European Bank
for Reconstruction and Development

Sub-sectoral Environmental and Social Guideline: Eating and Drinking Places

Introduction

This guideline is designed to be used by EBRD Financial Intermediaries (FIs) to understand the nature of environmental and social (E&S) risks associated with existing operations in this sector and suggested actions for businesses to manage these E&S risks. It also provides guidance for FIs on potential due diligence questions to discuss with management to understand how their business is managing these E&S risks. This guideline focuses on material E&S risks; it is not an exhaustive list of E&S risks. In managing E&S risks, all businesses should be compliant with relevant E&S laws and regulations.[1] Where applicable, this includes European Union legislation, which may also be taken as a benchmark for good practice

This guideline focuses on places where customers go to eat and drink such as restaurants, cafes and bars.

Reference NACE codes:

- 56. Food and beverage service activities (restaurants and bars)

Material risks

Below is an overview of the material environmental and social (E&S) risks present in eating and drinking places:

[1]This guideline outlines some relevant legislation but does not provide an exhaustive list of applicable laws and regulations.

European Bank
for Reconstruction and Development

Sub-sectoral Environmental and Social Guideline: Eating and Drinking Places

E&S Risk Category	Environment 	Health and Safety 	Labour 	Community 	Page no.
Key E&S Risks[2]	Affect the natural environment	Affect the health or safety of employees	Affect workplace conditions and the treatment of employees	Affect the health and safety, livelihoods, and environment of the community and wider public	
Product Contamination & Food Hygiene		√		√	4
Water Use	√			√	5
Wastewater	√			√	6
Food Waste	√			√	7
Packaging Waste	√			√	7
Energy Use	√			√	8
Refrigerants	√				8
Manual Handling		√			9
Slips, Trips & Falls		√			9
Machine & Electrical Safety		√	√		9
Asbestos	√	√	√		10
Temperature Exposure		√	√		10
Dermatitis		√			10
Hazardous Materials	√	√			11
Work Related Violence		√	√		11
Labour & Working Conditions			√	√	12

[2] Note: this table provides an indicative list of the EHS risks associated with the sub-sector; it is not meant to be an exhaustive list and EHS risks will depend on the specific setting and scale of the operation or facility.

European Bank
for Reconstruction and Development

Sub-sectoral Environmental and Social Guideline: Eating and Drinking Places

European Bank
for Reconstruction and Development

Sub-sectoral Environmental and Social Guideline: Eating and Drinking Places

1. Process description

Eating and drinking places, otherwise known as catering or hospitality establishments, include:

- Bars/cafés;
- Restaurants and bistros;
- Hotels;
- Fast food/takeaway restaurants;
- Canteens and other in-house and contracted catering services.

There is considerable variation in the size of catering outlets from sole traders running out of single premises, through to large corporate structures operating a chain of outlets across one or more countries.

2. Key E&S Risks

Below are the material E&S risks associated with this sector and key measures to manage them. Where gaps are found in the management of key E&S risks, the E&S risk management measures may form part of a corrective E&S action plan agreed with your customer.

Product Contamination & Food Hygiene

Food and drink can become contaminated through:

- Contaminated ingredients received from the supplier, e.g. drug and chemical residues, dioxins, radiation, pesticides, disease vectors;
- Water used in the preparation of food and cleaning may be contaminated (with heavy metals, pesticides or microbiological contaminants);
- Poor food hygiene standards during preparation and serving operations may result in diseases being transferred through infected food, utensils, or staff to customers or the general population, e.g. unclean equipment and surfaces, poor food cleaning, unhygienic handling;
- Failure in appropriate cooking and food storage, e.g. under cooking, failure to maintain chilled conditions, inappropriate storage leading to cross contamination between cooked and uncooked goods;
- Food allergies can cause a life-threatening reaction called anaphylaxis. Symptoms can include swelling of the throat and mouth, difficulty in breathing, collapse and unconsciousness. Peanuts and tree nuts, shellfish and sesame seeds are among the most common foods to cause such reactions. Minute amounts of these foods can cause allergic reactions.

