

# Standard operating procedures for food processors

May 2020





According to the guideline(s)/advisory(ies) issued by various governmental departments, here are a few standard operating procedures (SOPs) food processors must follow while operating their plants during COVID-19 crisis.

## Why are SOPs being issued by governmental departments?

The COVID-19 crisis has prompted the food industry to ensure compliance measures to protect food handlers from contracting the virus, prevent exposure to or transmission of COVID-19 and strengthen the food hygiene and sanitation practices.

## Guidance Note/SOPs by FSSAI/FAO etc. for containment of COVID-19 in India

To keep all workers in the food production and supply chains healthy and safe, Food Safety and Standards Authority of India (FSSAI) and Food and Agricultural Organization (FAO) of the United Nations issued, **Food Hygiene and Safety for Food Businesses during Coronavirus Disease (COVID-19) Pandemic and Guidance on Hygiene and Safety in the Food Retail Sector**, respectively. Some advisories from the documents are given in the following pages.



All areas in a plant, such as storage of raw/processed material, production, packaging, service, waste disposal, office space, meeting room, conference halls, open spaces available, canteen, restrooms, parking, entry/exit point, as well as transport vehicles etc. shall be daily cleaned with soap and water followed by disinfection (using freshly prepared 1% hypochlorite solution, found to be effective against coronavirus).



**In addition to disinfection of plant premises, personnel are also required to adhere to the following hygiene practices:**

- Check an employee's travel, contact and hotspot history (present address) before allowing him/her on the premises
- Maintain six feet distance from the entry gate
- Scan body temperature before entering and leaving the workplace
- Clean/disinfect work surfaces and touch points, such as door handles, frequently
- Avoid close contact with anyone showing symptoms of respiratory illnesses such as coughing and sneezing
- Prohibit spitting inside the premises
- Wash hands with soap and water for at least 20 seconds or use alcohol-based hand sanitisers often
- Cover mouth and nose when coughing or sneezing; dispose off tissues and wash hands



**Following are some practical measures to adhere to physical distancing in the food-processing environment:**

- Workplaces should have two groups (A and B) for each shift. The roster should be designed in such a way that group A does not meet group B. This would help minimise exposure
- Stagger workstations on either side of processing lines so that food workers are not facing one another
- Provide personal protective equipment (PPE), such as face masks, hair nets, disposable gloves, clean overalls and slip-resistant work shoes, for staff. PPE must be routinely used in high-risk areas where ready-to-eat and cooked foods are produced
- Discourage large gatherings or meetings of 10 or more people. Seating should be made at least six feet away from each other at job site and during meetings and training sessions
- Do not allow more than two or four persons depending on lift size. The use of staircases should be encouraged
- Space out workstations, which may require a reduction in the speed of production lines
- Organise staggered lunch break to ensure social distancing as well as promote hand-hygiene practices before and after meals



**The virus can enter business premises only when an infected person enters, or contaminates products or items are brought. Following are some of the precautionary measures:**

- All vehicles and machinery entering the premises must be disinfected
- Drivers/other staff delivering food on premises should not step out of their vehicles
- Drivers/other staff should be supplied with an alcohol-based hand sanitiser, a disinfectant and paper towels
- Drivers/other staff should use a hand sanitiser before handing over delivery documents to on premises staff
- Disposable containers and packaging should be used to avoid the need for cleaning of any returns. In case of reusable containers, appropriate hygiene and sanitation protocols should be implemented



# Dos and Don'ts for symptomatic individuals



If you have any contact history with someone who has tested positive, you might need a test (especially, if you have a fever and dry cough)



Call a government hospital or helpline and ask them to send someone home to take a sample for testing



While visiting hospitals for tests, maintain distance in queues, wear mask and carry a hand sanitiser. Most importantly, ask the hospital to allow you to be in self-quarantine at home and not be forced to be in quarantine in the hospital



Even before testing positive for coronavirus, ensure that you make a list of all the people you met in the last few days and let them know that you are unwell and under self-imposed isolation



At home, keep at least six feet away at all times from your family members, especially elderly, as they are the most vulnerable. Disinfect and sanitise all door handles, knobs and any surfaces that you touch



If you are an elderly person, have diabetes or heart disease or are generally unhealthy, you must visit a hospital earlier, perhaps after day two of feeling unwell



Do not rush to government hospitals testing for COVID-19 as they might have long queues and the chance of infection is high at such facilities. Aarogya Setu app should mandatorily be downloaded by all workers/employees



Do not rely on treatment suggestions as circulated on WhatsApp or any social media, unless confirmed by authentic sources



In case you experience breathing difficulties, consider being admitted to a hospital



Stay in touch with your doctor and follow his/her instructions

# Grant Thornton's recommendations

In addition to the advisories by FSSAI/FAO, food business operators may also install sanitising equipment on premises to prevent the spread of the virus.

