

**EXPO2005 GUIDELINES
FOR
OFFICIAL PARTICIPANTS**

GL 10-1-1

Guidelines concerning Official Participants'

Food-related Business

(November 2004)



Japan Association for the 2005 World Exposition

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Introduction

Under the theme “Nature’s Wisdom,” the 2005 World Exposition, Aichi, Japan (hereinafter referred to as “the Exhibition”), the first international exposition of the 21st century, will be held on a hill in the eastern part of Nagoya for 185 days from March 25 through September 25, 2005.

The Exhibition will have theme restaurants offering the world’s cuisines and many eating and drinking establishments offering unique dishes in pavilions operated by overseas countries. Foods served at the Exhibition will play an important role in providing the estimated 15 million visitors with the opportunity to experience and learn about various countries’ food cultures.

In ensuring that visitors from around the world can enjoy the world’s cuisines without anxiety, it is very important to offer safe foods and prevent the occurrence of food-related health hazards.

As part of the food sanitation measures to be taken at the Exhibition site, the Japan Association for the 2005 World Exposition (hereinafter referred to as “the Association”), under the general supervision of the Aichi Prefectural government, has drawn up the guidelines shown below, which should be followed by Official Participants operating food-related facilities in their pavilions (including those operating food-related facilities and selling food products under commission from Official Participants; hereinafter collectively referred to as “food business operators”).

Individual food business operators are required to complete necessary procedures swiftly, and exercise thorough hygienic management in accordance with these guidelines.

1. Procedures to be followed in operating food-related businesses etc.

(1) Items to be implemented by food business operators

Food business operators shall perform necessary procedures and exercise self-management on the basis of Attachment 1 “List of Items to Be Implemented by Type of Food-related Business.”

Regarding food-related business license application procedures, food business operators must follow the necessary procedures without omission, referring to Attachment 2 “Application Procedures for Food-related Business License.”

(2) Procedures to be followed in operating food-related businesses

- 1) Food business operators must do their utmost to handle foods hygienically, in compliance with Aichi Prefecture’s Ordinances on Standards for Commercial Activities Pertaining to Food Sanitation Law and Food Sanitation (hereinafter referred to as “Prefectural Ordinances”) and under the guidance of Food Environment Surveillance Center (hereinafter referred to as “the Center”), which will be established within the Exhibition site by the Aichi Prefectural government. Please note that documents detailing standards required by Prefectural Ordinances for public hygiene measures to be taken by food business operators are available at the Association (only in Japanese).
- 2) Foods cannot be manufactured, cooked or processed outdoors.
- 3) The amount of foods to be handled must be consistent with the size of the facilities where such foods will be handled, including kitchens and sales stores.
- 4) Food sanitation managers etc. (described later) must be present when receiving raw and processed food materials, must check that such materials are properly packed, with appropriate information provided on the packaging, and, for materials requiring temperature control, ensure that delivery temperature is proper. Individual food business operators are required to exert the greatest possible effort to maintain check result records.
- 5) As a rule, food business operators engaged in food businesses involving food preparation must prepare foods on the day such foods are offered to customers.
- 6) As a rule, packed lunches sold over the counter must comprise cooked foods. Those wishing to sell packed lunches purchased from others must purchase such lunches from manufacturer(s) who have adopted advanced hygienic management systems, such as the HACCP system. Packed lunches must be transported and sold at appropriately controlled temperature.
- 7) Make sure that sample display of foods for sale is accompanied by indication of appropriate information on such foods.
- 8) When having potential customers taste foods and drinks for sale, as a rule, disposable containers and eating/drinking tools must be used. If using non-disposable containers etc., such containers must be handled with hygienic care, and appropriate places for washing them must be secured.
- 9) Food business licenses must be posted in a prominent place within food business facilities, excepting businesses selling through vending machines.
- 10) As a rule, food business operators must have their food sanitation managers attend food sanitation workshops held by the Association/the Center.

