

WHAT TO DO TO RESUME WORK
ACTIVITIES IN THE FOOD INDUSTRY
AFTER A POSITIVE FOR COVID-19

w e b i n a r

#fridayfundamentals



foodfocus
THE RIGHT WAY

#fridayfundamentals

w e b i n a r

Welcome to the Webinar

- Welcome to today's, we are so glad that you joined us. Before we start, please take note of the following:
- Audio is being transmitted over the computer so please have your speakers "on" and volume turned up in order to hear.
- Telephone connection is not available.
- Click on "maximize" in the upper right corner of the "slide" window for the best viewing of the material. At the end click on "restore" to normal view



What to expect

- There is a Chat Window at the right top corner of the screen – you can communicate with us via this chat during the presentation
- Make a note of your questions and you can ask them during the Q & A session at the presentation
- The Webinar is being recorded and the link will be sent to you within one week



Meet our speakers

- Riëtte Venter – Training Beyond Tomorrow
- Rolf Uys – Entecom
- Mark Sterling – Ecowize
- Wouter Conradie – NSF



RIËTTE VENTER



B.TECH DEGREE ENVIRONMENTAL HEALTH
2001 - 2002 - Tshwane University of Technology

NATIONAL DIPLOMA ENVIRONMENTAL HEALTH
1997 - 1999 - Tshwane University of Technology

CREATIVE BUSINESS CONCEPTS (PTY) LTD

Managing Director | 6 March 2020 – Current

TRAINNG BEYOND TOMORROW (PTY) LTD

Managing Director | 16 July 2011 – Current

LAKAMA GROUP (PTY) LTD

Chief Operating Officer | 1 September 2013 – 10 October 2019

National HSEQ Manager | 1 July 2012 – 31 August 2013

COMPASS GROUP SOUTHERN AFRICA (PTY) LTD

HSE Director | 1 January 2008 – 15 July 2011

HSE Coordinator | 1 October 2004 – 31 December 2007

SGS SOUTH AFRICA (PTY) LTD

Food Manager | 01 April 2004 – 30 September 2004

Commercial Manager | 01 February 2003 – 31 March 2004

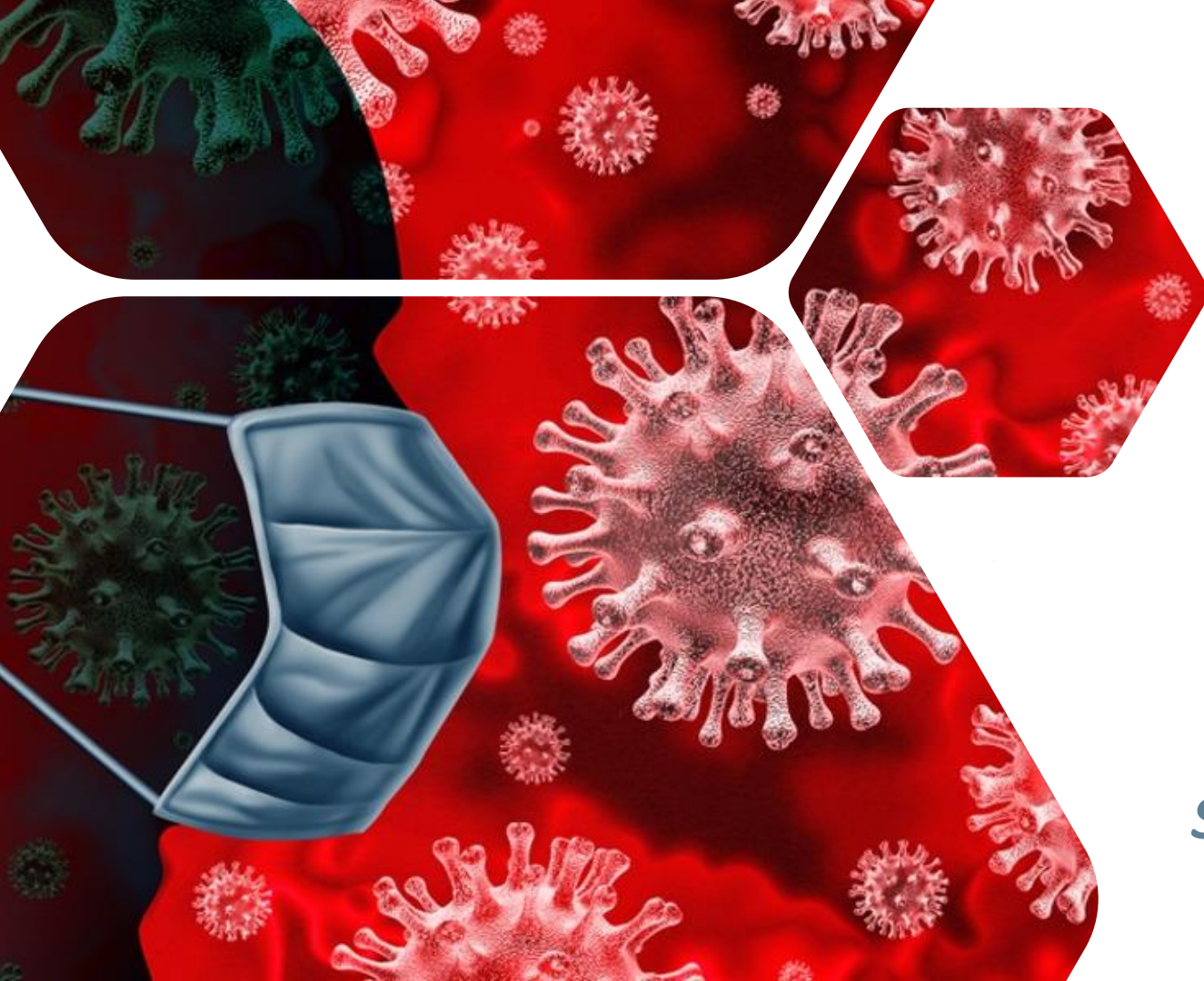
Qualitest Operations Manager | 01 August 2002 – 31 January 2003

Client Services Coordinator / Key Account Manager | 30 August 2001 – 31 July 2002

