16TH MAY, 2016 – 20TH MAY, 2016
SYDNEY TAFE DELEGATION VISIT

A report on Sydney TAFE Delegation Visit, to gain insights into the Indian Food Safety System and Hygiene Practices followed at catering establishments, for the amalgamation of Australian and Indian Food Safety standards to develop an e-booklet for Hospitality Industry

Day 1: Discussion on Existing Standards followed in Food Safety and visit to kitchens of Food outlets

Day 2: Visit to Bkanerva outlet and retail outlet and to Amrik sukhdev Dhaba

Day 3: Discussion on Challenges encountered by the regulatory bodies in Implementation of the act and a review on difficulties faced by the food business operator in Implementation of FSSA and visit to Leisure Valley, Gurugram

Day 4: Workshop conducted by Sydney TAFE Delagates for industry members on Food Safety Program

Day 5: Discussion on amalgamation of the Australian Standards & Indian Standards for the development of the e-booklet

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ABSTRACT

Food Handlers are the integral part of Food Safety and Hygiene System in food businesses as they guarantee to deliver safe and hygienic food to their consumers. But there is still a lacuna in the knowledge, attitude and practices being followed by the food handlers in various catering establishments and to fill this lacuna there is a need for a system to ensure proper training of the food handlers for the safe delivery of food to its consumers.

In this context, as a part of Australia- India education council collaboration, a delegation from Sydney TAFE (Technical and Further Education) visited New Delhi. The visit was aimed at the understanding of food hygiene practices and safety standards being followed in India and the amalgamation of Indian and Australian food safety standards for the development of e-booklet.

The 5-day program was (organized by FSSAI and THSC) included discussions and presentations by industry members on the existing food safety standards and hygiene practices that are being followed by the food operators in India, the challenges encountered by the regulatory system in the implementation of the act and a review of difficulties faced by food business operators in the implementation of FSSA (Food Safety and Standard Act). A day long workshop was also conducted by the Sydney TAFE Delegation for the Indian Hospitality Partners on Food Safety Program.

The delegates were provided with practical exposure of various catering establishments to understand the Indian food safety system and hygiene practices being followed at various food establishments. The delegates accompanied by officials visited the kitchens of famous food chains which included, “Burger King India”, Kitchens of food outlets at food court, and “Harry’s Bar” at Select City Walk Mall, Saket. They also visited “Bikanervala” Factory Unit at Sonipat, where they gained an insight in the manufacturing of famous food items which was followed by the visit to Bikanervala Retail outlet at Kundli. The delegates also visited the famous “Amrik Sukhdev Dhaba” at Murthal followed by a visit to “Leisure Valley”, Gurugram and to two famous a food chains, “PindBalluchi” and “Lemon Tree Hotel”. The delegates were also provided with a touch of Indian heritage by visiting the famous Indian Hotel chain, “TajMahal Hotel”, Mansingh Road.

After gaining immense experience at these food establishments, a panel including the delegates, officials from FSSAI, THSC and Industry Members held a discussion on the amalgamation of Indian and Australian Food Safety Standards and Hygiene Practices for the development of e-booklet for Food Hygiene Supervisors and the key points regarding the content and chapters to be included were discussed which were to be incorporated in it.
Introduction

Time and inadequate training are cited as reasons why food service workers do not follow safe food handling practices. In the commercial kitchen, there should be no excuse for handling food in an unsafe manner. Workers need to know why food safety is important and the only way to do that is through training. There are several reasons why training is important:

- **The workers are the ones actually handling food.** Since food handlers are the ones actually handling and preparing the food, it is important that they do so in a safe manner. This protects both employees and customers from harmful bacteria.

- **Reduce the risk of food poisoning.** Person-to-person contact is the number one method for transfer of harmful bacteria. Workers who are properly trained in safe food handling practices will be less likely to be the source of bacterial contamination.

- **Training helps with quality control.** Food safety is a huge part of quality control and less food will be wasted due to spoilage or contamination when staff are properly trained.

- **Behavior will change.** The best way to ingrain proper procedures into people is to change their behavior. Training and regularly applying those food safety training principles will eventually change the way staff handle and look at food to the extent that safe food handling just becomes second nature.

- **Employees can gain a better appreciation for their jobs.** After so long, preparing food in a commercial kitchen can become monotonous, and employees may begin to question why they have to do things a certain way. Food safety training teaches workers why safe food handling is important. Once they realize that they are directly responsible for the health and safety of the customers, their jobs may feel a little less monotonous.