11) Please note that administrative punishment may be imposed on food business operators proven to have engaged in any of the following prohibited activities:

- Commercial activities at places other than those permitted or notified
- Handling/selling foods in breach of the Food Sanitation Law
- Selling foods that are exposed to the air in an improper manner, selling foods requiring refrigeration/freezer storage that are stored improperly
- Other activities that may cause hygiene hazard

2. Food business license etc.

(1) Food business license

In accordance with the provisions of the Food Sanitation Law, food business operators wishing to conduct food-related commercial activities, including food product preparation/sales, confectionery manufacturing and milk sales, require food business licensing from directors of relevant public health departments (Seto City and Nagakute Town are under the jurisdiction of the Director of the Seto Public Health Department). Applications for food-related business licenses will be received at the Center.

Thirty-four types of food-related businesses require food business licensing. Table 1 below defines and describes major food-related businesses requiring licensing.

Table 1 Definition and Description of Business Requiring Licensing

Restaurant businesses	: Western-style restaurants, eating houses, feeding centers, catering shops, boxed lunch shops, Japanese-style restaurants, sushi restaurants, buckwheat noodle shops, Japanese-style inns and other businesses that serve customers foods by preparing such foods and/or establishing facilities therefor
Tea/coffee shop businesses	: tea/coffee shops, salons and other businesses that serve customers drinks other than alcohol or confections by establishing facilities therefor; shaved ice selling businesses, ice cream parlors, vending machines that serve juice and other beverages in cups
Confectionery businesses	: businesses that manufacture food considered “confectionery” under normal social conventions, including dumplings on skewers, fish-shaped pancakes stuffed with bean jam, round pancakes stuffed with bean jam, doughnuts, crepes or chewing gum
Ice cream manufacturing businesses	: businesses that manufacture ice cream, sherbet, popsicles and other foods made by freezing liquid foods or mixtures of liquid and other foods
Milk selling businesses	: businesses that sell cow milk, goat milk or milk drinks (excluding those placed in preservative containers and sterilized at not lower than 115°C for no less than 15 minutes) intended for direct consumption, or cream consisting mainly of milk
Meat selling businesses	: businesses that sell raw meat/poultry (including bones and internal organs)
Fish/shellfish selling businesses	: businesses that establish shops and sell fresh fish/shellfish
Ice selling businesses	: businesses that sell ice purchased from ice manufacturers or collectors to retailers etc.

(2) Standards for food business facilities

To obtain a food business license, it is essential that a facility operating food businesses meet the food business facility standards stipulated in Prefectural Ordinances. Documents describing such standards are available at the Association (only in Japanese).

(3) Food business license application etc.

1) Preliminary guidance

Food business operators must receive the Center's preliminary guidance without fail, using design drawings of facilities where they plan to operate their food businesses, with the aim of ensuring that such facilities are free from structural problems.

2) Food business license application

Food business operators are required to fill out the three-part Food Business License Application form (one original and two duplicates) (available at the Center) and submit them, together with other necessary documents, to the Center on the date designated by the Center. Please note that after Exhibition opening the submission location is subject to change. Please contact the Center. Food business license applications require application fees, which must be paid by prefectural certificate stamp. Application fee amounts are shown in Table 2 below.

Corporate bodies applying for food business licenses must exhibit certified copies/extract copies of their corporate register books.

(Major documents to be attached to Food Business Application form)

- Outline of food business facilities (3 copies)
- List of major food products to be handled and suppliers (one copy; necessary if selling supplied foods as-is only; including foods not requiring food sales licensing)

Table 2 Application Fees for Major Types of Food Business License

Type of food business	Application fee
Restaurant, confectionery, ice selling, ice cream (soft ice cream only) manufacturing businesses	¥18,000
	¥14,400*
Tea/coffee shop, milk selling, meat selling, fish/shellfish selling businesses	¥11,000
	¥8,800*
Food service businesses using vending machines (restaurant, tea/coffee shop, milk selling, ice selling businesses)	¥10,000

*: Application fees for individual types of food business licenses, if one business operator wishing to operate two or more types of food businesses within the same facility (excluding business using vending machines) applies for them at one time.

3) Change in food business license application entries

If there are any changes to entries in submitted food business license applications, Food Business License Application Entry Change Reports must be submitted to the Center within seven days of such change (Food Business License Application Entry Change Report forms are available at the Center).

4) Closure of food business

Food business operators closing their licensed food-related businesses must submit a written Food Business Closure Report to the Center within three days of closure (Food Business Closure Report forms are available at the Center).

5) If there is any question, please contact the Center promptly.