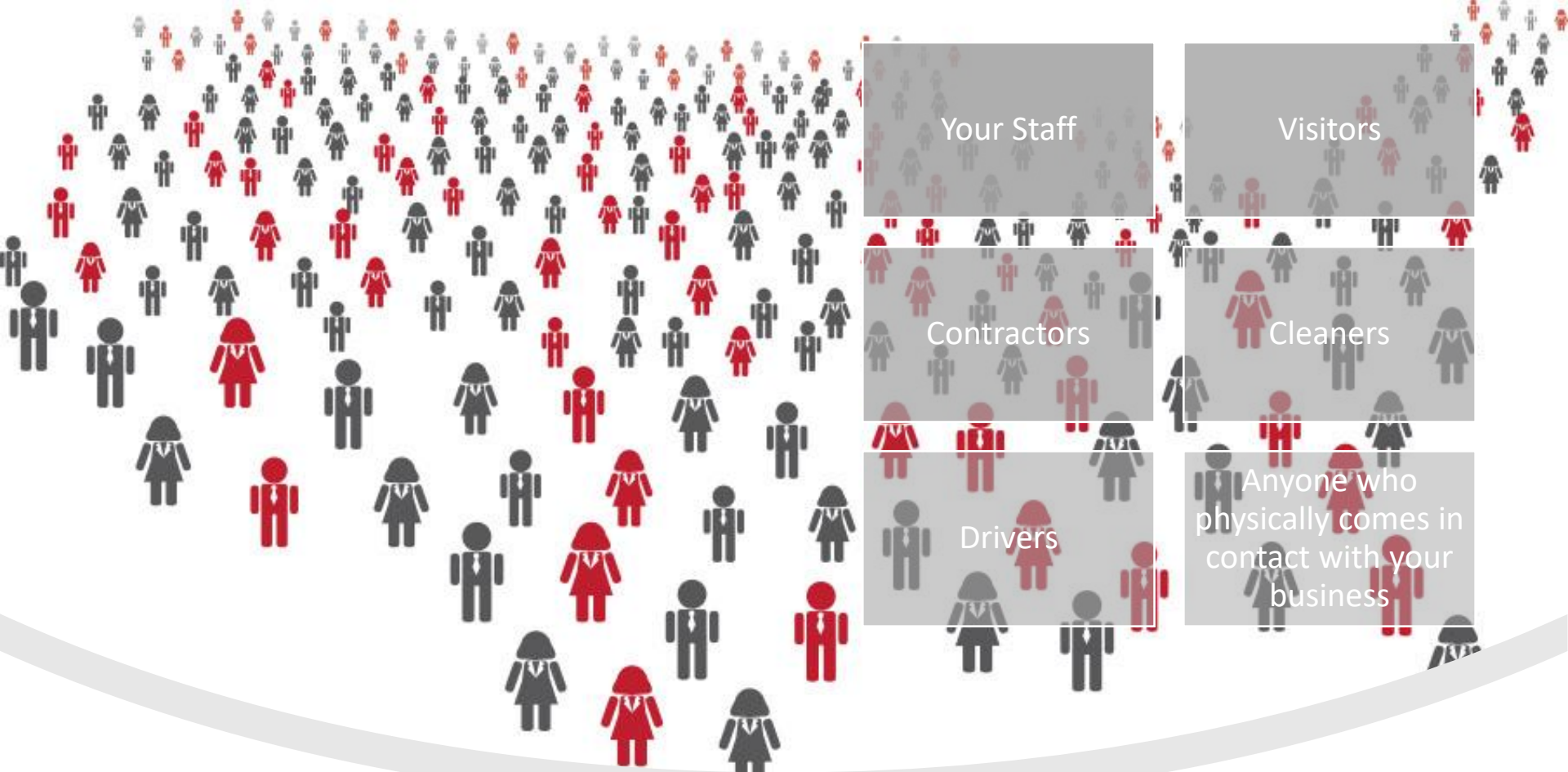
Hygiene Auditor | 1 December 1999 – 31 January 2003



“Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have the potential to turn life around.”
- Leo Buscaglia



*What measures
do you have
in place,
to protect your
employees and
provide them
with a
safe workplace?*



Your Staff

Visitors

Contractors

Cleaners

Drivers

Anyone who physically comes in contact with your business

Who is at risk?

ELIMINATION

- Practical for intended use
- Impractical for unknown or unavoidable exposure
- Early identification and isolation where necessary

SUBSTITUTION

- Replace high exposure activity with less exposure
- Limit exposed workers and/or job rotation

ADMINISTRATION

- Policies & Procedures, Health protection and training

- PPE
- Hand hygiene
- Cleaning and sanitation
- Disinfecting common and high risk traffic areas
- Limit business travel /promote work from home
- Planned task observations

- Access control
- Monitoring of employees (temp checks, taste, smell)
- Isolation and contact tracing
- Monitoring absenteeism
- Infectious disease preparedness

- Mental health and wellbeing awareness
- Emergency communication channels
- Daily toolbox talks
- Promoting Hygiene
- Controls
- PPE
- Reporting illness
- Cleaning

Risk Assessment

BEHAVIOUR

- Right attitude and appropriate training contribute significantly to controlling transmission
- Caring approach – hand sanitiser/soap/water

ENGINEERING & ENVIRONMENTAL

- Re-design the work process or facilities where feasible

Building

- Isolation rooms
- Ventilation
- Access control
- Signage

Devices

- Disinfection devices
- Sterilisation devices
- Safety instruments


Environment

- Environmental monitoring
- Air, surface, water decontamination
- Waste management

PPE

- Correct type, specifications, maintenance & disposal
- Gloves, goggles, face masks/shields, boots/shoes, coats, gowns, aprons, overalls, hair and shoe covers

Risk Assessment

A photograph of a shopping cart in a grocery store, with a person's hand on the red handle. The background is filled with various grocery items, including produce and packaged goods, which are slightly out of focus. Overlaid on the right side of the image are five semi-transparent grey text boxes with white text, arranged in a grid-like pattern. The bottom of the image is framed by a white curved border.

