

給從事有關餐飲及外賣配送的 食物業從業員 食物安全建議

Food Safety Advice for Food Businesses and Consumers



背景

- 近年供訂購外送餐飲的應用程式漸趨普及，無論是由食肆員工抑或第三方餐飲送遞商配送，在運送到戶期間都必須妥善處理，才能確保食物安全
- 食物安全中心制定了《給食物業及消費者有關外賣及餐飲配送的食物安全建議》



Background

- in recent years, food ordering apps have grown in popularity, no matter the meals are delivered by staff of food premises or third-party delivery agents, it is important to handle the food properly from door to door for safety's sake.
- The Centre for Food Safety (CFS) has established **“Takeaways and Meal Delivery- Food safety advice for food business and consumers”**



適用範圍

- 提供餐飲外送服務的食物業經營者。他們烹製、提取和配送餐飲，送達後顧客可隨即享用。他們包括：

食肆、第三方餐飲送遞商

「**第三方送餐服務**」指：

- ◆ 為消費者提供可在指定區域範圍內選擇食肆訂購外送食物的服務
- ◆ 有別於其他直接配送食物給消費者的模式 (糧食雜貨、學生午飯的配送)

Scope

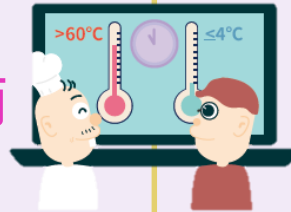
- Food business operators (FBOs) who provide meal delivery services. They prepare, pick up and deliver meals ready for consumption by customers upon arrival. It includes:

food premises and third-party food delivery agents

“**Third-party delivery service**”

is defined as:

- ◆ Offering consumers the option to place an order from food premises within a confined geographic radius.
- ◆ In contrast to other modes of direct-to-consumer food delivery (grocery and school meal delivery services).



外賣及餐飲配送 常見的食物安全問題

1. 過早烹製待取的食物

烹製好的食物被放置室溫一段時間，沒有適當保溫或冷存

2. 食物運送的時間與溫度控制不當

- 食物在運送途中沒有任何溫度控制
- 交通擠塞、惡劣天氣或訂單過多延長了食物置於室溫的運送時間



Common food safety problems related to takeaways and meal delivery

1. Food prepared too far in advance before picking up

Prepared foods left at room temperature for some time without proper hot / cold holding.

2. Improper time-temperature control during delivery

- Food is not put under any temperature control during delivery.
- Traffics, adverse weather or multiple orders exceeding the delivery capacity can further lengthen the delivery time without any temperature control.



外賣及餐飲配送 常見的食物安全問題

3. 食物交叉污染

- 食物容器密封不當、容器變形或包裝出現滲漏
- 食物處理人員和送餐人員忽視個人衛生及運送車輛的清潔，使食物受到污染

Common food safety problems related to takeaways and meal delivery

3. Cross-contamination of food

- Spillage can happen if the packaging is not properly sealed or deformed during delivery.
- Food handlers and deliverers do not observe personal hygiene and the cleanliness of delivery vehicles.



確保外送餐飲食物安全

四個培訓重點

1. 溫度 / 時間控制
2. 防止交叉污染
3. 個人及環境衛生
4. 防干擾

The four key training points for safe meal delivery

1. Temperature / time control
2. Contamination prevention
3. Personal and Environmental Hygiene
4. Anti-tampering



① 溫度 / 時間控制

- 對於容易腐壞的高風險食物來說，溫度控制尤其重要。這包括：
 - 擬供生吃的海產、即食加工肉類或海產（例如火腿、香腸、煙火雞肉、煙三文魚）
 - 含有生或半生熟蛋類的食物
 - 含有生或半生熟食材的混合食物（例如壽司、沙律、三文治）
- 熱食和冷食須分開盛載，並分開置於隔熱盒或袋內才運送
- **冷存的食物**
可放入**保冷袋**或裝有**冰墊**只供送遞凍食的袋內，維持於攝氏4度或以下
- **熱存的食物**
裝在**隔熱袋**或只供送遞熱食的**保溫箱**中，維持於攝氏60度以上

① Temperature / time control

- Temperature control is particularly important for certain perishable high-risk foods, such as:
 - **Seafood to be eaten raw, ready-to-eat processed meats or seafood** (e.g. ham, sausages, smoked turkey, smoked salmon)
 - **Foods containing raw or undercooked eggs.**
 - **Mixed Foods containing raw or undercooked ingredients** (e.g. sushi, salads, sandwiches)
- Hot food and cold food must be transported separately in different insulated boxes or bags.
- **Cold food**
Pack cold food in an **insulated bag** or a bag solely for delivering cold food only with **cooling gel** at or below 4°C
- **Hot food**
Pack hot food in an **insulated bag** or a warmer solely for delivering hot food only at above 60°C.



「2小時 / 4小時原則」

2-hour/4-hour principle

- 食物在沒有溫度控制下運送，時間控制成為唯一確保食物安全的把關點。所有必須遵從「2小時 / 4小時原則」

- If food is delivered without temperature control, time control becomes the only checkpoint. **2-hour / 4-hour principle** must be followed.