3. Notification from operating food-related businesses not requiring license

(1) Food-related businesses not requiring license

Businesses selling purchased boxed lunches, confectionery, fruits etc. as-is are not be required to obtain a food business license, but are required to fill out Food Selling Business Notification forms (available at the Center) and submit them, together with necessary documents, to the Center.

Please note that as for milk, meat, fresh fish/shellfish selling businesses, it is necessary to obtain a sales license to operate such businesses, and that sales facilities for such products must meet the standards for such kind of facilities.

(Major documents to be attached to Food Selling Business Notification form)

- Floor plan of business facilities
- List of major food products to be handled and suppliers
- List of facilities to prepare boxed lunches (compulsory only for those selling boxed lunches)

Note: If there is any change in major food products to be handled or in facilities to prepare boxed lunches after notification, report such change to the Center.

(2) Events with consumption of foods/drinks

Those planning to organize special events, where foods/drinks will be offered for tasting and/or event participants will be encouraged to prepare foods, must fill out Event Planning Report forms (available at the Center) and submit them, together with other necessary documents, to the Center.

Those planning to organize special events where only persons on the organizer side will prepare and offer foods to event participants, and no event participant will be involved in preparing foods, are required to obtain restaurant business license etc. Please contact the Center before holding such events.

(Major documents to be attached to Event Planning Report form)

- Floor plan of event facilities
- Event plan

4. Food sanitation manager

It is necessary that one or more food sanitation managers with sufficient knowledge of food sanitation be stationed in individual food business facilities while such facilities are in business.

Food business operators having no employees with the qualifications shown in Table 3 below must have those of their employee(s) who are scheduled to serve as food sanitation manager(s) take a food sanitation manager training course without fail.

Table 3 Necessary Qualifications for Service as Food Sanitation Manager

<ul style="list-style-type: none">• Food sanitation supervisor• Nutritionist• Licensed cook, confection sanitary manager, licensed fugu (blowfish) cook, poultry process sanitary supervisor• Food sanitation inspector• Person having completed the food sanitation manager training course• Person regarded to have knowledge and experience equivalent to or higher than the above-mentioned
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5. Establishment of self-management system, and thorough self-management

To offer safe, hygienic food products, it is important that food business operators and their food sanitation managers play a central role in establishing self-management systems, while exercising intensive self-management. To ensure this, food business operators must follow the instructions shown below, in relation to items on Attachment 1 “List of Items to Be Implemented by Type of Food-related Business.” Food business operators are required to appropriately maintain self-management records and inspection reports, so that they can present these documents when officials from the Center inspect their food business facilities and provide guidance.

(1) Use of self-management checklist

Food business operators must prepare self-management checklists regarding food sanitation for their individual food business facilities, on the basis of which lists daily checks must be made. In particular, food business operators must exercise adequate care in remaining aware of their employees’ health conditions, and must not engage individuals with a symptom of diarrhea/with a purulent wound in the hand/finger in tasks involving cooking or other direct contact with foods. Self-management checklist forms will later be given to food business operators, on the occasion of workshops etc.

(2) Implementation of self-inspection

To ensure food sanitation and safety, food business operators must self-inspect prepared/cooked/processed foods for takeaway within the Exhibition site, for coliform group and bacteria count, two or more times at intervals of more than two months during the Exhibition period. As for food products whose ingredient standards are fixed by the Food Sanitation Law, food business operators must inspect such products in accordance with such standards. Food business operators selling purchased food products as-is must take various measures to confirm the safety of such products, including having the supplier(s) present inspection reports etc.

(3) Providing health education for employees

Food sanitation managers must provide intensive health education for employees, in particular part-timers, as needed. In addition, food sanitation managers must keep notes regarding the results of provided health education.

(4) Administration of fecal examinations on employees

Food sanitation managers must administer fecal examinations on every employee, including part-timers, (for *dysentery*, *salmonella* and *enterohemorrhagic Escherichia coli* O157) once before and once per month after employee's involvement in food-related jobs, and must prepare a list of fecal examination records (see Attachment 3) and keep it within their food business facilities.

Please note that in food selling businesses not requiring licensing it is not necessary for employees to have a fecal examination every month.

In addition, prior to the opening of their food businesses food sanitation managers must prepare lists of all employees (see Attachment 4) of their food business facilities, and submit said lists to both the Center and the Association, together with the list of fecal examination records above.

