

# Preparatory Course for the Nutrition Test



## Module Food Legislation

Course material

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## Preface

If you operate a food shop, wholesale food enterprise, or restaurant, it is important that you are familiar with and observe the Danish food legislation. The regulations aim to ensure that food products do not cause illness among consumers, and to protect customers from deceptive marketing.

The food legislation module contains information on:

- How food supervision and control works in practice, with an emphasis on your enterprise's own internal inspections.
- How you as the proprietor generally monitor compliance with the requirements in the food legislation in your enterprise.
- Examples of areas covered by food legislation, such as labelling and import regulations. You will see examples of what the food authorities check when they carry out inspections.



## Why is food hygiene so important?

### **Poor hygiene led to hundreds of cases of salmonella at Bakken Amusement Park**

A kitchen apprentice who failed to wash his hands after going to the toilet was responsible for several hundred guests at a restaurant in Bakken contracting a serious salmonella infection. Twenty-five of the patrons were so ill that they had to be admitted to hospital, and several have stated they intend to claim compensation from the restaurant proprietor. A senior specialist from Statens Serum Institut confirmed that hygiene was otherwise good, food ingredients were fresh, and surplus food was disposed of every day. The kitchen apprentice was infected with salmonella but unaware of this fact.

(Summary of article in Berlingske Tidende, 22 October 2003)

It is important that people can confidently eat the food they buy without fear of becoming ill or even dying from a disease contracted through the food. We know how food can make people ill, and we know what we need to do to prevent this happening. This has led to a number of regulations that all enterprises producing, storing, preparing or selling food within Denmark must comply with. The legal requirements are based on our knowledge of food-borne diseases and what we can do to avoid them.



The regulations stipulate what each enterprise must do to ensure that the food sold does not make customers ill. The regulations also cover other important issues such as protecting consumers from deceptive marketing and ensuring food products are labelled in a way that permits them to be traced and recalled if there is a suspected danger to health.

These are the regulations you will learn about in this food legislation module. The regulations are written down in a number of acts and executive orders, such as the Danish Food Act, the Executive Order on Authorisation, and the EU Regulation on Food Hygiene.

### **Proprietor's responsibility**

This course material examines the key elements of the food legislation requirements and provides examples of what the food authorities will inspect.

It is your duty as proprietor of a food enterprise to be familiar with all the requirements that apply to your wholesale food enterprise, shop or restaurant. The section entitled "Getting more information" provides references to material that examines the food legislation requirements in greater depth.

It may also be beneficial to seek guidance on the regulations from your regional veterinary and food control authority. If you are a member of a sector association, you can obtain guidance and more detailed advice from this organisation.

### **NB!**

As the owner of a food shop, wholesale food enterprise or a restaurant, you have a responsibility to be familiar with and observe all legal requirements relevant to your enterprise.



## Case: Pizzeria Napoli and Peter's Dairy

Jonas and Peter have been good friends since high school. They have both always dreamed of being self-employed in their own enterprise. After some reflection, they have both decided to take the plunge.

Jonas is going to open a Pizzeria called 'Pizzeria Napoli'. He has found good premises in central Odense at the site of a former pub. Some renovation is required before he can use it. Jonas' girlfriend and one of his friends have offered to help initially.

Peter is a trained dairy technician, and has always wanted his own dairy. His idea is for the dairy to be a wholesale food enterprise supplying quality and specialty products to the retail trade – food shops and restaurants. Peter has found premises in an industrial area on the edge of Odense and is currently renovating. He has employed an assistant, Jeppe, to pack and help in the dairy.



As the owner or manager of an enterprise that prepares or sells food, the two owners are responsible for ensuring compliance with food legislation. This responsibility is basically about ensuring that customers are not exposed to disease or contamination through the food sold in Pizzeria Napoli or produced in Peter's dairy. The two owners are also responsible for ensuring customers are not exposed to deceptive marketing.

Throughout this module you will be helping Jonas and Peter maintain food hygiene and comply with the Danish Food Act in general, so that customers do not become ill, and the owners avoid the risk of having to pay a fine or close their enterprise.

When you have solved the cases, you may wish to see the indicative answers on page 54.



## Regional veterinary and food control authorities

Denmark is served by three regional veterinary and food control authorities that supervise and inspect food shops, wholesale food enterprises and restaurants in their respective regions. You should contact your local regional veterinary and food control authority if you need an evaluation or authorisation, or guidance on food legislation.



### Links

There is an overview of the regional veterinary and food control authorities on the Danish Veterinary and Food Administration website:

<http://www.foedevarestyrelsen.dk>

### Authorisation prior to opening

You must contact the food authorities for authorisation before opening a food shop, wholesale food enterprise or restaurant. Some enterprises do not require authorisation, but must simply be registered. This is the case, for example, for food shops that do not produce food products, but merely sell finished goods.

You must fill in same application form whether your enterprise is to be registered or authorised. You must include the following information in your application:

- A description of the activities of the enterprise; which good do you receive, how do you handle them, and how do you sell them? For example you must show that edible goods are separate and cannot contaminate each other.
- A plan of the shop's interior; the drawings must show the layout and fitting of the premises. Shops that merely sell packaged, finished goods from other enterprises need not include drawings.
- A self-inspection program; You must describe how you ensure that you enterprise comply with the regulations of the Food Act. For procedures that involve a risk of compromising food safety, you must have a written self-inspection program. For procedures that do not involve a risk of compromising food safety, you must have *Good Manufacturing Procedures*, but you do not have to document them in writing, this is called verbal self-inspection.



If your enterprise needs only be registered, you may start as soon as the regional food authorities confirm that they have received your application form.

If your enterprise must be authorised, the food authorities make an inspection visit to your shop or restaurant and examine what the enterprise wants to produce and how. One of the things assessed is whether the enterprise furnishings and layout cater for the envisaged production – for example, is it easy to clean? Is there adequate refrigerator capacity to store the food at the correct temperature?

If your enterprise needs an authorisation, you may not start before you have received a written confirmation from the food authority that they have granted the authorisation.

### Links

You can access the form you need to use to apply for authorisation or registration on the website of the Danish Veterinary and Food Administration:

<http://www.foedevarestyrelsen.dk/Blanketter/Blanketter/forside.htm>

You can read more (in Danish) about the requirements on the way food shops, wholesale food enterprises and restaurants are furnished in the following booklet from the Danish Veterinary and Food Administration: "*Om indretning af restauranter, supermarkeder og lignende*". The booklet is available from the website of the Danish Veterinary and Food Administration:

<http://www.foedevarestyrelsen.dk/Publikationer/FaktaOmRegler/forside.htm>

**NB** Your enterprise is only permitted to produce, prepare or sell food products once it has been authorised or registered by the food authorities.

### Exemption from authorisation and registration

#### **NB**

Some types of food enterprises are exempted from the regulation on authorisation and registration.

Below you see a list of these enterprises:

- 1) Occasional food enterprise e.g. at markets, exhibitions, and commercial campaigns.
- 2) Enterprises, whose primary activities are not promotion of food products, and which only have an insignificant promotion of non-perishable packaged goods or coffee and tea.
- 3) Daycare for children under school age in private homes, or similar.
- 4) Daycare for children attending school or for young persons, where treatment of food is of a limited character or only happens occasionally to activate the children or young persons.
- 5) School food stands selling soft drinks, fresh fruit, candy or similar.
- 6) Serving of breakfast in connection with housing overnight guests, if the number of guests does not exceed 12 persons.
- 7) Societies, religious organisations, or similar, whose primary activities are not selling food, unless their activities as a food enterprise has a certain degree of continuity and organisation.

You may read more about these exceptions in [Bekendtgørelse om autorisation og registrering af fødevarer virksomheder](#) nr. 149 af 25. februar 2009, §14. You will find the document at the Retsinformation website: [www.retsinfo.dk](http://www.retsinfo.dk)

**New authorisation required after changes**

If your enterprise makes significant changes to how the premises are furnished, or begins to handle other types of food products, you must contact the local regional veterinary and food control authority for a new authorisation. If your enterprise commences new activities, such as importing food products, you must notify the regional veterinary and food control authority.

When you take over a food business, you as the new owner must contact the regional veterinary and food control authority to inform them that the company has a new owner. This must happen within the same day as you take over the company.

**Renewal or deprive approval**

When it has been 5 years since the last approval the Regional Veterinary and Food Control Authority can take your authority up to a review and decide whether to renew it or not.

The Regional Veterinary and Food Control Authority can deprive your approval if your company no longer meets the conditions.

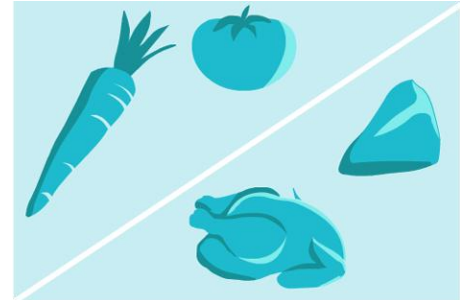


## Case: First contact with the food authorities

*Jonas, Sofia and Tomas have started renovating the old pub. They have stripped out all the furnishings and are about to make a new store room, kitchen, toilets and serving area.*

*In order to maintain food hygiene, it is important to think carefully about how the premises are furnished and ensure they comply with applicable regulations. It has to be easy to keep the premises clean, tidy and well maintained.*

Imagine a busy day at the pizzeria, where ingredients, finished pizzas and waste all have to be managed, at the same time as serving customers. All hygiene regulations must be observed, for example, various types of raw ingredients must be kept separate during preparation, goods must be stored at the correct temperature, and staff must be able to wash their hands frequently.



### **What do you think Jonas should think about in terms of ensuring good food hygiene as he fits out his pizzeria?**

See the extract from the EU Regulation on Food Hygiene on the next page.

*Jonas contacts his regional veterinary and food control authority to obtain an authorisation for his enterprise.*

### **Fill out the authorisation form for Jonas.**

See annex A

*The food authorities inform Jonas that his premises are fitted out satisfactorily, but he must draw up a self-inspection program and have this approved before he can receive authorisation.*

*“Hmmm”, thinks Jonas, “what is a self-inspection program?”*

When you have considered how you will answer you may compare with the indicative answer on page 54.

**Extract from:****Regulation (EC) No 852/2004 of the European Parliament and of the Council  
of 29 April 2004 on the hygiene of foodstuffs**

## Annex II

## Chapter 1

## General requirements for food premises

1. Food premises are to be kept clean and maintained in good repair and condition.
2. The layout, design, construction, siting and size of food premises are to:
  - (a) permit adequate maintenance, cleaning and/or disinfection, avoid or minimise air-borne contamination, and provide adequate working space to allow for the hygienic performance of all operations;
  - (b) be such as to protect against the accumulation of dirt, contact with toxic materials, the shedding of particles into food and the formation of condensation or undesirable mould on surfaces;
  - (c) permit good food hygiene practices, including protection against contamination and, in particular, pest control;and
  - (d) where necessary, provide suitable temperature-controlled handling and storage conditions of sufficient capacity for maintaining foodstuffs at appropriate temperatures and designed to allow those temperatures to be monitored and, where necessary, recorded.
3. An adequate number of flush lavatories are to be available and connected to an effective drainage system. Lavatories are not to open directly into rooms in which food is handled.
4. An adequate number of washbasins is to be available, suitably located and designated for cleaning hands. Washbasins for cleaning hands are to be provided with hot and cold running water, materials for cleaning hands and for hygienic drying. Where necessary, the facilities for washing food are to be separate from the hand-washing facility.
5. There is to be suitable and sufficient means of natural or mechanical ventilation. Mechanical airflow from a contaminated area to a clean area is to be avoided. Ventilation systems are to be so constructed as to enable filters and other parts requiring cleaning or replacement to be readily accessible.
6. Sanitary conveniences are to have adequate natural or mechanical ventilation.
7. Food premises are to have adequate natural and/or artificial lighting.
8. Drainage facilities are to be adequate for the purpose intended. They are to be designed and constructed to avoid the risk of contamination. Where drainage channels are fully or partially open, they are to be so designed as to ensure that waste does not flow from a contaminated area towards or into a clean area, in particular an area where foods likely to present a high risk to the final consumer are handled.
9. Where necessary, adequate changing facilities for personnel are to be provided.
10. Cleaning agents and disinfectants are not to be stored in areas where food is handled.



