



Funded by the
European Union



EU CBRN COE PROJECT 87
PRECA – PREPAREDNESS AND RESPONSE FOR MASS GATHERINGS AND OTHER
HEALTH THREATS IN CENTRAL ASIA

REGIONAL GUIDANCE DOCUMENT
for
FOOD SAFETY
at
MASS GATHERINGS IN CENTRAL ASIA





Funded by the European Union



CONTENTS

AUTHORS	4
INTRODUCTION	4
Overview of Mass Gatherings in Central Asia	4
Purpose of Project P87	4
Importance of Ensuring Food Safety at Mass Gatherings	4
Scope	5
Aim of this Guidance Document	5
Legal and Regulatory Framework	5
Relevant Food Safety Legislation	5
Event Planning and Coordination	6
Emergency Plans in the Event of a Food Poisoning Outbreak	7
CATERERS/SUPPLIERS OF FOODSTUFFS	10
Notification & Registration of the Food Business	10
Pre-Requisites (Basic Food Hygiene Requirements)	10
Premises & Structure	11
Plant & Equipment	11
Maintenance and Calibration	12
Cleaning & Sanitation	12
Risk Assessment	13
Control & Prevention of Contamination	13
Physical contamination	13
Chemical contamination	13
Biological contamination	14
Allergen contamination	14
Supplier Control and Raw Materials	15
Water Supply	15



Funded by the European Union



Lighting..... 15

Ventilation 15

Electricity 16

Staff Toilet Facilities..... 16

Waste Management..... 16

Pest Control..... 16

Personal Hygiene 17

Hand Washing Instructions (Who)..... 19

Facilities for Washing Hands..... 20

Hygienic Practices..... 20

Fitness to Handle Food..... 20

First Aid..... 20

Food Preparation, Storage and Display 20

Production of Foods at Domestic Homes..... 21

Product Recall, Withdrawal and Traceability..... 21

Maintenance of the Cold Chain..... 21

Temperature Control of Foods..... 22

Thawing 22

Food Safety Training..... 23

Documentation and Records..... 23

EVALUATION AND CONTINUOUS IMPROVEMENT..... 23

Annex 1: Sample Food Safety Documentation and Records..... 25

Annex 2: Food Safety Legislation for participating countries 26

REFERENCES 28



Funded by the European Union



AUTHORS	
KAZAKHSTAN	Kozhatova Gulsharat, Committee for Sanitary and Epidemiological Control, MoH
KYRGYZSTAN	Abamuslimova Nazgul, Department of Disease Prevention and State Sanitary and Epidemiological Control
MONGOLIA	Tsatsral BATMUNKH, Director, Central environmental metrology laboratory, Department of meteorology and environmental analysis
PAKISTAN	Tahir Rani Faryal Faheem, Quaid-i-Azam University of Pakistan
TAJKISTAN	Salibayeva Zaynab, National Food Safety Diagnostics Center
UZBEKISTAN	Khudaiberganov Anatoliy, Center for the Development of Professional Skills of Medical Personnel
IRELAND	Gibney Jackie, Food Safety Consultant

INTRODUCTION

Overview of Mass Gatherings in Central Asia

Mass Gatherings in Central Asia generally represent cultural, religious, or social events that reflect the region’s diversity. These can range from traditional festivals, religious pilgrimages, sporting events and large-scale concerts which unite communities and visitors. These gatherings can showcase the region’s unique customs, music, art, and/or cuisine. However, managing these events requires thorough planning to ensure the safety, health and well being of the attendees while respecting the region’s cultural heritage.

Purpose of Project P87

Project P87 focuses on enhancing Infection Prevention and Control (IPC) measures during Mass Gatherings. Within this project, Work Package 2 (WP 2) concentrates specifically on Food Safety. Its goal is to educate food businesses on best practices that will enhance food safety protocols during Mass Gathering events through food safety training and guidance.

Importance of Ensuring Food Safety at Mass Gatherings

All food businesses operating at a Mass Gathering have a responsibility to ensure they adhere to all National and Local food safety legislation in the region. Safe food practices will prevent the spread of foodborne diseases and safeguard public health during and after a mass gathering event. A foodborne illness outbreak connected to a large gathering can profoundly damage the reputation of event organizers, food vendors, and the entire region. This crisis can result in substantial financial setbacks for the event planners, food establishments, and the local economy. Moreover, it poses serious health risks, potentially causing illnesses and, in extreme cases, fatalities.



Funded by the
European Union



Each country can tailor this guidance document to their local needs. Please see the following extract from WHO/FAO Five Keys for Safer Traditional Food Markets RISK MITIGATION IN TRADITIONAL FOOD MARKETS IN THE ASIA-PACIFIC REGION

A healthy and safe traditional food market is a distinction that can be achieved through implementing measures based on risks identified in the market. Each market will have its own context and risks to be reduced. Traditional food market managers and local authorities are key to identifying the priorities and the proper measures to be implemented, tailoring them to local contexts. Additional measures, such as political support from responsible agencies regarding enforcement of public policies related to traditional food markets, are an asset. Government bodies and other stakeholders can also provide support, such as training programmes and awareness campaigns, to promote safe traditional food market concepts, budget allocation, proper governance. The involvement and integration of all stakeholders will guarantee a high degree of ownership and commitment to implementing the measures needed, achieving a safer place for the entire food market community.

Scope

This guidance document targets the various stakeholders e.g. food businesses, event organizers, regulatory authorities, event staff, volunteers and public health officials providing advice and recommendations to put in place effective food safety management and compliance at Mass Gathering events in the region.

