and refrigerated in covered containers and consumed immediately.



##### 📍 **Ingredients that are added after cooking**

- ✓ Raw ingredients used as a garnish on cooked food like coriander leaves, should be thoroughly washed and cleaned.



##### 📍 **Foods transported to point of sale from the point of cooking**

- ✓ Food should be reheated to at least 74° C before consumption and served within 4 hours of reheating.



### **Fried Foods**

- ✓ Use only packaged oil for food preparation, frying etc.
- ✓ Use of oils with high trans fats (like Vanaspati/ margarine) should be avoided as far as possible.
- ✓ Heat only the required quantity of oil for deep fat frying at correct frying temperature. Strain and store used oil in a covered container and replenish with equal quantity of fresh oil if it is to be reused. If oil darkens, turns frothy or gummy it should be discarded.



Reuse of potentially hazardous foods/high risk foods and cut fruits displayed on the banquet is not recommended.



## IV

### HOLDING, PACKAGING, DISTRIBUTION, SERVING & TRANSPORTATION

1

#### Holding

2

#### Packaging

3

#### Food Distribution, Service and Transportation

1

#### Holding - Hot & Cold

- ✓ Discard any hot food after four hours if it has not been maintained at a temperature of 63°C or higher.
- ✓ Never use hot-holding equipment to reheat foods.
- ✓ Never mix freshly prepared food with left-over food being held for service
- ✓ Protect all foods from possible contamination by covering them or using food shields.
- ✓ Maintain temperature of a cold food item below 5°C.
- ✓ Never store food items directly on ice. Place them in pans or on plates when displayed.

## 2 Packaging

The safety of food packaging material is of high importance as the food which is prepared hygienically can get contaminated when it comes in contact with unsafe / contaminated packaging material.

- ✓ Hot food should not be directly packed in plastic containers/bags.
- ✓ No food should be packed in newspaper.
- ✓ The food packaging material shall conform to all the Regulations and standards laid down under the Food Safety & Standard Act, 2006.



## 3 Food Distribution, Service and Transportation

- ✓ Processed / packaged and / or ready-to-eat food shall be protected to minimize food spoilage during transportation.
- ✓ Handling of food with bare hands should be minimal.
- ✓ The vehicle being used to carry cooked/prepared/processed food should be clean and dedicated for this purpose, and should not carry anything else.
- ✓ Time required for transportation should be minimum, to avoid microbial proliferation.
- ✓ Temperatures of hot and cold foods should be maintained to prevent growth of pathogens.
- ✓ All foods during transportation must be kept covered.
- ✓ Containers used for transporting / serving foodstuffs shall be nontoxic, kept clean and maintained in good condition in order to protect foodstuffs from any contamination.







V

## PERSONAL HYGIENE

### 1 Health Status

### 2 Behavioural and Personal Cleanliness

### 1 Health Status

- No personnel suffering from a disease shall be allowed to enter into any food handling area.
- Any person suffering from a disease shall immediately report the illness to the management and a medical examination of the food handler shall be carried out immediately.
- All personnel shall be medically examined once in a year and a record signed by a registered medical practitioner shall be maintained.
- All the personnel shall be compulsorily vaccinated against enteric group of diseases and a record shall be maintained.
- In case of an epidemic, all workers are to be vaccinated irrespective of the scheduled vaccination.

An illustrative pro forma is shown below and it can be downloaded from [www.fssai.gov.in](http://www.fssai.gov.in)

#### PERFORMA FOR MEDICAL FITNESS CERTIFICATE FOR FOOD HANDLERS

(FOR THE YEAR .....)

(See Para No. 10.1.2, Part-II, Schedule-4 of FSS Regulation, 2011)

It is certified that Shri/Smt./Miss \_\_\_\_\_  
employed with M/s \_\_\_\_\_, coming in  
direct contact with food items has been carefully examined\* by me on date  
\_\_\_\_\_. Based on the medical examination conducted, he/she is found  
free from any infectious or communicable diseases and the person is fit to work in the above  
mentioned food establishment.

**Name and Signature with seal**  
of Registered Medical Practitioner/  
Civil Surgeon

#### \*Medical Examination to be conducted:

1. Physical Examination
2. Eye Test
3. Skin Examination
4. Compliance with Schedule of Vaccine to be inoculated against enteric group of diseases
5. Any test required to confirm any communicate or infectious disease which the person suspected to be suffering from on clinical examination.



## 2

**Behavioural and Personal Cleanliness**

Food handlers at the canteen / catering units should strictly follow good personal hygiene practices. Personal hygiene is a habit and is part of good grooming. A well-groomed person has a pleasing personality, is more attentive at work and is confident.

**Food Handlers should**

- ✓ Maintain good personal cleanliness by daily baths or showers, frequent shampoos, clean clothes, short nails and good dental hygiene
- ✓ Wear clean protective clothing that is not torn. Uniforms are preferable.
- ✓ Wash hands properly as dirty hands are the prime culprits in transmitting contaminants to food.
- ✓ Immediately report any symptoms of illness or infection to your supervisor and consult a doctor
- ✓ In case of a cut or wound, dress the wound with a waterproof dressing or cover it with a bandage and wear clean plastic gloves
- ✓ If using gloves, change them every two hours or if you touch anything that would require washing hands
- ✓ Use serving tools or utensils to serve and handle food whenever possible. Touch ready to eat food with hands as little as possible.
- ✓ Wear hairnets to prevent loose hair from entering food
- ✓ Wash hands thoroughly with clean water and soap after touching or scratching any part of the body
- ✓ Change gloves after each time when handling vegetarian food after handling non-vegetarian food.

**Habits to be Avoided****Do not**

- ✗ Use your aprons to dry your hands
- ✗ Use the dish cloth as a handkerchief or to wipe perspiration
- ✗ Wash your hands in the kitchen sink after using the washroom. Use the washbasin instead.
- ✗ Chew paan masala or chewing gum in the food handling areas.
- ✗ Smoke or chew tobacco in the food handling areas
- ✗ Taste or eat food in the food handling areas
- ✗ Spit, cough or sneeze in the food handling areas
- ✗ Come to work if you have a cold or a sore throat as coughing and sneezing can contaminate food the food-handling area
- ✗ Scratch nose, run fingers through hair, rub eyes, ears and mouth, scratch beard or any part of the body
- ✗ Use the same spoon each time to sample food
- ✗ Touch the food and mouth contact surfaces of dishes and glasses such as the rim of the glass, inside part of bowls and the eating ends of spoons and forks.
- ✗ Use hands to remove leftover food from plates
- ✗ Comb hair in food preparation areas
- ✗ Wear jewellery while preparing food, especially intricate rings and bangles as they may harbour dirt
- ✗ Change clothes or leave clothing in the kitchen
- ✗ Wear street shoes inside the food preparation area while handling and preparing food.