How can a business manage this risk?

- Design the Company's operations to internationally-recognized food safety standards (e.g. ISO22000:2005) and consistent with the principles and practice of Hazard Analysis Critical Control Points (HACCP)[3] and Codex Alimentarius[4];
- Consider food hygiene under the requirements of EU food safety directives and legislation (e.g. Regulation No 178/2002, on general principles and requirements of food law, No 882/2004 on general food safety, Directive 2002/99/EC on products of animal origin for human consumption, and EU Regulation No. 2073/2005 on microbiological criteria for foods), also local/national food safety regulations;
- Maintain high standards of housekeeping at all times. The adoption of good cleaning and working practices as a routine improve hygiene standards and reduce the risk of cross-contamination;
- Clean all surfaces and equipment regularly to prevent build-up of oil and fat and to reduce risk of health hazards;
- Be aware of the principal food allergens and be able to state which menu items may contain them;
- Allow food to defrost in refrigerators overnight rather than using running water;
- Keep cool room doors closed where possible;
- Train staff in food safety issues and follow established procedures for hand washing, working attire (clothes, shoes, gloves and hair coverage), and how to handle injuries and diseases;
- Monitor any occurrences of food contamination and ascertain whether any particular food type, supplier, storage conditions or staff member is responsible;
- Screen new employees for communicable diseases, e.g. hepatitis through a baseline medical assessment (particularly important in this industry);
- Ensure that clear communication is provided to customers on menus, and rigorous working methodologies employed back of house regarding the use of allergens (e.g. nuts and shellfish);
- Implement process hygiene standards that prevent the spread of diseases such as salmonella, Escherichia coli (E. coli) and Legionnaires' disease beyond the factory boundaries, for example to the local surrounding community and/or consumers;
- Implement regular, rigorous hygiene monitoring programmes;
- Ensure that appropriate PPE is provided to all facility visitors, hygiene requirements adhered to and external contact is minimised.

Water Use

Large quantities of water can be used by catering establishments for the following operations:

- Food cleaning and preparation;
- Thawing frozen ingredients;
- leaning cooking and serving utensils;
- Cleaning crockery, cutlery, glasses etc. in which the food and drink is provided to the consumer;

[3] ISO 2005

[4] FAO and WHO (1962–2009).

- Cleaning and disinfecting floors and work surfaces;
- Use of sanitary facilities.

How can a business manage this risk?

- Consider abstraction from water resources under the requirements of the EU Water Framework Directive (2000/60/EC) and local environmental regulations and permitting requirements;
- Evaluate water supply and water efficiency measures (e.g. recycling, reuse, run-off reduction, storage etc.) to reduce impacts on surrounding resources and supplies;
- Undertake regular testing of water quality, whether municipal or from groundwater abstraction to ensure that water is safe for consumption or domestic use;
- Use water conservation techniques, including:
  - water recycling and reuse;
  - use of water-efficient equipment;
  - use of rainwater collection systems;
  - maintenance of water equipment (hoses, sprayers, pipelines to avoid losses);
- Where there is Legionella exposure risk (for example where there are cooling towers or significant water systems), assess the level of risk and implement protective measures where needed (such as biocide treatment);
- Conduct routine testing of stored water (tanks, air-conditioning units etc.) to monitor for the presence of Legionella.

Waste Water

The wastewater generated by these premises may cause pollution problems due to the high content of fats, oil, grease, other food waste, and cleaning detergents.

Wastewater may be generated from kitchens, toilets, shower cubicles, laundry, washing and general cleaning activities. Wastewater streams may include cleaning agents, disinfectants, and linen-washing agents, including liquid bleach, chlorine products, and ionic and non-ionic detergents, which may release excessive phosphates and cause eutrophication of natural waterways. Kitchen effluents may also contain oils and greases.

Wastewater is normally discharged to municipal sewage systems. Discharge of the wastewater directly to water bodies is not acceptable as it can be a source of pollution causing damage to the environment. The wastewater may also contain pathogenic and non-pathogenic viruses, bacteria, and parasite eggs. A permit with specific discharge parameters from the regulatory authorities will normally be required.