## What is self-inspection?

As owner of an enterprise you are responsible for ensuring that people do not get sick from food sold or produced by your enterprise. *You* must control that *your enterprise* are in compliance with the food safety regulations, and that *your goods* are safe; that is “self-inspection”.

Each food enterprise must prepare a self-inspection programme to ensure that food products are handled and stored correctly, from the moment they enter the enterprise, until they leave it again. The food authorities monitor that this self-inspection works as intended.

There are two kinds of self-inspection; verbal and written self-inspection. Self-inspection requirements depend on the risks associated with the enterprise’s production and handling of food products.

### Self-inspection in enterprises with low risk

Enterprises with risk of compromising food safety are not required to make written self-inspection, because it is not possible to identify critical inspection points in these enterprises.

If you have an enterprise with low food safety risk, it is basically sufficient that you make sure that your enterprise have good procedures for maintaining good hygiene, and that you are able to tell the food authority inspector how you control these procedures.

However you are obliged to abide with the law at any time, therefore you must have written documentation for any import activity you may have, and for traceability.

Enterprises with low food safety risk are:

Wholesale enterprises:

- Agents, who neither own, store nor transport food products.
- Enterprises, which transport goods that need not be refrigerated, e.g. canned goods or soft drinks.
- Liquor stores that do not bottle the products themselves, but only sell the product.

Food shops:

- Greengrocers, which do not sell goods that need to be refrigerated, e.g. do not sell feta cheese
- Pharmacies, which do not sell goods that need to be refrigerated.
- Food automats containing only food that need not be refrigerated.
- Kiosks, which only sell food that that need not be refrigerated, and ice in packaging.
- Producers of ceramics and glass, who sell directly to consumers.





- Stands, which only sell goods, that need not be refrigerated.
- Liquor stores
- Bars, which only serve e.g. potato chips and peanuts in bags.
- Food trade not from shops, e.g. from the Internet outside, provided that the goods need not be refrigerated.

If the enterprise changes owner, the food authority have to reassess if the enterprise still belongs to the category of enterprises with low food safety risk.

**Link**

You may read more about enterprises with low risk at the website of the Danish Veterinary and Food Administration (in Danish):

[http://www.foedevarestyrelsen.dk/Kontrol/Egenkontrol\\_i\\_fodevarevirksomheder/Virksomheder\\_med\\_lav\\_risiko/Forside.htm](http://www.foedevarestyrelsen.dk/Kontrol/Egenkontrol_i_fodevarevirksomheder/Virksomheder_med_lav_risiko/Forside.htm)

**Verbal self-inspection**

Verbal self-inspection, or *Good Manufacturing Procedure*, is applied to areas that do not relate directly to the food safety in the enterprise. You still need to comply with the regulations for these areas, but you are not required to write down how you monitor these.

Below you see examples of area, where verbal self-inspection is sufficient:

- Easy-to-clean fitting of the enterprise
- Pest infection control
- Hygienic waste disposal
- Personal hygiene
- Control of labelling and packaging
- Cleaning of areas, where there is no risk of contaminating products or raw ingredients
- Staff hygiene training

Good Manufacturing Procedure is about you making sure that you goods are correctly labeled in Danish, that your premises and your equipment are in order, and that mice and rats cannot enter your enterprise.

**NB**

Even if the food authority does not require you to document good working procedures in writing, nor require seeing your procedures on inspection visits, it is a good idea to makes written notes of the procedures, for you own benefit.

This is particularly important if more employees are to perform the same procedures.



### Written self-inspection

Written self-inspection is applied to areas that relate directly to the food safety in the enterprise. In these areas you are not only required to comply with the regulations, you are also required to document in writing how you monitor these areas, and what the results of your self-inspection are.

Below you see examples of area, where you are required to have a written self-inspection program and to have written documentation for your self-inspection:

- Refrigerated goods must be sufficiently cold when you receive them
- Refrigerated goods must immediately be stored cold when you receive them. They must not be left at room temperature or in the sun for a longer period of time.
- Ready-made food must be cooled off quickly.
- Food on hot-tables must be kept sufficiently warm at all times – or removed when it is not hot anymore.
- Tables, breadboards, slice machines and other equipment must be cleaned and disinfected.

The self-inspection programme must be specifically designed for the activities in your enterprise. The programme describes how you and your staff best ensure, that nothing goes wrong during the work day. And it also describes what you do if something goes wrong after all.

The self-inspection is carried out by staff checking a number of things, such as the condition of raw ingredients, the temperature in the refrigerator, and that the premises have been cleaned properly. The results are written on a form, along with the date and time of the inspection – this serves as documentation for the programme.

The self-inspection programme must state how to document self-inspection and how frequently to do so.

This documentation must be available for the food authorities to see on inspection visits.

#### **NB**

If your enterprise does not work with producing or packaging food, it will usually be sufficient if you have a written self-inspection programme for food temperature on arrival and during storage.

#### **NB** Self-inspection does not mean “no inspection”.

The regional veterinary and food control authority will visit the enterprise to check that it is adhering to its self-inspection programme, and generally complying with food legislation.

### Assessment of self-inspection programme

Newly started enterprises with low food safety risk, such as kiosks, grocers and supermarkets, must be registered with the regional veterinary and food control authority prior to opening. They need not present a self-inspection programme to the food authorities upon registration, but their Good Manufacturing Procedure will be assessed by the food authority in connection with inspection visits.

For newly started enterprises that produce or prepare food, the self-inspection programme should be submitted with the application for authorisation. The self-inspection programme is assessed by the regional veterinary and food control authority, *before* the enterprise starts producing and selling food products.



It is better for an enterprise to have a simple self-inspection programme it adheres to, than a complicated programme that is not followed. Programmes require ongoing revisions and adjustments, allowing enterprises to gain experience and extend and optimise their self-inspection programme.

### Links

The Danish Veterinary and Food Administration has published a number of guides for what your enterprise can do to fulfil the self-inspection requirements.

These guides target both verbal and written self-inspection, making it easy to find the information you need.

In addition to these guides, there is a self-inspection programme template for small enterprises.

It is a good idea to print out the template to give you an idea of what self-inspection entails. You can use the template in relation to the case throughout the rest of this module, and as inspiration when the time comes to prepare your own self-inspection programme.

The guides (in Danish) and the template (in Danish, English, Arabic and Urdu) are available here:

<http://www.foedevarestyrelsen.dk/Kontrol/Kontroltyper/Egenkontrol/Forside.htm>

[http://www.foedevarestyrelsen.dk/Kontrol/Ny\\_virksomhed\\_hvordan/Forside.htm](http://www.foedevarestyrelsen.dk/Kontrol/Ny_virksomhed_hvordan/Forside.htm)

### Sector codes

Some sector associations have developed “sector codes” that serve as a guide to introducing self-inspection in enterprises within their sector. Such sector codes exist for hotels and restaurants, supermarkets (including small grocers and kiosks), small cafes and restaurants, dairies, and a number of other sectors. Sector codes may be purchased from the sector associations, with members receiving a discount.

It is often a great help to use a sector code relevant to your enterprise (if one exists) as a basis for your programme.

### Recalls and traceability

If the situation arises that you have sold food products that do not comply with food legislation requirements, and hence might cause illness, you are responsible for immediately recalling these products. You are also responsible for notifying the supplier and the food authorities. It is therefore important that you can trace your food products. This means that you can prove who delivers and who is buying your goods.

Traceability is an important element of your enterprise’s self-inspection programme.

- If you own a food shop or restaurant, you must know from whom you have purchased your food products.
- If you own a wholesale food enterprise, you must know to whom you have sold your food products, and from whom you have purchased raw ingredients.

It is very important that you can document who has produced and delivered your goods, or who you as a wholesale has sold your goods to, i.e. that you have written it down or have it recorded electronically. One of the elements of food inspection is to examine whether you are able to trace your products.



If something goes wrong, it is your responsibility to warn consumers. If your food products have reached consumers, it is therefore your responsibility to warn them by displaying a sign in your shop, issuing a press release, or putting relevant information on your enterprise's website.

When you know which enterprises you have traded with, it makes it easier and less expensive to recall food products that do not comply with food legislation.

#### Links

More information on traceability is available (in Danish) from the Danish Veterinary and Food Administration website:

<http://www.foedevarestyrelsen.dk/Kontrol/Kontroltyper/Egenkontrol/Sporbarhed/Forside.htm>

More information on recalling food products is also available (in Danish) from the Danish Veterinary and Food Administration website:

<http://www.foedevarestyrelsen.dk/Tilbagetraekning/forside.htm>

#### Inspection of self-inspection

When the food control authority makes an inspection visit, the inspector will also review your self-inspection.

Regarding the verbal self-inspection a review means, that if the inspection ask about e.g. washing of floors in the customer area, you must be able to explain what you do to monitor that you comply with all regulation on that specific area.

If the regulations are not complied with and you are not able explain your Good Manufacturing Procedure, the inspector will guide you as to what the relevant procedures might be. But you also risk to bed fined for not having Good Manufacturing Procedure, or to be issued a warning notice.

If the inspector on several inspection visits sees that your Good Manufacturing Procedure for a specific area is not good enough, he might order you to make written self-inspection for that specific area. This means that you must have a self-inspection programme and defects journal for that area.

Regarding the written self-inspection a review means that the inspector checks your self-inspection programme on each inspection visit to see if it is suitable for your enterprise. E.g. have you described where procedure might go wrong? How you monitor if it goes wrong? And what you do if it does?

The inspector also checks your tables and other documentation that shows that you have actually performed the procedures you describe in your self-inspection programme – and what the results are. He also checks your defects journal to see which errors you have noted and what you have done to correct them. During the inspection visit the inspector also checks if your enterprise is generally in good order and if the production and sales complies with the regulations.

If the regulations are not complied with, the inspector will guide you as to what the relevant written self-inspection procedures might be. But you also risk to bed fined for not having written documentation for your self-inspection, or to be issued a warning notice.

If the inspector on several inspection visits sees that your written self-inspection is not sufficient or good enough, he might issue an improvement notice ordering you to improve your written self-inspection programme for that specific area. The inspector might also issue a notice ordering you



to seek counselling from a private company, if you are not able to handle your self-inspection yourself.

**NB**

Remember to tell the inspector if you have made changes to your self-inspection programme since the last inspection visit. Changes to the production, selection of goods, fitting of the store or the production facilities, may have effect on your authorisations, therefore you must apply for permission before you make the changes



## Self-inspection – getting started

A self-inspection programme is, as before mentioned, a systematic description of how you are going to perform written self-inspection. You are obliged to have a written self-inspection programme for procedures that may constitute a danger to food safety, i.e. that people may get sick from eating the food, if these procedures are not monitored and performed correctly.

You must have your self-inspection programme and your good manufacturing procedures in place, before you start your enterprise. This means that you have to write your self-inspection programme when you start performing self-inspection and then adjust it regularly. Your self-inspection programme must always be present at the enterprise.

