

衛生指引願遵守，預防措施必定有

上下努力齊同心，食物安全又衛生
天天清潔加記錄，人多地點更留神

衛生設備不會缺，你我使用得放心
空氣流通處處是，蟲鼠污垢不再現

員工探熱並記錄，一有徵狀必上報
口罩洗手清潔服，人人一定做得到

消毒服務一站式，顧客員工更舒適
食物用具均蓋好，獨立包裝盡做到

共用物品盡量少，交叉感染可避免
員工培訓不可少，持之以恆利將見

衛生標示到處見，同心合力齊抗炎
溝通拉近人與人，員工顧客心連心



飲食（包括酒樓、餐廳、快餐店、小食店、餅店、外賣等）

「生民之道，以食為先」。世界各國美食盡在香港，我們要保持「美食天堂」的美譽，飲食界必須安全至上，做好食物及環境衛生，並採取適當的預防措施。為保障顧客健康，我們承諾緊守崗位，一起行動，同心實踐「衛生約章」。

疫情時期

- 按衛生當局發出的指引，制定食物安全政策、預防及處理傳染病之應變措施，並定期作出評估
- 所有員工留意自己的身體狀況，配合衛生署及公司的健康申報及隔離措施，於上班前自行探熱並加以記錄，如有任何身體不適，盡快求診，並向僱主報告
- 每天加強用1：99稀釋家用漂白水，清潔多人接觸的設施，例如公用電話、門、門環／門鎖、門柄、窗、升降機按鈕、收銀機鍵盤、收銀機櫃檯、找贖盤、遙控儀器、筆、迴轉壽司運輸帶、麵包櫃、調味架/瓶、煙灰盅、麻雀、作卡拉OK用之遙控儀器、咪高峯、顧客用之桌椅、嬰兒坐椅、檯布、屏風、牆壁、通風系統(包括出入風口、隔塵網)等
- 每天加強用1：99稀釋家用漂白水或合適的清潔消毒劑，清潔廚房用具，例如熱水瓶、砧板、瓷盤、水龍頭等
- 每天以1:99稀釋家用漂白水清潔廁所，特別留意水龍頭、廁所板、水箱抽水掣、洗手盆、地板、櫃門柄、排水口、垃圾桶等的清潔及消毒；避免放置公用的抹手巾；並提醒在沖廁前先蓋上廁座蓋板，避免污水濺出及每天用稀釋家用漂白水灌入排水口；保存每次清潔記錄
- 有需要時，於公共場所的出入口處，為顧客提供一站式消毒服務，包括擺放浸上1:99稀釋漂白水的消毒地毯等
- 在以下情況加強洗手：開工前、下班前、小休前後；如廁後；處理食物前後；觸摸眼、口、鼻前；打噴嚏或咳嗽後；清潔工作後
- 任何工作時間，所有員工均正確地配戴口罩及穿上清潔的工作服，如圍裙；盡量除下戒指、頸鏈等飾物；把長髮束起和戴上帽子
- 垃圾及食物渣滓放進有蓋的垃圾桶內，並將桶蓋好。清理垃圾桶時，將垃圾膠袋密封，並在清理後徹底清潔雙手
- 為避免可能出現交叉感染，採取措施，例如避免與同事或客人共用落單簿和筆；定期清潔及消毒客人用過的筆、避免用手接觸客人用過之抹手巾等
- 食具存放在有遮蓋的地方，顧客需要時才提供；另避免顧客自行提取餐具、牙籤、茶包等用品

- 所有食物、飲品，均貯存在密封或有遮蓋的地方
- 若證實食肆曾出現受感染之員工或顧客，立即進行嚴格及徹底的清潔與消毒程序
- 外賣員工遵行衛生原則，例如確保密封包裹所有外賣食物、餐具及飲管；運送熟食及外賣食物時，戴上口罩及用完即棄式手套；若需要送外賣到多處地方，在接觸每位顧客的食物前，換上新的手套；返回食肆後，清潔及消毒外賣設備如膠籃、保暖袋等
- 需冷藏的食物如壽司等，擺放在有遮蓋的冷凍櫃內。所有熟食均放在有遮蓋地方，或以獨立包裝形式擺放，避免暴露在空氣之中。員工均戴上手套或使用食物夾拿取食物，並保持雙手清潔
- 自助餐廳的食物櫃只擺放足夠食物，待需要時才再加添，並由專人監察供應自助食物的範圍，以免員工或顧客污染食物。如情況許可，安排戴上口罩、手套及穿上整潔工作服的員工，分派食物予自助餐的顧客
- 麵包及糕點以獨立及密封式包裝形式，擺放在有遮蓋地方，並為顧客提供用完即棄手套，以取代麵包夾選取麵包及糕點
- 向顧客提供客人公用的食具和獨立包裝之牙籤
- 於收銀處加設找贖盤，避免金錢間接污染食物

持久目標

- 定期清潔、檢視及保養各樣設備，例如通風系統、防蟲、防鼠、排污等，以確保環境衛生
- 保持食肆內的環境衛生，以減少傳染病擴散的機會，可考慮以下措施：
 1. 由合法持牌的食物製造商提供所需食物
 2. 傳菜和上菜時，食物用蓋蓋好
 3. 用符合衛生標準的紙張或其他包裝物料包裹食物
 4. 妥善放置用完的枱布及餐具
 5. 向顧客提供客人公用的食具和獨立包裝之牙籤
 6. 妥善處理污水排放
- 培訓員工貫徹落實有關食物安全及預防傳染病的各項措施
- 加強員工的衛生教育知識，與時並進
- 各員工努力養成良好的生活習慣及個人衛生，持之以恆
- 設立有效途徑，加強員工與顧客溝通，互相配合，保持公眾衛生
- 在當眼處張貼有關食物安全及傳染病的資料和注意事項，推動顧客的個人衛生教育