How can a business manage this risk?

- Consider discharges and abstraction from water resources under the requirements of the EU Water Framework Directive (2000/60/EC) and local environmental regulations and permitting requirements;
- Train staff to switch off taps when not in use and to fill sinks rather than use a running tap to clean vegetables;
- Only use dishwashers when fully loaded;
- If a waste disposal unit (device installed under a sink to shred food waste into pieces small enough to pass through plumbing) is used for

food waste, ensure that this is only operated when required e.g. foot or sensor operated;
- Install water jet sprayers to remove baked on food;
- Plates, pans and utensils should be scraped clean before washing and the waste placed in a waste container;
- Install strainers and fat interceptors on all sinks and drains and ensure these are inspected and cleaned regularly;
- Implement procedures to ensure solid waste is removed from pots, utensils, plates, equipment and surface areas before rinsing and washing, e.g. using scrapers, brooms and vacuum cleaners;
- Ensure that all waste oil and grease is disposed of appropriately, via a licensed waste contractor or recycling scheme;
- Operations where pollution has occurred, or there is a threat of it occurring to water resources, land and protected species and habitats may be liable under national legislation and EU legislation for preventing and remedying environmental damage. Within the EU, the Environmental Liability Directive (ELD) (2004/35/EC) established a framework of environmental liability, based on the "polluter-pays" principle, to prevent and remedy environmental damage.

Food Waste

Food waste is generated from food preparation, when food is left uneaten and when spoilt through inadequate storage or handling.

Waste from fast food or takeaway outlets is frequently temporarily stored near the outlet on the grounds of neighbouring properties and can become an annoyance to these occupiers.

The accumulation of waste awaiting collection outside an establishment can cause offensive smells and attract vermin. This can be a source of complaints from neighbours and could lead to prosecution.

How can a business manage this risk?

- Consider composting for the disposal of organic waste;
- Store waste containing animal by-products in dedicated, enclosed, vermin-secure facilities;
- Segregate other reusable/recyclable wastes and arrange for collection for recycling; it may be easier to find a waste contractor that will take single waste types rather than mixed recyclables;
- Store food and solid wastes in adequate, sealed or lockable containers away from vermin and segregate where possible to encourage recycling.

Packaging Waste

Packaging will be generated from the containers and wrappings in which the food is delivered to the establishment, but may also arise from the product served to the customer, e.g. sachets of sauce, butter portions, fast food containers, plastic cutlery and cups, paper plates etc.

How can a business manage this risk?

- Companies operating within the European Union (either as a manufacturer or as a supplier into European Union countries) will be subject to the European Union Packaging and Packaging Waste Directive (94/62/EC), which aims to reduce the amount of packaging that is being introduced into the waste streams;
- Encourage suppliers to use reusable containers rather than disposable packaging;
- Replace individual packaged portions and sachets with tamper-proof dispensers to reduce packaging waste.

Energy Use

Catering establishments consume energy in the following ways:

- Thermal energy in the form of heat for cooking and heating hot water used for cleaning;
- Electricity for machinery operation, refrigeration and lighting and production of compressed air.

Energy use has a direct correlation to the operating costs of the company and energy generation and consumption may be regulated or taxes/levies applied to reduce energy use and associated emissions of gases such as carbon dioxide.

How can a business manage this risk?

- Ensure extraction fans are regularly cleaned so that they operate efficiently;
- Turn off gas hobs between uses and only turn on hotplates and ovens when required. Make staff aware of the time taken to bring equipment to temperature;
- Ensure new kitchen equipment purchased is water and energy efficient;
- Implement energy savings initiatives involving heat recovery, controlling boiling temperatures, optimisation of refrigeration and cooling systems etc.;
- Examine options for heat recovery and insulation to reduce/supplement energy consumption.