## DOS AND DON'TS OF PERSONAL HYGIENE

### Do

Hair should be properly tucked inside the cap

No earrings or necklace/chains

No outer pockets

Wear neat and clean clothes

No wrist watch/rings

Cover all wounds

Nails should be short and clean

Torn clothes should be repaired or replaced

Wear clogs and safety shoes

### Don't

Hair coming outside the cap

Earring and necklace / Chains

Outer pockets and contents

Dirty clothes

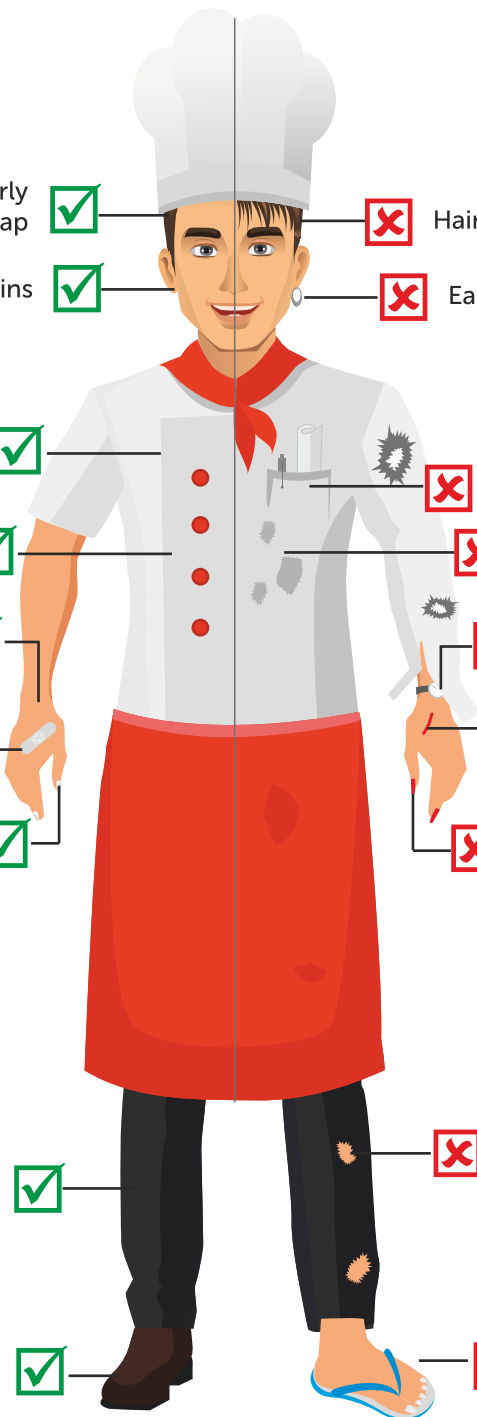
Wrist watch/Rings

Open and bleeding wounds

Long and painted nails

Torn clothes

Bare feet/slippers



## Hand Washing

Here's the procedure for proper hand washing and when to wash hands.

### HOW TO WASH HANDS



1 Wet hands with water.



2 Apply soap



3 Rub hands for 20 seconds



4 Scrub palm to palm



5 Between fingers



6 Back of hands



7 Base of thumbs



8 Back to fingers



9 Fingernails



10 Wrists



11 Rinse under clean running water.



12 Dry using a clean paper or cloth towel.



13 Turn off the tap with the towel.

In case of non-availability of water, sanitize hands by using a hand sanitizer. Rub a few drops of hand sanitizer on the palms and allow it to air dry.

### WHEN TO WASH YOUR HANDS

After using the toilet, urinal or anytime you visit the restroom for any reason



Employees are required to wash hands **BEFORE** beginning work, **BEFORE** working with foods and **AFTER** any activity that could contaminate the food and equipment with which they are working.

Before and after handling or preparing any food item



Before and after handling raw meat, raw poultry or other raw foods.



After sneezing, coughing or scratching any part of your body



Before serving food, beverages and setting or waiting tables.



After handling a tissue or handkerchief



After cleaning washing dishes or bussing tables



After touching your face, hair, clothes or any part of your body



Before putting gloves on, or anytime you take gloves off



After eating, drinking and after breaks.



After smoking, chewing gum or chewing tobacco.





## VI

## SUPPORT SERVICES

1

## Pest Control and Management

2

## Cleaning and Maintenance

3

## Drainage and Waste Disposal

4

## Training

1

## Pest Control and Management

The major pests encountered in any catering establishment include:

- 📍 Insects - Cockroaches, flies, ants, and stored product pests
- 📍 Rodents - mice and rats
- 📍 Animals and Birds - cats, dogs, crows, sparrows and pigeons.

#### Pests can be controlled by:

- ✓ Sealing all cracks and crevices
- ✓ Environmental sanitation and proper garbage collection and regular disposal
- ✓ Adequate fly-proofing or wire-meshing of doors and windows
- ✓ Lights traps mounted preferably 4-6 feet off the ground
- ✓ Air currents or curtains mounted outside above the door to prevent the entry of flying insects and dust.
- ✓ Applying permitted insecticides beneath furniture and behind sinks after business hours
- ✓ Mechanical live traps for indoor rodent control.
- ✓ Lethal traps including sticky traps and regular snap traps.
- ✓ Checking the traps daily for rodents or their carcasses and disposing appropriately as soon as possible.
- ✓ Using poison baits placed along walls in runaways, outdoors and indoors, where rodents are likely to find them. However, if baits are used indoors, rodents may die in some inaccessible place.
- ✓ NEVER using pellet baits indoors as mice may carry the bait away and drop it somewhere else where it could contaminate food or water.

Pests can be managed by

# 4D

Deny Entry

Deny Food

Deny Shelter

Destruction



## Deny Entry

- Buildings should be kept in good condition and repaired where necessary to prevent pest access and to eliminate potential breeding sites.
- Holes, drains and other places where pests are likely to gain access should be kept sealed. Wire mesh screens, for example on open windows, doors and ventilators, can reduce the problem of pest entry.
- Animals should not be encouraged in the premises.

## Deny Food and Deny Shelter

The availability of food and water encourages pest harbourage and infestation.

- Food should be stored in pest-proof containers and/or stacked above the ground and away from walls.
- Areas both inside and outside food premises should be kept clean.
- Where appropriate, refuse should be stored in covered, pest-proof containers.
- Establishments and surrounding areas should be regularly examined for any signs of infestation.

## Destruction

- Pest infestations should be dealt with immediately. Treatment with chemical, physical or biological agents should be carried out without posing a threat to the safety or suitability of food. For severe infestations call the pest control agency.