Type of procedures

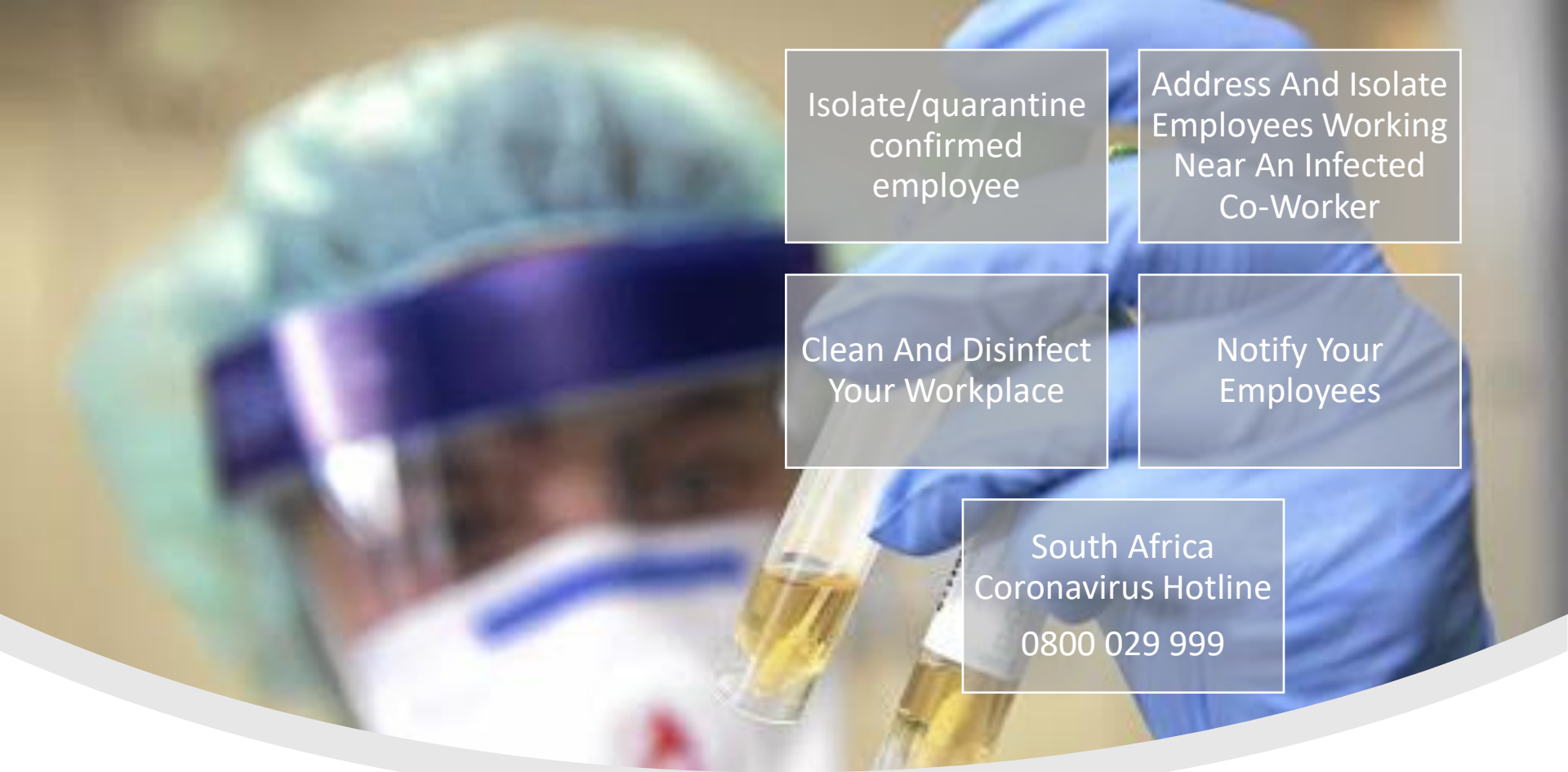
Notify the applicable parties

Does it make sense

Open to the public

False sense of security

How effective are your controls?



Isolate/quarantine
confirmed
employee

Address And Isolate
Employees Working
Near An Infected
Co-Worker

Clean And Disinfect
Your Workplace

Notify Your
Employees

South Africa
Coronavirus Hotline
0800 029 999

Covid-19 positive case

KEEP

• EACH OTHER •

SAFE



Rolf Uys

Business Owner , Entecom

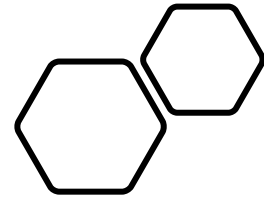
Biography:

MSc. Food Science

20 years training and auditing exp.

Seen > 2000 food factories across the world

Great believer of ditching the jargon and making things practical



COVID-19

What should a
food business
have in place?