Refrigerants

Catering establishments rely heavily on freezing and chilling facilities to preserve products. The refrigerants used may be ozone depleting chemicals, such as Chlorofluorocarbons (CFCs) and Hydrochlorofluorocarbons (HCFCs), the production of which are being phased out under the Montreal Protocol. Use of these types of refrigerant gases should be avoided. Ammonia is becoming a more commonly used alternative refrigerant, which has no such restriction but does have health and safety concerns.

How can a business manage this risk?

- Consider changes to non-CFC coolants and/or sealing of leakages in the refrigeration system;
- Insulate any refrigeration/freezer rooms and ensure that regular maintenance is undertaken.
- Consider changes to non-CFC coolants and/or sealing of leakages in the refrigeration system;
- Insulate any refrigeration/freezer rooms and ensure that regular maintenance is undertaken

Manual Handling

Lifting, repetitive work and posture injuries occur as a result of lifting and carrying heavy or awkward-shaped items such as food containers, food products, pots, height of work surfaces, prolonged standing etc.

Repetitive tasks, such as stirring, mixing, slicing and cleaning, can lead to musculoskeletal injuries and Work-Related Upper Limb Disorders (WRULDs).

How can a business manage this risk?

- Redesign manual processes to avoid heavy lifting/repetitive activities;
- Install mechanical lifting aids where possible and rotate work tasks to reduce repetitive activities;
- Consider use of dishwashing machines to reduce manual washing and handling and repetitive injury risks;
- Consider the height and siting of shelving and racks to avoid awkward lifting of heavy items.

Slips, Trips and Falls

Slippery floors and surfaces caused by oil and fat deposits present a high risk of slips, trips and falls where spills have not been cleaned up or effective cleaning has not taken place. However, floors still wet from cleaning also present a hazard. The majority of tripping injuries are caused by obstructions on the floor and uneven work surfaces.

How can a business manage this risk?

- Keep walking and working surfaces clean and dry;
- Restrict access to areas being cleaned or where spillages have occurred;
- Schedule floor cleaning for a time when work is not in progress or has finished for the day and floors have dried as much as possible.
- Highlight any uneven surfaces or changes in level.

Machine Safety

Cuts from sharp objects such as knives, glass and tins can occur during food preparation and service. Cuts may also occur from sharp bones and equipment edges.

Use of electrical equipment in the preparation, cooking and cleaning process may pose a risk of electric shock.

How can a business manage this risk?

- Within the EU, machinery purchased after 1 January 1995 must comply with the Machinery Directive 98/37/EC;
- Train workers in safe procedures and correct use of cooking machinery and safety devices;
- Assess machine safety in consultation with machine operators, reduce hazards according to the hierarchy of controls and undertake modifications/install guards and interlocks as required;
- Assess electrical installations and ensure that appropriate insulation, earthing and Residual Current Devices (RCDs) are in place.

Asbestos

Asbestos has been used on a large scale for many years as a fire proofing and insulation material and may be encountered in a wide range of forms including asbestos cement boards, as fire retardant gaskets in pipework and as fire retardant insulation around boilers. Asbestos may be used as a general fire-retardant in older building structures.

How can a business manage this risk?

- Pay particular attention to facilities constructed prior to the 1990s;
- Conduct/commission an asbestos survey (by qualified personnel) if asbestos is expected to occur (i.e. due to the age or physical structure of the building);
- If asbestos exists, establish if an asbestos management plan in place

Temperature Exposure

High temperatures associated with hot surfaces, equipment and food can lead to collapse through heat exhaustion and contact burns and scalds.

Refrigeration systems will result in very cold temperatures, which can result in frostbite and contact burns. Large refrigeration units may also be a confined space.

Ill health can also result from prolonged working at low temperatures.

How can a business manage this risk?

- Restrict times for people being in very cold or very hot areas;
- Educate workers on the symptoms of heat stress;
- Provide cool drinks and provide a cool area for breaks;
- Consider the use of air conditioning or fans to increase airflows;
- Adhere to safe working practices for confined space entry (i.e. to large-scale refrigeration units).