In addition to disinfection of plant premises, personnel are also required to adhere to the following hygiene practices:

- Provide workers education and training on COVID-19 risk factors and protective behaviours (e.g., cough etiquette and PPE care)
- Train workers on how to use and remove PPE after use. Training material should be easy to understand and available in appropriate language for all workers

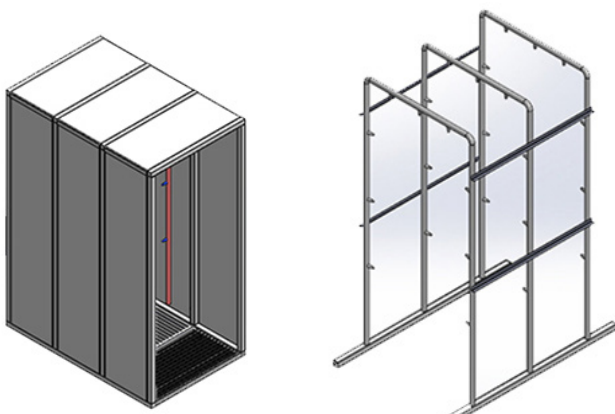
Engineering controls are cost-effective and can help in reducing exposure to work-related hazards without relying on personnel behaviour. Some of these controls include:

- Installation of high-efficiency air filters
- Increase ventilation rates in the work environment
- Installation of physical barriers, such as clear plastic sneeze guards
- Installation of a drive-through window for customer service

A variety of sanitisation equipment is available in the market. These include:

## A Personnel sanitising tunnel/walkway

These may be installed at the entry side of the main gate area to facilitate easy sanitisation of personnel and visitors. These will help in containing viruses and contaminants present on clothes.

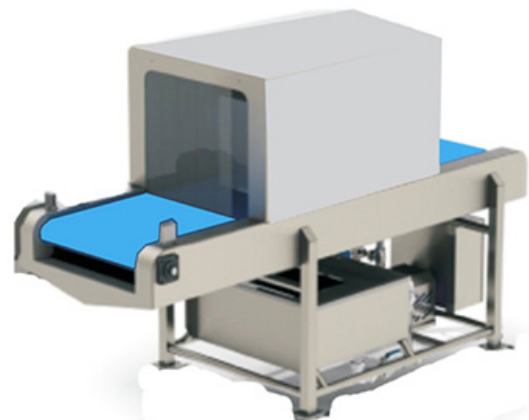


Sanitising tunnel

Sanitising walkway

## B Sanitising conveyer

It is designed to reduce workplace risk of contaminants that could be found exposed on containers, buckets, packed meats, and bags brought into plants on delivery trucks.



Sanitising conveyer

1. Details of state and district level control room phone numbers are attached as Annexure – I
2. Details of guidelines of channels of transmission in food and agriculture during COVID-19 by Food and Agriculture Organisation (FAO) is attached as Annexure – II