Rolf Uys, Entecom

COVID-19 Policy

- Addresses the "why"
- Signed by Top Management

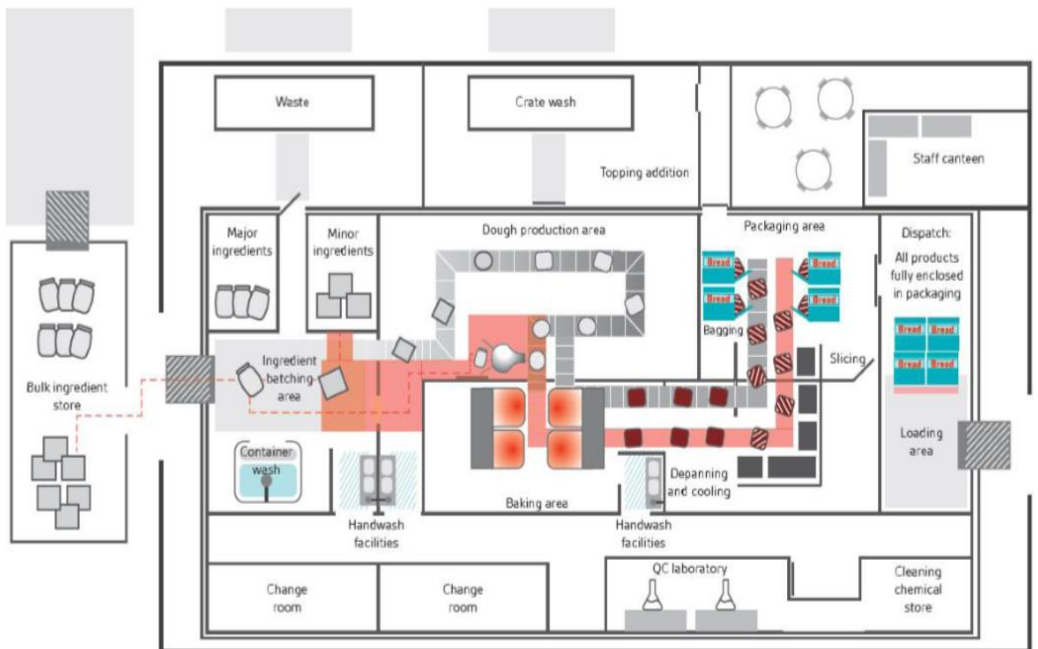
COVID-19 Procedure

- What to do at each area
- Responsibilities
- Risk assessment



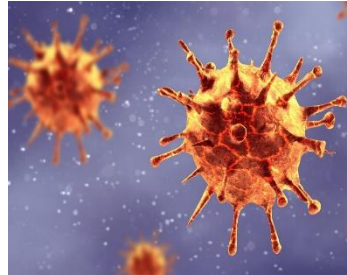
COVID-19 PROCEDURE

- **COVID-19 Task team**
 - Weekly meetings
 - Keep shop floor informed
- **Floor plan to visualize**



- **People Protection**

- How to physically stop the spread



- **Consumer Protection**

- Food or packaging to consumer?




Security, Reception


- Cards, Breathalyzer, Turnstiles, Pens
- Signage, Screening
- Access control
- **Clinic**
 - Questionnaires, Temp checks
 - COVID -19 Testing
 - Reporting

COVID-19 Facility Visitor Guidance

COVID-19 is a new disease caused by a novel coronavirus. Please take the following precautions to help protect our facility and community.



- People with fever, cough, sore throat or other flu-like symptoms are not permitted to visit unless you are seeking care.
- People who have traveled to a high-risk area for COVID-19 or had contact with a person known to be infected with COVID-19 are not permitted to visit.



- As a healthy visitor, please follow these recommendations:
 - Wash your hands with soap and water or alcohol-based hand rub before and after your visit.
 - Cover your sneeze with your elbow or a tissue.

These guidelines are to protect our facility and our community. We appreciate your understanding and cooperation.

This is a rapidly evolving situation. Up-to-date information is available online: www.cdc.gov

Production

- Suppliers to shrink wrap
- Truck drivers stay in their trucks
- Isolate shifts
- Reduce changeovers
- Manage overtime = mistakes





Production

- Social distancing
- Demarcation
 - Date and control
- Vertical signs
- Understanding the implication

PPE

- Masks
- Gloves
- **Disposal**
- Laundry

Welfare areas

- Don't overcrowd
- Cross contact e.g. cups



Extra sanitation

- Cell phones
- Keyboards
- Railings
- Handles
- Tools/Utensils



HAND WASHING



- **Response plan**
 - A worker gets COVID-19
 - Service provider get COVID-19
- **Contingency Plans**
 - For each
 - Know what to do, documented, practiced, communicated



RISK ASSESSMENT –EMPLOYEE PROTECTION

<u>LIST OF POTENTIAL CONTACT POINTS</u>				<u>Mitigation</u>
CONTACT POINT	DESCRIPTION OF CONTACT/ TRANSMISSION	MODE OF TRANSMISSION	RISK LEVEL	
Main Gate	Employee - Use of security guards pen to sign register	Droplet Transmission – Touching contaminated surface	Medium Risk	<ul style="list-style-type: none"> ✓ Security Guard to complete the <u>register</u> for employees to reduce the risk of employee touching the pen ✓ Employee vehicles to be clearly identifiable (parking disc, vehicle register at security) ✓ Employee- guard contact is mitigated by leaving the window rolled up upon entry
Main Gate	Employee/ Visitor/ Contractor/ Service Provider – Travelling with a lift club / employee coming in to contact with infected persons outside of facility	Person to Person – Close Physical Contact	High Risk	<ul style="list-style-type: none"> ✓ Security to test temperature of each persons with an infrared thermometer and <u>record</u> : date, time , temperature , <u>person's name</u> ✓ Temperature > 37.3°C should be reported immediately to management, person to isolated and a doctor’s appointment to be scheduled

TRANSMISSION VIA FOOD OR PACKAGING ?



Low risk, but not negligible

- Worker protection will double as consumer protection
- Include in HACCP and organizational risk assessment
- Communicate to suppliers

RISK ASSESSMENT -HACCP

13. HAZARD RISK ASSESSMENT

#	Process Step	Identified hazard	Acceptable levels	Controls in Place	Hazard Significance*			Justification/Comments
					Severity	Likelihood	Significance	
e.g. 20	Hand packing of chocolates	M: Bacterial Pathogens	100cfu TPC <u>No. S. Aureus</u>	Hand washing Procedure Personal hygiene procedure	Low	Med	Not	No evidence worldwide of contamination via food worker to consumer, primarily because it's a respiratory disease.
		Corona virus COVID -19 transmission	No Corona virus transmission	COVID-19 Plan	High	Very Low	Not	
		C: Packaging Material not food grade	Food grade certification	Supplier Quality Assurance	Low	Med	Not	
		P: Jewellery, Metal, Plastic	No visible foreign materials	Personal hygiene procedure	Med	Low	Not	/
		A: Incorrect packaging. Incorrect allergen declaration	No deviation	Issuing procedure Labelling procedure. Labelling checks	Med	Med	Significant	

Etc. See full risk assessment attachment

OR PUT IT IN THE ORGANISATIONAL RISK ASSESSMENT (FSSC v5)

ORGANISATIONAL RISKS TABLE (Clauses 4.2 and 6.1)

This table covers links clause 4.2 Context of the organisation with clause 6.1 Planning