Dermatitis

Contact with foods (e.g. juices from fruit and vegetables, proteins in fish, shellfish, meat and flour), water (through washing up and food washing), soaps and cleaning

products can cause work-related contact dermatitis. This can result in symptoms of redness, itching, swelling, blistering, flaking and cracking of the skin. A general guide is that more than 2 hours contact per day or 20 hand washes a day can constitute a risk[5].

How can a business manage this risk?

- Ensure provision of Personal Protective Equipment (PPE) that is fit for the task, such as heat resistant gloves, aprons and non-slip footwear, to prevent injury and maintain hygiene standards;
- Train staff in the correct selection, use and maintenance of PPE;
- Ensure that appropriate hand washing facilities are provided with barrier and moisturising creams for application.

- Ensure provision of Personal Protective Equipment (PPE) that is fit for the task, such as heat resistant gloves, aprons and non-slip footwear, to prevent injury and maintain hygiene standards;
- Train staff in the correct selection, use and maintenance of PPE;
- Ensure that appropriate hand washing facilities are provided with barrier and moisturising creams for application.

Hazardous Materials

Cleaning and disinfecting process areas use materials that, if inappropriately used and stored, could result in chemical contact burns to employees, inhalation of harmful/toxic fumes or ingestion of harmful substances;

There is a potential risk of exposure to ammonia leakage from refrigeration equipment. Ammonia is commonly used as a replacement for Chlorofluorocarbons (CFCs) in refrigeration systems and is toxic if inhaled at high concentrations; ammonia can also cause frostbite when released to the atmosphere. Facilities using ammonia refrigeration should be aware of the potential hazards of ammonia releases and of the steps that can be taken to prevent such releases.

How can a business manage this risk?

- Provide personal protective equipment (PPE) that is fit for the task to prevent injury and maintain hygiene standards;
- Train staff in the correct selection, use and maintenance of PPE. Inspect PPE regularly and maintain or replace as necessary.
- Maintain storage areas to ensure that they are organised, secure, clean and dry. Storage arrangements should be reviewed on a regular basis to ensure that leaks do not occur;
- Record all hazardous materials held on site in an inventory with Materials Safety Data Sheets (MSDSs) available in the appropriate language; procedures should be prepared for their handling and treatment in the event of spillage.

Work-Related Violence

Workers or other people in the establishment may be subject to physical and/or verbal abuse as a result of

[5] http://www.hse.gov.uk/catering/dermatitis.htm

disagreements between customers, customers being under the influence of alcohol or illegal drugs. Some groups of staff may be more at risk e.g. young workers, trainees, temporary workers, night workers and lone workers.

How can a business manage this risk?

- Implement appropriate actions to minimise risk of violence towards staff, e.g. improved external lighting, security staff, CCTV, banning offenders, staff training, redesign work place layout;
- Provide training to staff on how to react in a potentially violent situation.

Labour & Working Conditions

Eating and drinking establishments commonly use casual and contract labour according to seasonal demand. Poor working conditions for casual labourers is a key labour risk.

Child labour is a prevalent risk particularly in relation to smaller-scale family run operations.

How can a business manage this risk?

- Comply with International Labour Organisation (ILO) requirements on working hours, pay, overtime, child labour, forced labour etc.[6];
- Ensure fair working hours and a minimum age of workers;
- Develop a policy on ethical procurement to ensure that there are no labour standard violations in the supply chain;
- Ensure that labour standards, contracting and remuneration are in line with national law and are consistent with the average for the sector and apply to permanent employees and casual and contract labour;
- Undertake checks on workers right to work (including work permits, age etc.).
- Provide appropriate worker accommodation which meets, at a minimum, the basic needs of workers and complies with national legislation.

3. Financial implications

Outlined below are key financial implications of ineffective management of E&S risks related to eating and drinking places:

- Adverse health impacts on customers, staff or the general population which is proved or suspected to originate from an establishment can have a significant impact, e.g. compensation claims, loss of reputation, loss of custom, fines and closure by health authorities. The reputation of unaffected branches of the same enterprise may also suffer;

- Capital investment may be required to achieve compliance with environmental, health, safety and hygiene standards;

- Replacement of refrigerant gas or equipment may be required to meet international standards;

[6] Refer to Performance Requirement 2: Labour and Working Conditions.