Aim of this Guidance Document

This document aims to offer guidance for implementing best practices for maintaining food safety standards at Mass Gathering events across different regions within Central Asia. It outlines a series of requirements and practices aligned with EU and Codex standards, as well as local and National food safety legislation in the Central Asian countries participating in this project. Additionally, this guidance aims to establish consistent food safety standards for local authorities across the region.

This document has been produced in consultation with Food Safety Experts from Kazakstan, Uzbekistan, Kyrgyzstan, Mongolia, Pakistan and Ireland.

Legal and Regulatory Framework

Food businesses in the region must ensure they reference all necessary National and Local legislation and regulations. Please refer to some EU Food Safety Legislation below.

Relevant Food Safety Legislation

- General Food Law Regulation EC No 178/2002
- Regulation (EC) No 853/2004 Hygiene of foodstuffs



Funded by the European Union

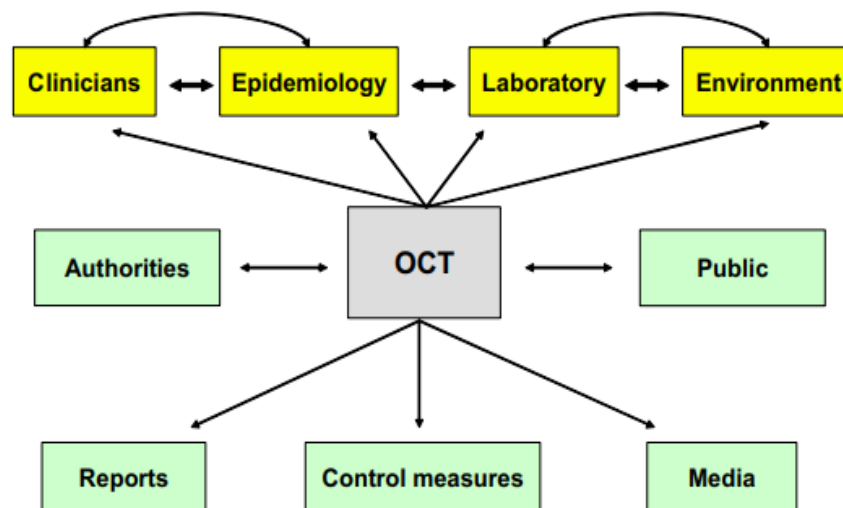


- Regulation (EC) No 853/2004 Food businesses handling products of animal origin:
- Microbiological Criteria EC No 2073 2005
- EU Law Regulation (EU) 1169/2011 on food information to consumers (FIC Regulations)

Event Planning and Coordination

- Food safety must be integrated into the overall event planning process. The event organizers should establish and communicate clear rules and regulations, translated into operational codes of practice for food business operators. These measures are essential to mitigate the spread of foodborne illnesses and ensure the ongoing protection of public health during and following a mass gathering event. They can be incorporated into the plans by establishing food safety teams to communicate and work with the event organizers, health authorities and food businesses.
- The roles of relevant authorities, vendors and consumers should be recognised and responsibilities assigned.
- An up-to-date list of the contact details of all key partners and stakeholders, including the media must be on file e.g. Outbreak Control Team OCT

Coordinating role of the OCT in an outbreak investigation



Ref. WHO Foodborne disease outbreaks Guidelines for Investigation and Control

- As part of this project, an emergency response plan will be developed to address food safety incidents and to manage potential outbreaks or issues related to foodborne illnesses e.g. C3 Public Health Command, Control and Communication (C3) for Mass Gatherings document



Funded by the
European Union



Emergency Plans in the Event of a Food Poisoning Outbreak

- Comprehensive Emergency Plans must be developed and accessible for the Mass Gathering event. The primary objectives of the outbreak investigation are to halt the ongoing outbreak, ascertain the root causes of food contamination, and implement preventive measures to mitigate the risk of future outbreaks to protect public health and ensure the safety of attendees.
- Prior to the event, it is crucial to conduct rehearsals and simulated exercises, ensuring all key stakeholders are well-prepared to respond effectively to potential or actual outbreaks of foodborne illness.
- Prompt investigation is essential to the successful control in a foodborne outbreak. Clinical and environmental samples are only available for sampling during a small window of opportunity and severity of illness and/or death can be averted by early and effective interventions. Assist the relevant stakeholders with sampling in a timely manner.
- Using a prepared Questionnaire, staff at the medical tent can obtain essential information at the first point of communication including:
 - Number of people affected
 - Number of people who were exposed to the likely food/beverage/function
 - Setting e.g. market, sports event, festival, school, function, gathering, home, restaurant, etc.
 - Nature of clinical symptoms, e.g.: diarrhoea (if yes, watery/bloody/other), abdominal cramps, vomiting, fever, neurological signs/symptoms and other.
 - Extent of clinical disease: e.g.: mild vs. severe, has anyone been admitted to hospital, has anyone died, are patients receiving appropriate acute care.
 - Estimated incubation period. How long after consumption of the implicated food(s) did people start to feel ill?
 - Which facilities/hospitals are admitting patients – obtain names, contact numbers etc

Request the event organisers to:

- prepare a list of all persons attending the event if possible
- prepare a list of all food business operators/suppliers/traders (including contact details where possible)
- prepare a list of food and beverages consumed
- remind food business operators not to discard any leftovers served.
- remind food business operators to refrigerate any left-over foods until collection.