# Annexures

1

State/UT	Control room helpline
<b>Andaman &amp; Nikobar Islands</b>	North and Middle Andaman 03192-262960   South Andaman 03192-238881, 03192-240127
<b>Andhra Pradesh</b>	+91-11-23978043; 0866-2410978
<b>Arunachal Pradesh</b>	0360-2292725
<b>Assam</b>	6913347770
<b>Bihar</b>	Landline Number - 0631-2222253; 0631-2222259 WhatsApp Number - 8987277860
<b>Chhattisgarh</b>	24*7 104 Raipur helpline 100, 07714287199, 9479191099
<b>Delhi</b>	For GNTCD: Shri Sanjeev Khirwar - 9811318939 For Delhi Police: Shri Mukesh Chander - 9818099010
<b>Goa</b>	North Goa 8322794100   South Goa 8322225083
<b>Gujarat</b>	1070-51900
<b>Haryana</b>	DCR - District Control Room; LL - Landline Ambala - DCR - 108; LL - 01712550580, 01712530400; Mobile - 7496854623, 9729179275 Bhiwani - DCR - 108; LL - 01664242110; Charkhi Dadri - DCR - 1950; LL - 01250222555; Faridabad - DCR - 1950; LL - 01292221000, 2298500; Fatehabad - DCR - 01667230018; LL - 230201, 230442; Gurugram - DCR - 1950, 108 (Ambulance); LL - 01242322412; Mobile - 9953618102 (24*7) Hisar - DCR - 1950; LL - 01662231137; Mobile - 7027830252 Jhajjar - DCR - 01251253118; Jind - DCR - 01681245206; Kaithal - DCR - 01746224235, 224240; Mobile - 9896317010, 9996937500 Karnal - DCR - 01842272201; Mobile - 9817701572 Kurukshetra - DCR - 01744259285; LL - 220271, 220270, 227777; Mobile - 7027854102 Mahendargarh - DCR - 01282251202, 250391; Mobile - 9306754767 Mewat/Nuh - DCR - 1950; LL - 01267274600; Mobile - 9254333102, 7027855102 Palwal - DCR - 01275298052, 01275240022; LL - 248901 Panchkula - DCR - 108; LL - 01722573901, 2590000 Panipat - DCR - 0180264255, 108; Mobile - 7029826981 (Fleet Manager), 9813103036 (District Nodal Officer) Rewari - DCR - 01274225145 Rohtak - DCR - 01262244163, 01262281031; Mobile - 9463090380, 7027816559 Sirsa - DCR - 01666248882; Mobile - 9812300947 Sonapat - DCR - 01302231932, 2221500, 2218407; Yamunanagar - DCR - 01732237801; Mobile - 7027972089*
<b>Himachal Pradesh</b>	104
<b>Jammu &amp; Kashmir</b>	Jammu 01912520982   Kashmir 0194-2440283 Lakhanpur (Queries related to movement of trucks carrying essential supplies to UT of J&K) 01922-85329. 01922-285330.   Email ID controlroomlakhanpur@gmail.com
<b>Jharkhand</b>	06512261000; 06512261002; 9955837425
<b>Karnataka</b>	104-08046848600; 08066692000
<b>Kerala</b>	9846100100
<b>Ladakh</b>	01982-257416
<b>Madhya Pradesh</b>	104-0755-2527177
<b>Manipur</b>	1800 345 3818
<b>Meghalaya</b>	State Surveillance Unit - 9366090748 East Khasi Hills - 7085281316 West Khasi Hills & South West Khasi Hills - 9485395373 West Jaintia Hills & East Jaintia Hills - 6009693315 West Garo Hills & South West Garo Hills - 9864939334 Ri Bhoi - 8787520449 East Garo Hills & North Garo Hills - 9485113132 South Garo Hills - 7085100406

# Annexures (Contd.)

1

State/UT	Control room helpline
Mizoram	102-0389-2323336; 2318336
Nagaland	7005435243; 9856071745; 7005539653 Toll Free no 1070 or email: nlssu.idsp@nic.in
Odisha	0674-2392115
Punjab	0172-2710116; 0172- 2720153
Rajasthan	Control Room- Industries Department [Only for business queries] For any query relating to category of Permitted Industries, System of Passes or any other problem in view of Lockdown Order, please contact on following Landline Numbers: 0141- 2227630 0141-2227733 0141-2227765 For other queries, please dial 0141-2225624
Sikkim	District Control Room(East)- 4995 District Control Room (South)- 264442; 263722 District Control Room ( West)- 250999; 250633 District Control Room ( North)- 234538
Tamil Nadu	044 25671383; 044 256 71764
Telangana	040-23450735; 23450624
Tripura	0381-2416045
Uttar Pradesh	9415467934
West Bengal	033-23571085; 03323571083; 03323573636
Uttarakhand	Logistic Incharge Almora Mr Manoj Panday - 9412436406 Bageshwar - Mr Hemant Kumar - 7248776718 Chamoli - Dr Uma Rawat - 9410134056 Champawat - Dr RP Khanduri - 9412975537 Dehradun - Dr NK Tyagi - 6397143634 Haridwar - Dr Komal - 8178050442 Nainital - Dr Ajay Sharma - 9412120155 Pauri Garhwal - Dr Ashish Gusain - 9456615079 Pithoragarh - Dr Usha Gunkayal - 9837992600 Rudraprayag - Dr JS Negi - 7534902802 Tehri Garhwal - Dr Meenu Rawat - NA Uddham Singh Nagar - Dr DK Joshi - 94124392999 Uttarkashi - Dr CS Rawat - 8650670770

Source: <https://www.investindia.gov.in/bip/resources/state-and-central-control-room>

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Channels of transmission to food and agriculture during COVID-19 by FAO



<http://www.fao.org/3/ca8430en/CA8430EN.pdf>

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