Goal

FSSAI aims for capacity building and training of employees to ensure adequate implementation of food hygiene and food safety. In collaboration with Sydney TAFE and THSC, FSSAI aims to develop an e-booklet for food handlers such as petty business operators to ensure simplified way to ensure food hygiene and safety knowledge to these employees. The expedition begins with the accomplishment of the main aim i.e. to understand the implementation of food hygiene and safety standards in India and amalgamation of Australian and Indian Food Safety Standards for the development of e-booklet for Food Hygiene Supervisors Program.

Plan of the visit

The Sydney TAFE Delegation which included **Mr. Eric Middledorp** (Teacher and Auditor), **Ms. Rebecca Parker** (Hospitality Teacher) and **Anne Cazar** (Assistant Faculty Director, Tourism, Hospitality and Service Industry) interacted with various industry members and associations who participated in the 5-day program. FSSAI and THSC together provided with the line of events for the subsequent days which included panel discussions and presentations along with
visits to various food establishments. The events of program were divided into 5 days. Each day provided a handful experience and insights into the food safety system that is required for the development of e-booklet. A workshop was also organized by the Sydney TAFE delegates for the industry partners on Food Safety Program and certificates were also awarded for the same to the participants of the workshop. The description of the visit is divided into the events taking place on specific day which is provided as follows:

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**DAY 1: DISCUSSION AND PRESENTATIONS BY INDUSTRY MEMBERS ON EXISTING STANDARDS FOLLOWED IN FOOD SAFETY, HEALTH AND HYGIENE PRACTICES BY FOOD OPERATORS IN INDIA**

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CMSO, FSSAI welcomed the delegates and the industry members and gave a brief introduction on the purpose of the visit. This was followed by an introduction to FSSAI given by Mr. S Dave. He briefed about the history of FSSAI and that before FSSAI came into existence there were several acts such as Prevention of Food Adulteration Act, 1954, Fruit Products Order, 1955, Meat Food Products Order, 1973, Vegetable Oil Products (Control) Order, 1947 etc., which were consolidated and an act was made Food Safety Standards Act, 2006. The working of FSSAI started in 2011. Mr. S Dave also talked about introduction of Food Safety Management System for Food Business Operators (FBO’s), set up laboratories for the analysis food items and upgradation of already existing ones and hiring of food analyst for the same. He also talked about the capacity building of the stakeholders at various units such as bakery, meat etc., and implementation of good hygiene practices in the food industry. It was also mentioned that development of training content is required for Food Hygiene Supervisors Program and training of street vendors is necessary on good hygiene practices and the implementation of the system of audits at all levels to ensure smooth functioning of the system.
This was followed by a presentation by Mr. Sudhir Tamne from Burger King India on the food safety and hygiene practices followed in their food outlets. Mr. Tamne, provided with a complete insight in the growing trend of QSR (Quick Service Restaurants) food outlets. He also talked about the hygiene practices followed in their organization and various accreditations received from international organization in food safety.

Ms. Veena Kumari from Bikanervala presented a presentation on their organization and talked about a range of food items that are produced in their organization are closely related to the Indian heritage. The hygiene and food safety practices that are being followed with accreditation to various international food safety standards in their organization right from the procurement of raw materials to the transportation of the final product.

The delegates briefed about the various courses on food safety that are available there right from the school level so as to prepare young individuals from an early age. The foods that come under the high risk category require specialist with certified courses. They also talked about the roadside food trucks and restaurants present in Australia and the system of acquiring license to setup the same. They also pointed out that even the smallest restaurants have their own supervisors for food safety system.

After a brief round of discussion CEO, FSSAI gave a vote of thanks to the delegates and the members from industries that were present. This was followed by lunch and proceeding to the scheduled visits at various food outlet

![Category wise Growth](image)

Fig 1: Category wise growth of QSR shared by Mr. Sudhir Tamne (Burger King)
The plan for industrial visit started with a tour to the kitchen of an outlet a quick service restaurant burger king. Burger King is an American global chain of hamburger and it deals with a variety of vegetarian and non-vegetarian fast foods. The kitchen was divided into vegetarian and non-vegetarian sections to prevent cross contamination. Storage areas were also separate for vegetarian and non-vegetarian section. For the preparation of burgers there were two separate counters for vegetarian burgers and non-vegetarian burgers each. The temperature was monitored for all refrigerators and freezers. Also, the time and temperature of cooked food such as patties being served was monitored. A separate section was dedicated for dish washing. Personal hygiene of employees was also paid importance to. The employees were made to wear clean uniform, gloves and cap while working.

They had a hand washing unit present in their outlet which entitles to all the requirements of hand washing starting from optimum temperature of water i.e 30°C, the presence of liquid soap and hand sanitizer. Handwashing was done after an hour.

