PURPOSE

This guideline applies to all Food Business Operators (FBO’s) inside Ateneo to ensure that all food products and services rendered in the community are safe and with the best quality. These guidelines were adapted from food safety regulatory policies such as Implementing Rules and Regulations of Chapter III: Food Establishments of the Code on Sanitation of the Philippines (P. D. No. 856) and Republic Act (R. A.) 10611, known as (Food Safety Act of 2013) which aims to protect and promote the right to health of the people and instill health consciousness among them.

Every person engaged in the sale of food, or in the manufacture, preparation, storage, packing or delivery of food for sale shall protect food from such contamination. This guideline should be read by the FBO’s in conjunction with the legislations itself.

RESPONSIBILITIES ON FOOD SAFETY

Principal Responsibility of Food Business Operators – FBO’s are persons engaged in the food business. FBO’s shall ensure that food satisfies the requirements of food law relevant to their activities in the food supply chain and that control systems are in place to prevent, eliminate or reduce risks to consumers.

Specific Responsibilities of Food Business Operators: The FBO’s shall have the following responsibilities:

1. Knowledgeable on requirements of the food law relevant to their activities in the food chain
2. Adopt, apply and be well informed of codes and principles of good practices
3. Shall immediately initiate procedures to withdraw the food in question from the market and/or inform the consumer the reason for the withdrawal, if the food which it produced, processed, distributed or imported is not safe or not in compliance with food safety requirements.

LEGAL REQUIREMENTS FOR FBO’S INSIDE ATENEO:

A. Sanitary Permit

No person or entity shall operate a food business for public patronage without securing a permit from the local health office to ensure proper sanitation standards are met. Every Sanitary Permit shall be posted in a conspicuous place of the establishment to ensure that food business are in compliance with food safety and sanitation standards.

B. Health Certificates:

1. No person shall be employed in any food establishment without a health certificate/ health card issued by the local health authority.
2. The health certificate id’s shall be worn and shall be visible at all times while working to ensure that food handlers are approved in working in the food business.
3. The health certificate shall be renewed after expiration, which is every December 31st of the year.
4. Health certificates are non-transferrable.

Note: All Government Permits are required from the Food Business Operators or its Sub-Contracted Concessionaires. Original copies along with the photocopied documents must be submitted for validation.
I. **MANAGEMENT AND PERSONNEL**

   **A. Food Business Operator (FBO)**

   1. The Owner, General Manager or Coordinator of the Food Businesses operating inside Ateneo hereinafter referred to as FBO shall oversee the enforcement of OFSQA food safety and nutrition mandates. Further, the FBO shall coordinate the food safety and nutrition programs and activities endorsed by the OFSQA. A Food Business (FB) shall be composed of the Main FB (Main Concessionaire) and the Sub-FB (Sub-Concessionaire). The Main FB will be responsible in handling the food business and its operations including the monitoring of the sanitary performance of the food business operators.

   2. The FBO shall ensure that the Food Business and contracted FBO’s shall strictly comply with Republic Act (RA 7394), otherwise known as Consumer Act of the Philippines, Implementing Rules and Regulations of Chapter III “Food Establishments” of the Sanitation Code of the Philippines P.D. 856, Food Safety Act 2013 or RA 10611, and other mandates set by the Food Safety Regulatory Agencies (FSRA) such as Department of Agriculture and Department of Health and national government agencies under it.

   3. The FBO shall directly communicate and coordinate with OFSQA all immediate food safety, nutrition and food quality concerns brought to the attention of the food business management. The FBO, who is under the direct supervision of a Unit Administration Office assigned to its cafeteria, must, immediately report any food related incidences on quality as well, including accidents that may arise in the school cafeteria premises due to concerns re: facilities or equipment failure.

   **B. Food Safety Compliance Officer (FSCO)**

   1. The Food Safety Compliance Officer (FSCO), who is an employee of the Food Business Operator (Main or Sub-Concessionaire) shall be assigned to ensure that all concerns in the operations including the food, facility and personnel hygiene, are reported to the FBO and to the OFSQA especially if this will impact on public health. Such as the case of food and waterborne disease outbreaks. A foodborne outbreak is defined as, "When two or more people get the same illness and investigation shows it came from the same contaminated food or drink, the event is called a foodborne disease outbreak " (Ref. Centers for Disease Control and Prevention). In the absence of FSCO, a representative shall take the duties and responsibilities assigned therein.