## 2 Cleaning and Maintenance



- 📍 Cleaning is an essential part of the daily routine in all areas and departments in the food establishment.
- 📍 Cleaning schedules should be planned and maintained so that the premises, all equipment, furniture, fittings and fixtures are thoroughly cleaned.
- 📍 There should be no accumulation of garbage except in garbage containers and recyclable matter except in containers.
- 📍 The food establishment should have adequate facilities, for cleaning food, utensils and equipment with an adequate supply of hot and cold potable water where appropriate.
- 📍 All surfaces should be free from dust, dirt, grease, stains, cobwebs or any unacceptable matter.
- 📍 A cleaning and sanitation programme shall be maintained indicating specific areas to be cleaned, cleaning frequency, cleaning procedure and equipment and materials to be used for cleaning.

All cleaning methods follow three basic steps:

- 📍 Wash with detergent and scourer
- 📍 Rinse in clean water
- 📍 Sanitize with hot water or chemicals
- 📍 Cleaned dishes should be air dried (natural and not forced) and stored well to avoid contamination.
- 📍 Pans and glasses should be stored inverted.
- 📍 Food and mouth contact surfaces should not be touched while handling. For example, fingers should not touch the rims of glasses or be placed inside glasses or bowls while serving.
- 📍 Records of cleaning and sanitizing materials should be maintained. Some sanitizers may leave toxic residues, which should be rinsed off.
- 📍 All sanitizers work best at the correct dilution. If they are too weak, they do not work effectively. Check the dilution, contact time, safety precautions, shelf life and storage of all chemicals before use.



**Attention :**

- 📍 Never store chemicals near food, food storage areas or any tools or equipment that will come in contact with food. Keep chemicals in their original containers, properly labelled, closed and locked in an area designated only for cleaning tools and chemicals.
- 📍 Never use cups, pitchers or food storage containers to store, transport or mix chemicals.
- 📍 Always read the instructions on the label before use, even if it is a product you use regularly.
- 📍 Use safety posters or graphics, precautions that are either bilingual or use pictures that don't require further descriptions to warn employees about chemical safety.
- 📍 Always spray chemicals holding the spray nozzle away from you.
- 📍 Never mix two different chemicals together.
- 📍 Always wear protective gloves and goggles when recommended.
- 📍 Store all chemicals and detergents as per the Material Safety Data Sheet (MSDS), which contains information on the potential hazards (health, fire, reactivity and environmental) and how to work safely with the chemical product. MSDS sheets should be displayed where chemicals are stored.

**Dish Cloth and Disposables**

- 📍 A dishcloth is used in the kitchen to clean dishes and other surfaces.
  - They should be changed frequently when soiled and cleaned and sanitized every day by boiling in water for 15 minutes to kill any mould, mildew, bacteria and pathogens that may remain after washing.
  - After boiling they should be washed and dried well.
  - The dishcloths should look clean and smell fresh.
- 📍 Single service items or disposables that are made of plastic, paper, thermocol, aluminium foil, or leaves are designed to be used only once, as they cannot be sanitized.

**3****Drainage and Waste Disposal**

- 📍 Waste must not be allowed to accumulate in food handling, food storage and other working areas and the adjoining environment.
- 📍 Suitable provision must be made for the removal and storage of waste.
- 📍 The waste should be segregated before being disposed, into biodegradable and non- biodegradable bins.
- 📍 It should be disposed off regularly and efficiently to prevent contamination of food products.



All local, municipal, state and central regulations related to disposal of liquid, solid and gaseous effluents emanating from the kitchen / canteen facilities must be strictly adhered to by the administration.

#### 4 Training

- Food handlers should be aware of their roles and responsibilities in protecting food from any contamination.
- They should have the necessary knowledge and skills that are relevant to food production, packaging, storing and serving food safely.
- All food handlers should be trained by the Food Safety Supervisor as per the FoSTaC programme of FSSAI.
- Periodic assessments of the effectiveness of training, awareness of food safety requirements and competency level shall be made.



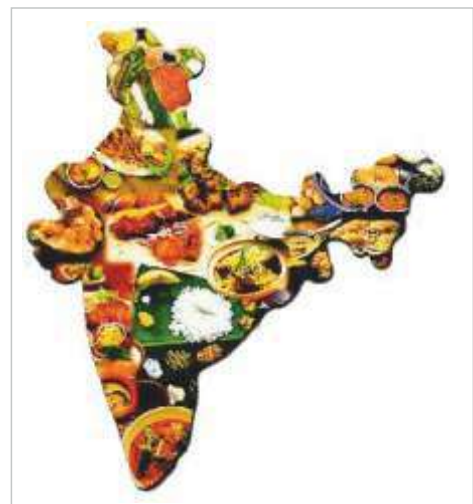
The background features a collage of light-colored icons on a yellow background. These icons include a person drinking water, a person pointing, a baby, a person performing a squat, a microwave oven, a person running, a person performing a yoga pose, a person performing a lunge, a person performing a sit-up, a person performing a push-up, a person performing a side plank, a person performing a standing balance pose, and a person performing a walking lunge.

**SAFE AND NUTRITIOUS  
FOOD TIPS**  
————— **FOR** —————  
**THE EMPLOYEES**

## DOS and DON'TS OF HEALTHY EATING

It is important to eat healthy even while you're at work to be productive, whether you bring lunch from home, eat outside or eat in the office canteen.