Funded by the European Union



Table1: Foodborne illness symptoms and their likely causes

Primary symptom	Likely agents
Vomiting (fever and/or diarrhoea may occur)	Viral gastroenteritis (rotavirus, caliciviruses), Preformed bacterial toxins (<i>S. aureus</i>), <i>Bacillus cereus</i> . Heavy metals
Acute watery diarrhoea (No dysentery, fever may be present)	Most enteric pathogens but classically: ETEC (enterotoxigenic <i>E.coli</i>), <i>Giardia</i> , <i>V. cholerae</i> , <i>Cryptosporidium</i> , <i>Cyclospora</i> , Enteric viruses, <i>Clostridium perfringens</i> toxin
Bloody stool and fever	<i>Shigella spp.</i> , <i>Campylobacter spp.</i> , <i>Salmonella spp.</i> , EHEC (enterohaemorrhagic <i>E.coli</i>) <i>Yersinia enterocolitica</i> , <i>Entamoeba histolytica</i> , <i>Vibrio parahaemolyticus</i>
Prolonged diarrhoea (>14 days)	<i>Giardia</i> , <i>Cyclospora</i> , <i>Cryptosporidium</i> , <i>Entamoeba histolytica</i>
Neurological symptoms	<i>Clostridium botulinum</i> , Mushroom poisoning, Fish toxins (various), Organophosphates, Thallium poisoning
Systemic illness (e.g.: fever, jaundice etc.)	Hepatitis A and E, <i>Salmonella Typhi</i> , <i>Listeria monocytogenes</i> , <i>Brucella spp.</i> , etc.

TABLE 2: Typical incubation periods and sources for Some Bacterial Causes Of Foodborne Illness

Agent	Incubation period	Typical foods
<i>Staphylococcus aureus</i>	1-6 hours	Poorly refrigerated potato and egg salads, meat, cream pastries
<i>Bacillus cereus</i> (preformed enterotoxin – vomiting syndrome)	1-6 hours	Poorly refrigerated cooked rice and meats



Funded by the European Union



<i>Bacillus cereus</i> (diarrhoeal toxin)	10-16 hours	Meat, stews, gravies, vanilla sauce
<i>Salmonella spp</i> (non-typhi)	12-72 hours	Contaminated poultry, eggs, meat, vegetables, unpasteurised milk and juices, cheese
<i>Clostridium perfringens</i> (toxin)	8-16 hours	Meat, poultry, gravy, dried or precooked food
<i>Clostridium botulinum</i> (preformed toxin)	12-72 hours	Home canned foods with low acid content, improperly canned commercial foods

Control measures & measures for prevention of future incidents

Depending on the findings of the investigation additional control measures may be implemented. These may include:

- Retraining of food handlers
- Review of food safety management system
- Review of structures in place
- Food recall/seizure from the market
- Closure of food premises
- Exclusion of infected individuals from school/work according to guidelines and legislation. Generally this period of exclusion is for 24 hours after symptoms have ceased but in some instances, laboratory criteria may be required to declare fitness for work e.g.: typhoid fever cases.

FAO/WHO International Food Safety Authorities Network (INFOSAN) has facilitated the rapid exchange of information across borders and between members, during hundreds of food safety events since 2004.

As a member-driven, global network, INFOSAN is a practical, effective and efficient tool for information exchange, allowing for the implementation of risk management measures to prevent foodborne illness and save lives.

The following Central Asian countries are members of INFOSAN: Tajikistan, Pakistan, Mongolia, Uzbekistan, Kyrgyzstan, Kazakstan



Funded by the
European Union



See Annex 1 Guidance C3 Control and Command, specifically outlined in P87, for essential insights into coordinating and managing responses.
 FSAI Management of Outbreaks Protocol
 Food Poisoning Investigation questionnaire attached.
 FAO/WHO Framework for developing national food safety emergency response plans
 Food Poisoning Investigation Questionnaire

CATERERS/SUPPLIERS OF FOODSTUFFS

Notification & Registration of the Food Business

- The Food Business operator should have registration/ licensing from the relevant authority before starting their business.
- The proof of registration/Identification issued by the relevant authority should be available for inspection by way of certificate or sign displayed on the food unit.
- Food hygiene training based on HACCP principles must be a requirement prior to issuing or renewing the license or registration of the food business.
- The Food Business operators should provide their contact details and details of their Food Safety Management system in the form of a completed questionnaire for the organizer.

Pre-Requisites (Basic Food Hygiene Requirements)

- All food business must have in place prerequisite programmes (PRPs). These are good hygiene practices that are the basic conditions and activities necessary to maintain a hygienic environment. The main Pre-requisites are listed below:
 1. Premises & Structure
 2. Plant & Equipment
 3. Maintenance & Calibration
 4. Cleaning and Sanitation
 5. Control and prevention of contamination
 6. Supplier Control
 7. Services e.g. lighting, water, electricity, ventilation
 8. Delivery, storage & transport
 9. Waste Management
 10. Pest Control
 11. Personal Hygiene & Fitness to Work
 12. Training & Supervision
 13. Temperature Monitoring
 14. Working Instructions & Records



Funded by the
European Union



Premises & Structure

- Mobile Food business units should be sited on hard standing (paving), level ground and with adequate drainage for surface water if located outdoors.
- The unit must be situated so that the risk of cross contamination by dirt, animals, pests or other sources of contamination, is minimised. If the food unit is sited in a field used for grazing animals, extra care must be taken to avoid contamination.
- All food units must have adequate space for the activity being carried out. The layout should be set up to ensure the segregation of non-ready-to-eat and ready-to-eat food.
- The construction and layout of the food unit should ensure that any food exposed is adequately protected from the elements, from airborne dust, birds, and insects, and from members of the public. If located outdoors, this will normally mean that the food unit should be covered over and screened at the sides.
- The food unit should be constructed using smooth and impervious materials such as plastic-coated canvas. The materials used must be easy to clean, resistant to mould growth and suitable for all weather use.
- The floors in mobile food vans/trailers/units must be finished with a hard, durable, easily cleanable, and preferably, non-slip material.
- Live animals should be traded in specific live-animal markets separate from food markets.