烹製好的食物置於室溫的時間 Food left at room temperature for	安全建議 Safe action(s)
不超過2小時 Less than 2 hours	預製食物可即時食用，或放入雪櫃待用 Prepared food can be refrigerated for final use later or used immediately.
2至4小時之內 Between 2 and 4 hours	預製食物可即時食用，但不能再放回雪櫃貯存 Prepared food can no longer be refrigerated but is still safe for immediate consumption.
超過4小時 More than 4 hours	預製食物須棄掉 Prepared food should be discarded .



① 溫度 / 時間控制

- 換言之，食物在沒有溫度控制下運送時間愈長，期後可供安全食用時間便愈短
- 食物置於危險溫度範圍的時間是累計的，即是要把食物每次置於環境溫度的每個時段加起來，包括處理、貯存和配送的時段
 - ➔ 減少外送食品置於沒有溫度控制下的時間
- 保留外送食品的時間與溫度控制記錄
- 提醒顧客盡快食用食物



① Temperature / time control

- In other words, the longer the foods are delivered without temperature control, the less time there is for safe consumption subsequently.
- Time for foods kept within the Temperature Danger Zone is cumulative, which mean that each and every time period that the foods have been left at ambient temperature, including handling, storage and transportation, must be added up.
 - ➔ **Minimise the length of time that delivery items are kept out of temperature control.**
- Keep records of time and temperature control for delivery items.
- **Remind customers to eat the food ASAP.**



② 防止交叉污染

食肆

- 使用乾淨及耐熱的有蓋容器盛載食物
- 劃出指定區域供提取外賣或外送餐飲，並保持乾爽清潔

外送人員

- 食物包裝須放置妥當（例如垂直擺放），以免出現滲漏、食物被壓碎或食物容器受損
- 即食食品必須與生的食物分開，所有食品亦須與非食品分開擺放
- 應盡可能親身與顧客交收食物。
- 在其他情況許可下（如要求無接觸送餐服務），應將食物放在指定、清潔的位置，並事先與顧客確認，送達後請通知顧客。

② Contamination Prevention

Food premises

- Use clean and heat-resistant containers with fitting covering to protect food.
- Designate a staging area for picking up takeaways or delivery and keep the area clean and dry.

Food deliverers

- Food is properly packed and positioned (e.g. upright) to avoid spillage, crushing of food or damage to food containers.
- RTE food must be separated from raw food, and all food from non-food items.
- Bring the food to customers in person whenever possible.
- In other cases (e.g. when customer asks for a non-contact drop-off), put the food in a designated clean spot and confirm with the customer beforehand. Notify the customer upon arrival.



③ 個人及環境衛生

個人

- 遵循良好的個人衛生習慣，包括**正確洗手**：在處理食物前後、如廁後、咳嗽、打噴嚏或擤鼻涕後、用暖水與梘液搓手20秒，徹底清潔雙手
- 如沒有洗手設施，雙手又沒有明顯污跡，外送人員**可使用酒精搓手液潔手**
- 如有腹痛、腹瀉、發燒、喉嚨痛或嘔吐等症狀，應停止工作



③ Personal and Environmental Hygiene

Personal

- Always follow good personal hygiene practices, which include proper **handwashing**. Wash hands thoroughly, rubbing with warm soapy water for 20 seconds, before and after handling foods or after using toilets, coughing, sneezing or nose-blowing etc.
- If no hand washing facilities are available and their hands are not visibly dirty, **use alcohol-based hand sanitisers instead**.
- Stop working if they have symptoms such as abdominal pain, diarrhea, fever, sore throat or vomiting.



③ 個人及環境衛生

環境

運送車輛的食物貯存格 (例如汽車或電單車的車尾箱)及運送容器應：

- 在每次外送前後，使用消毒劑或梘液**徹底清潔**
- 保持狀況良好
- 能夠將食物保持在適當溫度
- 配有食物溫度計以確保溫度控制措施運作正常



③ Personal and Environmental Hygiene

Environmental

The storage compartments (such as trunks or tail boxes) of the vehicles for transporting food and delivery containers should be:

- **Cleaned** by liquid soaps **thoroughly and** sanitised before and after each delivery.
- Maintained in good conditions.
- Capable of keeping food at the proper temperature.
- Equipped with thermometers for validating food temperature control measures.



④防干擾

- 食物在配送期間必須**不受干擾**，並確保其**完整**
- **不應拆開、改變、擅動或轉換食物及其包裝**
- **特定的包裝設計和防拆封條**可防止食物受干擾：
例如**撕裂條、防拆膠紙、貼紙或封口** 的容器



④Anti-tampering

- Foods must be **untampered** and delivered to consumers in a manner that maintain **integrity** during transportation.
- **Do not open, alter, tamper with or change the food and its packaging.**
- **Specific packaging design and tamper-evident devices** can be used to prevent food tampering:
e.g. **tear strips, containers with tamper-evident tapes, stickers or seals**



總結

- 食肆、第三方餐飲送遞商皆須認識溫度 / 時間控制、防止交叉污染、個人及環境衛生及防干擾，確保食物安全
- 定期培訓：應為全職、兼職及臨時員工提供足夠的食物安全培訓，讓他們充份掌握食物安全的基本知識。



Summary

- Food premises, third-party food delivery agents should be aware of temperature / time control, contamination prevention, personal and environmental hygiene and anti-tampering to ensure food safety.
- Regular training : All full-time, part-time or casual staff should be provided with sufficient training related to basic food safety principles.



謝謝

Thank You



cfs.gov.hk



cfs.hk