But how to get started?

You may base your self-inspection programme on the seven following steps, also called the **HACCP principles**, then you are certain to address all the essential issues. Make sure to write down the self-inspection programme in a simple language, so that all employees know what they are supposed to do.



### Step 1: What could go wrong in my enterprise? – Risk assessment

You must examine and assess the hazards that might be associated with your enterprise's food production.

The risk might be, i.e.:

- That due to incorrect storage temperature there are too many bacteria in sliced meat products.
- That too many bacteria grow in the food because it takes too long before it is cooled off.



### Step 2: Where could it go wrong? – Critical inspection points

Once you have identified the dangerous situations, you must determine the steps in production during which you and your employees can check, for example, that food is being handled, stored or labelled correctly.

Critical inspection points might be:

- Temperature control for refrigerated goods – read the temperature when you receive goods
- Temperature in refrigerator room – read the thermometer regularly, is it sufficiently cold?
- Cleaning of equipment in direct contact with food products – e.g. knives and bread boards.
- Food on hot-tables – how hot are the goods and how long are they kept at the hot table.
- Relation between time and temperature, when food needs to be cooled off.



**Step 3:**  
**What will it take to make it go wrong?**  
**- Critical limits**

When you have found the critical inspection points, you must determine how you assess what is normal and when something has gone wrong. This means that you have to define critical limits.

Examples of areas where you may define critical limits:

- What is the maximal allowed temperature in the refrigerator
- How long may the goods that need to be refrigerated be left at room temperature, before you put them in the refrigerator
- How large a quantity of food may be put aside for cooling off – use several small containers instead fewer larger ones.



**Step 4:**  
**How and when do I check if it is going wrong**  
**- Monitoring procedures**

When you have defined the critical limits, you must then decide how the critical inspection points are to be monitored and how frequently. You also have to decide who should make the check.

For example, you might regularly check that the temperature in the refrigerator daily, or that the labels on pre-packaged products you are reselling comply with legislation.



**Step 5:**  
**What to do when it has gone wrong? How to prevent it from happening again?**  
**- Remedial action**

It is unavoidable that from time to time, things go wrong in a food enterprise. It may be due to power failure, machine break-down or employees mistaking ingredients.

Remedial actions are an important part of your self-control programme. You must describe what to do, if you or one of your employees discovers an error when checking on of the critical inspection points. You have to describe, both what is to be done to correct the error at the inspection point, and what to do to prevent it from happening again. The self-inspection programme must also define who is responsible for performing the remedial action.

Exmaples of remedial actions are:

- Checking if the thermometer is in order – and if not, change it.
- Change the order in which you clean the enterprise
- Change the schedule for checking new goods
- Throw away contaminated goods

If a fault is discovered while monitoring a critical inspection point, it must be clear what action needs to be taken to rectify the fault, and who is to do it.

**Step 6:**

**How do I write down that I have monitored the inspection points and what I have done when something went wrong?**

You must always be able to document that you have checked the inspections point and what might have gone wrong, therefore you must choose which schedules and error report you will use to document this.

**Step 7:**

**How do I make sure that the self-inspection suits the needs of my enterprise?**

**- Review**

Decide how often you will review your self-inspection programme.

When you change working procedures in the enterprise, you must always consider if the new procedures require you to make adjustments to the self-inspection programme.

For example you may need to adjust the programme when you:

- Change the selection of product: e.g. if you decide to make your own meat sauce instead of buying it.
- Change the way you cook food: e.g. if you cook the food in a different order, so that some ingredients need to be cooled off before it can be used. Or if the same equipment is used for different dishes – then you need to check the cleaning procedures so that the dishes.
- Change the fitting of the store.
- Find out that it is better and more efficient to clean in another way.

You may decide to change a procedure because you have had repeated problems with a critical inspection point. E.g. if the refrigerator temperature has repeatedly been too high, it may be necessary to use a special refrigerator to cool food.

In both cases you can incorporate the new procedure into the existing self-inspection programme. You do not need to rewrite the whole programme.

Remember that the self-inspection programme must be reviewed at least once a year so that new routines may be introduced where necessary

It may seem like a complex task to make a seven-step self-inspection programme, but the task is a lot easier when you start at looking at it in relation to your own enterprise.

You may find more help to design your self-inspection programme in one of the many sector codes.

**Link**

You may find more information on the HACCP principles on the Danish Veterinary and Food Administration website (in Danish):

[http://www.foedevarestyrelsen.dk/Kontrol/Egenkontrol\\_i\\_fodevarevirksomheder/Egenkontrolprogram\\_HACCP/Forside.htm](http://www.foedevarestyrelsen.dk/Kontrol/Egenkontrol_i_fodevarevirksomheder/Egenkontrolprogram_HACCP/Forside.htm)



## Case: Preparing a self-inspection programme

Jonas did not know about self-inspection requirements prior to contacting the Odense inspection department of his regional veterinary and food control authority to request authorisation for his pizzeria. This office informed him about the information available at the website of the Danish Veterinary and Food Administration that should be of some assistance when preparing his self-inspection programme:

- Fødevarestyrelsen, Egenkontrol (in Danish)  
[http://www.foedevarestyrelsen.dk/Kontrol/Egenkontrol\\_i\\_fodevarevirksomheder/Forside.htm](http://www.foedevarestyrelsen.dk/Kontrol/Egenkontrol_i_fodevarevirksomheder/Forside.htm)
- "Example of self-regulation programme for small food businesses"

Jonas decides to base his programme on the example, and is relieved to see it is not as difficult to do as he had first feared. However, Jonas must prepare a self-inspection programme that matches his enterprise. Among other things he must assess, which monitoring procedure can be described verbally as good manufacturing procedures, and which procedures should be described and documented in a written self-inspection programme. He may only use the website and the template as inspiration.

**Read through "Example of self-regulation programme for small food businesses" to get an idea what self-inspection involves.**

The regional veterinary and food control authority assesses the written parts of Jonas' self-inspection programme, but also points out that he must adapt it over time as he gains experience at maintaining food hygiene in the pizzeria.

The self-inspection programme must be reviewed after one year at the latest, and it will help at that time if he has made notes on his experiences over the year.

Peter, like Jonas, has filled out an authorisation form for his enterprise. Peter must now prepare a self-inspection programme for his dairy. Peter did not know about self-inspection requirements prior to contacting the Odense inspection department of his regional veterinary and food control authority to request authorisation for his dairy. This office informed him the documents at the website of the Danish Veterinary and Food Administration that should be of some assistance when preparing his self-inspection programme:

- Fødevarestyrelsen, Egenkontrol (in Danish)  
[http://www.foedevarestyrelsen.dk/Kontrol/Egenkontrol\\_i\\_fodevarevirksomheder/Forside.htm](http://www.foedevarestyrelsen.dk/Kontrol/Egenkontrol_i_fodevarevirksomheder/Forside.htm)

The inspection department also informs him that the Danish Dairy Board has published a sector code that he can order.

Peter decides to base his programme on the sector code, and is relieved to see that it contains a lot of useful inspiration. (Self-inspection at a dairy is a demanding task). However, Peter must prepare a self-inspection programme that matches his enterprise. Among other things he must assess, which monitoring procedure can be described verbally as good manufacturing procedures, and which procedures should be described and documented in a written self-inspection programme. He may only use the sector code as a guide.



*The regional veterinary and food control authority assesses the written parts of Peter's his self-inspection programme, but also points out that he must adapt it over time as he gains experience at maintaining food hygiene in the dairy.*

*The self-inspection programme must be reviewed after one year at the latest, and it will help at that time if he has made notes on his experiences over the year.*



### Staff training requirements

Enterprises that handle, prepare, produce, or transport food to be sold or distributed to customers or consumers are responsible for ensuring it will not cause illness. In order to meet this responsibility they must be aware of what they need to do.

In wholesale food enterprises or retail enterprises not subject to specific training requirements, the proprietor is responsible for ensuring employees receive the necessary instruction and training. For example, it is important that employees receive instruction on basic hygiene requirements and the way self-inspection is implemented in the enterprise.



All employees who work with food in food shops or restaurants are required to complete training in food hygiene, to ensure that they know how to maintain a high standard of food hygiene. This requirement applies to employees over 18 years of age. Employees must start this training no later than two months after commencing employment.

Employees who have completed a food handling course such as chefs or butchers are not required to complete a food hygiene course.

If you, as the proprietor, are involved in food preparation, you must also complete the training.

### Course content

Among other things, the course includes the following topics:

- Working with self-inspection
- The Food Act
- The tasks of the regional veterinary and food control authority

The course also explains how microorganisms (such as bacteria and mould) can thrive in food products, and what illnesses they can cause in people who eat the food. It looks at how to avoid microorganisms coming into contact with food and reproducing. It also provides a number of precise directions on how to store and handle food products, how to maintain good personal hygiene, and how to clean up.

### Two different courses

There are two different food hygiene courses: The Certificate course (24 lessons) and the Basic course (8 lessons). The two courses cover the same topics, but the Certificate course goes into greater depth. The Basic course is sufficient for people who will only be preparing food in a limited capacity, and where the health risks are minimal. For example, heating frankfurters, bread rolls and chips, or making sandwiches using cheese or other non-perishable fillings.

If you distribute packaged goods, or only handle food products to a very limited extent, your staff are not required to complete a basic or certificate course. If you are unsure whether your employees are required to complete a food hygiene course, or which of the two courses it should be, contact your regional veterinary and food control authority.

**Links**

You can read more on the requirements for hygiene training and view the list of Danish and foreign educations and courses that provide exemption from the requirement to complete a food hygiene course in these documents (all in Danish):

"Bekendtgørelse om uddannelse i fødevarehygiejne, nr. 123/2008"

"Bekendtgørelse om ændring af bekendtgørelse om uddannelse i fødevarehygiejne, nr. 1086/2008"

"Bekendtgørelse om anerkendelse af erhvervsmæssige kvalifikationer indenfor fødevarehygiejne. nr. 1084/2008."

"Vejledning om Uddannelse, nr 9066/2008"

The documents are available at the Retsinformation website: [www.retsinfo.dk](http://www.retsinfo.dk)

If your staff does not comply with the training requirements, based on the activities of you enterprise, you will have to pay a fine.

**NB** You may be ordered to receive counseling or training!

If food enterprise violates regulations of the Food Act several times, because the proprietor or the staff lacks knowledge of the legislation, the food control authority can order the enterprise to receive counseling on how to comply with the regulations. The food enterprise may also be ordered to have staff undertake hygiene training. If the enterprise has been ordered to ensure staff training, documentation of completed training must be sent to food control authority, and kept available in the enterprise.

You may read more in the document "Bekendtgørelse om påbud om rådgivning og uddannelse på fødevareområdet, nr 122/2008" (in Danish). The document can be found at the Retsinformation website: [www.retsinfo.dk](http://www.retsinfo.dk).