Plant & Equipment

- All equipment and utensils used to prepare and serve food must be clean, properly maintained and in good working order e.g. ovens, fryers, mixers, crockery, and other serving tools etc.
- All food contact surfaces must be made of suitable material, e.g. laminated timber, stainless steel, plastic, glass and they must be in good condition, smooth, durable, and easy to clean and sanitise.
- Regular checks should be carried out to ensure they are maintained in good condition.
- Surfaces must be sturdy and stable enough to safely support any equipment, containers and food which will be stored on them.
- Separate utensils and preparation boards should be used for raw, non-ready-to-eat and ready-to-eat foods e.g. colour coded.
- Single use containers should only be used once.
- There must be adequate lighting at the unit, i.e. natural and/or artificial lighting.
- Lights, where used, should be fitted with shatter proof diffusers or shatter proof bulbs in any area where there is open or exposed food.
- Sufficient ventilation must be provided where necessary, to prevent the accumulation of steam, mould, and odours.
- Care must be taken when siting a power source, that it does not contaminate food. A satisfactory power source must be provided where necessary, e.g. a mobile generator of suitable capacity, or a connection to mains electricity.



Funded by the
European Union



- Vending machines selling fresh foods e.g. juice should have a dedicated cleaning schedule with adherence to manufacturers safe and hygienic operating instructions.

Maintenance and Calibration

- Food Equipment should be designed and constructed to facilitate cleaning and disinfection (smooth, non-porous, cleanable surfaces, accessible).
- Piping and ductwork shall be cleanable, drainable, and with no dead ends.
- Equipment should be made from materials suitable for contact with food products and that are durable to resist repeated cleaning and disinfection (i.e., meaning equipment is free from rust and corrosion). Damaged surfaces, equipment or utensils should be repaired or removed from use as soon as possible.
- Temperature probe thermometers if required should be in good condition, operating correctly and routinely calibrated. Please refer to Annex 1: Internal Calibration procedure

Cleaning & Sanitation

- Suitable cleaning equipment and materials and an adequate supply of food grade detergents and disinfectants for cleaning must be provided at the food stall.
- Cleaning equipment and materials must be stored in such a way as not to pose a risk to food.
- There must be a sufficient supply of hot and cold water to last the duration of operation.
- The water must be of potable quality.
- A suitable means of drainage must be provided for waste water from basins and sinks.
- Where there is no access to the public drainage system, waste water must drain into a suitable container of sufficient size but which can be carried to a discharge point without spillage.
- Open buckets and refuse bins are not suitable and wastewater must not discharge on to the ground.
- All equipment, utensils, work surfaces and construction materials must be properly cleaned after trading, before being stored.
- Sinks/basins must be constructed of smooth, durable and easy to clean materials.
- Disposable cloths and scrubbers should be used.
- Containers used to store water and wastewater and associated pipework for filling and draining must be regularly cleaned and disinfected.
- Containers used to store water and waste should be labelled to avoid the possibility of cross contamination.
- A cleaning schedule detailing frequency, chemicals and method of cleaning etc for each food contact and non food contact surfaces is recommended to ensure that equipment and premises are effectively cleaned. Please refer to Annex 1: Sample Cleaning schedule.



Funded by the
European Union



Risk Assessment

- Food Business Operators have a legal responsibility to know the hazards associated with their food operation based on the principles of HACCP including how they are monitored and controlled.
- In respect of food safety, the food business operator must demonstrate that they have investigated the potential food hazards to the food business and have put adequate controls in place. (Ref: EC Regulation 852/2004 Hygiene of Foodstuffs).
The regulations require all food businesses to:
 - Identify food safety hazards e.g. Physical, Chemical, Biological, Allergens
 - Identify critical control points for food safety to prevent or eliminate hazards or to reduce it to acceptable levels
 - Establish critical limits at critical control points
 - Establish and implement effective monitoring procedures at critical control points and corrective action plans if it is not under control. (An example of monitoring is keeping temperature control records)

CONTROL & PREVENTION OF CONTAMINATION

Physical contamination

- Prevent physical contamination such as hair, jewellery or foreign objects from entering the food by educating the food handlers in good personal hygiene e.g. use of hairnets, beard snoods, coloured band aids, proper handling of foods etc.
- Source raw materials from reputable suppliers and check deliveries for contaminants.
- Use tight fitting lids on containers to protect foods from dust, environment, and pests.
- Use protective barriers such as sneeze guards or covers for displayed foods.
- Carry out regular cleaning and maintenance checks on the food environment to prevent contamination from the food premises.