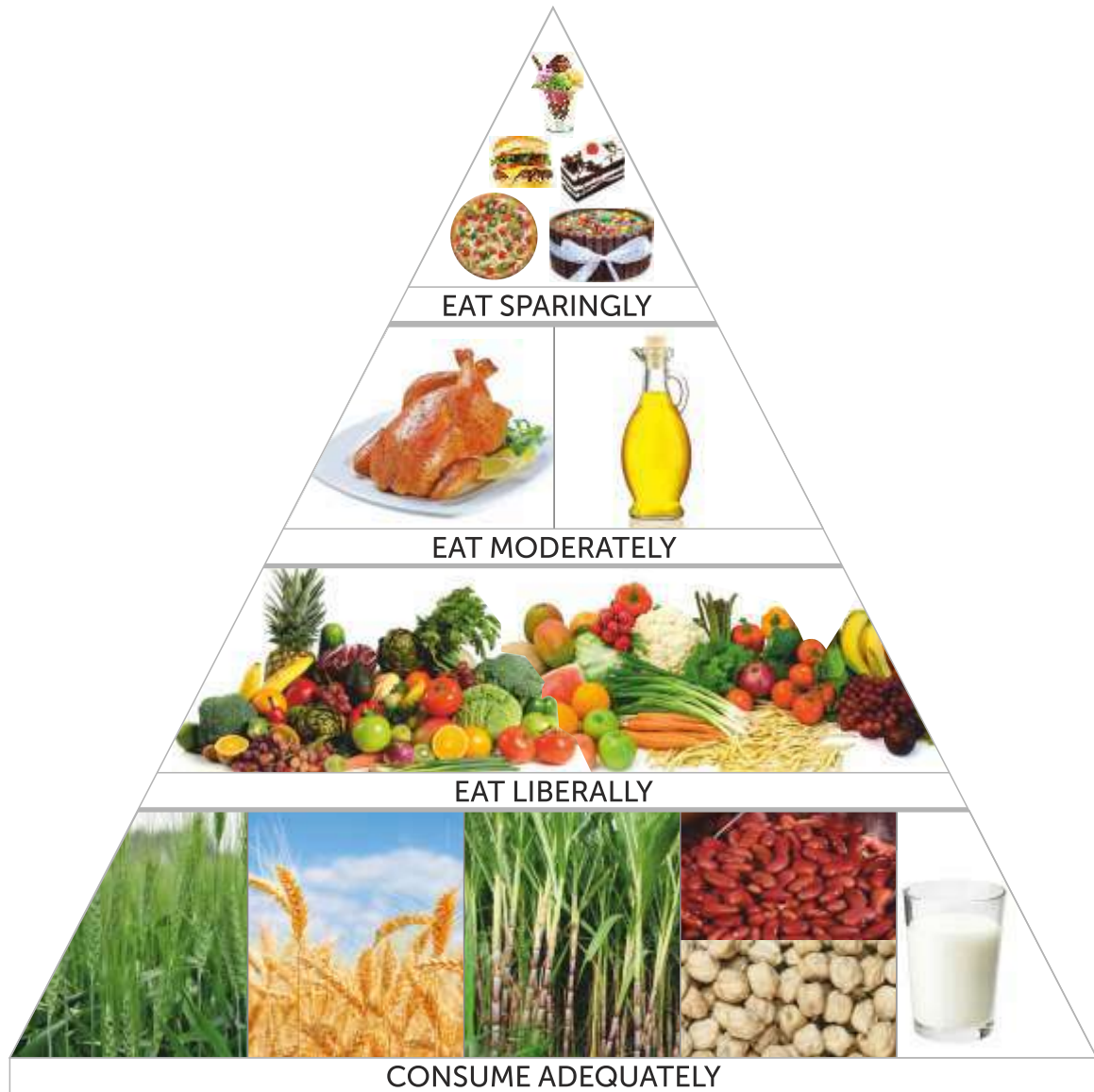
- Eat mindfully. Pay attention to what you eat, and how 'full' you feel. Chew slowly, and enjoy the food - the taste, smell and texture. Do not eat while working or while engaged in any other task. Avoid eating when stressed, as you are likely to make poor choices or overeat.
- Watch your plate. Instead of highly processed foods such as cakes, biscuits, noodles, ready to eat convenience foods, refined flour or maida, choose freshly cooked food. Highly processed foods are generally refined, calorie-dense and the majority of them are rich in fat, sugar or salt.
- Include a variety of foods in your meal. This not only makes the meal more interesting and appetising, but also enhances its nutritional value.
- Follow the food pyramid to ensure you consume all food groups in adequate quantities.
- Enjoy your food. Emotional stress and denial may lead to a change in attitude towards foods and modifications in food habits that may be harmful.
- Do not skip meals as it could make you extremely hungry at the next meal and cause you to overeat.
- Eat enough food for your requirements and practice moderation. It is best to eat when you are hungry and eat until you are almost, but not completely, full. This will prevent both under-eating and overeating.
- Drink at least 6-8 glasses of water every day.
- Limit the intake of trans fats. Avoid foods that are fried repeatedly and avoid repeated heating of the same oil.
- Limit the intake of added refined sugar to 4-5 teaspoons a day, per person. Check nutrition labels of packaged food for sugar content.



- Limit intake of salt. Try to reduce salt intake to 5g/day, as recommended by the World Health Organization. This amounts to a teaspoon per day per person. Avoid adding table salt to cooked food.
- Limit sugary drinks and sweet aerated drinks. Diet soda may seem like a health-conscious choice, however, one often ends up consuming more food and calories justified by the zero calories in their diet drink.
- Choose fresh coconut water, aam panna, chaanch / buttermilk, lemonade / nimbu paani instead of aerated, diet and sweetened beverages.
- If you're watching your weight, choose small portion sizes. Eating in smaller plates and using smaller serving and eating spoons also helps.
- Pregnant and lactating women should take special care with their diets since their nutritional needs are greater. Consult a doctor and/or dietitian to ensure adequate, safe and nutritious food for yourself and your child.
- For those who would like to consume organic food, FSSAI has launched a new initiative called 'Jaivik Bharat' to ensure genuineness of food labelled and sold as 'organic'. This builds on two established systems of certification, namely, National Programme for Organic Production (NPOP) and Participatory Guarantee System for India (PGS-India). The 'Jaivik Bharat' logo, a common identity for organic food, helps citizens identify authentic organic food. An 'Indian Organic Integrity Database' has been developed and is available through the Jaivik Bharat portal at [www.jaivikbharat.fssai.gov.in](http://www.jaivikbharat.fssai.gov.in).
- Visit FSSAI's Food Smart Consumer Portal at <http://foodsmart.fssai.gov.in/>. This portal contains guidance notes for consumers, information on consumer rights as well as a grievance redressal mechanism.



## FOOD PYRAMID for a complete and balanced diet



For a complete guide to eating safe and nutritious food,  
refer to the Pink Book published by FSSAI at  
<http://www.fssai.gov.in/home/capacity-building/FSSAI-Books.html>

## HEALTHY LUNCH SUGGESTIONS FOR YOUR HOME TIFFIN

One should always begin the day with a healthy breakfast. It is equally important to eat healthy at lunch.

- As far as possible, choose local and seasonal foods. Traditional Indian thali with plenty of dal and vegetables would be a healthy option.
- Include plenty of vegetables. Raw vegetables such as carrots, capsicum, tomato, cucumber or celery sticks can be packed/served along with dips such as hummus, Greek yoghurt, hung curd (curd drained of all its water and seasoned).
- Fresh seasonal fruits should be part of the lunch menu. Guavas, oranges, pears, apples, bananas, grapes, slices of papaya, melon, mango, pineapple, plums, or berries such as strawberries and raspberries make attractive and healthy tiffin box contents. Fresh fruits can also be added to flavour curds.
- Protein-rich foods such as nuts, tofu, cottage cheese (paneer), cheese or plain curd, pulses or dals should be included in a variety of forms.
- Choose whole grain cereals such as brown bread, whole grain bread/roti, brown rice and a variety of millets.
- Even pizzas, pastas, burgers, sandwiches and tacos can be made healthy with the following suggestions:
  - Use whole grain bread
  - Use lots of vegetables
  - Make non-fried patties from cottage cheese-paneer/chicken/channa/soya/rajma
  - Add lots of edible green leaves
  - Add slices of cottage cheese/paneer or tofu



## HEALTHY SNACKING TIPS

It is natural to feel hungry while at work, especially if you are working late. In that case, it is important to choose healthy snacks available in the canteen or outside or carry them from home.