## **Case: Who needs to complete a food hygiene course?**

*Both Jonas and Peter are busy during the start-up phase, but they are also determined to fulfil the food authority requirements. It is important to both of them to meet the training requirements. Different rules apply to Peter's dairy – a wholesale enterprise – and Jonas' pizzeria – a retail enterprise.*

### **Pizzeria Napoli**

*The initial plan is that Sofia and Tomas will make the pizzas in Jonas' pizzeria. Jonas will manage purchasing and finances.*

*Sofia has previously worked as a kitchen assistant in a café and has therefore already completed the food hygiene certificate course. Tomas has never worked professionally with food before, even though he is an enthusiastic cook.*

### **Who should do the course?**

*Tomas does the course, but Jonas does not have time to do the course just prior to opening the pizzeria. He has to do the purchasing and manage the finances. He decides to wait and see whether Tomas and Sofia can manage in the kitchen without his help. Otherwise, he tells himself, he still has up to two months before he has to start doing the course.*

### **Write down who holds a hygiene certificate in the self-inspection programme.**

### **Peter's dairy**

*Peter plans to have Jeppe help in the dairy. Jeppe has worked in retail trade before, but has not completed any hygiene course. Peter is very busy during the start-up phase. It has already taken a long time to prepare the self-inspection programme. He therefore gives little thought to how Jeppe is going to receive the necessary instruction in the hygiene routines that need to be in place in the dairy.*

**Who is responsible for ensuring that Jeppe has the necessary knowledge about hygiene routines in the dairy, and what hygiene routines do you think Jeppe should receive instruction on?**

When you have considered how you will answer you may compare with the indicative answer on page 54.

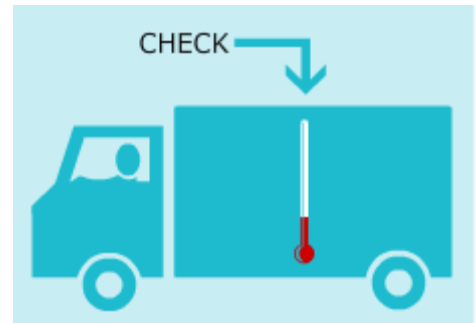


## Handling and storing food products

### Transportation and received Goods

The Danish food legislation also applies to the transport of food products. This means that wholesale food enterprises, food shops and restaurants that provide, deliver or collect goods have the responsibility for ensuring compliance with temperature requirements, ect. during transport.

- If you provide, deliver or collect goods - you have also the responsibility for ensuring compliance
- If you get food delivered, it is the supplier's responsibility



However - from the moment you take delivery of food to be used in your business, you are responsible for ensuring the temperature requirements.

Therefore it is important that the food temperature is examined, so that you can reject the products if the temperature requirements have not been met. You must also ensure that packaging is intact and that expiry dates have not been exceeded. Naturally you must also reject goods if you can smell or see that they are not satisfactory.

When goods are checked and found OK, they must quickly be moved to storage so that they become stored in accordance with the applicable requirements for temperature.

#### Links

You can read more about transporting wholesale food products in this Danish Veterinary and Food Administration booklet: "*Om transport af fødevarer en gros*", available (in Danish) here: <http://www.foedevarestyrelsen.dk/FDir/Publications/2001293/Rapport1.asp>

### Keeping food hot or cold

To avoid growth of disease-causing bacteria in food products, it is important they are stored at the correct temperature.

Put very simply, bacteria flourish in temperatures between 5 and 65° C. It is therefore important that hot dishes are cooled as quickly as possible when cooled. Most bacteria are killed when food is heated to 75° C. It is therefore important that your enterprise has adequate heating or cooling capacity to maintain food at the right temperatures.

For example, problems may arise if a large quantity of food has to be cooled at the same time. The normal solution is to divide the hot food into small portions and let each portion cool down on a worktop – possibly using a cold water bath or cooling fan – and then place the food in the refrigerator when it is lukewarm. This can cause the temperature in the refrigerator to rise far above the permitted limit of 5° C, so that other food products might be damaged. It is therefore important that all heating, cooling and freezing equipment has sufficient capacity to maintain its temperature – even if a lot of food has to be heated or cooled.

### Guidelines for handling and storing food products

If you do not personally handle food products in your enterprise, and are not familiar with the regulations that apply to storage, heating, cooling, maintaining heat, separating food products, etc., it is important that you listen to the employees who are familiar with the detailed requirements, and the problems that might exist in complying with the requirements in your enterprise.



You are ultimately responsible for ensuring that your employees are able to comply with the food legislation requirements, and you should therefore be open to any suggestions they might have for improving conditions in your enterprise

**Links**

You can read more about food hygiene and bacteria (in Danish) in this Danish Veterinary and Food Administration booklet: "*Fakta om fødevarehygiejne – Bakterie*", available here:

<http://www.foedevarestyrelsen.dk/FDir/Publications/2005212/Rapport.pdf>



## **Case: Busy opening day**

*It is two days before Jonas' Pizzeria is due to open. A supplier will be delivering some of the raw ingredients today to make Jonas' pizzas delicious – boiled ham, mortadella, Parma ham, fine Italian cheeses, marinated artichokes, etc. Jonas is looking forward to filling up his refrigerated counter, the shelves in his sales area, and the store room out the back.*

*It is June, one of the first hot summer days, and the sun is baking hot when the delivery truck arrives. Jonas had expected the goods to be transported in a refrigerated lorry, but the lorry that arrives is just a standard lorry. The driver assures him that the goods have just been collected from storage where the ham and cheese have been refrigerated. The goods look and smell fine, so Jonas accepts them without asking any more questions.*

### **What should Jonas have done?**

*The day for the opening of Jonas' Pizzeria has arrived. He has invited a large number of people to a reception from 5.00 pm to 8.00 pm, and everyone will be served pizza, soft drinks and coffee. The newly painted façade is to be unveiled, revealing the name: "Pizzeria Napoli".*

*Everything goes brilliantly. The customer area is completely filled and many people are standing on the pavement outside and enjoying the sun and the delicious pizzas. Sofia and Tomas work very hard to keep up with demand, while Jonas serves soft drinks and coffee, and tries to occasionally tidy up a bit. Waste is quickly piling up in the kitchen, and Sofia does not have enough room to keep meat and vegetables separate during preparation.*

*When the pizzeria closes at 10.00 pm, Sofia, Tomas and Jonas are all exhausted. Sofia tells Jonas that there have been problems keeping ingredients separated in the way she has been instructed to do in the food hygiene certificate course, and as they also did very thoroughly at the café where she used to work. She suggests that he install an extra table along the back wall, so that vegetables can be prepared on a completely separate table to the meat. Jonas rejects the idea of spending more money on furnishings. The account is heavily overdrawn due to renovations and the costs of raw ingredients and delicacies. "We need money coming in before we can spend it on that kind of thing", he responds tiredly.*

### **What should Jonas do?**

When you have considered how you will answer you may compare with the indicative answer on page 54.



## Staff personal hygiene

Humans have a range of bacteria in their bodies – some are harmless, while others can lead to serious illness if they come into contact with food which humans then consume. This makes poor personal hygiene one of the major factors leading to food becoming contaminated with disease-causing bacteria.

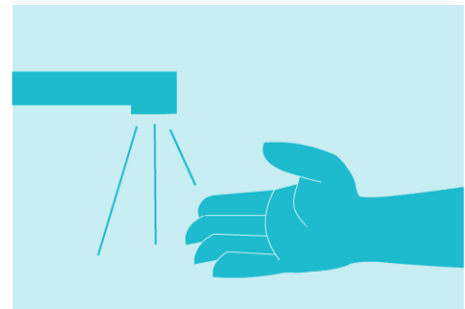
### NB

An investigation of ice cream shops in central Copenhagen found large quantities of bacteria in 40 per cent of the ice-cream cones. The bacteria came from human faeces, and had ended up in ice creams because employees had not washed their hands thoroughly enough after going to the toilet.

(Summary of article in Berlingske Tidende, 24 June 1998)

### Hand washing

Hand washing is one of the most important areas to address to avoid dangerous bacteria being transferred to food products from the people preparing and handling the food. It is therefore important that there are enough washbasins for you staff, and that soap is ALWAYS available. Cloth towels quickly become havens for bacteria, so the best solution is to have a paper-towel dispenser beside the washbasin.



When you work with food, you must wash your hands:

- Before you start working with food products.
- If you have touched your face or hair.
- If you have sneezed or coughed.
- After visiting the toilet.
- After smoking.
- When you change from working with one raw ingredient to another.
- When you change from working with raw ingredients to finished products.

It may also be a good idea to use gloves to ensure good hygiene in the kitchen. You should remember, however, that gloves do not remove the need to wash hands.

### NB

Rings, bracelets, and watches should be removed before starting to work with food preparation. It is impossible to have good hand hygiene with jewellery on your hands.

Help remind your staff about this.



### Clothing

Work clothing is a very important part of personal hygiene. It must be of a practical design, for example, there should not be long sleeves that might come into contact with the food. It should also be washed frequently.

### State of health

People who are sick must not work with food preparation if the illness can be transmitted via food. Examples include illnesses such as infectious hepatitis, typhoid and salmonella. Employees who work with food must inform the manager that they have an infectious disease if they are aware of this fact. As proprietor it is then your duty to handle the situation.



### NB

It is particularly important that employees must not have contact with food – or materials that will come into contact with food – if they have infected wounds on their hands. There are many disease-causing bacteria in infections, so transfer to food is almost unavoidable.

### Smoking

Smoking is not permitted in rooms in which food products are sold or handled. This also applies to customer areas in restaurants with table service. Smoking rooms or cubicles may be installed, but food may not be served in these areas under the legislation.

Smoking is permitted in restaurants where the area of the room is less than 40m<sup>2</sup>.





## **Case: An infected wound...**

*Two months have now passed since Pizzeria Napoli opened, and things have gone really well. There have been many customers, but fortunately things haven't been quite as busy as the first day. Tomas and Sofia have become a good team in the kitchen. They are good at keeping things tidy and keeping different raw ingredients separate, and they wash their hands frequently.*

*Tomas cut his finger a few days ago, and the wound has now become infected. He doesn't give any thought to this, and continues to work as usual.*

*After a few days, the regional veterinary and food control authority make an inspection visit, and they have some really bad news. They have so far heard from 15 people who have become ill – 15 people who all ate pizzas from Pizzeria Napoli the previous evening. The inspector quickly notices the infected wound on Tomas' finger and puts two and two together. The sick customers had all developed staphylococcal food poisoning, which causes nausea, vomiting, stomach cramps and diarrhoea, and staphylococci are common in infected wounds.*

*The consequences for Pizzeria Napoli are:*

- *A DKK 10,000 fine for failing to comply with the hygiene regulations.*
- *A requirement to change the self-inspection procedures so that Pizzeria Napoli will in future discover if staff have cuts or other health problems that might represent a hazard to food safety. An action plan must be formulated so that they know what to do if such a situation arises.*
- *Finally, they must thoroughly clean the entire premises, and infected food products must be disposed of.*

*Pizzeria Napoli is also notified that kitchen facilities must be improved, making it possible to prepare meat and vegetables separately.*

*The whole neighbourhood is now talking about the poor hygiene at Pizzeria Napoli – it will take time and hard work to win back consumer trust. It ends up being a very expensive lesson for Jonas – and also Tomas, who has to live with the guilt of having made at least 15 people ill.*

*The inspection report in which customers can read about the fine and the poor hygiene has to be put on display in clear sight, and serves as a daily reminder to Jonas, Tomas and Sofia about the tragic turn of events.*



## Cleaning and disinfecting

It has to be easy to clean and disinfect a food shop, wholesale food enterprise or restaurant. It is therefore important that the enterprise has practical layout and furnishings. Floors, tables and walls must have smooth surfaces that are easy to clean and that can tolerate frequent washing and disinfection.

The same is true for the utensils that come into contact with food products. For example, knives must be discarded if there is a crack in the handle.



The food legislation does not contain detailed directions for cleaning and disinfecting. Each enterprise decides how to approach the task, and describes the systematic routines required to ensure an acceptable level of hygiene in the self-inspection programme. Although the legislation does not contain detailed stipulations, there is a requirement that utensils and machines be cleaned, and where necessary disinfected, at least once per working day.