Chemical contamination

- Risks from naturally occurring toxins and environmental pollutants are controlled by using reputable suppliers of good quality food ingredients, supported by laboratory testing of these ingredients.
- Agrochemicals (such as pesticides and fungicides), veterinary medicines (such as antibiotics and steroids), Environmental contaminants¹, including natural toxins (such as mycotoxins and marine biotoxins), heavy metals (such as lead, cadmium and mercury), persistent organic pollutants (PCBs, dioxins), Cleaning agents (such as detergents and disinfectants), Pest control chemicals (rat poison), Processing contaminants (non-permitted

¹ Chemicals of most concern for health are naturally occurring toxins and environmental pollutants. [Food safety \(who.int\)](http://www.who.int)



Funded by the
European Union



colours, non-permitted preservatives, chemicals migrated from packaging material, lubricating oil), Chemical substances formed during processing (acrylamide², nitrosamines³) etc.

- Store food safe cleaning chemicals in labelled containers and away from food products.
- Only use food safe approved cleaning chemicals and use correctly diluted cleaning chemicals in the food preparation area.
- Use food additives in permissible quantities and within approved limits.
- Develop plans to handle chemical spills and contamination if it occurs.

Biological contamination

- Prevent and control microbiological contamination with strict hygiene practices and adherence to food safety protocols.
- Educate the food handlers and emphasize strict personal hygiene practices
- Use thorough cleaning programmes with approved cleaning chemicals for the food preparation areas, utensils, and food equipment.
- Maintain correct temperature control for food storage and preparation, cooking, cooling, reheating and/or display.
- Store raw and ready to eat foods separately. Use separate containers, utensils, equipment, boards etc for raw and ready to eat foods.
- Implement pest control measures to prevent contamination from pests in the food premises.

Allergen contamination

- The food business operator must know the allergens associated with the food they sell. (Please refer to Annex 1: Allergen Poster detailing the 14 food allergens that must be declared by EU law)
- Allergen information must be communicated to the consumer by way of signs, labels etc
- Suppliers must provide accurate information on the allergens contained in the foods they supply.
- Suppliers must ensure that transportation of their foodstuffs should be carried out to prevent or minimise the potential for allergen cross-contact.
- All allergen containing opened foods must be labelled and stored correctly to prevent cross contamination.

² Acrylamide is formed in starchy foods during high temperature processing, such as frying, roasting and baking. EFSA has confirmed that current levels of dietary exposure to acrylamide indicate a concern with respect to the carcinogenic effects.

[Acrylamide \(europa.eu\)](http://europa.eu)

³Nitrosamines have been found in foodstuffs like cured meat products, processed fish, cocoa, beer, and other alcoholic beverages. EFSA has found that ten nitrosamines in food are carcinogenic and genotoxic. [EFSA finds health risks from nitrosamines in food | Food Safety News](#)



Funded by the
European Union



Supplier Control and Raw Materials

- The food businesses complete a Food Traders application form to allow the organizers to ensure that selected suppliers meet the necessary standards along with having all their contact details, foods supplied etc. See Annex 1 for sample
- A Supplier Questionnaire is completed to gather Information from food businesses regarding the quality and sourcing of their raw materials. See Annex 1 for sample copy
- Traceability Record is completed with relevant information such as the supplier, batch codes/product identification, quantities received, product description etc See Annex 1 for sample copy
- Delivery Checks/Goods in Record: Conducting checks on food deliveries for freshness, temperature control, and packaging is advised to guarantee the quality and safety of the raw materials being used. See Annex 1 for sample copy
- A Food Safety audit checklist will be used by the authorities/inspectors to verify compliance with structures, hygiene, pest control, quality standards, documentation etc to maintain high standards throughout the supply chain. See Annex 1 for sample copy.
- Monitoring of supplier performance will be done through feedback and evaluation forms to ensure continuous improvement and accountability.

Water Supply

- An ample supply, in compliance with the WHO “Guidelines for Drinking Water Quality”, under adequate pressure and suitable temperature should be available with adequate facilities for its storage, where necessary, and distribution, and with adequate protection against contamination.
- An adequate supply of ‘running’ hot and cold potable water must be available for handwashing, equipment/utensil washing, food preparation or beverage making.
- Where ice is used in contact with food, it must be made of potable water.
- If potable water is stored in a tank, the tank must be labelled and made of suitable food grade material. It should be easily cleaned and sanitised.

Lighting

- There must be adequate lighting at the unit, i.e. natural and/or artificial lighting.
- Artificial lighting must be provided if insufficient natural lighting is available.
- Lights, where used, should be fitted with shatter proof diffusers or shatter proof bulbs in any area where there is open or exposed food.

Ventilation

- Sufficient ventilation must be provided where necessary to prevent the accumulation of steam, mould, and odours.



Funded by the
European Union



- Where frying and similar activities are being carried out an efficient extract canopy may be necessary over all heat and steam emitting appliances.

Electricity

- A supply of electricity must be provided to ensure that all equipment in particular equipment that maintains the safety of foods (refrigeration, hot holding units, ovens etc) can operate sufficiently.
- Care must be taken when siting a power source, that it does not contaminate food.
- A satisfactory power source must be provided where necessary, e.g. a mobile generator of suitable capacity, or a connection to mains electricity.

Staff Toilet Facilities

- Mass Gathering Events should have sufficient toilet facilities for each gender to accommodate the food business operators and their customers conveniently located but separate and apart from food preparation, handling, storage, serving and selling areas, to prevent contamination of the food.
- The toilet facilities should be well maintained, clean and supplied with running water, liquid soap and paper towel to prevent hygiene issues.