Here are some healthy snack suggestions -

- Fresh whole fruit/vegetables
- Fruit smoothie (made with fresh fruits and no sugar).
- A handful of all nuts / peanuts / gram / seeds (roasted and unsalted)
- Puffed wheat/rice/lotus seeds
- A cup of steamed sprouts with masala
- Raw vegetables with curd dip
- Homemade plain popcorn
- Vegetable multigrain grilled/baked cutlet
- Dhokla / Khandvi and other steamed snacks like idli
- Boiled egg
- Grilled chicken/fish/paneer tikkas



## TIPS FOR PACKING YOUR LUNCHBOX

- Choose lunch boxes in simple shapes, which can be cleaned easily.
- Use a non-reactive, non-corrosive container/tiffin/lunch box. Choose stainless steel, glass or food grade plastics only.
- Wash, clean, and dry lunch boxes before using them.
- Do not reuse disposable plastic/aluminium containers.
- Make sure that the lunch boxes have tight fitting lids (preferably with a locking system) so that the food does not spill.





- Cool food items before packing them to prevent steam build-up in the box.
- Do not consume packed food if it has been kept unrefrigerated for long hours or has an off odour / taste.
- Never use newspaper or any other kind of ordinary paper bags to pack food.
- Use butter paper or a clean cloth to pack food such as chapattis and paranthas.
- When using aluminium foil, cool food before packing it. Do not pack acidic food in aluminium foil.
- Do not wash and reuse single service items like disposable plastic bottles, spoons, chop sticks etc. They are designed for one time use only, as they cannot be sanitized.
- Use only food-grade plastics for packing and serving meals. Do not serve or pack food while it is hot in plastic containers.
- Use only microwave-safe plastic lunch boxes for heating in the microwave.
- Do not re-use plastic containers used for packaging food. Crush the container and recycle
- Discard plastic containers that are damaged, scratched or discoloured as the resin/monomers from which they are made may be toxic and can leach into foods.
- Do not accept hot food/beverages packed in polythene bags.



Leaching of chemicals from plastics is a cause for concern as some chemicals are proven to be carcinogenic and toxic to humans and can cause hormonal disruptions. Look for the appropriate number on the recycle logo beneath the plastics containers / cookware before using them. Code numbers 1, 2, 4 and 5 are safe for use.



## DOS & DONT'S WHEN EATING OUT

Some work places do not have a cafeteria, making it necessary for employees who do not carry their own lunch boxes to eat out.

### Ensure that the canteen or restaurant-

- Has FSSAI licence and registration.
- Is clean, well-lit and well ventilated, with no musty smell and with a pleasing ambience
- Has well-groomed staff in clean uniforms/clothes and not coughing and sneezing.
- Has a table/table cloth and menu card without stains, clean furniture and pest free interiors.
- Serves food in clean crockery and cutlery without any cracks, chips or dents
- Waiters/servers handle glasses and plates correctly, and use serving tools with minimum handling with bare hands
- Serves freshly prepared and good quality food.
- Serves hot foods, hot and cold foods, cold
- Serves purified water in clean glasses.
- Unless you are sure the place has good hygiene standards, avoid ordering the following -
  - Cutlets, kebabs and koftas which need a lot of mincing and handling as they are likely to spoil faster
  - Raw salads, green chutney (in sandwiches and with snacks), and uncooked preparations
  - Russian salad, and sandwiches which contain both cooked and raw ingredients like chicken lettuce sandwiches unless refrigerated
  - Milk based preparations like milk shakes, kulfi etc.



## If you need to purchase food from hawkers or food stalls, choose the following

Hot beverages

Snacks that are prepared fresh on order like dosa, utthappam, omelette.

Naturally protected foods like oranges/ bananas, boiled eggs, roasted corn-on-the-cob or packaged dry snacks

Avoid fried snacks, especially if the oil in the frying pan smokes or looks dark, gummy and frothy.

Avoid batter coated preparations or crumbed preparations since breadcrumbs are frequently reused.



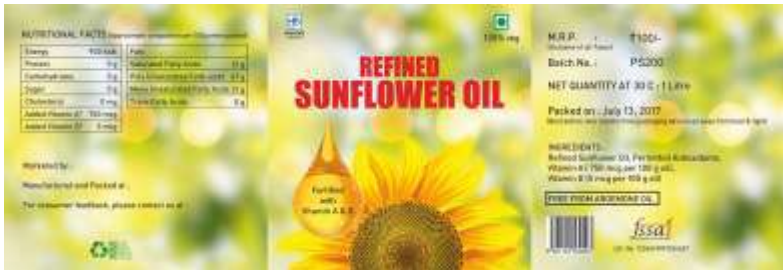
## If you suffer from allergies, take the following precautions when eating out

For food allergy sufferers, eating away from home can be the greatest challenge. You're not in control of the ingredients or the food preparation:

- Be "ingredient-savvy" when you eat out. Keep canteen or restaurant menus handy to review ahead. Avoid Asian dishes if you have nut allergies since they may contain nuts. Similarly avoid seafood, milk food or breaded food or baked food if you have fish allergy or protein allergies.
- Explain your needs to your food server. Ask about the menu-ingredients and preparation-before you order. The same dish prepared in different restaurants may not have the same ingredients.
- Avoid buffet style service at your office canteen or at a restaurant you visit since the same serving utensils may be used for different dishes. Similarly the same oil may be used to cook several dishes. Therefore, be careful about fried food.



## DECODE FOOD LABELS



Reading and correctly interpreting the labels on food items is vitally important for making safe and healthy food choices.

## LOOK FOR THESE LOGOS



**FORTIFIED**  
 JAP POORNA POSHAN  
 SWASTI JEEVAN



**फोर्टिफाइड**  
 जपूर्ण पोषण  
 स्वस्ति जीवन

This is the logo for fortified foods. 'Fortified' food means essential nutrients such as vitamins and minerals have been added to the food. Eating fortified wheat flour, rice, milk, oil, and salt helps to meet your daily requirement for nutrients that help you grow, fight infections and stay strong and healthy. For more information, visit <http://www.ffrc.fssai.gov.in/>.



GREEN dot for vegetarian food



BROWN dot for non-vegetarian food, including egg



ISI mark for packaged drinking and mineral water and certain processed foods such as infant food, milk and skimmed milk powder



AGMARK for all agricultural products such as vegetable oil, pulses, cereals, spices, honey, fruits and vegetables



Lic No.1001202200876

## CHECK THE FOLLOWING:

Always check the 'Date of Manufacture' and 'Date of Expiry' or 'Best Before' or 'Use by Date' for freshness. Be sure to consume foods before the 'Best Before' or 'Use by Date' or 'Expiry Date' has lapsed.