### General advice on cleaning and disinfecting

Cleaning and disinfecting furnishings, utensils and equipment must follow these six steps:

1. Remove visible grime by scraping or rinsing.
2. Remove grime using water with an appropriate amount of cleaning agent added.
3. Rinse off the cleaning agent.
4. Remove bacteria and other microorganisms using disinfectant.
5. Rinse off the disinfectant.
6. Dry off.

#### NB

It is very important that cleaning agents and disinfectants are thoroughly rinsed off before the cleaned areas and items are used to prepare food, to ensure the food is not contaminated by toxic chemicals.

You must also ensure that cleaning agents and disinfectants are stored separately from food products, so that it is not possible to confuse them with food ingredients, or for them to contaminate the food products.

#### Links

You can read more about how to maintain hygiene in your enterprise through cleaning and disinfecting in the Danish Veterinary and Food Administration booklet entitled, "*Om rengøring og desinfektion i detailvirksomheder med fødevarer*". The booklet is available (in Danish) at the website of the Danish Veterinary and Food Administration:

<http://www.foedevarestyrelsen.dk/Publikationer/FaktaOmRegler/forside.htm>

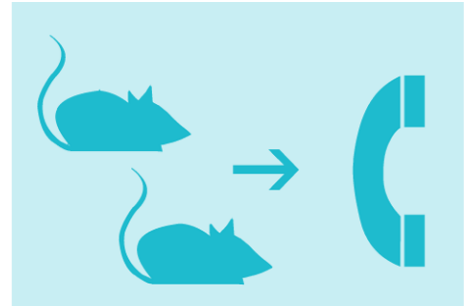


## Maintenance

Flaking paint, cracked tiles or a poorly cared for chopping surface can all collect large quantities of grime and hence bacteria. You must therefore ensure that your premises are properly maintained so that it is always easy to clean them properly.

### Pests – prevention and duty to report

Animals and insects that come into contact with food products can spread disease and lead to allergies in humans. You must therefore be aware that pests such as rats, mice and insects may infiltrate your premises. If this should happen, it is very important that you immediately do something about the problem:



1. You must work out where the pests have gained entry and prevent this from happening again, for example, by installing a net or repairing cracks in brickwork.
2. If it is necessary to use chemicals for pest control, you must be very careful to ensure that these do not come into contact with food products used in production.
3. You must dispose of ALL damaged or contaminated food products.
4. You must clean thoroughly where there have been pests or chemicals have been used.

Depending on the type of pest involved, it may be necessary to take special actions. It may therefore be a good idea to contact the Danish Pest Infestation Laboratory or other experts for advice and guidance.

**NB** If you discover rats in your premises you **must** notify the municipal rat control department. Rat infestations are dealt with in cooperation between the affected enterprise and the Department.

You must never try to exterminate rats in your premises – rat control must be carried out by authorised personnel.

### Links

You can read more about what you can do to avoid pests in your premises, or in case of infestation, in the Danish Veterinary and Food Administration booklet entitled, “*Om skadedyr i fødevarevirksomheder*”.

The booklet is available (in Danish) at the website of the Danish Veterinary and Food Administration: <http://www.foedevarestyrelsen.dk/Publikationer/FaktaOmRegler/forside.htm>



## **Case: Trouble comes in twos...**

*It has been two weeks since the terrible staphylococcal food poisoning incident at Pizza Napoli. Many of the regular customers have stayed away from the Pizzeria since the news broke out, so business has been very slow.*

*Peter does not want to risk having the same problems at his dairy factory as at Jonas' pizzeria. Peter and Jeppe therefore begin to review all their working processes – from when goods enter the premises, until they leave again as products or waste.  
You shouldn't be able to raise your finger at hygiene at the dairy!*

*Peter has fine-tuned the hygiene procedures – it is important that the work processes do not overlap so that products become contaminated.*

- *An extra table has been installed so that products can be prepared separately when Peter and Jeppe are working on their specialties.*
- *The temperature in the cool room is checked every day. This is a new requirement introduced in the self-inspection programme at the demand of the food authorities.*
- *Suitable work clothes have been purchased for Jeppe and Peter.*
- *Waste is removed several times a day.*
- *They are cleaning with particular thoroughness.*

*But good cleaning and careful planning cannot protect against everything: One day when Jeppe is inside the cool room he discovers rat excrement on the floor. "That's the last straw!" he thinks. He hurries back into the main dairy where Peter is cleaning. "How do we deal with rats?" he asks in resignation after showing him the excrement in the store room.*

### **What do you have to do if you find signs of rats in your premises?**

*"You have to contact the authorities, I'm sure of that much", says Jeppe.*

*Peter is not wild about contacting the authorities, but after reflecting on the unpleasant development for a while he decides that it is the only course of action. There must be no doubt that Peter's dairy does whatever it takes to ensure food hygiene.*

*In cooperation with the municipal rat control department, Peter eradicates the rat infestation, and he installs grills in front of the ventilation holes used by the rats to gain entry.*

When you have considered how you will answer you may compare with the indicative answer on page 55.



## Other requirements food shops, wholesale food enterprises and restaurants must comply with

In addition to the food hygiene requirements, there are other requirements proprietors of food shops, wholesale food enterprises and restaurants must comply with. This section contains examples of what the food legislation covers – regulations that will be checked when the regional veterinary and food control authority performs inspections. However, there are many other regulations in addition to the ones mentioned here. Depending on what it is your enterprise produces, sells or imports, there are different regulations that must be observed.

### Import and export regulations

If your enterprise directly imports goods from another country, you must report this to the regional veterinary and food control authority. You must receive confirmation of this notification before you start importing.

If your enterprise exports food products, it must be approved by the regional veterinary and food control authority. You have to be familiar with the receiving country's import legislation, and it is your responsibility as an export company to comply with this legislation, and to be familiar with and observe a number of export-related certificates.

It is your responsibility as an importer or exporter of food products to ensure that the goods comply with the food legislation – as well as the general legislation.

### Links

You can read more about the regulations governing import and export of food products on the Danish Veterinary and Food Administration website:

[http://www.foedevarestyrelsen.dk/ImportEksport/Import\\_foedevarer/forside.htm](http://www.foedevarestyrelsen.dk/ImportEksport/Import_foedevarer/forside.htm)

Please note! There may be restrictions on which goods you are allowed to import. Read more on the Danish Veterinary and Food Administration website:

<http://www.foedevarestyrelsen.dk/ImportEksport/Importrestriktioner/forside.htm>

### NB

You need to also be aware of taxation regulations related to importing goods.

### Food contamination

Food products can be contaminated with substances such as heavy metals, chemicals and naturally occurring toxins. To avoid risk to human health, limit values have been set indicating maximum levels for a variety of hazardous substances in food products.

For example, there are problems with a group of natural toxins that can cause liver cancer. These toxins are sometimes produced by certain moulds under warm and humid conditions. They are therefore found in food products imported from tropical and subtropical countries – particularly corn, dried figs, peanuts, Brazil nuts, and pistachio nuts.

You may only import these types of product if there is an approved system for control of toxin levels. The precise regulations are available in "*Bekendtgørelse om indførsel af fødevarer m.v. med særlige restriktioner*".

There are many other examples of chemical and natural contamination of food products that you need to be aware of – especially if you directly import food products.

**Links**

You can find more information on limit values in "*Bekendtgørelse om visse forureninger i fødevarer*".

This document is available (in Danish) from the Retsinformation website: [www.retsinfo.dks](http://www.retsinfo.dks)

**Additives**

Substances are sometimes added during food preparation for purposes such as increasing shelf life, changing consistency or colour, enhancing taste or preventing fats or oils from decomposing.

There are regulations governing which additives may be used in various food products and in what quantities. You can find this information in "*Positivlisten*".

**Links**

"Positivlisten" is available (in Danish) at the Danish Veterinary and Food Administration website: <http://www.foedevarestyrelsen.dk/FDir/Publications/2005100/Rapport.htm>

You can read more about additives in food products in the Danish Veterinary and Food Administration booklet entitled "*Om tilsætningsstoffer i fødevarer*". The booklet is available (in Danish) from the website of the Danish Veterinary and Food Administration: <http://www.foedevarestyrelsen.dk/Publikationer/FaktaOmRegler/forside.htm>

**Packaging, materials and items**

Materials that come into contact with food products can release substances that may be harmful or alter the food in an unacceptable manner. Regulations therefore exist regarding materials and items designed to be in contact with food products.

The regulations cover packaging such as plastic film and storage boxes, as well as production machinery, knives and other hand tools, gloves, machine components, conveyor belts, etc., used during preparation of food products. The regulations also cover pots, plates, cups, bowls, etc., used for preparation or for eating or drinking out of.

Plastic packaging designed for food products may be labelled with the fork and glass symbol. This mark indicates that the supplier believes the packaging is suitable for use in contact with food products.

**NB**

As proprietor you need to be aware that only materials and items designed to be in contact with food products may be used for storage of food products.

Legislation requires, that materials and items designed to be in contact with food products must be traceable. This means that it should be possible to trace the packaging back to the producer, and that the producer of the packaging must be able to document that the packaging is suited for contact with food products. Traceability is important because it provides the food control authorities with the necessary information to be able to identify and, if needed, recall a certain kind of packaging, if the authority suspects it to be a risk to health.

If you produce food products, or import packaged food products from countries outside the European Union, you must pay special attention to the requirements for traceability. In those cases



you are responsible for the packaging being traceable; meaning that you must be able to document who the producer of the package is, which substances it contains and what effect they may have on human health. It is important that you incorporate these procedures in your self-inspection programme.

#### Links

You can find more information and regulations on these issues (in Danish) on the Danish Veterinary and Food Administration website:  
[http://www.foedevarestyrelsen.dk/Foedevaresikkerhed/Materialer\\_genstande/forside.htm](http://www.foedevarestyrelsen.dk/Foedevaresikkerhed/Materialer_genstande/forside.htm).

#### Correct labelling

Pre-packaged food products resold to consumers in Denmark must be labelled in Danish, or language that only differs from Danish in terms of minor spelling variations. Labels must contain particular information, depending on the type of product. Where goods are sold to other distributors (wholesale sales), the same labelling requirements do not apply as those that apply to labelling of pre-packaged goods being sold to the end consumer (retail sales). It is therefore important to check pre-packaged goods when they are received to ensure that they comply with the requirements. It is your responsibility to check that the goods you receive comply with the labelling requirements in the legislation.

The label must inform the consumer what the product is, what it contains, when it should be used by, and its country of origin, etc. The label must also indicate who is responsible for the product – either the manufacturer, the packaging enterprise or a distributor within the EU. Special rules apply, if you want to label the product with an appraisal of its nutritional or health value. The label must never be false or misleading.

In addition to informing consumers, labelling serves another very important function – it gives the regional veterinary and food control authority the information necessary to identify and recall particular products suspected of being a risk to health.