(5) Preservation of samples for inspection

Food business operators operating facilities in which over 50 servings of food are prepared in a series of preparation processes must preserve one serving of such foods in the refrigerator for over 72 hours. Food business operators operating feeding centers and other facilities that provide over 300 servings of the same menu at a time or over 750 servings of the same menu per day must place and seal up about 50 g each of ingredients and cooked foods in separate clean containers (plastic bags etc.) and preserve them at a temperature of -20°C or less for more than two weeks.

In this instance, be sure to note that ingredients must not be washed or disinfected between purchase and preservation.

(6) Organization of independent liaison conference

With the objectives of encouraging food business operators to expand their knowledge concerning food sanitation and share related information, the Association will organize an independent liaison conference comprising the Association and food business operators. Food business operators' cooperation in this regard would be highly appreciated.

6. Handling of complaints about served foods etc.

(1) Establishment of complaint processing systems

In order to deal with complaints from customers smoothly and properly, it is essential that food business operators and food sanitation managers play a central role in establishing adequate complaint processing systems.

Food business operators must appoint someone (of best possible knowledge and experience and in a position of authority) to be in charge of dealing with complaints, to ensure that even minor complaints are addressed with sincerity.

(2) Submission of complaint handling reports

Each time a complaint is received from a customer etc. regarding served foods etc., food business operators must produce a document regarding such complaint in accordance with the “Complaint Handling Report” form shown in Attachment 5. Of such documents, all those relating to food sanitation must be promptly submitted to the Center.

7. Inspection of/guidance on food business facilities

With the aim of preventing food-poisoning and other food-related health hazards, officials from the Center will enter food business facilities to conduct on-site inspections and give guidance. On such occasions, they will take samples for examination and conduct a hygiene inspection of kitchen utensils etc. Individual food business operators’ cooperation in this regard would be highly appreciated.

With the aim of promoting thorough self-management by food business operators, the Association will check whether self-management checklists are used properly. Food business operators’ cooperation in this regard would be highly appreciated.

8. Large-scale activities to control harmful organisms

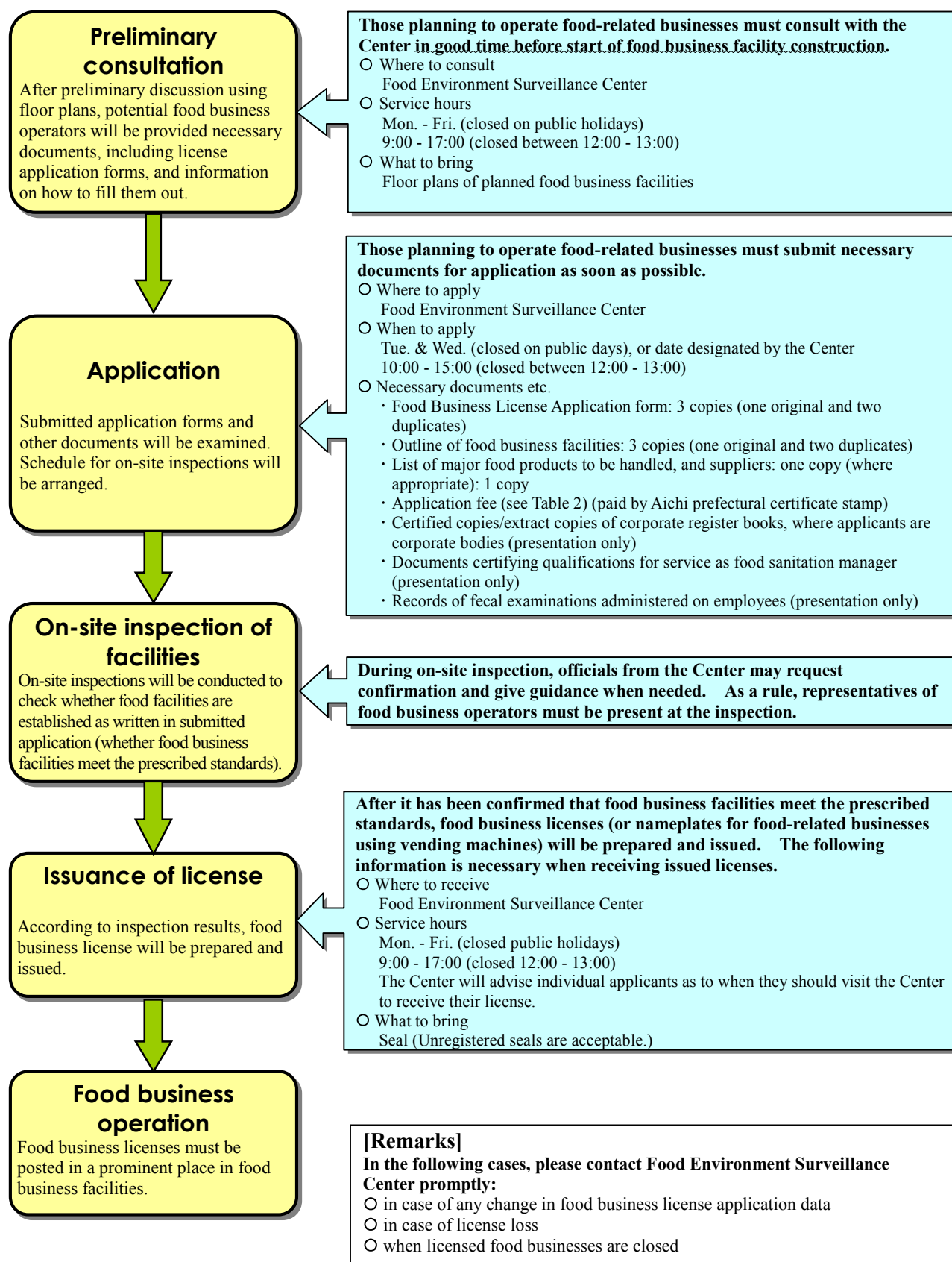
To maintain an agreeable environment throughout the entire Exhibition site, food business operators must participate in large-scale efforts to control rodents and unsanitary insects, efforts organized and carried out by the Association once prior to the Exhibition period (mid-March) and twice during the Exhibition period (mid-May and mid-July).