4.2 Interested party	4.2 Requirements of interested parties/FSMS		Risks (6.1)	Opportunities (6.1)	How address? [6.1.2 a]]	How evaluate its effective? [6.1.2 b]]	Evidence
	Internal	External					
Customers (retailers)		-Audit requirements -In spec, on time, in full	Loss of Customer	Enhanced sales Loyalty	Customer audits Customer complaint system	Audit targets CC. Targets Marketing survey	Customer meeting minutes Food Safety Objectives
Consumers		_Cost effective -Food Safe -Quality	Loss of consumer	Enhanced sales Loyalty	Customer complaint system	CC. Targets	Food Safety Objectives
Employees contracting COVID 19	-Employees need to be Kept safe -Business continuity. Can shut down	-Cannot supply customers	Demotivated workers Increased Food Safety Mistakes: Increased Food Defence /Sabotage	More Productive Employees	COVID-19 Mitigation Strategy Crisis management plan	Audits Dept labour Covid-19 Positive count	Covid -19 Task team minutes

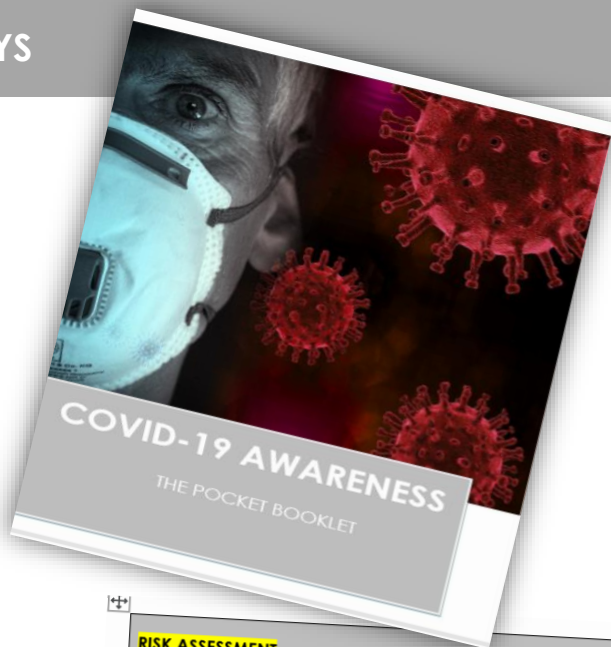


DO NOT LOOSE FOCUS OF FOOD SAFETY

- **More Cleaning**
- **PPE better**
- **Security**
- **Less Staff**
- **Focus away from foreign materials, pests, maintenance**
- **Raw material supply**



TAKE AWAYS



COMPANY LOGO	COMPANY NAME	Document No:	RI - CoV
	Food Safety Management System	Revision No:	04
		Revision Date:	30 March 2020
Document Name:	COVID-19 Risk Assessment		Page 1 of 22
Authorised by:	Managing Director	Signature:	

1. PURPOSE

Due to the global Pandemic of COVID-19 **COMPANY NAME** has conducted an assessment to mitigate any possible risk of cross contact or transmission of the COVID-19 vis person to person or droplet transmission.

To define, implement and maintain a functional process of assessing and controlling the risks of Covid-19 to the employees and external personnel within the parameters of **COMPANY NAME**. In compliance with standards, company procedures, policies and objectives in order to ensure that persons on **COMPANY NAME** site are safe from COVID-19 and or do not pose a threat of transferring COVID-19.

2. SCOPE

All persons entering the facility and all activities with regards to the scope of the food safety management system.

3. REFERENCES

- World Health Organisation
<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
- National Institute of Communicable Diseases
<https://www.nicd.ac.za/diseases-a-z-index/covid-19/>

RISK ASSESSMENT				Mitigation
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ENTECOM COVID 19 Support pack

<https://www.entecom.co.za/blog-articles/janice-giddy/1/covid-19-support-pack/134>

AIB COVID 19 Self assessment

<https://www.facebook.com/AIBInternational/posts/have-you-downloaded-our-complimentary-site-self-assessment-guide-we-developed-it/10156734296421008/>

What the UK is doing

<https://www.gov.uk/government/publications/covid-19-guidance-for-food-businesses/guidance-for-food-businesses-on-coronavirus-covid-19>

<https://www.fsai.ie/faq/coronavirus.html>



24 April 2020

Coronavirus Covid-19 Sanitation Protocol



- I have a National Diploma in Food Technology from the Natal Technikon
- I had a short stint in the snack food industry, followed by 12 years in the Poultry Industry
- I have been with Ecowize for 12 years and am currently the National SHEQ Manager

Who we are



Global

USA, AUS, NZ



Industry Leaders

50% market share



Experienced

23 Years



Innovative

Automation/Digitize



Partners

Strategic Partnerships



WHETHER YOU REQUIRE A TOTALLY INTEGRATED SOLUTION OR ONE SPECIFIC INTERVENTION ECOWIZE OFFERS YOU COMPLIANCE AND PEACE OF MIND

Covid-19: WHO – Cleaning Practices

Cleaning Practices in line with WHO Guidance document –
19 March 2020



Water, sanitation, hygiene, and waste management
for the COVID-19 virus

Interim guidance
19 March 2020

Covid-19: WHO – Cleaning Practices Section 5

- Suggests the use of disinfectants active against enveloped viruses, such as the Covid-19 virus.
 - 70% ethyl alcohol to disinfect small areas between uses, such as reusable dedicated equipment (i.e. thermometers)
 - Sodium Hypochlorite at 0.5% (equivalent to 5000 ppm) for disinfecting surfaces.

Covid-19: Covid-19 Sanitation Team

➤ Correct PPE

1. Disposable Coveralls/Oil Skins
2. Gumboots/Safety Shoes
3. Respirator Mask (Fogging)
4. FFP1or 2 Dust Mask (Dry & Wet Clean)
5. Safety Goggles
6. Safety Gloves (Nitrile Gloves)

➤ Undergo Training Covid-19 Sanitation Protocol

➤ Undergo COVID-19 Screening.