Waste Management

- Adequate arrangements and/or facilities for the hygienic storage and disposal of hazardous and/or inedible substances and waste (whether liquid or solid), must be available.
- Waste food debris including oils and fats must be disposed of responsibly. Do not dispose of directly into drains.
- A suitable number and type of refuse bins must be provided. They must be provided with tight-fitting lids.
- They must be easy to clean and protect the waste from pests.
- Bins may be required for customer use at the food stall. Bins must be emptied regularly during trading if necessary, and refuse must be properly disposed of during and after trading.
- The waste bins should be cleaned and disinfected each time after use.

Pest Control

- The food premises must be maintained in good repair and condition, designed, and located to prevent contamination by pests such as rodents, insects, birds, domestic and other animals
- Implement effective measures in every food business to keep the premises free from domestic animals and pests. This includes employing pest control methods such as screens, sealing entry points, bait boxes, and regular cleaning to prevent contamination of food.
- Any food found to be contaminated by pests will be appropriately disposed of in a hygienic manner.



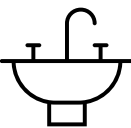
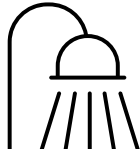






Funded by the European Union






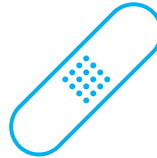
- The area around the food unit should be kept clean and clear of obsolete equipment, weeds etc to prevent harbourage of pests.

Personal Hygiene

Before starting to work with food, FBOs need to ensure staff do the following:

Wash their hands	High degree of personal cleanliness	Wear clean protective clothing	Wear suitable footwear
			
Take off their watch and jewellery		Wear hair covering – hair nets / beard snoods	Inform manager of illnesses, medical concerns
			

During work with food, FBOs need to ensure staff do the following:

Not smoke	Not eat or drink	Avoid touching their face, coughing, or sneezing over food	Cover cuts with a brightly coloured waterproof dressing
			

- All Food handlers must wash their hands with warm water, non-scented soap and dry them with paper towel before handling food.
- All Food handlers must wear clean, protective clothing. It must be clean and provide an adequate barrier to protect food, e.g. clean apron or clean clothing without buttons or adornments which could fall into food.
- Protective clothing must be removed when not serving/handling food, e.g. going to the bathroom, removing refuse, taking a break etc



Funded by the
European Union



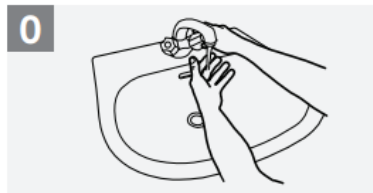
- Hair should be tied back and covered by a hat, hairnet, beard snood or similar head covering to protect the food.
- Food handlers must not smoke at food stalls.
- Only minimal jewellery is to be worn to prevent physical cross contamination.
- Nail varnish, false nails or false eyelashes must not be worn.
- Adequate storage must be provided for personal clothing so that food will not become contaminated.
- Food handlers must always wash hands thoroughly using non-perfumed soap as per their food hygiene training requirements:
 - Before starting work
 - Before handling cooked or ready-to-eat food
 - After handling raw food
 - After using the toilet
 - After handling waste or rubbish
 - After handling raw food
 - After touching animals
 - After blowing nose, sneezing or coughing
 - After eating
 - After smoking
 - After handling items which may not be clean, e.g. money
 - Before using disposable gloves
 - After every break



Funded by the European Union



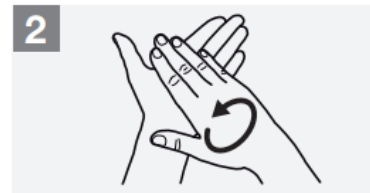
Hand Washing Instructions (Who)



Wet hands with water;



Apply enough soap to cover all hand surfaces;



Rub hands palm to palm;



Right palm over left dorsum with interlaced fingers and vice versa;



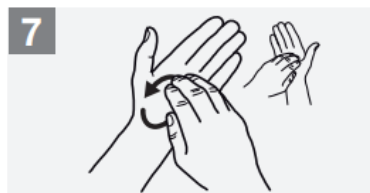
Palm to palm with fingers interlaced;



Backs of fingers to opposing palms with fingers interlocked;



Rotational rubbing of left thumb clasped in right palm and vice versa;



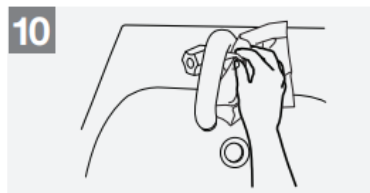
Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



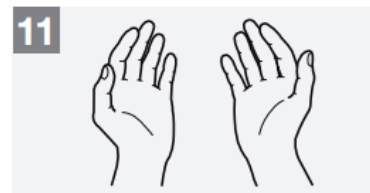
Rinse hands with water;



Dry hands thoroughly with a single use towel;



Use towel to turn off faucet;



Your hands are now safe.

Disposable food gloves: As with protective clothing, the purpose of gloves is to protect the food and not the food handler.

- Proper and frequent handwashing is critical to ensure safe food.
- Disposable gloves can be used but it is important to remember that gloves can be a source of contamination if certain rules are not followed:
 - Hands must be clean before putting on gloves
 - Gloves must be changed regularly and properly disposed of.
 - If gloves are used for certain duties such as cleaning, handling raw food, waste or money, they must always be disposed of before starting another activity



Funded by the
European Union



Facilities for Washing Hands

- A wash-hand basin with an adequate supply of ‘running’ hot and cold water or warm water is required for food handlers.
- Soap and disposable paper towels or other suitable hand drying facilities must be provided.