## LIST OF INGREDIENTS and FOOD ADDITIVES:

📍 Carefully check the list of ingredients.

📍 Common allergy-causing ingredients include casein in milk, tree nuts including peanuts, eggs, fish, shellfish, soybean, and proteins in wheat. Avoid food products that include these ingredients if the consumer is sensitive to them. Consuming these even in small quantities can cause severe allergic reactions in some people.

📍 Check the food additives for artificial/permitted flavouring and colours. Class I preservatives are preferred over class II.

## INSTRUCTIONS FOR USE:

📍 Read instructions for use if mentioned. Make sure you follow these instructions for best results.

## STORAGE CONDITIONS:

📍 Read instructions for storage such as where to keep the food product and for how long.

## DECLARATIONS:

📍 Read any claims and declarations such as "free from Argemone oil". For details about clarifications on claims, please refer to the Pink Book by FSSAI.

## USE THESE NUTRITION FACTS TO CHOOSE PROCESSED FOODS WISELY

### ENERGY

- This is where you find the calories per serving, given in kcal, which stands for kilocalories.
- If the packet contains two servings and the calorie content is 100 calories per serving then you consume 200 calories if you eat the whole packet.
- Fat-free does not mean calorie-free. Lower fat items may have as many calories as full-fat items.

### FATS & CHOLESTEROL

- To help reduce your risk of heart disease, use the label to select foods that are lowest in saturated fats, trans fats, and cholesterol.

### SODIUM

- To help reduce your risk of high blood pressure, select foods that are lowest in sodium content.

### PROTEIN

- Look for foods that are rich in proteins. Proteins are the building blocks of our body.

### CARBOHYDRATES

- Check for sugars, especially added sugars.
- Limit sugars, especially added sugars, to reduce your risk of obesity.

**NUTRITIONAL FACTS** (Approximate composition per 100g when packed)

Energy	900 kcal	Fats	
Protein	0 g	Saturated Fatty Acids	12 g
Carbohydrates	0 g	Poly Unsaturated Fatty acids	67 g
Sugar	0 g	Mono Unsaturated Fatty Acids	21 g
Cholesterol	0 mg	Trans Fatty Acids	0 g
Added Vitamin A*	750 mcg		
Added Vitamin D*	5 mcg		

Marketed by :  
 Manufactured and Packed at :  
 For consumer feedback, please contact us at :



### VITAMINS & MINERALS

- Select foods that are rich in a variety of vitamins and minerals as they help us fight infections and keep us healthy.

### DIETARY FIBRE

- Check the amount of fibre. Fibre improves digestive functioning and overall health.

### SERVING SIZE and NET WEIGHT

- Check the serving size. It may be given as the number of servings per container/packet or the weight/volume in g/ml.
- Check the net weight of the packet. This is the total amount of product contained in the packet.
- The Nutrition Facts Label information is generally based on one serving/per 100g/100ml, but many packages may contain more than one serving or more than 100g or 100ml.
- Look at how many servings/g/ml you are actually consuming. If there are two servings/200g/200ml in one packet and you eat the whole packet, you have consumed double the calories and nutrients mentioned in the Nutrition Facts.

### GUIDELINES FOR DAILY ALLOWANCE (GDA) or DAILY VALUE % (DV%)

- Some foods display Guidelines for Daily Allowance or Daily Value%. This tells you what percentage of the daily requirements of particular nutrients is fulfilled by that food.
- DV is based on a 2000-calorie diet. If a nutrient's DV is listed as 20% then it meets 20% of the total amount of that nutrient you need per day to function properly.
- This is a helpful way to check if the food is high or low in a nutrient value. A DV of 5% or less means the food item is low in that nutrient and 20% or more means it is high in that nutrient.

## PERSONAL HYGIENE TIPS

### DOs :

- Wash your hands before and after handling/eating food.
  - Wet hands with water.
  - Soap and scrub them for 20 seconds, palm to palm, between fingers, back of hands, base of thumbs, fingers and fingernails and wrists.
  - Rinse under clean running water.
  - Dry using a clean paper or cloth towel.
  - Turn off the tap with the towel.
- Whenever you handle/eat any kind of food, ensure that any cuts, wounds or scratches on your hands are covered with waterproof dressing to prevent contamination of the food.
- Keep nails short and clean. Dirt from nails or harmful dyes from nail polish might contaminate the food.




### DON'Ts


- Do not use currency notes or gadgets like the phone or computer while handling/eating food. The germs from these frequently handled gadgets and currency notes can contaminate the food.
- Do not scratch your head or your nose while handling/eating food, as body secretions and dirt can spoil the food.
- Do not wipe hands on your clothes. Use a clean cloth to wipe hands and wash this cloth regularly.
- Do not taste food to check if it is contaminated. Even a small amount of spoiled food can cause health problems. When in doubt, throw it out.

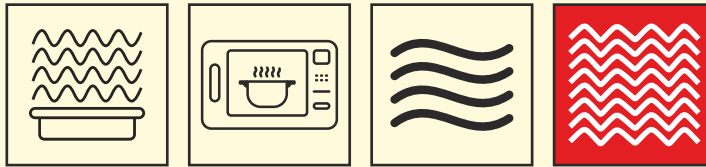



## TIPS FOR HEATING FOOD IN THE MICROWAVE OVEN


Microwave ovens are used frequently in offices to reheat food and beverages. It is important to maintain the microwave oven in a clean state to avoid food from being contaminated. There is a danger of food being heated unevenly in a microwave.

 Use only food grade plastic, ceramic and glass containers that are labelled 'microwave safe' for cooking or heating food in the microwave.


 Look for these LOGOs to check if a container is microwave safe



 When reheating food, take only the portion to be served/eaten and reheat it in the microwave. Avoid repeated reheating.

 Do not cover the container with an airtight lid.

 Reheat chapatti and bread for a few seconds only to prevent it from becoming tough.

 Stir food a few times while it is being heated. Microwave ovens can heat food unevenly and can leave cold areas where microbes can survive and grow. Uneven heating can create 'hot spots' in the food and burn the tongue.

 Do not put tea bags in the microwave as they have an aluminium staple.





## MATERIALS TO BE USED IN THE MICROWAVE



Material	Recommended	Not Recommended
Glass and ceramic	If heat resistant	Glazed ceramics, dinnerware with silver or gold trim, utensils with metal trim or screws in lids or handles, ceramic mugs with glued handles
Paper products	White microwave safe paper towels, paper plates labelled as microwave safe	Dyed paper products, Newspaper and brown paper bags.
Plastics	Microwave safe plastics. Slitting the top is recommended to prevent pressure build-up.	Thin storage bags, plastic wrap, take out containers and one-time use plastic containers. Minimal contact between the plastic and food is recommended to avoid migration of plasticizers into the food.
Metal Containers such as Aluminium or Aluminium foil		Never to be used.