➤ Observe hand washing, sanitizing, coughing & sneezing etiquette and Social Distancing of 2 meters



Covid-19: Sanitizing Protocol

- Approval from the NICD or Department of Health will initiate the COVID-19 Sanitation Protocol to be carried out at a facility.
- A plan or protocol should be available for the staff to follow which should include:
 - List of staff names – tracing purposes
 - Chemical matrix
 - Cleaning and disinfecting process (Dry, Wet or Fogging)
 - Reference to all documents required
 - Space for cleaning and sanitation staff to sign as acknowledgement for completing the protocol.

Covid-19: Sanitizing protocol

- Contact tracing in the workplace carried out to identify:
 - Fellow employees at risk
 - Employees footprint – where did he / she typically work / move to highlight focus areas

- Prepare the necessary verification documents

Covid-19: Dry Sanitation Protocol

- Non-Product handling areas – High Touch points
- Offices and Admin
 - Desk, chairs, phone, personal computers and screens
 - Switches, door handles, hand railings
- Kitchen
 - All surfaces, switches, door handles, taps, fridge door

Don't forget to wipe your own cellphones and personal belongings

Preferred Chemical - Alcohol Sanitizer

Covid-19: Dry Sanitation Protocol

- Non-Product handling areas – High Touch points
 - Ablutions & Locker rooms
 - Door handles, Toilet, toilet handle & Seat, taps, soap dispensers, lockers
 - Canteens
 - Door Handles, switches, benches, Chairs and tables, wash basin, water fountain, taps, vending machine
 - Maintenance
 - Work surface, tools, toolboxes,
 - Entrances, -
 - Biometric systems
 - turnstiles

Sodium Hypochlorite @0,5% = 5000ppm (WHO)

or 70% Alcohol based sanitizer – Neat

Covid-19: Dry Sanitation Protocol

- Smoking Areas,
 - clinics,
 - laundries,
 - Laboratories
 - security office
 - Busses, taxi's
-
- Walls & Floors
-
- Preferred chemical – Sodium hypochlorite

Covid-19: Dry Sanitation Protocol

➤ Alcohol based Sanitizer

- Apply NEAT by spray bottle
- Allow 10 minutes contact time
- Wipe surfaces with a clean cloth (Food plant approved).

➤ A pre-diluted Solution of **1% Sodium Hypochlorite (10,000 ppm)** in warm water can be applied to Factory non-product handling surfaces and floors for cleaning

➤ Observe colour coding principles for cleaning equipment

➤ Reconcile and dispose of disposable PPE & Consumables.

- Treat as Health Care Risk Waste (HCRW)

➤ Sanitize cleaning equipment before storage

➤ Completion of Handover verification records

Covid-19: Wet Sanitation Protocol

- Industry & plant specific
- Normal cleaning procedures
- Chemicals :
 - Chlorinated caustic detergent / Heavy duty alkaline detergent
 - 1% Sodium Hypochlorite solution (high touch points)
 - Peracetic acid (with > 0,5%Hydrogen Peroxide) (www.sciencedirect)
 - QAC – broad spectrum sanitizer following chlorine application

Covid-19: Chemical Registrations

- Material Safety Data Sheets, Labels
- Certificate of Conformance
 - Industry accepts SANS1828, 1853,
 - Independent verification from accredited laboratories comprising:
 - Toxicological assessment for use in direct food contact applications
 - Bactericidal efficacy reports (EN1276 / SANS51276)
 - Virucidal efficacy reports - No current test available for SARS-COV-02.
 - Testing has been available for other enveloped viruses such as the Virus

Avian Influenza

Covid-19: Chemical Solutions

Eco-Hand HS70

Eco-San SH12

Eco-San AF8

Eco-San AN8

MSDS & Data Sheets
will be submitted
separately



Covid-19: Wet Sanitation Protocol

➤ 10 Steps of cleaning

➤ Getting Ready

- Covid Screening,
- Pre-shift Meeting,
- Hygiene Checklists,
- PPE Inspection
- Issue of equipment, Chemicals

➤ Pick-up

- Wipe off sensitive equipment with Alcohol based hand sanitizer & Cover

➤ Rough Rinse

➤ Foam –

Detergent Step & Sodium Hypochlorite (CCV)

➤ Scrub

Covid-19: Dry Sanitation Protocol

- Final Rinse prevent cross contamination
- Inspect
- Sanitize – Sanitizer step – CCV - 15 minutes contact time
- Handover – Complete Verification documents
- Finishing Off -
 - Sanitize cleaning equipment
 - Disposal of Health Care Risk Waste (HCRW)

- COVID Protocol Handover to Customer / NICD & Dept of Health. – with NICD &

Covid-19: Fogging

- Many company's and institutions have requested fogging.
- Follows dry or wet cleaning & sanitation protocols
- ULF / Cold Fogging – using Alcohol Sanitizer (Office facilities)
 - 1 hour settling time
- Fogging - Using QAC or Peracetic Acid Sanitizers
 - 8 hour settling period
- Ensure :
 - Sanitize Sensitive equipment before covering
 - use of respirators & cartridge
 - use of buddy system while fogging
 - use of Signage – during fogging and settling period

Covid-19: The jobs not done till the paper works finished??

Updated: 16 April 2020

What documents should we have displayed on site for awareness to all staff?

- COVID-19 Symptom Flow Diagram **Vers.8.4**
- Toolbox Talk : HS70 Sanitizer **Vers.8.0**
- Coronavirus Poster
- **NEW!** Covid-19 CEO Memo
- **NEW!** Temperature screening (Security gate) **Vers.8.0**

What COVID-19 checklist do we need to complete on site daily?

- **NEW!** Daily Health Screening – COVID-19 **Vers.8.2**
- **NEW!** Daily Additional Sanitation Log (if applicable)

What records do we need to complete, attach and hand in during a COVID-19 protocol?

