

Chiyoda City Food Hygiene Practical Manual

Chiyoda Public Health Center, Environmental
Health Division, Food Safety Inspection and Guidance
Section

TEL 03-5211-8168 (Kanda)

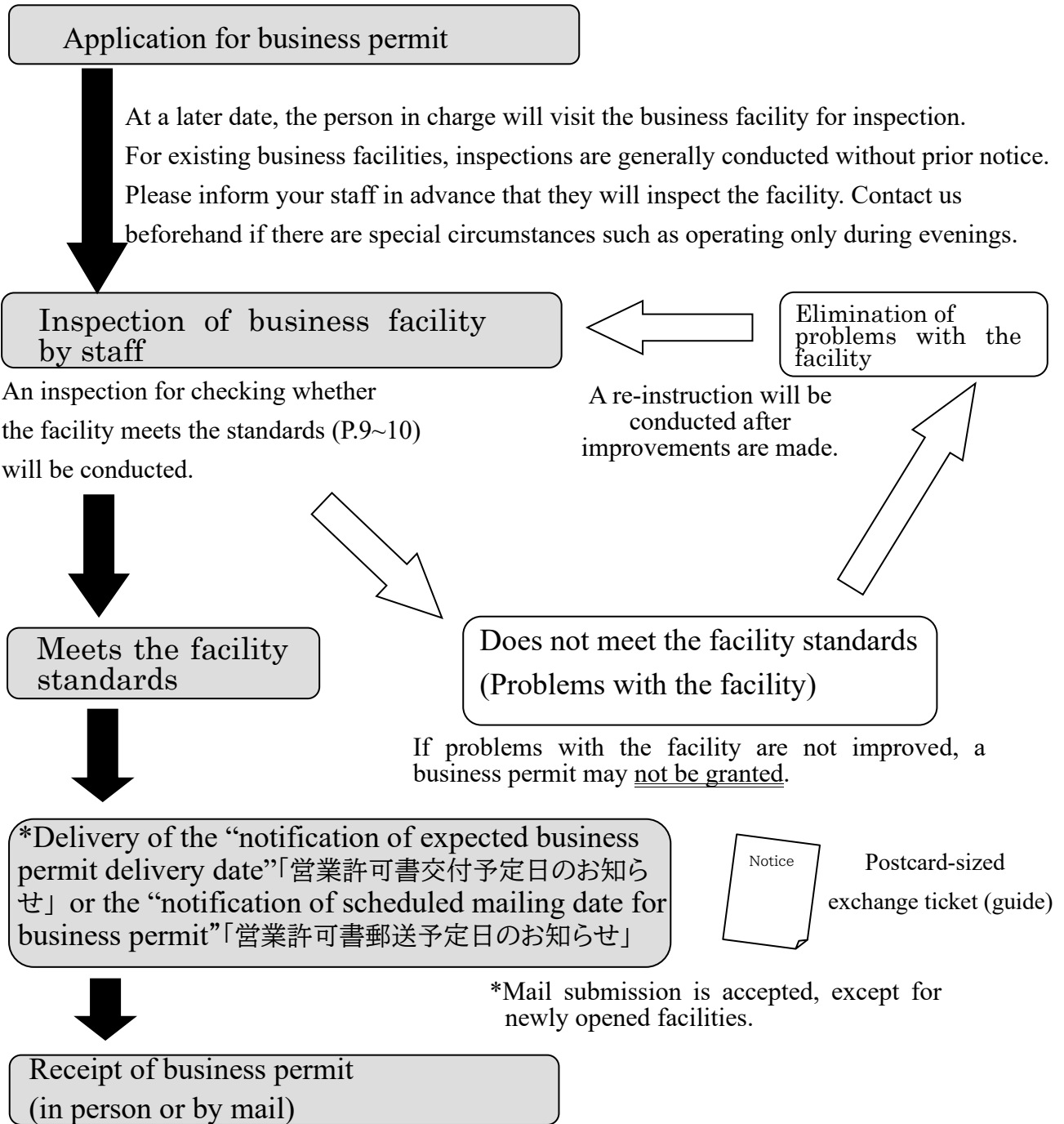
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From Application until Receiving the Permit



Note !