#### Links

You can find more information on labelling in the Danish Veterinary and Food Administration booklets entitled, "*Om mærkning af færdigpakkede fødevarer*" and "*Om mærkning af frugt og grønt*", available (in Danish) from the Administration's website:  
<http://www.foedevarestyrelsen.dk/Publikationer/FaktaOmRegler/forside.htm>

The specific labelling requirements are in:

*"Lov om fødevarer", chapter 5 "Markedsføring og mærkning af fødevarer"*

*"Bekendtgørelse om mærkning m.v. af fødevarer"*

*"Bekendtgørelse om næringsdeklaration m.v. af færdigpakkede fødevarer"*

The following guides have also been published:

*"Vejledning om mærkning af fødevarer"*

*"Vejledning om forbudet mod vildledende mærkning og markedsføring af fødevarer"*

*"Vejledning om næringsdeklaration af færdigpakkede levnedsmidler"*

*"Vejledning om mærkning af fødevarer med indhold af allergene stoffer"*

These documents are available (in Danish) from the Retsinformation website: [www.retsinfo.dk](http://www.retsinfo.dk)

#### Prohibition against misleading information

This requirement is not limited to labels on packaged food products. Signs, sales flyers, and menus must all provide customers with accurate information. For example, one widespread problem is the



use of the descriptor “ham” even though the product contains shoulder or other types of pork. This is often seen in pizzerias and containers of “ham salad” sold in supermarkets. You must therefore be careful to use the right descriptors to describe your products to customers.

You are also prohibited from misleading customers to assume products have a particular characteristic, if this is not the case. For example, you must not display a large organic produce sign alongside a group of products if only a few of the products are actually organic.

### Labelling fruit and vegetables

The regulations for labelling fruit and vegetables depend on the product and how it is packaged. The specific regulations are available (in Danish) from the link below.

Packaged fruit and vegetables must be labelled with:

1. Identification of the enterprise that packaged them
2. The country of origin (the country the fruit comes from – only applies to some products)
3. Product description
4. Class (only applies to some products)
5. Variety or type (only applies to some products)
6. Size (only applies to some products), if this is required by the EU regulation.



Where products are sold by the piece, there are not so many demands to the information. The following information must be displayed on a sign:

1. The country of origin (the country the fruit comes from – only applies to some products)
2. Product description
3. Class (only applies to some products)
4. Variety or type (only applies to some products)

#### Links

You can find more information (in Danish) on the Danish Veterinary and Food Administration website:

[http://www.foedevarestyrelsen.dk/Maerkning/Handelsnormer\\_varestandarder/Frugt\\_groentsager/EUs\\_handelsnormer\\_for\\_frugt\\_og\\_gront.htm](http://www.foedevarestyrelsen.dk/Maerkning/Handelsnormer_varestandarder/Frugt_groentsager/EUs_handelsnormer_for_frugt_og_gront.htm)

#### Special labelling schemes

In addition to the legal requirements for labelling food products, there are some voluntary labelling schemes enterprises may use, for example, to label organic produce. Enterprises must notify the regional veterinary and food control authority if they wish to use one of these schemes. The labelling is voluntary, as there is no requirement to indicate that fruit is organic, for example. But if you choose to label produce as organic, notifying the regional veterinary and food control authority is *not* voluntary. Once an enterprise has reported that it wishes to use a specific labelling scheme, the regional veterinary and food control authority will monitor that the enterprise complies with the requirements of the scheme.

#### Links

See point six on the Danish Veterinary and Food Administration form for authorisation, approval, registration and notification. This form is available (in Danish) from the Danish Veterinary and Food Administration website: <http://www.foedevarestyrelsen.dk/Blanketter/Blanketter/forside.htm>



## **Case: Italian delicacies**

*Jonas wants to import delicatessen products such as wine, coffee, olive oil, parmesan cheese and dry-cured ham from Italy and sell them in his pizzeria.*

### **What does Jonas have to do to comply with Danish food legislation?**

*Jonas has visited a graphic design agency to get some attractive menus and price lists made up. Some of the pizzas are made using cheap ham – or is it shoulder? Jonas doesn't give this any more thought.*

### **What should Jonas check before he prints 1000 menus?**

*Sofia has purchased some practical storage boxes they can use in the kitchen to store tomato paste, onions, olives, artichokes, ham, chorizo, and the other pizza ingredients. She bought the boxes from a hardware store – they are the kind that can be stacked, and which many people use at home to store things like toys. Jonas and Tomas think the practical boxes are a great idea.*

### **Why might it be dangerous to use these boxes to store food?**

Because the plastic they are made from is not approved for food storage. This means it is very likely the boxes will release toxic substances into the food.

When you have considered how you will answer you may compare with the indicative answer on page 55.



## Inspection by the food authorities

The regional veterinary and food control authorities perform inspections to monitor whether food shops, wholesale food enterprises and restaurants are complying with all the regulations in the food legislation. The aim is to protect consumers from health risks and deception, and ensure uniform conditions for producers and traders. Inspections are carried out in Denmark by 10 regional veterinary and food control authorities, which regularly visit all food shops, wholesale food enterprises and restaurants.



### Inspectors are entitled to enter

Your enterprise must grant entry to inspectors, no matter how inconvenient it might be. The inspector must show identification and is entitled to enter your premises without a court order. Inspectors are food technologists, veterinarians, food scientists, engineers, nutritionists, professionals within the food sector, and laboratory technicians.

The entire production facilities or enterprise can be inspected. The owner or another responsible for the company is obliged to hand over information, such as financial information, that might be significant to the inspection - on behalf of the inspectors requires. If the information must be copied or printed from electronic data, the manager has a duty to assist. The inspector is entitled to take samples from the enterprise for analysis, and take photographs at the premises. The inspector is also entitled to obtain information about the company from other public authorities.

### The Food Act

**53.-(1)** The inspecting authority and its specially authorised personnel shall have access without a court order at any time, upon showing appropriate identification, to public and private property, rooms, means of transport, enterprise books, papers, etc., including material stored in electronic form, in order to collect information to be used to fulfil their responsibilities under the Danish food legislation.

**(2)** The police shall provide assistance where necessary. The Minister for Family and Consumer Affairs may set rules governing such assistance in consultation with the Minister for Justice.

### Samples

Inspectors may collect samples without having to pay for them, but must provide a receipt. Samples may be taken of raw ingredients, semi-finished goods, finished goods, packaging, water or additives, etc. The inspector collects the quantity of sample necessary to determine whether the enterprise is complying with the regulations. These quantities are often laid down in international regulations. In the case of packaged goods, it is often necessary to take whole packages or break unopened packages because the sample must be collected carefully and not contaminated.

Samples may be analysed for bacteria, additives, contamination or ingredients.

The analysis results from samples will be used to demonstrate certain facts to the enterprise, or if necessary, as evidence in any judicial hearing.

### NB

The food control authorities can ask the laboratory to give the authority access to analysis results and information from your enterprise in connection with tracing an outbreak of disease spread by food products. The laboratory is obliged to inform you, that it has passed on the information to the food control authority.



### **Control samples**

The enterprise is entitled to have a control sample taken that may later be tested against the regional veterinary and food control authority's analysis results. The control sample must be taken by the inspector at the same time as he takes his own sample. The inspector seals the control sample and provides instructions on how to store it until analysis. The enterprise must make an agreement in writing with the regional veterinary and food control authority as to where and how the control sample is to be analysed. The laboratory must check whether the seal is unbroken upon receiving the control sample and note this on the analysis sheet. The enterprise must pay the costs of analysing the control sample.

### **After the inspection**

Once the inspection is completed, the enterprise will receive an inspection report. The inspector from the regional veterinary and food control authority has a duty of confidentiality in relation to everything not published in the inspection report. The length and contents of the inspection report will depend on what problems the Authority encountered during inspection. If the enterprise receives a warning, this will be stated in the inspection report. There will be an opportunity to ask questions about the comments in the report at the end of the inspection. If the enterprise receives an improvement notice, stop notice or fine, this will normally be issued subsequently by letter.

Before issuing a notice or ban, the regional veterinary and food control authority will ensure the enterprise is aware of the basis for the decision, and thus has an opportunity to comment on the same – this generally happens during the inspection.

### **Regional veterinary and food control authority intervenes**

If it is discovered that an enterprise is not complying with the regulations, the regional veterinary and food control authority will intervene. The Authority may choose to draw attention to regulations, issue a notice, ban or fine, or report the enterprise to the police, in order to ensure the regulations are complied with:

- The enterprise may be warned to comply with certain regulations, such as temperature requirements, cleaning requirements, or food product labelling.
- The enterprise may be ordered to receive counselling or training on the Food Act, It may also be ordered to introduce procedures to ensure the regulations are complied with, or to provide documentation. For example, a notice to introduce self-inspection for handling vegetables contaminated with soil, or a notice to provide documentation showing that staff have completed a hygiene course.
- Bans aim to prevent an enterprise from violating the regulations. For example, a ban on selling certain food products because the enterprise has shown it is unable to handle them in a hygienic manner.
- The regional veterinary and food control authority may fine an enterprise if it violates the regulations. For example, if the enterprise opens for business without approval from the Authority, labels food products deceptively, fails to comply with storage temperatures, fails to comply with regulations for packaging suited for food products, or fails to comply with a notice.
- The Authority may choose to report an enterprise to the police if regulations have been violated. If the violation is made intentionally or with gross negligence and causes damage to a person's health or leads to profit for the enterprise, it may result in up till two years imprisonment.



## The smiley scheme – publicising inspection reports

The smiley scheme covers food shops and restaurants, and is part of the control and supervision carried out by the food authorities. The aim of the smileys is to give consumers a quick impression of how good each shop or restaurant is at complying with food legislation requirements. This makes it possible for customers to avoid enterprises that are not good at complying with such things as labelling or hygiene requirements.

Wholesale food enterprises do not receive a smiley, but is rated with a numeric value instead.

However both food shops, restaurants, and wholesale food enterprises may receive an élite smiley.

Food shops and restaurants who have received four happy smileys, and have not had any bad notes within the last 12 months, have earned the right to an élite smiley.

Wholesale food enterprises have earned the right to an élite smiley, if they have no bad notes on the last four inspection reports and within the last 12 months.



Shortly after an inspection visit, an enterprise receives an inspection report. In food shops and restaurants the report or the élite smiley must immediately be displayed where customers can see it. Customers must be able to see the smileys and read the text, even before entering the shop or restaurant.

If the enterprise has received a ban, the food control authority provides the enterprise with a streamer with the information that the enterprise is closed until further notice. The streamer also has to be displayed where customers can see it.

If the streamer or the report is not displayed where it can be seen and read, the enterprise may be fined – even if the report only contains happy smileys.

### The Food Act

§ 19 The enterprise will be fined, if the enterprise omits displaying the control report, or the streamer, if the enterprise refuse to show appendix to control report to the customer, if the enterprise unrightfully displays an élite smiley at the its website, if the enterprise omits displaying the control report at the its website, or if the enterprise misleads the customers.

A possible exception to the above is that the food control authority may except an enterprise form the requirement to display the control report in case the report is faulty.

### NB

Smileys send a strong message to consumers:

94 per cent are aware of the scheme, and 95 per cent consider it a good, or very good, idea.

81 per cent have indicated they would avoid a restaurant with a sad smiley.

(A.C. Nielsen/AIM, October/November 2004)

**Links**

You can read more about inspection reports and smileys in the Danish Veterinary and Food Administration booklet entitled "*Om Smiley og offentliggørelse*". The booklet is available (in Danish) at the website of the Danish Veterinary and Food Administration:

<http://www.foedevarestyrelsen.dk/Publikationer/FaktaOmRegler/forside.htm>

**Smileys on the Net**

Inspection reports are published on the Danish Veterinary and Food Administration website, so that anyone may read the latest report for any food shop, wholesale food enterprise or restaurant in Denmark. The four most recent smileys are shown on the inspection report.

**Links**

You can get a good idea of what inspections by the food authorities focus on by going to the smiley-scheme website and looking at real inspection reports. For example, find a food shop, wholesale food enterprise or restaurant you know and read the most recent inspection report (in Danish).