Image 2: Hand washing system at burger king

After the completion of tour to the kitchen of Burger King, the delegaates and officials proceeded to kitchens of outlets of famous food chains present in the food court i.e. the the Saravana Bhavan, Mixitup and many others. The passage was covered with SOP’s on hygiene related practices.
The kitchen were hygienically maintained and there were separate sections for dish washing and waste disposal. But few deviations were also observed in outlets where belongings of employees were stored with raw vegetables. The delegates observed the space constrained kitchens and placing of materials in the shelves, the area of preparations of food, the placing of clean utensil and storage of material including the raw vegetables and other food products required. They also get observed the cold storage containers nd the segregation of vegetarian foods from non-vegetarian foods.

Later the delegates and officials progressed to the last destination of the visit planned for the day, The Harry’s Bar. It is a restro bar which serves a variety of mocktails and beverages along with various vegetarian and non-vegetarian dishes. The kitchen of Harry’s Bar was hygienically maintained but showed space constraints as there was hardly any space available for movement in the kitchen area. The day ended with discussion on tea at High Tea.
DAY 2: VISIT TO BIKANERVALA FACTORY OUTLET, SONIPAT, BIKANERVALA RETAIL OUTLET AT KUNDLI AND TO AMRIK SUKHDEV DHABA AT MURTHAL

The second day began with the drive to Bikanervala factory Outlet at Sonipat. Before commencing the tour of the unit, a detailed discussion held among the delegates, officials and Mr. Malik (Vice President, Bikanervala). Mr. Malik provided with an insight on the manufacturing of the famous delicacies of Indian cuisine and hygiene practices being followed. The delegates also asked various questions regarding the hygiene and use of various utensils in the preparation of dishes. He also shared some challenges faced by artisans in the making of famous products.

After gaining an understanding of the manufacturing of food products and hygiene practices being followed in their organisation, the delegates and officials proceeded for a tour of the factory outlet. They also observed the making of famous sweet “Peetha”, and the packaging of the same and of bakery products including biscuits, breads, buns and packed naans and paranthas. The Bikanervala factory outlet also provided with an insight into the storage and packaging of products.

At the outlet, there were three types of cold storages which are categorised on the basis of the longevity for which the product has to be stored. Then the delegates and officials were taken on a tour to gain insight of the making of potato chips. For this a machine was set up in which the potatoes were placed where they get washed, peeled, cut, fried and mixed into the flavourings. From there, they proceeded to the area of packaging through a conveyor belt.
After this the delegates and officials proceeded for lunch at Bikanervala Retail Outlet where they relished various dishes of Indian Cuisine and a tour to their kitchen was also provided. Mr. Ashish Bithar, Training Manager at Bikanervala provided with inputs on the training of food handlers.

The delegates also gained an insight in the making of famous papads and packaging of the same.
The day ended with a visit to famous Amrik Sukhdev Dhaba at Murthal, where they observed the evolution of a roadside dhaba to a restaurant catering to approximately 8000 people each day round the year. The delegates and officials were also made to taste the famous paranthas, amritsari naan with white butter and jalebi with rabri. After this brief welcome and discussion, the delegates and officials proceeded for the tour of the kitchen. The delegates and officials were delighted to see the hygiene that is being practiced in their kitchen. The kitchen was divided into three sections; one for the preparation of snacks, second for the preparation of sweets, third for the preparation of Indian gravies and vegetable preparations and a separate section was made for the preparation of assorted breads.
DAY 3: DISCUSSION ON CHALLENGES ENCOUNTERED BY THE REGULATORY BODIES IN THE IMPLEMENTATION OF FSSA IN VARIOUS CATERING ESTABLISHMENTS AND A REVIEW ON DIFFICULTIES FACED BY FBO’s IN THE IMPLEMENTATION OF ACT AND

VISIT TO LEISURE VALLEY, GURUGRAM

Ms. Suneeti Toteja, Director FSMS, welcomed the delegates and the members of the meeting. After a brief round of introduction, Director FSMS, briefed about the agenda of meeting and presented a presentation on the food safety system and put forth the various challenges in the implementation of the FSS Act at all catering establishments and to overcome these challenges the idea of reframing the Schedule 4 of FSS Regulations is a need to review Schedule 4 of FSS Regulations. For this, the food safety standards and hygiene practices will be grouped under three categories i.e. Basic, Advanced and Global. It was also brought to notice the issue of licensing as they have to apply many agencies which takes time and both center and state inspectors visit for the inspection. The training of FBO’s is also an important part. The members of the meeting also discussed about the issue regarding food safety and hygiene practices followed at various catering establishments which are present because of lack of infrastructure and in-availability of portable water. Due to lack of knowledge on the part of FBO’s, the problem of pest and rodents is also present which imposes a great threat in the delivery of safe food. It is also difficult for the FBO’s to get FSSAI licensed suppliers of raw material.