Business permits will not be reissued. Keep your business permit in a safe place so that you will not lose it.
 (Do not remove the attached drawings from the back of the business permit.)
 After receiving the business permit, immediately notify us of any changes in application matters.
 (See from P.3. For any questions, please contact the Public Health Division [生活衛生課].)

To All Existing Business Facility Staff Requesting Business Permits by Mail

For those requesting business permits by mail, if Letter Pack Plus (red) is prepared, business permits will be mailed after the inspection of the business facility.

Business Permit Renewal Application

Please prepare a Letter Pack Plus (red) before the on-site inspection.
(Please do not fill in the address field.)

《Note》

*Please prepare “Letter Pack Plus” (red) which provides a delivery record.
It is not “Letter Pack Light” (blue).

Inspection of Business Facility by Staff

After the facility inspection, if no additional documents or procedures are needed, please fill in the following two items on the Letter Pack Plus:

- The delivery address where you can receive the item in person in the “Delivery Address” field on the front.
(The delivery address can be anywhere other than the facility.)
- The facility’s address and name should be filled in on the inside of the back near the adhesive margin.

《Note》

If additional documents and procedures are required, you need to go through the procedures at the counter of the Public Health Division (生活衛生課).

Delivery of the “Notification of Scheduled Mailing Date for Business Permit” 「営業許可書郵送予定日のお知らせ」

Mail by Prepared Letter Pack Plus

*If the Letter Pack Plus is returned to the Public Health Center, we will call the facility. Please bring the "Notification of Scheduled Mailing Date for Business Permit" to the counter of the Public Health Division (生活衛生課).

Required Matters after Receiving a Business Permit

1 Regarding the business Permit

After receiving your business permit, if there are any changes to the application details, certain procedures are required each time. For any questions, please contact us.

【Business Permit Application Form/Registration of Business Notification (Change) 営業許可申請書・営業届（変更）】

If there are any of the following changes, you must notify us in the following ways:
Please bring your business permit (original) 【営業許可書（原本）】 and the necessary documents and submit them to the Environmental Health Division.

Changed matters			Required documents
1	Personal	Change of name (any changes to your full name)	Family register transcript
		Change of address (residence) of sales representative	None required
2	Corporate	Change of trade name Change of head office location	Please enter your corporate number which will be checked. If you do not enter it, please attach the certificate of registered matters *1.
		Change of representative's name	Certificate of registered matters *1
3	Change of name of business office, trade name, and other details		None required
4	Business facilities *2		2 copies of drawings showing the structure and facilities of the modified premises
5	Change of food hygiene manager		Certification of new person in charge (copyable) (License of chef, Certificate of Completion of Food Hygiene Manager Training Course etc.)

Note *1 Please provide a document dated within the last three months (copyable) that shows the old information.

*2 In the following cases, a new business permit is required, so please consult us in advance.

(1) Relocation of store

(2) Change of business operator (registered person) (excludes inheritance and merger/split)

【**Notification regarding succession to the status of business operator (営業者の地位の承継届)**】

In the event of a business transfer, an inheritance, a merger or split, the procedures for notification regarding succession to the status of business operator are required. As of December 13, 2023, business transfers can now be carried out by submitting a notification of succession of status.

Please contact us for details of the procedure.

List of required documents (example)	Transfer	Inheritance	Merger	Split	Remarks
Documents certifying that the transfer has taken place	Required	None required	None required	None required	Contract or other documents providing the transfer
Family register or legal inheritance information list	None required	Required	None required	None required	
Consent form	None required	(Required)	None required	None required	If there are two or more heirs, the consent of all the heirs
Certificate of registered matters	None required	None required	Required	Required	

【Business permit application/business notification (closure) 営業許可申請書・営業届（廃業）】

In the following cases, a procedure for notification of discontinuance of business is required. Please bring your business permit (original) 営業許可書(原本) and report this to the Environmental Health Division within 10 days.