To test if a container is microwave safe, put water in the container and microwave for 15 seconds. If the container is hot but the water is cool then that means it is NOT microwave safe.

## SERVING FOOD

Many times we share our lunch with our colleagues or get food from outside and then serve it or we serve ourselves from the office canteen. It is important to use the right methods for serving food in the office.

### USE SAFE SERVING MATERIALS

#### DO...use

- ✓ Stainless steel utensils
- ✓ Tinned copper/brass utensils
- ✓ Food grade glass, ceramic, or porcelain
- ✓ Food grade plastic
- ✓ Safe disposable ware or single service items

#### DON'T....use

- ✗ Any kind of non-food grade plastic ware or scratched and damaged plastic ware
- ✗ Newspaper
- ✗ Non-tinned copper and brass utensils or aluminium utensils to serve anything sour



### SAFE SERVING TIPS

- 📍 Wash hands with soap and clean water before serving food.
- 📍 Do not consume food that is not covered as it may be contaminated.
- 📍 Do not heat food in disposable ware.
- 📍 Eat freshly prepared food as far as possible.
- 📍 Make sure the food is served in a clean environment, using clean crockery and cutlery. Always make sure to clean between the prongs of a fork.
- 📍 Hot food should be served hot. Cooked food should be kept hot in an insulated, double walled casserole before serving.
- 📍 Cold foods should be served chilled and stored in the fridge.
- 📍 If disposable/single service items are used for service, do not reuse them.
- 📍 Do not waste food. Take only as much as you can eat.
- 📍 Wash dishes/tiffin boxes well with soap and detergent after the meal is over.
- 📍 Do not serve food or put ice in a glass with bare hands. Use a serving spoon, tongs or wear disposable gloves while handling ready-to-eat food.

## SAFE BREASTFEEDING PRACTICES FOR MOTHERS



For the majority of working women, returning to work while still breastfeeding is a huge challenge. However, breastfeeding is very important for new-borns and infants. Adequate nutrition, especially during the first 1000 days of an infant's life is critical for growth and development.

Breast milk not only provides infants with essential nutrients but also builds immunity and protects them from infections. It enhances intelligence and provides long-term health benefits by protecting against diseases such as diabetes later in life.

Breastfeeding is beneficial to mothers as well. It helps them heal faster after delivery, reduces chances of postpartum depression, lowers risk of maternal cancers, helps them to get back into shape faster and acts as a natural contraceptive.

Mothers should breastfeed the baby exclusively for the first six months after the birth of the baby, after which they can introduce complementary foods in addition to breast milk. Infants are recommended to be breastfed until the age of two years, as per WHO guidelines.

Colostrum (thick-yellow liquid) secreted during first 3-4 days after childbirth is rich in antibodies and nutrient-dense, should not be discarded but fed to the child.

It is recommended not to use feeding bottles and infant foods as a substitute to breast milk.

The Infant Milk Substitutes, Feeding Bottles and Infant Foods (Regulation of Production, Supply and Distribution) Act, commonly known as the IMS Act curbs promotion of formula milk for babies until two years of age.

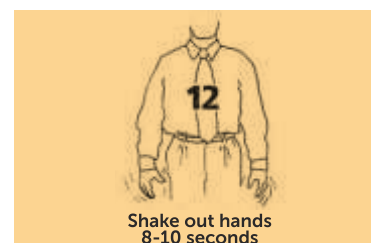
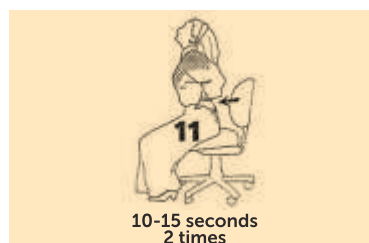
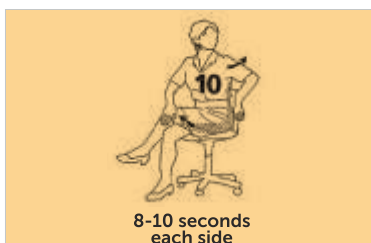
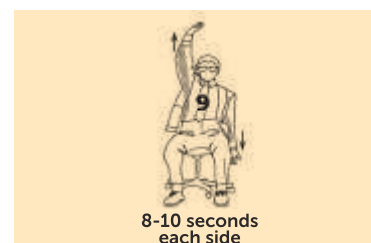
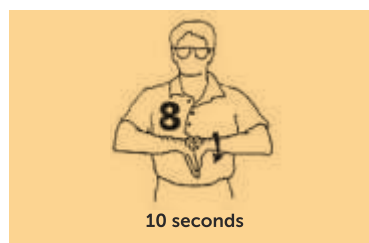
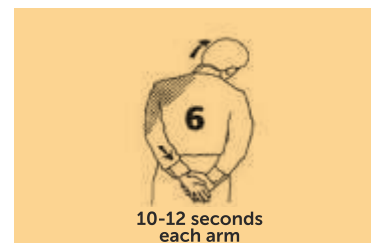
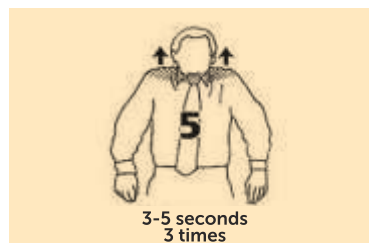
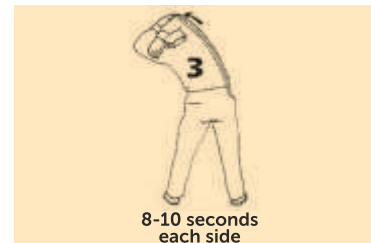
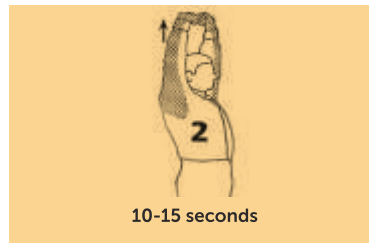
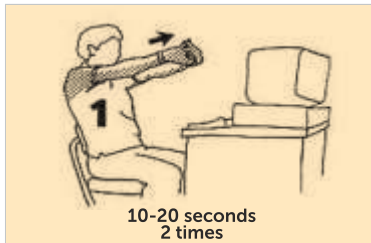


- 📍 Pregnant and lactating mothers should take adequate nutrients and take care with their diets. They should consume a diet rich in good quality protein and micronutrients especially iron, iodine and calcium.
- 📍 They should consult a doctor/dietitian to ensure that they eat healthy. They should also consult a doctor/dietitian for complementary foods that can be fed to infants after six months of age.
- 📍 If the workplace provides childcare facilities or crèches, mothers should breastfeed their infants.
- 📍 If not, then mothers can express breast milk, store it and feed the baby once they return home.