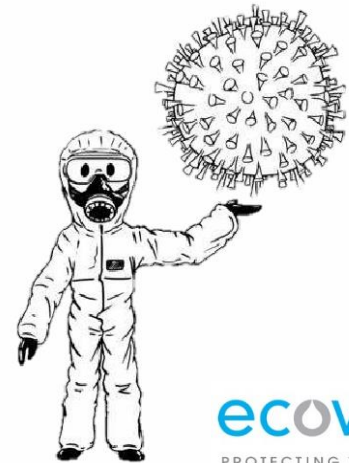
- **NEW!** Covid-19 Protocol Handover **Vers.8.0**
- **NEW!** Daily Health Screening – COVID-19 **Vers.8.2**
- PPE Inspection Register **Vers.8.1**
- Daily Hygiene Checklist **Vers.8.3**
- Daily Planning Record **Vers.8.2**
- Reconciliation Issue Log
- Manual Dilution and Chemical Issue Log
- Chemical Concentration Verification Record
- **NEW!** Contact Tracing Record (when applicable) **Vers.8.0**

What procedures should we have on site?

- Site Emergency Preparedness Policy **Vers.8.0**
- **NEW!** Leave Policy **Vers.8.2**
- **NEW!** Leave Policy Flow Chart **Vers.8.1**
- **NEW!** Covid-19 Reduced Working Time Letter **Vers.8.0**
- **NEW!** Covid-19 Temporary Employee Relief Scheme Letter **Vers.8.0**
- **NEW!** Covid-19 UIF Illness Benefit Letter **Vers.8.0**
- CLN-SOP-Coronavirus Covid19 Protocol – Dry Cleaning **Vers.8.3**
- CLN-SOP-Coronavirus Covid19 Protocol – Wet Cleaning **Vers.8.1**
- CLN-SOP-Coronavirus Covid19 Protocol – Fogging **Vers.8.1**
- CLN-SOP-Coronavirus Covid19 Protocol – Once Off Fogging (if applicable) **Vers.8.1**
- SUPS-MED-03 Managing a sick employee – COVID-19 **Vers.8.1**
- Ecowize Risk Prevention Strategy – COVID-19 – Employees **Vers.8.1**
- CLN-SOP-23 Turnstile and Biometrics (If applicable to site) **Vers.8.0**
- CLN-SOP-24 Fogger SOP (If applicable to site) **Vers.8.1**
- CLN-SOP-25 Health Screening & Sanitation – Staff Transport **Vers.8.0**
- CLN-SOP-26 Contact Tracing procedure **Vers.8.1**
- **NEW!** CLN-SOP-27 Covid-19 Waste Management **Vers.8.0**
- **NEW!** Covid-19 The use of Disposable Masks **Vers.8.0**
- Site Specific COVID-19 Response Protocol (where applicable)

What training should be conducted?

- Ecowize Presentation – COVID-19
- All COVID-19 procedures
- All COVID-19 documents
- Daily Health Screening – COVID-19



Covid-19:



Mark Sterling

National SHEQ Manager

mark@ecowize.co.za

0825778706





Wouter Conradie

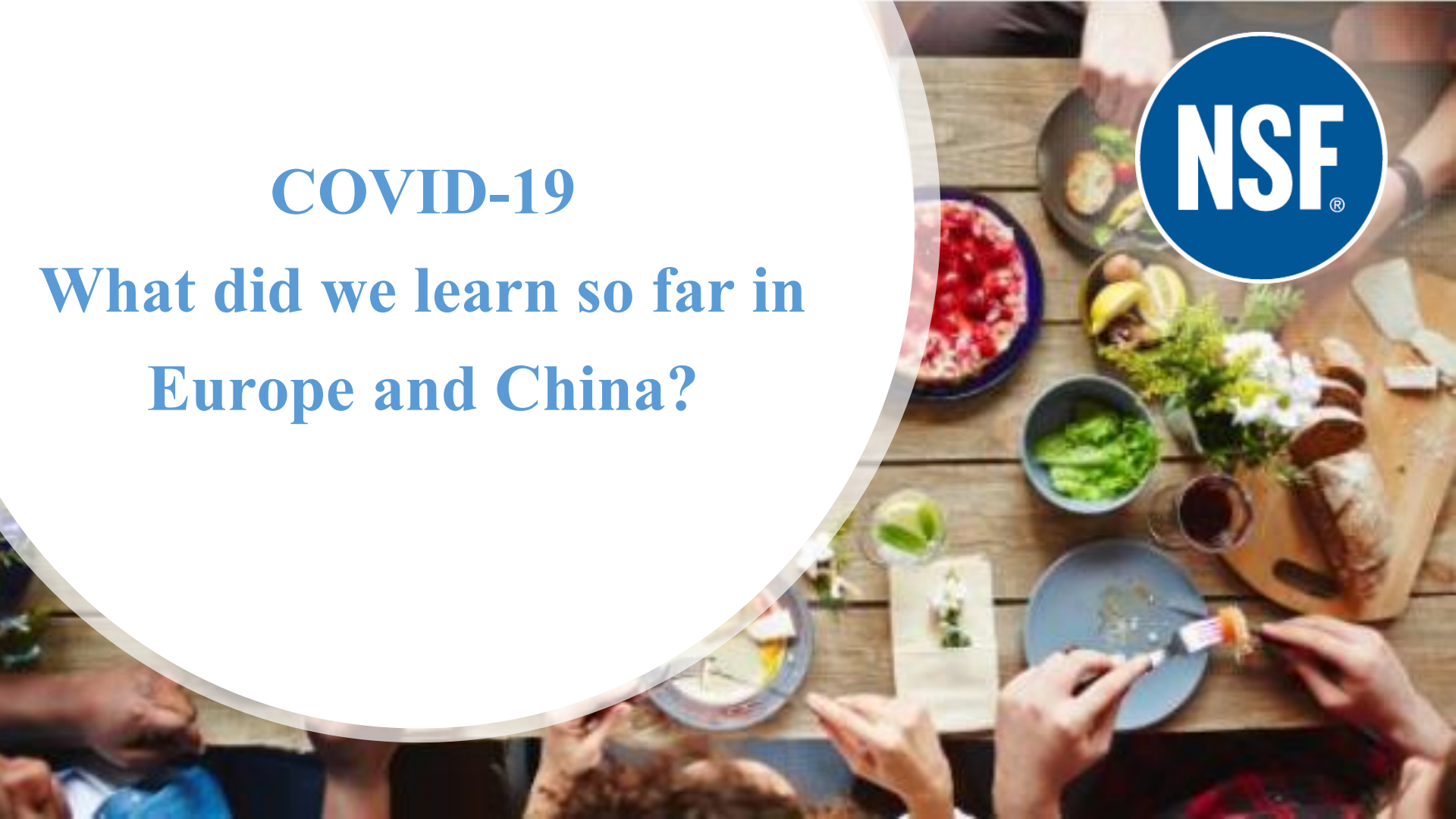
Managing Director - NSF Africa



I am the Managing Director of Operations at NSF Africa. I have an MBA, BSc Agric (Hons) focused in Horticulture from University of Pretoria/Universiteit van Pretoria.