Hygienic Practices

- Food Handlers should refrain from any unhygienic practices such as eating, drinking, spitting, sneezing, coughing, cleaning nose, ears, or any other body orifice, touching any body part, touching mobile phone, currency etc. while handling food.
- If running clean water is not available, an acceptable alternative hand washing method should be agreed to by the relevant authority.

Fitness to Handle Food

- Any Food Operators experiencing symptoms such as jaundice, diarrhoea, vomiting, fever, sore throat, discharge from ear, eye and nose, frequent and rapid coughing, visibly infected skin lesions (boils, cuts, etc.) or other infectious illnesses are not permitted to handle food until they are free of symptoms.
- Any temporary food handler who has been identified as or is known to be or has been a carrier of food borne disease organisms, shall not be involved in any food handling activity until certified by a medical practitioner as a non carrier.
- Food Operators should complete a Medical Questionnaire prior to commencement of work with food to declare their health status. Please refer to Annex 1: Sample Medical Questionnaire

First Aid

- A first aid-kit including burn spray and washable (preferably coloured blue) plasters should be provided.

Food Preparation, Storage and Display

- Sanitised, separate work surfaces, equipment and utensils should be provided to prevent the risk of cross contamination between raw and ready to eat food.
- No defective, damaged, cracked, rusted, chipped and unsuitable appliances and crockery are in use to prepare foods.
- A designated food sink(s) with a potable water supply shall be provided if foodstuffs are to be washed.
- All foodstuffs shall be stored off the floor and with sufficient space between the material and the walls to allow inspection and pest control activities to be carried out.
- Specified stock rotation systems (FIFO First in First out) shall be observed.



Funded by the
European Union



- Facilities used to store ingredients, food packaging and products shall provide protection from dust, condensation, drains, waste, and other sources of contamination.
- Storage areas shall be dry and well ventilated. Monitoring and control of temperature and humidity shall be applied, when needed.
- A separate, secure (locked or otherwise access controlled) storage area shall be provided for cleaning materials, chemicals, and other hazardous substances.
- Implement measures to ensure food safety and quality considering temperature fluctuations, humidity or adverse weather conditions that may impact food storage, handling, preparation and display for example, in hot weather, only display the number of high-risk foods that will be consumed within 60 minutes of being put on display to prevent it reaching elevated temperatures.

Production of Foods at Domestic Homes

- Production of all food in domestic homes for sale at food stalls must be carried out hygienically and in accordance with best practice and relevant food laws.
- There must be proper separation between food preparation and cooking for onward distribution and the normal domestic food preparation and activities carried out in domestic homes.
- The establishment where the food is produced must be registered and is subject to inspection even if it is a domestic home.

Product Recall, Withdrawal and Traceability

- There must be an effective method of recalling or withdrawing product in the event of food being sold that is unsafe to customers.
- All foodstuffs and packaging (if applicable), entering a food premises shall be traceable to the supplier. In order to comply with this requirement, the food business operator shall retain records of Supplier name and address, Delivery dates, Quantity or volume of foodstuffs, Batch Number and/or original use by dates, Identification Mark, detailed description of the foodstuff e.g. fresh, frozen, prepacked, loose etc.
- The food business operator shall ensure that product traceability is maintained while the product is in storage. Please refer to Annex 1: Traceability Record

Maintenance of the Cold Chain

- Adequate facilities and/or arrangements for maintaining and monitoring the temperature of food must be available before and following trading to include travel, set up and packing up time.
- This includes adequate refrigeration or freezer capacity for the volume of food requiring chilled or frozen storage.
- A calibrated probe thermometer should be available to check the temperature.



Funded by the European Union



- Food business operators providing alternatives such as insulated cool boxes must demonstrate that the arrangements are suitable to maintain the required temperature during transport and operation.
- In warm weather, back-up frozen icepacks may be required.

Temperature Control of Foods

Please refer to Annex 1: Temperature Records

- A sufficient number of fridges and calibrated thermometers must be available for the mass gathering to keep foods at safe temperatures
- Temperatures must be taken using a calibrated temperature probe. Temperature probe must be sanitised in between uses to prevent cross contamination.
- Where food is being cooked, it must be cooked to a core temperature of 75°C instantaneously or an equivalent time temperature combination, e.g. at least 70°C for 2 minutes.
- If cooked food is to be reheated, it should achieve a core temperature of at least 70°C.
- Foods shall be maintained at the correct temperature during storage:

Table 3: List of Food types and their storage temperatures

Food Type	Food Temperature °C
Hot Foods	>63C
Chilled Foods	0 – 5C
Frozen Foods	-18C

Thawing

- If foods such as large pieces of meat or poultry need to be thawed before cooking, this should be carried out in a refrigerator at a temperature of 5⁰C or in a microwave. Be careful when defrosting raw meat that the drip does not contaminate cooked/ready-to-eat foods
- If using a microwave oven for thawing the thawed food shall be cooked immediately as the cooking process will have started in the microwave.
- The food business operator shall ensure that the core temperature of the food is 0°C to 5°C after thawing.