- Where large quantities of energy are used, then this can result in high operating costs to the business;
- Injuries may lead to increased payroll costs to replace workers;
- Fines, penalties and third party claims may be incurred for non-compliance with environment, health & safety regulations.

4. Suggested due diligence questions

When assessing E&S risks, it is important to engage the customer on how these risks are managed.

Perform a complete tour of the facility, accompanied by someone knowledgeable about all the activities there.

Confirm organisational responsibilities and systems for environment, health, safety and social matters and that these systems cover both employees employed directly and sub-contractors.

During the initial site visit, the issues will vary according to the type of activities and the level of environment, health and safety and hygiene management already introduced. While visiting the site it is important to discuss and review the following:

General Housekeeping

- What is the standard of general house-keeping on site? Do all key areas look clean and tidy? Look for localised spills, leaking pipes etc.;
- What routines are in place for regular cleaning and sanitation of food/beverage areas and equipment?
- Check the age and condition of buildings and equipment.

Health and Safety

- Check whether Health and Safety risks have been systematically assessed, documented and addressed;
- Check whether efforts have been made to reduce hazards through application of the hierarchy of controls i.e. eliminate, substitute, engineer, administer then issue personal protective equipment PPE as a last resort (e.g. install noise reduction equipment before resorting to issuing hearing protection);
- If PPE is required, check that it is being supplied by the employer, is used effectively and maintained/checked regularly. Note industry-specific items such as hairnets, gloves etc., also that appropriate facilities are provided for the washing and sanitation of garments prone to food products;
- Check that appropriate facilities for the washing, sanitation and drying/ironing of PPE are provided;
- Note the signage around the site. Does it convey what health & safety risks might exist in areas?

- Check whether an asbestos survey has been undertaken at the facility, have the costs for management/removal been assessed, and if asbestos exists, is an asbestos management plan in place?

- Check whether fire-fighting and first aid equipment is available, and is it checked/maintained regularly?

- Have the premises been inspected recently (within the past 2 years) by the regulatory authorities for health, hygiene and environment? What were their findings?

Food and Beverage Handling Practices

- Are there management control plans, specific to food safety and hygiene?

- Does the organisation have insurance in place to cover product contamination or food hygiene issues? Have there been any recent incidents? Has the company any other insurances and have there been any claims against these policies?

- Is the facility subject to any audits by customers? What was the outcome of these audits?

Waste Management

- Check that waste disposal takes place on a regular basis;

- Check that waste storage areas are clear of debris and that skips are covered to prevent waste escaping; for example, check that waste containers have lids or are stored in an area with a roof.

Wastewater and Surface Water Management

- Check whether drainage systems lead to wastewater treatment systems or discharge directly to surface waters;

- Check whether the routing of wastewater drainage systems within the facility are well understood, has the facility undertaken dye tracing and/or video surveying of drain systems?

- Check that the routing of surface water drainage systems from the facility are well understood (and are separate to the wastewater drainage system); has the facility been the subject of surface water pollution incidents; is any system in place to capture surface water in the event of a release, or a first flush system to capture an initial washdown?

- Check the extent of treatment/capture systems for the different types of wastewater, including process water, surface water runoff and cleaning water;

- Check if monitoring and testing is undertaken as a requirement of operating licences and the extent of compliance in recent years;

- Note the colour and appearance of adjacent water courses.

Pollution Control

- Is the facility next to any vulnerable water bodies, sited in a floodplain, or close to groundwater sources which may be contaminated by activities?

- Check the location and condition of oil and chemical storage areas. Are these well controlled, appropriately constructed and is containment / spill clean-up equipment provided?