<http://www.foedevarestyrelsen.dk/Kontrol/Smiley/forside.htm>



## **Case: Second inspection**

*It is now three and a half months since Jonas and Peter opened their respective businesses. It is about a month since the terrible staphylococcal food poisoning incident at Pizza Napoli, and the rat infestation at Peter's dairy.*

*Even though Jonas feels he has hygiene under control in the pizzeria, there is still an unhappy smiley hanging on the door, frightening customers away. Jonas has been told that he may request an inspection at his own expense, so that he can hopefully get a good inspection report with a happy smiley. When you request an inspection, the inspector will come unannounced at some point within five days.*

*Jonas has just received approval to start importing Italian delicatessen products and the first deliveries are coming in a few days.*

*Tomas is away on holiday, so Sofia and Jonas are working in the kitchen the day the Odense inspection department of the regional veterinary and food control authority make their second inspection visit during Pizzeria Napoli's brief but tumultuous lifetime.*

### **Is Jonas permitted to do food preparation?**

*The inspector is initially impressed with the cleaning and the general level of hygiene. Everything is clean and tidy, and he is pleased to note the extra table has been installed, making it possible to handle meat and vegetables separately.*

*But on closer inspection he finds several problems:*

- *The practical storage boxes Sofia purchased must NOT be used to store food. The inspector highlights that Pizzeria Napoli may only use materials approved to come into contact with food products.*
- *The new menus state that ham is used on all pizzas, even though shoulder is used on many of them. This is misleading to customers and leads to a fine of DKK 10,000.*
- *Jonas, who just happens to be in the kitchen for once, has not completed the required hygiene course. This leads to a fine of DKK 1500.*

*Due to the fines, Pizzeria Napoli unfortunately receives another unhappy smiley.*

**Jonas felt he had made good preparations for operating a pizzeria.**

**What do you think Jonas and Peter should have done to avoid fines and unhappy smileys?**

When you have considered how you will answer you may compare with the indicative answer on page 55.



## Summary and action plan

If you are planning to open a food shop, wholesale food enterprise or restaurant, you must prepare as follows:

You must formulate a self-inspection programme that is suited to the way your enterprise works with food products. Remember that you can get help from your sector association's sector code or at the Danish Veterinary and Food Administration website, which contains guidance and example self-inspection programmes.



You must then apply for your enterprise to be authorised or registered. Submit the form to your regional veterinary and food control authority. Use the Danish Veterinary and Food Administration form, "*Blanket til ansøgning om autorisation eller registrering af fødevarer virksomhed*", available (in Danish) from the Administration website. If your enterprise must be authorised, the food control authority evaluates your self-inspection programme, before they issue an authorisation. If your enterprise only requires registration, your need not submit a self-inspection programme, but your good manufacturing procedure will be evaluated when the food control authority pays an inspection visit to your enterprise.

Remember! You must obtain a new authorisation after:

- Changing or introducing self-inspection.
- Building modifications.
- Changing production or product range.
- Changing special activities or schemes – e.g. importing/exporting products or using special labelling schemes.

Your self-inspection programme must be reviewed and updated (if necessary) at least once a year – or after the following changes:

- Building modifications.
- Changing production or product range.
- Changing special activities or schemes – e.g. importing/exporting products or using special labelling schemes.

You must also ensure that all staff working with food preparation has adequate training. This also applies to yourself if you participate in food preparation.

### Special requirements for restaurants

If you plan to start a restaurant, café or night club serving alcohol, please note that special requirements apply to this kind of enterprise.

For example in the area of:

- Alcohol licence
- Manager
- Door man



You may read more about these requirements on the Danish Commerce and Companies Agency's website under the menuitem "Love og Regler/Hotel og Restauration" and in "Lov om ændring af lov om næringsbreve til visse fødevarer virksomheder, m.v., nr. 391 af 25. Maj 2009".

#### Links

Danish Veterinary and Food Administration form (in Danish), "Blanket til ansøgning om autorisation eller registrering af fødevarer virksomhed":

<http://www.foedevarestyrelsen.dk/Blanketter/Blanketter/forside.htm>

The Danish Commerce and Companies Agency website (in Danish), menu item: Love og Regler, Hotel og restauration:

<http://www.eogs.dk/sw21826.asp>

"Lov om ændring af lov om næringsbreve til visse fødevarer virksomheder, m.v., nr. 391 af 25. Maj 2009":

<https://www.retsinformation.dk/Forms/R0710.aspx?id=124834>



## Example test questions

- 1) **What should you pay attention to if you want to import and sell pistachio nuts?**
  - a) That they may contain a natural toxic substance. Therefore, I need documentation that each lot of pistachio nuts does not contain a too high toxic level.
  - b) That their fat content is high. Therefore, there are special requirements concerning the labelling of pistachio nuts – both when they are sold loose and prepacked.
  - c) That they are often produced under conditions illegal in Denmark.
  
- 2) **Does the inspector from the food control authority have a right to inspect your private home if it is considered necessary?**
  - a) Yes, as a general rule, the food control authority has a right to inspect private homes if it is necessary for the compliance with the food legislation requirements. However, this is rarely necessary.
  - b) Yes, but only if the inspector has a court order.
  - c) No. The food inspector is not entitled to investigate my private home.
  
- 3) **Are you allowed to start selling food before your business has been authorised or registered by the Regional Veterinary and Food Control Authority?**
  - a) Yes.
  - b) Yes. But the Regional Veterinary and Food Control Authority must receive my application within three months.
  - c) No.
  
- 4) **What is a self-control programme?**
  - a) A series of supervision procedures to ensure the satisfaction of your customer.
  - b) A series of supervision procedures which I am free to choose if I want to make a special effort to ensure good food hygiene.
  - c) A series of supervision procedures which I have to form by myself, and am obliged to follow to ensure that my business complies with the Food Act.
  
- 5) **Your pizzeria has received an elite-smiley. What should you do with it?**
  - a) I must display the smiley where customers can see it, but I do not have to display the control report.
  - b) I must display the smiley and the report where customers can see them and read the text, even before entering the pizzeria.
  - c) I do not have to display the smiley. The important thing is that the control report was fine.

The answers to these questions are shown at the bottom of the last page.



## Getting more information

### **The Danish Veterinary and Food Administration facts-about-regulations booklets:**

The Danish Veterinary and Food Administration has published a number of booklets on the requirements food shops, wholesale food enterprises and restaurants must fulfil.

For example, there is information on:

- Labelling pre-packaged food products.
- Pest infestations in food shops, wholesale food enterprises and restaurants.
- Smileys in retail enterprises.
- Self-inspection in restaurants, pizzerias, cafes, etc.
- Cleaning and disinfecting in retail enterprises with food products.
- Food inspection.
- Food hygiene courses.
- Introducing food products.
- Labelling fruit and vegetables.
- Packaging and materials for food products.
- Self-inspection in kiosks, supermarkets and grocers.
- Food waste.
- Furnishing and layout in restaurants, supermarkets, etc.
- Protection of rights in relation to food and veterinary inspections.
- Recalling and tracing food products.
- Exporting food products.

The existing booklets are regularly updated, and new booklets covering new topics are continually added. The booklets are available (in Danish) from the Danish Veterinary and Food Administration website: <http://www.foedevarestyrelsen.dk/Publikationer/FaktaOmRegler/forside.htm>

### **Acts, executive orders and guides**

You have read about some of the key acts, executive orders and guides in this course material, but there are further acts and executive orders you must comply with.

All relevant acts, executive orders and guides are available (in Danish) from the Retsinformation website, [www.retsinfo.dk](http://www.retsinfo.dk), your library or bookshop, the sector associations, or from:

Schultz Information  
Herstedvang 10-12  
2620 Albertslund  
Tel.: +45 4363 2300.

Guides can also be purchased from:  
Danmark.dk's netboghandel  
IT- og Telestyrelsen  
Telefon: 1881  
[www.danmark.dk/netboghandel](http://www.danmark.dk/netboghandel)

**The Danish Veterinary and Food Administration website**

This website contains a lot of relevant information on food legislation, food inspection, the smiley scheme, etc.

[www.foedevarestyrelsen.dk](http://www.foedevarestyrelsen.dk)

The website also contains the forms you need to apply for approvals, etc. The forms are available (in Danish) from the Danish Veterinary and Food Administration website:

<http://www.foedevarestyrelsen.dk/Blanketter/Blanketter/forside.htm>

[http://www.foedevarestyrelsen.dk/blanketteroglovstof/blanketter/Blanketter\\_til\\_virksomheder.htm](http://www.foedevarestyrelsen.dk/blanketteroglovstof/blanketter/Blanketter_til_virksomheder.htm)

**Starting a business**

[www.100svar.dk](http://www.100svar.dk)

[www.virk.dk](http://www.virk.dk)

[www.startguiden.dk](http://www.startguiden.dk)

**Danish Commerce and Companies Agency**

[www.eogs.dk](http://www.eogs.dk)



## Annex 1: Authorisation form

(from [www. http://www.foedevarestyrelsen.dk/NR/rdonlyres/6B054B22-5637-4D10-A03B-DE6267192573/12354/230102995.pdf](http://www.foedevarestyrelsen.dk/NR/rdonlyres/6B054B22-5637-4D10-A03B-DE6267192573/12354/230102995.pdf))

<input type="button" value="Udskriv"/> <input type="button" value="Ryd felter"/> <input type="button" value="Hjælp"/>				MINISTERIET FOR FAMILIE- OG FORBRUGERANLÆGGENDER <b>Fødevarerstyrelsen</b>
<b>1. Basisoplysninger</b>				
Virksomhedens navn og adresse		<b>Blanket til:</b>		
Navn (slet)		- <b>Autorisation</b>		
Adresse (slet)		- <b>Registrering</b>		
Postnummer (slet) By (slet)		<b>i henhold til autorisationsbekendtgørelsen</b>		
Virksomhedens CVR-nummer	Produktionsenhedens nummer	Autorisationsnummer (hvis tidligere tildelt)		
Telefonnummer	Fax nummer	Radiokaldesignal (fartøj)		
E-mail adresse		Havnekendingsbogstaver (fartøj)		
Angiv dato for iværksættelse (dd-mm-åååå)				
Ansvarlig for virksomheden		Tlf. eller mobil:		
Navn (slet)				
Adresse (slet)				
Postnummer (slet) By (slet)				
<b>2. Årsag til indsendelse af ansøgning (sæt et eller flere X)</b>				
Nyetablering:		Ejerskifte:		
<input type="checkbox"/> Registreret virksomhed		<input type="checkbox"/> Registreret virksomhed		
<input type="checkbox"/> Autoriseret virksomhed		<input type="checkbox"/> Autoriseret virksomhed <input type="checkbox"/> Fornyet autorisation		
<input type="checkbox"/> Bygnings- eller indretningsmæssige ændringer		<input type="checkbox"/> Ej fornyet autorisation		
<input type="checkbox"/> Ændring af produktion eller vareudvalg		<input type="checkbox"/> Registrering af særlige aktiviteter		
Vedlagt er (sæt X) <input type="checkbox"/> Egenkontrolprogram <input type="checkbox"/> Planlægninger, indretningsplaner <input type="checkbox"/> Andre bilag				
<b>3. Virksomhedens type (vælg her eller på næste side)</b>				
<b>a. Detail</b>				
<input type="checkbox"/> Apotek eller materialist		<input type="checkbox"/> Kiosk		
<input type="checkbox"/> Automatvirksomhed		<input type="checkbox"/> Osteforretning		
<input type="checkbox"/> Bagerforretning eller -afdeling		<input type="checkbox"/> Restaurant, cafeteria, kantine m.m.		
<input type="checkbox"/> Børneinstitution		<input type="checkbox"/> Restaurant, cafeteria, kantine m.m. (begrænset vareudvalg/behandling i begrænset omfang)		
<input type="checkbox"/> Catering eller diner transportable		<input type="checkbox"/> Servering i tog, fly eller bus, samt til besætninger på skibe		
<input type="checkbox"/> Chokolade- og/ eller konfektureforretning		<input type="checkbox"/> Slagter- og/eller viktualieforretning/-afdeling		
<input type="checkbox"/> Dagligvareforretning, kolonialhandel		<input type="checkbox"/> Stude eller bod		
<input type="checkbox"/> Fiske- eller vildtforretning/-afdeling ( <a href="#">vedlæg bilag</a> )		<input type="checkbox"/> Vinforretning		
<input type="checkbox"/> Frugt- og grøntforretning		<input type="checkbox"/> Værtshus, bodega m.v. uden behandling		
<input type="checkbox"/> Hospitals- eller Institutionskøkken		<input type="checkbox"/> Andet		
<input type="checkbox"/> Materialer og genstande i kontakt med fødevarer				
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## 3. Virksomhedens type (fortsat fra side 1)