   2. All FSCO must directly report to the FBO.

   3. The FSCO responsibilities include the following:

   a. Sanitation inspection of the food service operations premises on a daily basis. -A daily inspection checklist covering the facility, personnel and food hygiene is necessary in ensuring that food safety practices are observed.

   b. Reporting of Food Complaints and CAFETERIA incidents to FBO, OFSQA and assigned Unit Administration Office.

   c. Act as Emergency Response Management Team Leader during crisis such as Fire, Kitchen Accidents, Earthquake, Flood in Food Service Facilities, Preventive Maintenance and Pest Control Management coordination’s with Pest Control Officers (PCOs)
d. Internal audits to be performed by OFSQA and external audits to be performed by contracted auditor/consultants may be done to ensure consistent compliance with Food Safety Standards. During the audit the FSCO should be able to show compiled and updated documents as follows:
1. Sanitary Permits of FB and sub-FB
2. Health Permits of all Food handlers including Owners and Managers of Main and Sub-FB
3. Monthly Water Potability Testing of Filtered Faucet (Total and Faecal Coliform) if applicable
4. Filing of supplier’s documents on Monthly Water Potability Testing of Ice (Total, Faecal and HPC) if applicable
5. Filing of supplier’s documents on Monthly Water Potability Testing of Drinking Water (Total, Faecal and HPC) if applicable
6. Monthly Pest Control Reports (Or as scheduled by the PCO)
7. Filing of supplier’s documents on semi-Annual Physico-Chemical Analysis of Drinking Water and Ice (Distilled Water and Ice)
8. Sanitary Permit of Water and Ice Suppliers
9. Daily Inspection checklist/ Standard Operations for Ateneo (Food) Retailers (SOAR) Program checklist accomplished by the FSCO
10. Time and Temperature Monitoring Records should be utilized for all perishable products or those Time and Temperature Control for Safety (TTCS) Products.
11. Menu Lists (Including those that contain allergens)
12. MSDS and List of Chemicals for Pest Control, Equipment and Facility Sanitation and Utensil washing

C. Food Handlers

1. No person shall be employed in any food business without health certificate ID issued by the local health authority. For relievers, an updated health certificate ID, or a medical clearance with stool and sputum exams which is only valid for 3 months must be submitted to the FBO and/or its FSCO and a copy must be submitted to the OFSQA prior deployment to the food service operations. This ID must be brought by the food handlers at all times during food service operations and must be readily available during random audit inspections. For the temporary food businesses, Food Handler ID’s should be provided as well by the event organizers.

2. Food handlers shall observe good personal hygiene and practices such as:
   a. Wearing of acceptable uniforms as follows:
      i. Clean Uniform (Shirt/ Collared Shirt without buttons) – Sleeveless shirts will not be allowed
      ii. Clean Aprons
      iii. Hairnets (In good condition) should be able to fully cover the hair of the employee and must be worn properly at all times
      iv. Prescribed clean caps with hairnet (caps should be plain/without accessories)
      v. Nails are clean and should be cut short (No Nail Polish/No Nail Arts/No artificial nails)
      vi. Clean closed shoes (No shoe accessories)
      vii. Clean Slacks (no street clothes like maong, elephant pants, hanging pants, jogging pants, sleeveless shirts and blouses, oversized t-shirts)
      viii. Light Make up (Not too heavy make-up, no false eyelashes, no contact lenses)
      ix. No jewelries (Only Wedding band will be allowed and must be maintained clean at all times.)
x. No hair accessories (Plain headbands will be allowed, Accessories should be without Beads/Stones/Pins)

xi. No facial hair for men (beard, moustache, goatee)

b. Washing hands, arms and fingernails as often as necessary. Such washing must be done before starting to work and must be repeated during working hours and after handling raw food such as meat, after handling waste and touching bins, after cleaning, after breaks and before returning to work. The following should be seen on the handwashing sink: Posters on Correct handwashing, stocked soaps and tissues, hand dryers and handwashing sink signage.

c. Chewing gums, or smoking in any form while engaged in food preparation or service, or while in the equipment and utensils washing or food preparation areas is not allowed to avoid contamination.

d. Aprons must be removed upon leaving the foodservice premises and should not be worn inside the restroom facilities.

e. All uniforms must only be worn, once inside the Ateneo premises before duty commenced.