- (1) Discontinuance of business.
- (2) Relocated office.
- (3) Change of business operator.

} For items (2) to (3), a new business permit is required. However, in the case of (3), personal inheritance, corporate merger or split, or business transfer, it may be possible to file a succession notification, so please contact us.

If you want to become a food hygiene manager

If you do not have the qualifications, please attend a training course to obtain them.

In Tokyo, the Tokyo Food Hygiene Association (一般社団法人東京都食品衛生協会) holds training courses. Application forms are available at the association's headquarters, each general office, and public health centers in Tokyo. They can also be downloaded from the association's website.

As of April 2024, the association has been conducting e-learning training courses.

If you would like to take one of the courses, please visit the association's website or contact us at the address below.

Tokyo Food Hygiene Association (一般社団法人東京都食品衛生協会)

Food Sanitation Center 4th Floor, 4-15-7 Kotobuki, Taito-Ward, Tokyo

東京都台東区寿4-15-7 食品衛生センター4階

TEL 03-5828-7182 (Direct line)

(Inquiry hours・・・Weekdays 9:15~17:00)

Tokyo Food Hygiene Association (一般社団法人東京都食品衛生協会) Home page



* Other prefectures also hold training courses to become food hygiene managers. For more information, please contact the prefecture or local government that is holding the course.

2 Food Handling Matters

In addition, there are some applications and notification items that are predetermined by laws and regulations.

(1) If you are going to cook and serve pufferfish (fugu)...

Fugu is a poisonous fish that contains a powerful neurotoxin called tetrodotoxin.

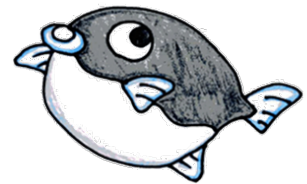
Not only do the poisonous parts differ depending on the type of pufferfish, but the strength of the poison also varies depending on the season and where it is caught. Food poisoning cases occur every year, and some people die. Therefore, handling by unqualified personnel is extremely dangerous.

If restaurants and other establishments in Tokyo handle unprocessed fugu, they must obtain certification in accordance with the Tokyo Metropolitan Ordinance on the Handling of Fugu.

【Fugu handling establishment certification】 ~When cooking and serving unprocessed fugu at restaurants, seafood stores, etc.~

The facility must have a Tokyo Metropolitan Government Fugu Handling Manager (formerly known as a Fugu Chef) license holder and must go through the necessary procedures.

- Fugu that requires certification
(Examples) Whole pufferfish, undetoxified pufferfish, etc.
- Required information for application
 - ① Fugu Handling Store Certification Application Form
 - ② License and copy of the license of a full-time Tokyo fugu handling manager (formerly known as a fugu chef)
 - ③ Application fee 4,700 yen (cash) (As of July 2025)



(2) If raw beef is served...

【Report on the start of handling raw meat (生食用食肉の取扱い開始報告書)】



Raw meat such as yukhoe (beef meat (excluding internal organs) sold as raw meat) is subject to **standards** set by the Food Sanitation Act. If you are serving raw meat: Licensed facilities must have **special equipment and cooking utensils** for handling raw meat, and must submit a "**Report on the commencement of handling raw meat**" 「生食用食肉の取扱い開始報告書」 to the public health center.

If these requirements are not met, raw meat cannot be cooked or served.

If you are considering providing raw meat, please consult with the Environmental Health Division counter in advance.

【Labeling of raw beef】

If a restaurant or other establishment provides or sells raw meat without packaging, it must display the following information in a conspicuous place in the store (such as on a notice in front of the store or on a menu).