## b. Detail med engrosvirksomhed

- |   |   |
|---|---|
| <input type="checkbox"/> Catering med salg til andre virksomheder | <input type="checkbox"/> Engrossupermarked  |
| <input type="checkbox"/> Distributionsterminal/-center            | <input type="checkbox"/> Kvindemælkscentral |

c. Engros uden behandling

- |  |  |
|--|--|
| <input type="checkbox"/> Agenturhandel   | <input type="checkbox"/> Materialer og genstande i kontakt med fødevarer |
| <input type="checkbox"/> Fisk og fiskeprodukter ( <a href="#">vedlæg bilag</a> ) | <input type="checkbox"/> Mejeriprodukter, æg, spiseolier, fedtstoffer    |
| <input type="checkbox"/> Fiskeauktion  | <input type="checkbox"/> Pakning   |
| <input type="checkbox"/> Fjerkræd og fjerkrædprodukter                           | <input type="checkbox"/> Samlecentral (fisk) uden handel                 |
| <input type="checkbox"/> Frugt og grøntsager                                     | <input type="checkbox"/> Transport og vognmandsvirksomhed                |
| <input type="checkbox"/> Kød og kødprodukter                                     | <input type="checkbox"/> Ægpakkeri                                       |
| <input type="checkbox"/> Lagervirksomhed   | <input type="checkbox"/> Andet   |

d. Engros med behandling

- |   |   |
|---|---|
| <input type="checkbox"/> Aromaeer, tilsætningsstoffer, kulturer, enzymer  | <input type="checkbox"/> Maltfabrik   |
| <input type="checkbox"/> Assistance til hjemmeslagtning   | <input type="checkbox"/> Margarinefabrik  |
| <input type="checkbox"/> Behandling af maver, blærer og tarme   | <input type="checkbox"/> Mayonnaise, remoulade, dressing, ketchup                                   |
| <input type="checkbox"/> Bryggeri   | <input type="checkbox"/> Mejeri   |
| <input type="checkbox"/> Brødfabrik   | <input type="checkbox"/> Mineralvandsfabrik   |
| <input type="checkbox"/> Chokolade- og sukkervarefabrik   | <input type="checkbox"/> Møllerprodukter, stivelse og stivelsesprodukter                            |
| <input type="checkbox"/> Fabrikstartøj ( <a href="#">vedlæg bilag</a> )   | <input type="checkbox"/> Næringsstofpræparater og kosttilskud                                       |
| <input type="checkbox"/> Fabrikstartøj med kogning af rejer ombord (rejekogere)                                     | <input type="checkbox"/> Nødder og nøddeprodukter   |
| <input type="checkbox"/> Frysefartøj alene med fryse- og frostlagring   | <input type="checkbox"/> Olier og fedtstoffer (vegetabiliske eller animalske)                       |
| <input type="checkbox"/> Fiskeproduktvirksomhed (fx hermetik, fars- og flejfabrik) ( <a href="#">vedlæg bilag</a> ) | <input type="checkbox"/> Opskæringsvirksomhed, opskæring  |
| <input type="checkbox"/> Fiskevarevirksomhed (fx røgning og saltning) ( <a href="#">vedlæg bilag</a> )              | <input type="checkbox"/> Opskæringsvirksomhed, indfrysning  |
| <input type="checkbox"/> Frugt og grøntsager  | <input type="checkbox"/> Osteudskæringsvirksomhed   |
| <input type="checkbox"/> Honning  | <input type="checkbox"/> Pastaprodukter og lignende varer   |
| <input type="checkbox"/> Industrigasser   | <input type="checkbox"/> Salaffabrik  |
| <input type="checkbox"/> Kager med creme, sandwich  | <input type="checkbox"/> Slagteri eller vildthåndteringsvirksomhed ( <a href="#">vedlæg bilag</a> ) |
| <input type="checkbox"/> Kager og kiks  | <input type="checkbox"/> Spiritus, vin  |
| <input type="checkbox"/> Konsumts   | <input type="checkbox"/> Sukkerfabrik   |
| <input type="checkbox"/> Kollagen- og gelatinevirksomheder  | <input type="checkbox"/> Te og kaffe  |
| <input type="checkbox"/> Krydderimøller, fremstilling af smagspræparater m.v.                                       | <input type="checkbox"/> Toskallede bløddyr, pighuder, sækdyr og havsnegle                          |
| <input type="checkbox"/> Kødvirksomhed ( <a href="#">vedlæg bilag</a> )   | <input type="checkbox"/> Ægproduktvirksomhed  |
| <input type="checkbox"/> Lagervirksomhed  | <input type="checkbox"/> Andet  |

## e. Primærproduktion

- |   |  |
|---|--|
| <input type="checkbox"/> Akvakulturbrug                                       | <input type="checkbox"/> Staldørssalg af animalske fødevarer |
| <input type="checkbox"/> Blavier  | <input type="checkbox"/> Spirevirksomhed                     |
| <input type="checkbox"/> Fartøj med tankkølesystem                            | <input type="checkbox"/> Strygning af rogn                   |
| <input type="checkbox"/> Indvindingsanlæg, kildevand og naturligt mineralvand | <input type="checkbox"/> Andet                               |
| <input type="checkbox"/> Mælk   |  |



Udfyld feltet med beskrivelse af virksomhedens aktiviteter, herunder produktion og vareudvalg



Ved anmeldelse af bygningsmæssige ændringer: Udfyld feltet med beskrivelse af ændringerne

#### 4. Virksomhedens særlige aktiviteter

<input type="checkbox"/> Behandling af udenlandsk mælk	<input type="checkbox"/> Indførsel af animalske fødevarer ( <a href="#">vedlæg særligt skema</a> )
<input type="checkbox"/> Eksport af kød til Canada	<input type="checkbox"/> Indførsel af ikke-animalske fødevarer
<input type="checkbox"/> Eksport af kød til Filippinerne	<input type="checkbox"/> Kartofler, kvalitetssortering
<input type="checkbox"/> Eksport af kød til Japan	<input type="checkbox"/> Modtagere af animalske fødevarer fra andre samhandelslande
<input type="checkbox"/> Eksport af kød til Korea	
<input type="checkbox"/> Eksport af kød til Mexico	<input type="checkbox"/> Pakning af æg med angivelse af produktionsmetode
<input type="checkbox"/> Eksport af kød til Rusland	<input type="checkbox"/> Restprodukter til foder, animalske biprodukter
<input type="checkbox"/> Eksport af kød til Schweiz	<input type="checkbox"/> Restprodukter til foder, vegetabiliske restprodukter
<input type="checkbox"/> Eksport af kød til USA	<input type="checkbox"/> Rituel slagting
<input type="checkbox"/> Engrossalg fra detailvirksomheder	<input type="checkbox"/> Specificeret risikomateriale (SRM) i detailslagtere
<input type="checkbox"/> Frivillig mærkning af oksekød ( <a href="#">vedlæg særligt skema</a> )	<input type="checkbox"/> Økologiske fødevarer ( <a href="#">vedlæg særligt skema</a> )
<input type="checkbox"/> Frugt og grøntsager, stjernemærkning ved pakning	

Vedlagt er bilag om  
(sæt X)

Frivillig mærkning af oksekød

Indførsel af animalske fødevarer

Økologiske fødevarer

Underskrift	Dato

Bekendtgørelsen om autorisation findes på [www.tvst.dk](http://www.tvst.dk)

Udfyld blanketten og evt. bilag på skærm, print, underskriv og send til den lokale fødevareregion



## Indicative answers to the cases:

### Case: First contact with the food authorities

*Question:*

What do you think Jonas should think about in terms of ensuring good food hygiene as he fits out his pizzeria?

*Answer:*

- That the rooms are clean and that dirt and grime doesn't build up anywhere.
- That you can store food at the correct temperature and away from other items such as detergents.
- That you have access to washing your hands.
- That ventilation is adequate and that drainage is functioning properly.

### Case: Who needs to complete a food hygiene course?

*Question:*

Who should do the course?

*Answer:*

Everybody who handles foods in the establishment, including Jonas if he plans on lending a hand in preparing food from time to time.

*Question:*

Who is responsible for ensuring that Jeppe has the necessary knowledge about hygiene routines in the dairy, and what hygiene routines do you think Jeppe should receive instruction on?

*Answer:*

As the one responsible for the business Peter is. Jeppe should receive instruction on how to store and handle food, how to maintain good personal hygiene and how to clean.

### Case: Busy opening day

*Question:*

What should Jonas have done?

*Answer:*

Jonas should have checked the temperature of the goods as soon as they arrived and returned them if it was too high.

*Question:*

What should Jonas do?

*Answer:*

Jonas should install an extra table for keeping meat and vegetables separate as soon as possible. Otherwise he is risking being fined and getting an unhappy smiley, which in time could end up costing him even more money. Skimping on or postponing necessary investments doesn't pay.

**Case: Trouble comes in two***Question:*

What do you have to do if you find signs of rats in your premises?

*Answer:*

You must contact the municipal pest control right away. Don't think you can solve the problem by yourself.

**Case: Italian delicacies***Question:*

What does Jonas have to do to comply with Danish food legislation?

*Answer:*

First of all he must, of course, observe the usual regulations concerning handling and storage. At the same time he must remember to report his imports to the local veterinary and food control authority and to make sure that the goods complies with the Danish legislation concerning hazardous substances and additives. And of course he must remember to label all products in Danish.

*Question:*

What should Jonas check before he prints 1000 menus?

*Answer:*

Before the menus are printed Jonas has to make sure that what is described in the menu is in fact the same thing as the customer is getting. If this is not the case, then the information is misleading and thereby in fact illegal.

*Question:*

Why might it be dangerous to use these boxes to store food?

*Answer:*

Because the containers are not manufactured specifically for storing foods and may contain materials and toxins that are hazardous to people.

**Case: Second inspection visit***Question:*

Is Jonas permitted to do food preparation?

*Answer:*

Yes, if he has completed the Certificate course. Otherwise he must stay clear of food preparation. The Basic course is not sufficient as it only prepares him for preparing non-perishable food in a limited capacity.

*Question:*

What do you think Jonas and Peter should have done to avoid fines and unhappy smileys?

*Answer:*

They should have studied the food legislation thoroughly and made sure they complied with all the rules and regulations before opening their businesses. The legislation cannot prevent all problems



and mishaps, but in the case of Jonas and Peter not complying with regulations beforehand ended up costing them a lot in terms of both money and difficulties.

**Answers to sample test questions: 1:a, 2:a, 3:c, 4:c, 5:b**

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