3. No person shall be allowed to work in food handling and preparation while afflicted with communicable disease or a carrier of such disease, gastrointestinal upsets such as diarrhea and vomiting, and other symptoms such as stomach cramps or pain, nausea, and fever. Employees who are diagnosed with Norovirus, Salmonella Typhi, Non-typhoidal Salmonella (NTS), Shigella, Shiga toxin (E-Coli), Hepatitis A, and infected or injured skin with pustular cuts must be immediately excluded from the foodservice premises and should be able to completely fulfill the ff. before returning to work:

a. Employees affected by diseases or illnesses should submit a medical clearance to the FBO before returning to work to ensure the safety of the employees and to provide safe and quality food products and services.

b. The FSCO shall notify the OFSQA when these employees leave and return to work.

D. Use of Food-Service Spaces:

The Food Service Facility is constructed in accordance with the ff. requirements:

1. No person shall use food-service facilities as living/sleeping quarters.

2. No animal or live fowls shall be kept (i.e. Cats) inside the food preparation areas and food storage facilities.

3. Clothing or personal belongings should be kept in lockers or in designated places away from food service spaces to prevent contamination of food.

4. Unauthorized person (i.e. not employed by the FBO, relatives, and children) not directly connected with food preparation and serving shall not be allowed to enter/stay in the food serving spaces nor will be allowed to handle foods in storage or in preparation.

5. Eating inside the food preparation area and food stalls will also be prohibited. Food handlers must take their breaks in an assigned area for food service employees.

II. OPERATIONS

A. Quality and Protection of Food

All foods must be obtained from sources approved by the local health authority following the requirements below:

1. Meats, meat products and fish shall be procured from sources under sanitary or veterinary supervision. These products must be transported by the supplier to Ateneo in a sanitary and safe manner (i.e. Cold Chain).

2. Raw fruits and vegetables supply shall come from safe sources where the soil is not contaminated by night soil, sewage or toxic chemicals.
3. Milk and fluid products shall be obtained from sources approved by the local health authority. Milk obtained from other sources must be sterilized, pasteurized or otherwise heated.

4. All imported products packaging labels wherein the information are declared in a foreign language shall always carry the corresponding English translation. (A.O. 2014-0030, Department of Health)

B. Transporting of Food and Food Materials

1. All food and food materials shall be transported in sanitary and covered transporting vehicles where food shall be kept in covered containers, wrapped or packed, to be protected from contamination. During transport, all readily perishable foods shall be kept at 45°F (7°C) or below for cold products; or 140°F (60°C) or above for hot products.

2. The use of tricycles/sidecars for bulk, cooked meals food delivery is discouraged.

3. Exporting and importing of food and food materials shall be covered by existing regulations of the Food and Drug Administration (FDA Philippines) and other Food Safety Regulatory Agencies (FSRA).

C. Preparation, Storing and Serving of Food and Drink

1. All food while being displayed, stored, prepared, served or sold shall be protected from contamination such as dust, flies, rodents and other vermin (mosquitoes, cockroaches, fleas, lice, bedbugs, etc.).

2. All meats, fish, shellfish, shrimps, prawn and other sea, brackish water, surface water or aquaculture food products shall be properly washed before being cooked or served to ensure all possible contaminant is removed.

3. Suitable utensils shall be provided and used to minimize handling of food at all points where food is prepared.

4. Fruits, vegetables, seaweeds, etc. for salads should be fresh and free from bruises, dirt and shall be prepared with a minimum hand contact and on surfaces and with utensils which have been sanitized prior to its usage.

5. Milk shall be stored in refrigerator. Canned or packed milk, other than dry milk powders shall be refrigerated after the container has been opened. Unused portions of milk must be transferred to a clean and airtight container.

6. All readily perishable foods shall be stored at 45°F (7°C) or below to maintain product quality.

7. Food to be served cold shall be kept at a temperature below 45°F (7°C) to maintain product quality.

8. Cooked food intended to be served hot shall be kept at a temperature 60°C (140°F) or above, and it should be placed over hot conveyor or food warmer to keep it hot.