Funded by the
European Union



Food Safety Training

- All food handlers, including seasonal and part-time staff, must be adequately supervised, instructed and/or trained in food hygiene matters to allow them to produce safe food.
- Managers must collaborate with food handlers and support personnel to effectively implement and uphold food safety standards during the mass gathering, ensuring compliance.
- Food safety training should be conducted by recognised, competent individual(s) and cover essential subjects such as proper cleaning procedures, maintaining temperature control, use of temperature probes, preventing cross-contamination, identifying food safety hazards, ensuring the safety of raw materials, understanding the causes of food poisoning and strategies for prevention, managing allergens, and the correct usage of chemicals.
- This training aligns with the principles outlined in the WHO's 5 Keys to Safer Food.
- Evidence of training should be available for inspection by the authorities.
- Designated staff must be trained on response measures to managing a food poisoning outbreak

Documentation and Records

- Food businesses should maintain documentation and records to demonstrate compliance with this guidance document.
- Food Safety documentation and records should be available for inspection by regulatory agencies.
 - See Annex 1 for copies of Food Safety Records

EVALUATION AND CONTINUOUS IMPROVEMENT

- Before and during the event, assess compliance with food safety standards by carrying out regular food safety inspections Please refer to Annex 1: Food Safety Inspection Checklist
- Any corrective actions arising from the inspections must be recorded and communicated to the appropriate person(s) in the food business to allow them to carry out the necessary improvements and continue producing food for the Mass Gathering. The record should include details of the food safety breach and details about the corrective action that was taken and why it was taken.
- Routine sampling and analysis of food and water samples should be conducted to evaluate the quality of food and the water supply during the Mass Gathering. For detailed procedures and guidelines regarding microbiological sampling of Water, Environmental Swabs, and Ready-to-Eat foods, please refer to Annex 1: Microbiological Sampling Programme for RTE Foods."
- Distribute surveys or feedback forms to vendors, event staff, and attendees to gather insights on food quality, safety, and overall satisfaction.



Funded by the
European Union



- Establish platforms for open communication where stakeholders can report issues or suggest improvements related to food safety.
- After the event, conduct debrief sessions with relevant stakeholders to gather information.



Funded by the
European Union



Annex 1: Sample Food Safety Documentation and Records

- 1.1 Food Traders Application Form sample
- 1.2 Supplier Questionnaire
- 1.3 Traceability Record
- 1.4 Goods Inwards Record
- 1.5 Temperature Records
 - 1.5a Temperature Record Cold Chain
 - 1.5b Temperature Record Hot Holding
 - 1.5c Temperature Record Cooling
 - 1.5d Temperature Record Cooking
 - 1.5e Temperature Record Thawing
- 1.6 Cleaning Record
- 1.7 Cleaning Schedule
- 1.8 Internal Calibration
- 1.9 Medical Questionnaire for Staff
- 2.0 Microbiological Sampling Programme for Ready to Eat Foods based on EC 2073
- 2.1 Food Safety Checklist for mobile and outdoor catering
- 2.2 Corrective Action Record
- 2.3 Food Poisoning Investigation Questionnaire



Funded by the
European Union



Annex 2: Food Safety Legislation for participating countries

1. Mongolia

1. Law of Mongolia on Food, December 2012
2. Law of Mongolia on Ensuring Safety of Food Products, December 2012
3. Law of Mongolia on Food-catering service of Secondary school, 2017
4. Law of Mongolia on Food fortification, 2017
5. Law of Mongolia on Food-catering service of Secondary school, 2019
6. Regulation on information exchange between sectors and rapid response during the potential disasters and public health emergencies (Order # 228 of 2023 of the of Deputy Prime Minister, Chairman of the Standing Council on Disaster prevention)
7. General Principles of Food Hygiene, National standard MNS CXC 1-2023
8. Requirements on Foodservice establishment, National standard MNS 4946:2019
9. General Requirements for Food labelling, National standard MNS 6648:2016
10. Microbiological Criteria in food, National standard MNS 6308-2012
11. Codex General Standard for Contaminants and toxins in Food, National standard MNS CXS 193-2007
12. Code of Practice for the Packaging and Transport of Fresh Fruit and Vegetables, National standard MNS CAC RCP 44:2020
13. Code of Hygienic Practice for Canned Fruit and Vegetable Products, National standard MNS CAC RCP 2:2014
14. Code of Practice to minimize and contain foodborne antimicrobial resistance, National standard MNS CAC RCP 61: 2023

2. Kazakhstan

Normative legal acts of the Republic of Kazakhstan on food safety.

1. Constitution of the Republic of Kazakhstan.

https://online.zakon.kz/Document/?doc_id=1005029

2. Code of the Republic of Kazakhstan "On the People Health and the Health System Health Care" dated 7 July 2020 No. 360 - VI of the ZRC.

<https://adilet.zan.kz/rus/docs/K2000000360>

3. Entrepreneurial Code of the Republic of Kazakhstan dated 29 October 2015 No. 375-V ZRC.

<https://adilet.zan.kz/rus/docs/K1500000375>



Funded by the
European Union



4. Law of the Republic of Kazakhstan "On the Safety of Food Products" dated 21 July 2007 No. 301.

<https://adilet.zan.kz/rus/docs/Z070000301>

5. Technical regulations of the customs union

<https://adilet.zan.kz/rus>

6. Sanitary Regulations

<https://adilet.zan.kz/rus>



Funded by the
European Union



REFERENCES

CIEH National Guidance for Outdoor and Mobile Catering

Guide to Good Hygiene Practice Markets FSAI

Management of Outbreaks of Foodborne Illness Protocol FSAI HSE

C3 Public Health Command, Control and Communication (C3) for Mass Gatherings document

WHO Five Keys To Safer Food Training Manual

IS 340:2007 Hygiene in the Catering Sector