Catering (including restaurants, fast food stores, food kiosks, cake shops and food delivery establishments)

Hong Kong is renowned as a "gourmet paradise" - a city where you can sample almost every type of cuisine. To uphold its distinctive reputation, the Catering sector must place the safety and well-being of customers as their first priority, ensuring both food and environmental hygiene is preserved. By uniting and pledging to adhere to the Hygiene Charter, the Catering sector is committed to Hong Kong and safeguarding the health of the public.

High-risk period

- Develop a food safety policy, along with preventative and contingency measures for tackling infectious disease in line with guidelines from the health authorities and conduct regular assessments.
- Employees to monitor their own physical condition and follow the Department of Health's health declaration and quarantine policy. Employees to check their temperature before work and consult the doctor immediately if they are not feeling well.
- Intensify daily cleaning and disinfection of all facilities with diluted household bleach (mixing 1 part bleach with 99 parts water) and maintain a daily record of such cleansings. Pay special attention to the following:
 - Frequently touched facilities and items: public telephones, doors, door knobs, windows, elevator keypads, cashier keyboards, cashier counters, bill wallets, remote-controls, pens, revolving-sushi bar conveyor belts, bread-baskets, seasoning bottles/racks, ashtrays, mahjong tiles, karaoke remote-controls, karaoke microphones, tables and chairs, children's high-chairs, table-clothes, partitions, walls and ventilation systems including air ducts and filter
 - Kitchenware: kettles, chopping boards, cooking utensils, sinks and taps
 - Toilets: cleaning and disinfecting of toilet seats, flush handles, door knobs, handrails, sinks, faucets, drains and garbage bins. Avoid using public towels. Remind people to flush only when the toilet is covered to avoid splashing. Use household bleach to clean the drains
- When necessary, equip access points to public premises with one-stop sterilizing facilities, including floor mats soaked with diluted household bleach (mixing 1 part of bleach with 99 parts water).
- Maintain good personal hygiene and wash your hands frequently: before and after work; after recess; after every toilet visit; before and after any food handling; before touching the eyes; mouth and nose; after sneezing or coughing, and after cleaning.
- All staff should be required to wear masks and clean clothes when on duty, including aprons. Try not to wear rings or necklaces. Tie up the hair and wear a hat.
- Garbage and food residue are to be placed into trash bins with lids. Ensure garbage is collected in covered garbage bags. Thoroughly clean and disinfect hands after handling.
- Avoid cross contamination by taking precautionary measures, such as not sharing order-placement sheets and pens. Regularly clean and disinfect the pens used by customers. Avoid touching used towels with hands directly.
- All tableware must be stored and covered properly. Try not to let customers help themselves to tableware, toothpicks and teabags.
- All food and beverages must be stored and covered properly.
- In case there is infection of any customer or staff, stringent cleaning and disinfecting procedure need to be conducted immediately.

- Food delivery staff should follow a stringent set of hygiene guidelines, such as:
 - Ensuring that all delivered food, tableware and straws are kept in tightly-closed containers
 - Wear face masks and disposable gloves when handling cooked food and delivering food
 - Change to a new pair of gloves before handling any food. Clean and disinfect food delivery utensils, such as plastic baskets and heated pouches immediately after returning to the premises
- Food items requiring refrigeration, such as sushi, should be kept in covered cooling cabinets. All cooked food should be kept in covered areas or packed individually to avoid being exposed to air. All employees should keep their hands clean and wear gloves or use tongs when handling food for customers.
- If buffet is offered, display only the adequate amount of food in the serving table and replenish when necessary. Assign staff to monitor the buffet tables to prevent any possible contamination. If possible, have staff wear masks, gloves and tidy uniforms to distribute food to buffet customers instead of self-service.
- Bread and cakes should be individually-packed and displayed at covered areas. Customers should be provided with disposable gloves to select bread and cakes instead of using bread tongs.
- Provide customers with serving sets and individually-packed toothpicks.
- Set a small change tray at the cashier in order not to contaminate the food.

Long-term objectives

- Regularly clean, check and maintain all facilities (such as the ventilation and drainage systems) and conduct pest-control and rat-control measures frequently to ensure a hygienic environment.
- Consider the following measures to ensure a hygienic environment and minimize the chance of spreading diseases:
 - All food should be supplied by licensed food manufacturers
 - All food should be covered properly during delivery and serving
 - Food wrap and packaging paper used should be in full compliance with hygiene standards
 - Provide serving sets and individually-packed toothpicks to customers
 - Handle drainage properly
- Encourage staff to enforce food safety and infectious disease prevention measures.
- Enhance staff's hygiene knowledge in line with the latest developments.
- Encourage staff to develop good habits and personal hygiene practices.
- Establish channels to enhance staff and customer communications to facilitate public hygiene.
- Display food safety and infectious disease information and highlights in prominent positions to elevate customers' hygiene consciousness.