9. Tongs, forks, spoons, spatulas, scoops, chopping boards and other suitable utensils shall be provided and used by the employees to reduce hand contact with food to a minimum to avoid contamination. These utensils must be kept and maintained suitable for the operations and replaced when worn-out/broken/damaged.

10. Cracked and chipped utensils and packaging materials should be discarded.

D. Dry Storage of Non-Perishable Foods

1. Designated spaces, lockers, cupboards, racks, shelves and containers shall be used for storage to ensure no cross contamination will occur.

2. All spaces, lockers and cupboards shall be constructed of materials of the same quality as used for food preparation and food serving operations.

3. The recommended temperature range for dry storage is 50-60°F (10-15°C) except where dry foods for immediate use are stored in the preparation and serving spaces.
4. Food or food materials shall be stored separately from chemicals and disinfectants so as to avoid cross contamination and hazards.
5. Food storage shall be insect and pest proof.
6. Wet and dry food and food materials shall be stored separately.
7. Food must be stored at least 15 cm. (6 inches) above the floor to facilitate cleaning of the storage area.
8. Check for expiration dates prior delivery and usage. A first-in-first out (FIFO) system must be in place to ensure stability of the product.

E. Refrigerated Storage of Perishable Foods

1. Perishable foods shall be kept at or below 45°F (7°C) except during preparation or when held for immediate serving after preparation to maintain product quality and safety.
2. When such foods are to be stored for extended periods, a temperature of 40°F (4°C) is recommended.
3. Fruits and vegetables shall be stored in cool rooms.
4. Recommended temperatures for perishable food storages:
   a. Frozen foods: not more than 10°F (-12°C)
   b. Meat and Fish: 32-38°F (0-3°C)
   c. Milk and milk products: 40-45°F (5-7°C)
   d. Fruits and Vegetables: 44-50°F (7-10°C)
5. All refrigerating compartments and refrigerators must be provided for, kept clean, in good repair and free from odors. Sufficient shelving shall be provided to prevent stocking and to permit adequate ventilation and cleaning.
6. All refrigerating compartments and refrigerators shall be provided with thermometers with scale divisions not larger than 2°F (1°C).
7. Time and Temperature Monitoring Records should be utilized for all refrigerating compartments and refrigerators. Time and temperature monitoring of cold storage must be done daily during certain periods of time.

F. Food Servicing Operations

1. Where unwrapped food is placed on display in all types of food service operation, including buffets, and cafeterias, or other sources, the provision of effective, easily cleanable, counter protective devices, sneeze, cough guards, cabinet, display cases, show cases, containers or other similar type of protective equipment to ensure food served is safe and free from hazard and contamination must be assured. For temporary food businesses, table cloth must be provided for.
2. Self-service openings in the counter guards shall be so designed and arranged as to protect food from manual contact by consumers to prevent cross contamination. Open display of food without protective covering or packaging, regardless if the food will be reheated or cooked, is strictly prohibited.
3. Leftover and/or unsold food that has been subjected to possible contamination shall not be resold, reused, and re-served nor not be recycled to create another dish (i.e. Cooked Leftover Rice is converted to Fried Rice - NOT ALLOWED).
4. Juice, slush-ice and other bulk food beverages shall be dispensed by an approved bulk dispenser and installed properly to avoid contamination. The manually mixed drinks will only be permitted to licensed food business operators, provided that these are only served on-site using beverage glasses and not pre-packaged or bottled. All dispensed drinks should be freshly prepared on a daily basis and leftovers should not, in any form be re-used to make another food commodity (i.e. Juice/slush/shakes is converted to ice candy - NOT ALLOWED).
5. Bare-Hand contact with food or drink is not allowed to prevent contamination; Examples include: Fingers shall not be used to serve butter, ice, or similar items of food. Sugar shall be served in covered dispensers or containers, or in packages wrapped for single service.
6. Hands should not touch and contaminate the surfaces of containers and utensils, including glasses and tableware which come in contact with food or drink. Proper handling of utensils must be observed when serving the customers.

7. Clean clothes, napkins, spoons, towels, and other cloth equipment shall be stored in clean places designated specifically for them. Soiled linens, including towels, aprons, and coats, shall be stored in a closed bin or locker, suitably marked to ensure sanitary conditions.