#### **Safety instructions for expressing and storing the expressed breast milk:**

- ✓ Wash your hands and breast with clean water before expressing or handling breast milk.
- ✓ Ensure that the breast pumps used to express the milk are clean. Clean the breast pumps after each use.
- ✓ Store the expressed milk in clean (sterilized) containers in refrigerators.
- ✓ Label the container with name, date and time (workplaces may make the labels available at the lactation rooms)
- ✓ Store the container in the refrigerator.
- ✓ Use ice packs or insulated bags/boxes to keep the milk container cold while travelling back home.

## BE PHYSICALLY ACTIVE



It is important to take breaks and keep the body active, even while working at the desk. It is also important to maintain good posture while working. Here are some tips to keep in mind.

- Make sure you sit on a comfortable chair in the office.
- Your desk, computer, if you use one, should be kept at a level comfortable for the eye and shoulders.
- Take frequent breaks (every 45 minutes) from work to stretch your body and relax your eyes.
- Take the stairs instead of the lift or escalator.
- Walk or cycle to work instead of taking the car or bus, if possible.
- Work while standing from time to time so that you're not sitting for long periods continuously.
- If possible take a short walk around the office area during lunch-break or any other break to get some sunlight, fresh air and exercise.
- Do some stretching exercises even when sitting at the desk.
- Use the fitness facility at the workplace if there is one.

## MANAGE STRESS AT WORK FOR BETTER HEALTH

Being stressed at work can cause you to overeat or eat unhealthy food. Moreover, stress can lead to a host of other health problems. Therefore, it is important to manage stress at work.

- 📍 Learn time management skills to prevent stress from deadlines and last-minute rush.
- 📍 Learn to say “no” politely to things that might add stress in your life.
- 📍 Exercise regularly to help release stress and anxiety to make you feel better.
- 📍 Use simple relaxation techniques such as deep breathing and stretching.
- 📍 Develop channels for venting emotions by sharing feelings with co-workers, or friends and family at home. Find a support group of work colleagues if possible.
- 📍 Identify the source of stress. If possible, talk to your supervisor politely about any problems you may have and work out a solution so that the stressful situation can be mitigated.
- 📍 Try not to carry work stress home with you, otherwise it would affect your personal life. Try to solve work-problems at the workplace.
- 📍 Alcohol and cigarettes may appear to reduce stress temporarily but these substances are addictive and harmful in the long run. In fact, these intoxicants add to the stress level by suppressing the body's ability to cope and disrupting mental performance.
- 📍 Ensure that you get enough sleep—at least 8 hours daily. Try to take breaks and rest on a daily and weekly basis.
- 📍 Take some time off from work if possible by going on vacations etc. so that you feel refreshed. Plan your vacations as an ill-planned vacation can cause or even increase stress.
- 📍 Make time for hobbies and pursue your interests. Try to achieve a balance between work, rest and leisure.
- 📍 Be aware about mental illness and take it seriously. People tend to ignore mental health because they feel little immediate physical pain or challenge. However, if you notice any unusual changes in mood, appetite, sleeping pattern, unexplained weight loss, persistent negative feelings such as anxiety, anger, sadness, do not hesitate to consult a psychologist, psychiatrist and get yourself treated.



## REFERENCES

1. Part II and Part V of Schedule 4, Food Safety and Standards (Licensing and Registration of Food Businesses), Regulations 2011.

---

2. Training Manual, Food Safety Supervisor Course, Advanced (Level 2) Catering, Food Safety and Standards Authority of India, July 2017.

---

3. The Pink Book, Your Guide to Safe and Nutritious Food at Home, Food Safety and Standards Authority of India, March 2017.

---

4. Promoting Healthy Lifestyles at the Workplace. Be the Change. World Health Organization, 2017.

---

5. International Labour Organization, 2012. Maternity Protection Resource Package, from aspiration to reality for all (Module 10). Breastfeeding arrangements at Work.

---

6. World Health Organization, [http://www.who.int/nutrition/topics/complementary\\_feeding/en/](http://www.who.int/nutrition/topics/complementary_feeding/en/)

---

7. Infant and Young Child Feeding (IYCF) Chapter of Indian Academy of Paediatrics (IAP) & Human Milk Banking Association. Infant and Young Child Feeding & Human Milk Banking Guidelines 2015.

---

8. An Introduction to Happiness and Wellbeing, Indian Oil Corporation Ltd.

---

9. Guidelines on Healthy Lifestyle, Nutrition and Occupational Health, Indian Oil Corporation Ltd.

---

10. Managing Stress and Health at Workplace. Corporate Health, Safety & Environment Department, Indian Oil Corporation Ltd.

---

11. Roberto, C.A. & Kawachi, I. (2014). Use of psychology and behavioral economics to promote healthy eating. American Journal of Preventive Medicine, 47(6), pp. 832-837.

---

12. Kahneman, D. (2011). Thinking, fast and slow. New York: Farrar, Straus and Giroux.

---

13. Thaler, Richard H., Sunstein, Cass R. (2008). Nudge: Improving decisions about health, wealth and happiness. New Haven: Yale University Press.





### FEEDBACK FORM

Name: .....

Address: .....

.....

Contact Information: .....

Gender:  Male  Female

Place of Work: .....

Designation: .....

Did you find the Orange Book useful?  Yes  No

Did you find the Orange Book easy to read?  Yes  No

Would you like to know more about food safety and nutrition?  Yes  No

What do you think should be added to the book?  
.....  
.....

What do you think should be removed from the book?  
.....  
.....

Please add any other suggestions for the Orange Book.  
.....  
.....

Please send this form by post or email to:  
Ms. Rijuta Pandav  
Food Safety and Standards Authority of India  
FDA Bhawan, Kotla Road, New Delhi-110002  
Email: snfatworkplace@fssai.gov.in





FOOD SAFETY AND STANDARDS  
AUTHORITY OF INDIA

*Inspiring Trust, Assuring Safe & Nutritious Food*

# Food Safety Connect

[Compliance@fssai.gov.in](mailto:Compliance@fssai.gov.in)





**FOOD SAFETY AND STANDARDS  
AUTHORITY OF INDIA**

*Inspiring Trust, Assuring Safe & Nutritious Food*

Ministry of Health and Family Welfare, Government of India


FDA Bhavan, Kotla Road, New Delhi - 110 002 | Tele.: +91 011 2322 0995  
Telefax: +91 11 2322 0996 | E-mail: ceo@fssai.gov.in | www.fssai.gov.in

**Connect with FSSAI**

 SMS  
98 6868 6868

 FSSAI

 WhatsApp  
98 6868 6868

 compliance@fssai.gov.in

 @fssaiindia

 Toll-Free No.  
18 0011 2100

 FSSAI

 www.fssai.gov.in