Labour Management

- Check that labour standards, contracting and remuneration are in line with national law and are consistent with the average for the sector;
- Check that hours worked, including overtime, are recorded and staff should receive written details of hours worked and payment received;
- Has the Company received inspections from the local labour inspectorate in the previous three years? Have these resulted in any penalties, fines, major recommendations or corrective action plans?
- Does the organisation have a grievance mechanism which allows employees to raise workplace concerns?
- Are employees free to form, or join, a workers' organisation of their choosing?

Incident Management

- Check if any recent incidents have taken place on site involving serious injuries, fatalities, fires/explosions, spills or gas releases? Note whether these incidents were investigated and staff trained.

Community Complaints/Grievances

- Is a Grievance Mechanism in place to allow the community to raise concerns regarding operations?
- Note any history of public complaints relating to the facilities operation.

Investment

- Check if the business has budgeted line items for environment, health and safety improvements - check whether there are any high value improvements in the business plan for E, H and S issues in the coming months/years.

Regulatory Compliance

- Check if the company has received inspections from the local labour, H&S or environmental inspectorate in the previous three years and whether these have resulted in any penalties, fines, major recommendations or corrective action plans;
- Establish whether the company has undertaken a systematic, documented review of operations against national legal requirements relevant to Environmental, Health, Safety and Social performance and the extent of compliance with that legislation.

Management Plans

- Review the operational procedures and management plans available regarding the control of risks. As a minimum any business should have the following in place:

- Environmental, Health & Safety management systems which include operational procedures that are communicated, implemented and regularly reviewed (i.e. “live” systems that are used in practice, not just kept as an office manual);

- Monitoring programmes to monitor environmental, health & safety, and hygiene risks (and where necessary, testing of water, air, noise, waste emissions etc.);

- Improvement objectives, targets and project plans;

- A training plan for personnel to include environmental and health and safety issues;

- Emergency plans for environment, occupation & community health & safety, and food safety incidents and site security;

- Food safety management plans;

- Environmental, Health, Safety and Food Safety audits of its operations conducted via a third party;

- Demonstrable involvement of senior management in environment, health & safety, and hygiene management and leadership.

5. References and additional sources

International Finance Corporation, 2007. Environmental, Health and Safety Guidelines, Tourism and Hospitality Development; http://www.ifc.org/wps/wcm/connect/e9f48800488559c0840cd66a6515bb18/Final%2B-%2BTourism%2Band%2BHospitality%2BDevelopment.pdf?MOD=AJPERES&id=1323162543953

Industrial Emissions Directive: Council Directive 2010/75/EU of the European Parliament and of the Council of 24 November 2010 on industrial emissions (integrated pollution prevention and control); http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:32010L0075

Environmental Liability Directive: Council Directive 2004/35/CE of the European Parliament and of the Council of 21 April 2004 on environmental liability with regard to the prevention and remedying of environmental damage; http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:32004L0035

Waste Framework Directive: Council Directive 2008/98/EC of the European Parliament and of the Council of 19 November 2008 on waste and repealing certain Directives; http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2008:312:0003:0030:en:PDF

Workers' accommodation: processes and standards (IFC & EBRD): http://www.ifc.org/wps/wcm/connect/9839db00488557d1bdfcff6a6515bb18/workers_accomodation.pdf?MOD=AJPERES

FAO and WHO (Food and Agriculture Organization and World Health Organization).1962–2009. Codex Alimentarius. Geneva: FAO and WHO, http://www.codexalimentarius.net/web/index_en.jsp

ISO22000:2005: Food Safety Management System – Requirements for any organisation in the food chain. Geneva ISO.

Regulation (EC) No 178/2002 laying down the general principles and requirements of food law, and laying down procedures in matters of food safety.

EU Regulation No. 2073/2005 on microbiological criteria for foods (as amended by EU Regulation No. 1441/2007) and applies to all food businesses involved in the production and handling of food.

EU Regulation (EC) 852/2004 on the hygiene of foodstuffs.

UK Health and Safety Executive guidance (2014) for Catering and Hospitality http://www.hse.gov.uk/catering.