8. Spoons, spatulas, dippers and scoops used intermittently for dispensing frozen desserts shall be kept in running water or in water maintained at 170°F (77°C) and frequently changed, or they may be washed and stored in a dry place after each use.

9. Availability of Fire Extinguishers (10LB) per food business with cooking activities is required. The fire extinguisher must be kept in a location accessible to the food business operator or its employees. The fire extinguisher expiration date must be updated at all times.

10. LPG tanks, Gas Grillers and Charcoals are not allowed. A centralized gas supply is available in the cafeteria. LPG tanks and gas grillers will be allowed upon approval of the Unit Officer in charge of the cafeteria. Electrical Baine Mari will be allowed to keep food warm and wax or alcohol lamp may be allowed up to a maximum 4 hours only. Food production must be done in batches. Food, especially if exposed to room temperature must be discarded after 4 hours. Food must be kept at a temperature above 140°F (65°C) all throughout the foodservice operations.

11. For all food business with centralized gas supply, a gas valve shut off is required.

12. Unless there is a kitchen and preparation facility, prohibitions of pre-cooking preparation in Ateneo grounds, that is, washing and cleaning of ingredients, sorting, cutting, skewering must be strictly observed. Items should be pre-prepared and pre-cooked if necessary and are brought to the event location, packed in plastic bags and stored in ice chest, or kept in food pans and observe the 4 hour rule for holding period. All food must be freshly prepared by the FB, unless shelf life are clearly established.

13. The Main FB’s are expected to allocate a DRINKING FOUNTAIN station in their food service premise to encourage the consumption of water. This DRINKING FOUNTAIN station must also provide clean glasses and trays for used glasses and must maintain its cleanliness at all times. These equipment and location must be pre-approved by the Unit Office in Charge in the Cafeteria.

14. The MAIN FB’s, shall have provision for Microwaves or a station for reheating products for guests who wish to have their food reheated. These equipment and location must be pre-approved by the Unit Office in Charge in the Cafeteria.

G. Handling and Storage of Washed Utensils

1. Unless a dishwashing facility is provided, washing of kitchen utensils and tableware in school premises is strictly prohibited.

2. Washed utensils shall be allowed to drain in racks to permit air drying.

3. The drying cloth which is used to clean dry utensils shall be changed and washed frequently and shall not be used for any other purpose.

4. Food contact surfaces of cleaned and sanitized equipment and washed utensils shall be stored in a clean and dry place, adequately protected against insects, pest and other sources of contamination.

5. Cups, bowls, and glasses, shall be inverted for storage.

6. When not stored in closed cupboards or lockers, utensils and containers shall be covered or inverted whenever practicable. Utensils shall not be stored on the bottom shelves of open cabinets below the working top levels.

7. Facilities for storage of utensils shall be designed and maintained in order to prevent them from being contaminated by the employee or customer.

8. Racks, trays and shelves shall be made of materials that are impervious, corrosion-resistant, non-toxic, smooth, durable and resistant to chipping to ensure quality and safety of materials.
9. Drawers shall be made of the same materials and kept clean. Felt- lined drawers are not acceptable, but the use of clean and removable towels or lining drawers is acceptable.

H. Packaging Materials

1. As per the Ateneo Institute of Sustainability (AIS)' Packaging Guidelines (Please refer to Packaging Guidelines Primer), disposable materials will not be allowed to minimize waste while maintaining food quality, hygiene and integrity. This guideline is mandated for all Food Business Operators, Academic Requirements and Food and Beverage related events on campus.

2. All Packaging Materials proposed by the SUB-FB’s must be initially approved by the FBO and submitted to the OFSQA for final approval. For Food Sales events, Student Groups and Offices must submit directly to the OFSQA.

3. Packaging materials (if approved) must be stored in a clean and dry place to avoid possible contamination.

4. All beverages, shakes, slushes or other types of drinks that are not commercially manufactured will not be allowed to be pre-packed and sealed in PET Bottles or any form of disposable material to be distributed, marketed or sold. All pre-packaged beverages must be commercially produced by a licensed beverage manufacturing company.

I. Water and Ice

1. The water and ice supply shall be adequate and potable whether from a public or from a private water supply system. The quality of water used shall be in accordance with the Philippine National Standards for Drinking Water. All water suppliers if not supplied from a piped system must have Sanitary Permits and Bacteriological Analysis of Water on a Monthly Basis and Physico-Chemical Analysis of Water on a semi-annual basis.