List of Items to Be Implemented by Type of Food-related Business

Type of food-related business		Items to be implemented		Food business license application	Food selling business notification/Event planning report	Appointment of food sanitation manager	Food business license application entry change report	Food business closure report	Self-management					Remarks
									Use of self-management checklist	Implementation of self-inspection	Provision of health education for employees	Administration of fecal examinations on employees	Preservation of samples for inspection	
Food-related businesses requiring licensing	Restaurant businesses	Western-style restaurant, eating house, feeding center	—	○	○*	○	○	○	○	○	○	○	○	
	Tea/coffee shop businesses	Businesses serving coffee, juice etc., ice cream parlors	—	○	○*	○	○	○	○	○	○	—	—	
	Confectionery businesses	Businesses manufacturing and selling dumplings on skewers, fish-shaped pancakes stuffed with bean jam, round pancakes stuffed with bean jam, doughnuts, crepes etc.	—	○	○*	○	○	○	○	○	○	—	—	
	Ice cream manufacturing businesses	Businesses manufacturing and selling ice cream	—	○	○*	○	○	○	○	○	○	—	—	
	Milk selling businesses	Businesses selling cow milk, milk drinks etc.	○	—	○	○*	○	○	○	○	—	○	—	—
	Meat selling businesses	Businesses selling beef, pork, poultry etc.	○	—	○	○*	○	○	○	○	—	○	—	—
	Fish/shellfish selling businesses	Businesses selling fresh fish, shellfish etc.	○	—	○	○*	○	○	○	○	—	○	—	—
	Businesses selling foods/drinks using vending machines	Business serving drinks in cups/milk drinks in drink boxes through vending machines	○	—	○	○*	○	○	○	○	○	○	—	—
Other businesses requiring licensing	Businesses manufacturing noodles, deli etc.	○	—	○	○*	○	○	○	○	—	○	—	—	
Businesses not requiring licensing ^(Note 1)	Businesses selling boxed lunches, confectionery, vegetables, fruits etc.	—	○	○	○	○	○	—	○	—	○	—	○ ^(Note 2)	
Food-related businesses not requiring licensing	Special events ^(Note 3)	—	○	○	○	—	—	—	—	—	○	—	—	

Food Business Licensing Procedure Diagram

The following are food business licensing procedures to be followed by food business operators in the Exhibition:



検便実施状況の一覧

List of Fecal Examination Records

氏名 Name	従事する前(3月) Prior to involvement in food-related jobs (Mar.)		4月 Apr.		5月 May		6月 Jun.		7月 Jul.		8月 Aug.		9月 Sep.	
	実施 Examina- tion date 結果 Result	備考 Remarks	実施 Examina- tion date 結果 Result	備考 Remarks	実施 Examina- tion date 結果 Result	備考 Remarks	実施 Examina- tion date 結果 Result	備考 Remarks	実施 Examina- tion date 結果 Result	備考 Remarks	実施 Examina- tion date 結果 Result	備考 Remarks	実施 Examina- tion date 結果 Result	備考 Remarks
1														
2														
3														
4														
5														
6														
7														
8														
9														
10														

注1 実施の記入欄は、検便を実施した日を記入すること。未実施の場合は×を記入し、備考欄にその対応を記録すること。

注2 結果の記入欄は、異常がなかった場合に○を記入すること。菌が検出された場合には×を記入し、備考欄にその内容と措置を記録すること。

Note 1: When no fecal examination has been conducted on the employee during the given time period, place × in the “Examination date” column and write what measures were taken instead, in the “Remarks” column.

Note 2: When no bacteria are detected in the examination, place ○ in the “Result” column; when bacteria are detected, place × and give detailed information and measures taken in the “Remarks” column.

従業員名簿
List of All Employees

[illegible]

注：職種欄の店長、食品衛生責任者、調理又は製造関係従事者、販売関係者のうち 該当部に○をつけてください。
Note: Circle facility director, food sanitation manager, kitchen worker or sales worker in the "Type of job" column as appropriate.

食品等の苦情受付票

Complaint Handling Report

受付月日時 Complaint filing date and time		月 日 (曜日) 時 分 (hour):(minute), (month) (day), (year) (day of the week)	来店、電話、その他 () Complaint filed: in facility, by phone, other ()
受付者 Handled by:		施設名 Name of facility: 氏名 Name: 電話 Phone:	
申出者 Filed by:	住所 Name 氏名 Address 電話 Phone	住所 Name: 氏名 Address: 電話 Phone:	
	当事者との関係 Relation to person concerned	本人、家族、医師、第三者 () individual himself/herself, individual's family, doctor, other ()	
申出の内容 Details of complaint	区分 Category of complaint	<input type="checkbox"/> 健康被害 health hazard <input type="checkbox"/> 食品の異物混入、カビの発生等 food adulteration, mold growing on food etc. <input type="checkbox"/> 食品の表示 food labeling <input type="checkbox"/> その他 other ()	
	内容 Details	<div style="border: 1px dashed black; padding: 5px;"> 月 日 時 分ごろ、何処 () で 誰 () が、何 () を () したところ () であった。 When? Where? In what situation? What happened? </div> <p>健康被害の場合 In case of health hazard</p> <p>・症状の概要 <input type="checkbox"/> 腹痛 Stomach ache <input type="checkbox"/> 下痢 diarrhea <input type="checkbox"/> 嘔吐 vomiting <input type="checkbox"/> 発熱 fever Major symptom <input type="checkbox"/> その他 other ()</p> <p>・医療機関受診の有無 (有・無) Has the patient consulted a doctor? Yes/No</p> <p>食品についての苦情の場合品名等 In case of complaint about food</p> <p>・現物の有無 (有・無) Is actual food that caused complaint still existing? Yes/No</p> <p>その他参考となる事項 Product name etc.:</p>	
対応状況等 Handling of complaint etc.	関連事項 Reference information	・同様の苦情の有無 (有・無) Have similar complaints been filed? Yes/No 有の場合はその概要: If "Yes," outline: ・当該食品の販売数又は提供数 Quantity of food in question sold/offered:	
	連絡状況 Report on this complaint	連絡者誰が 月 日 時 分 食品環境監視センター () 月 日 時 分 博覧会協会 () Made by: To: (name) of Food Environment Surveillance Center; at: (time) on (month) (day) To: (name) of Association; at: (time) on (month) (day)	
	経過及び結果 Follow-up and conclusion	解決: 月 日 担当者 印 Resolved on (month) (day) Person in charge: (seal)	