After the discussion the delegates proceeded for visit a to Leisure Valley at Gurugram. They had their lunch at Pind Balluchi which is a multi-cuisine restaurant and a tour to their kitchen was given by Mr. Bhupinder Singh Chadha. The delegates and official observed the basic hygiene and food safety practices being followed in their organization. The delegates also appreciated the concept of back garden where vegetables were grown.
The day 3 visits ended at Lemon Tree Hotel. Lemon Tree Hotel, is a hotel chain company based in India and the company owns 27 hotels in 16 cities. Mr. Brijesh Sharma, Head Chef, gave a tour to the kitchen and procurement area. The kitchen was again divided into sections which included a separate section for dish washing and a section for the preparation of food. The procurement area had several displays of SOP’s. They also had section of live kitchen area which primarily serves Thai food. Lemon Tree also encourages working of handicapped people.
DAY4: WORKSHOP CONDUCTED BY SYDNEY TAFE DELEGATION ON FOOD SAFETY SUPERVISORS PROGRAM FOR INDIAN HOSPITALITY PARTNERS

A 6 hours’ workshop was conducted by Sydney TAFE Delegation on Food Safety Supervisor’s Program and the Food Safety System being followed in Australia and in India. The workshop covered a wide range of food safety aspects including good hygiene practices, personal hygiene, storage of food products at optimum temperature, methods to detect contaminants on hand and quick testing of water samples and food samples.

The workshop was attended by professionals of various catering establishments who were working at managerial level. Few of the brands included ITC, Lemon Tree Hotels, Bikanerwala, Yum Group, Massive Restaurants, etc. Also, a well-designed printed material was provided to the participants which covered all the necessary aspects covered during the workshop.

Few highlights of the workshop were group activities where the participants worked in group to find solution to the day to day challenges faced in implementation of food hygiene and safety in their respective catering establishments. This workshop and discussions with the participants also helped the delegation to gain a better insight on the common problems faced by the supervisors and catering establishments in implementation of food hygiene and food safety in their workplaces. The same information was also used to provide a direction to the finalization of content of e-booklet. The participants of workshop were awarded with a certificate at the end of the workshop by CEO, FSSAI, CEO, THSC, Ms. Anne Cazar and Ms. Rebecca Parker and Mr. Eric Middledorp.

Image 28: The workshop conducted by the delegates on the Food safety Program for Hospitality Partners
DAY 5: DISCUSSION ON AMALGAMATION OF THE AUSTRALIAN STANDARDS AND INDIAN STANDARDS FOR THE DEVELOPMENT OF THE E-BOOKLET FOR FOOD SAFETY, HEALTH AND HYGIENE INTO THE HOSPITALITY INDUSTRY

The final day of the program started with the presentation by Sydney TAFE delegation. Various ideas for presentation of content were shared with the members attending discussion, which included representatives from industry, FSSAI and THSC. It was also discussed to include assessments only for self-evaluation purpose of participants. The e-booklet will be made available online through a URL link which can be shared with participants on registration and also on mobile application.

Image 29: Discussion among delegates, industry members, FSSAI and THSC

The amalgamation of the information shared by delegation and the insight gain by panel discussions and industrial visits was done by an elaborate discussion held with participants and the content for the e-booklet was finalized. It was also discussed to keep the booklet more relevant to Indian context. Ms. Anne also suggested to monitor the use of e-booklet and the registration can be done online.

Chairperson and CEO, FSSAI joined the participants to conclude the program. They were informed about the content and format decided for e-booklet. Mr. Eric Middledorp also made a presentation on the current Food Hygiene and safety regulations in Australia. The session was concluded with Ms. Anne Cazar sharing her experience and appreciating the elaborate program planned by FSSAI and THSC which gave them an insight of Indian hospitality industry. This was followed by vote of thanks by Chairperson and CEO, FSSAI who appreciated the hard work done by the delegation to gain knowledge on food hygiene and safety implementation in industry and an impressive workshop conducted on Food Safety for supervisors in catering establishments.

Image 30: In discussion for development of e-booklet
The final event scheduled for concluding the program was a visit to kitchen of a hotel chain of Indian Origin. The delegation along with representatives from FSSAI and THSC visited kitchen of Taj Mahal Hotel, Mansingh Road, New Delhi. Where the head chef Mr. Arun Sundararaj gave a detailed tour of food production cycle at Taj. It was also informed that over 1000 samples are collected from the kitchen area, staff and food for quality testing. The food hygiene and safety was well maintained and the kitchen was organized well. All the SOPs were displayed and followed. The program was concluded with a lunch.