2. Ice shall come from OFSQA and Central Purchasing Office (CPO) recognized suppliers with Sanitary Permit and Bacteriological Analysis of Water on a Monthly Basis and Physico-Chemical Analysis of Water on a semi-annual basis.

3. Ice making machine (If Any) must be pre-approved by the unit office in-charge of the cafeteria, located, installed, operated and maintained properly to prevent contamination of ice. Potability Tests on a monthly basis shall also apply.

4. Ice shall be handled, transported, stored and dispensed in such a manner as to be protected against contamination. Closed vehicles are required during transport of the ice product, and the product shall not be placed on the sack, ground or any filthy surfaces without protection.

5. No food item should be stored with ice cubes intended for juice and beverage. Food items that require ice storage should have a separate ice chest for this purpose. Ice for beverages must be scooped using ice scoopers.

6. All ice suppliers are mandated to provide coolers for the Main or Sub-FB’s. Coolers should be enclosed, in good condition, food-grade and able to protect the product from contamination. Styrofoam are not allowed.

J. Sewage Disposal and Drainage and Refuse Collection, Storage and Disposal

1. A grease trap shall be used and where practicable shall be placed outside the establishment.

2. Foot operated refuse cans shall be used in the preparation area for immediate use only. All garbage and rubbish containing food waste shall be kept in containers, constructed of impervious materials which are leak proof. These containers must be lined with plastic trash bags, and provided with tight-fitting lids or covers to be vermin proofed and easily cleaned.
3. Refuse receptacles containing food wastes shall be stored so as to be inaccessible to vermin and must be placed outside the food service premises. It shall be disposed of at least once a day or whenever necessary to avoid spill, odor contamination and pests.

4. Waste segregation in accordance with the local government units must be observed.

5. The collection of “Kanin Baboy” must be done frequently or as necessary and must immediately be taken out of the kitchen and food preparation area at the end of the daily foodservice operations.

K. Pest Control

1. The Main FB’s and Sub-FB’s shall contract the services of a licensed Pest Control Operator (PCO) to ensure Pest Control Management is observed. These PCO’s must be pre-approved by the Unit Offices in Charge of the Cafeteria and accredited by the Central Purchasing Office (CPO).

2. The Main FB and Sub-FB will not be allowed to conduct their own pest control extermination without the supervision of the PCO, unless otherwise advised and trained by the PCO, and a written agreement and documentation of training on pest control management is obtained.

3. The PCO’s are required to submit the Pest Control Services Report and Progress to the Main FB’s and Sub-FB’s. These reports shall contain trend analysis on the degree of infestation, chemicals applied and pests observed and recommendations made by the PCO to be checked by the OFSQA Officers or external auditors if necessary. Should there be rats, cockroaches, ants, weevils or other pests seen inside the facility, immediately seek for PCO services.

III. FOOD BUSINESS OPERATOR’S LIABILITY, ASSUMPTION OF RISK & INDEMNITY

1. The University has the right through its duly authorized representative, the Office for Food Safety and Quality Assurance (OFSQA) and the Unit Office in Charge of the Cafeteria, to conduct sanitation inspections at the food service premises of Food Businesses.

2. Further, the University has the right to stop a selling activity or shut down foodservice operations through the Unit Office in Charge of the Cafeteria due to unsanitary practices and poor hygiene management of the FB.

3. During cases of food complaints and foodborne disease outbreaks, the Food Business will be required to shoulder the fees incurred during the investigation process necessitating tracing of source of illness or complaints, specifically food or waterborne disease outbreaks such as:
   a. Microbiological test and analysis of the food product/s, food contact surfaces, equipment and personnel by environmental swabbing activity done by an accredited Testing Laboratory of Department of Health.
   b. Reimbursement of Hospitalization and Medical expenses of the affected people with diagnosis related to the service of food by the concerned Food Business.
   c. The Ateneo de Manila University shall not be held liable and will be indemnified from and against any and all losses, damages, claims, actions, costs and expenses, including legal fees by reason of actual or alleged injury or death of persons or loss of or damage to property as a result of or arising out of the providing of food or services in connection with this agreement.
CONFORME: In compliance with the FSQA Mandates for all the Food Business Operators, we affix our signatures.

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