COVID-19

**What did we learn so far in
Europe and China?**





About NSF

Our mission is to provide services to protect and improve public health and safety.





STANDARDS



TESTING



CERTIFICATION



AUDITING



CONSULTING



TRAINING

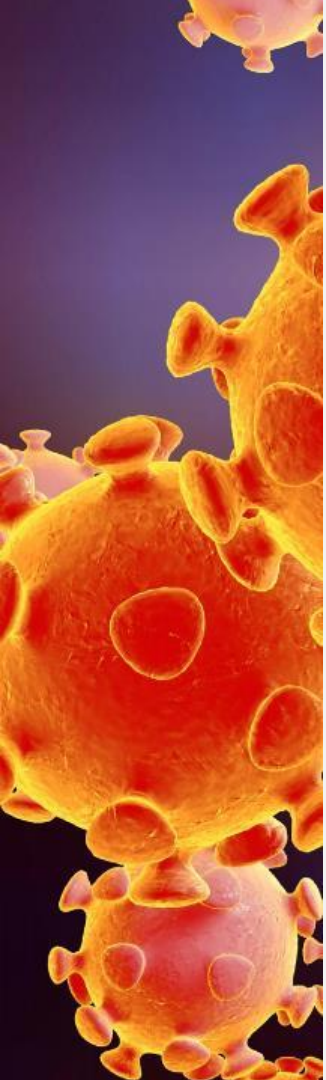
◀ *INDEPENDENT FROM CERTIFICATION* ▶

YOUR KEY TO SUCCESS IN THE FOOD SECTOR





About the Virus
(NSF Labs Germany)



Coronaviridae

Corona: *crown, halo*

Human version first described in 1965

Enveloped virus, 120-160 nm, (+) ssRNA

Responsible for a variety of upper respiratory tract infections (~15% of common colds), usually low pathogenicity

Variety of animal reservoirs and strains

Main transmission via droplets or direct contact

Zoonotic diseases through recombination events (SARS, MERS)



A vertical strip on the left side of the slide shows a microscopic view of SARS-CoV-2 virus particles. The particles are spherical with a textured, orange-to-yellow surface and numerous small, protruding spikes. They are set against a dark purple background.

SARS-CoV-2

+2.7 million infected, +190,000 deaths (24.04.2020)

Worldwide pandemic

Patients are infectious 2,5 days before showing symptoms

Currently no transmission via food is known, provided proper food hygiene is observed (e.g. washing hands, using PPE, thoroughly cooking or cleaning food)

→ Enveloped viruses can be inactivated by surfactants like soaps, laundry detergent or temperatures $> 60^{\circ}\text{C}$



Best practice GUIDELINES

Main transmission: droplets (coughs, sneezes, moist outbreath)

Tenacity: 2 hours – 9 days on different surfaces, depending on temperature and humidity

Physical distancing (> 1,5m), limit number of direct contact

Ventilate rooms where possible

Regular disinfection of surfaces and objects with soap, ethanol (78-95%) or virucides

Promote regular and thorough hand-washing by employees, contractors, and customers

Implement proper cough/sneeze etiquette

Remote working where possible

Brief employees and visitors to stay home when exhibiting symptoms like fever or a cough



Retail Sector
Actions and future scenarios
(NSF Brussels)



FUTURE ACTIONS AND POSSIBLE SCENARIOS

- Re-evaluate risks exposure (e.g. labor, products SPEC, online tools, etc.)
- SMARTER supply chain management
- Demonstrate “virus-free” supply chain integrity (certificate, labelling,..)
- Act on consumer insights (e.g. buying patterns, e-commerce, drive-in, home delivery, etc.)
- From GLOCAL to LOCAL
- Cleaner labelling



Food Manufacturing
Challenges and possible solutions
(NSF Europe)



EMERGING RISKS IN FOOD MANUFACTURING

- In the light of COVID-19 crisis, the traditional approaches to quality management can no longer be used:
 - Third-party certification and surveillance audits
 - Second-party audits
 - Technical and troubleshooting visits
- Food production facilities are under more pressure to supply volumes, but risks are increased
 - Food safety
 - Integrity
 - Quality



WHAT SHOULD YOU BE DOING NOW?

- Use a risk based COVID influenced approach to really focus on what matters now
- Listening and questioning techniques rather than auditing and inspection. Focus on capacity driven issues – hygiene, maintenance, low supply, technical ‘sacrifices’
- Utilising tools available e.g certification databases to safely source alternate raw materials
- Revisit your food fraud risk assessments in light of new challenges
- Ensure any temporary labour is responsibly recruited
- Start to plan for the future



The China Model

(NSF China)

Get ready for returning to work

- Set up COVID-19 prevention team before retuning
- Establish quarantine system, body temperature monitoring, disinfection process
- Health registration management of employees, summarize and record on a daily basis
- Online booking system for orders
- Control the number of people and density
- Reduce open hours
- Increase indoor air exchange
- Comply with local government's new policy for reopening
- Order masks, disinfectant, thermometers, gloves, alcohol-based sanitizers in advance



Get ready for ReopenING

- Entrance to the store shall be controlled in a prominent place to complete the health registration card
- Continuously advocate epidemic prevention measures by brochures, TV screens, and guide customers on shopping disciplines
- Checks:
 - Body temperature check
 - Health registration card (China)
 - Wearing a mask
 - Washing hands
- Inform customers store has carried out a comprehensive disinfection to avoid customer concerns
- Implement Apps ordering systems





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