- **Generally, eating raw meat carries the risk of food poisoning.**
- **Children, the elderly, and others with weak resistance to food poisoning should refrain from eating raw meat.**

Display example

Menu


Yakiniku restaurant○○Menu

◆Kalbi	○yen
◆Beef tongue	○yen
◆Yukhoe	○yen

Caution regarding raw meat: Eating raw meat can cause food poisoning. Young children, the elderly, and people with weakened immune systems should avoid eating raw meat.
生食用食肉に関する注意事項
 肉を生で食べると、食中毒になることがあります。小さなお子さんや、高齢の方、抵抗力の弱い方は肉を生で食べないようにしましょう。

In-store display

Caution regarding raw meat:
 Eating raw meat can cause food poisoning. Young children, the elderly, and people with weakened immune systems should avoid eating raw meat.
生食用食肉に関する注意事項
 肉を生で食べると食中毒になることがあります。小さなお子さんや、高齢の方、抵抗力の弱い方は肉を生で食べないようにしましょう。



If raw beef that does not meet the standards is served, the name of the store may be made public for violating the Food Sanitation Act.

Furthermore, if food poisoning occurs, the restaurant will have a wide range of responsibilities and will be subject to administrative penalties such as public disclosure of the restaurant's name and suspension of business for violating the Food Sanitation Act, as well as liability for compensation to the victim.

Never serve raw beef or horse meat that does not meet the standards.

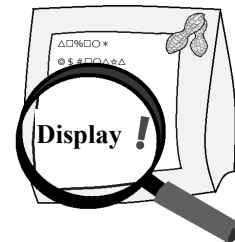


(3) If you are selling products wholesale to other stores or conducting mail order sales, etc.

【Manufacturing license required】

If you intend to distribute food products over a wide area, such as by wholesaling products made in your store to other stores or by mail order via the internet or catalogs, you may need to obtain a new manufacturing license.

Please consult us in advance as we may need to add facilities or display information on products.





There have been many cases of food poisoning caused by raw or undercooked meat!!

Beef liver and pork (including offal) cannot be sold or served raw!

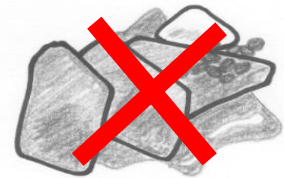
Beef liver and pork (including offal) are prohibited from being sold or served raw.

When cooking these meats in restaurants, etc., be sure to heat them thoroughly to the center (for example, at a temperature of 63°C for at least 30 minutes, or at 75°C for at least 1 minute).

In addition, when customers prepare uncooked beef liver, pork, or pork offal themselves, they must be informed and warned that it is necessary to cook it thoroughly until the center is cooked.

There have been many cases of food poisoning caused by eating raw or undercooked chicken!

Most Campylobacter food poisoning cases in restaurants are caused by serving raw or undercooked chicken. It is not true that "it's fresh so it's okay to eat it raw!" Make sure the chicken is cooked thoroughly through to the center before serving.



Beef liver sashimi



Chicken sashimi



Chicken that has been prepared raw, boiled or grilled poses a high risk of food poisoning and is dangerous!
Make sure the chicken is cooked thoroughly all the way through to the center!

Other raw meats

There have been cases of food poisoning caused by eating raw wild game meat (wild boar, deer, and other game meat) or serving it insufficiently cooked.

Unlike livestock such as cows and pigs, wild birds and animals are not subject to management of their feed or rearing methods, therefore may carry parasites and the hepatitis E virus in addition to the bacteria that commonly cause food poisoning. To prevent food poisoning, please cook wild game meat thoroughly before serving.

Raw horse meat must be provided in accordance with established hygiene standards.

Standards for Food Service Facilities Requiring a Business Permit

1. Divisions

In consideration of contamination of food, etc., to prevent the occurrence of public health problems, necessary **divisions** must be made by using partitions, etc. according to the type of work, and facility equipment must be appropriately arranged based on the process, or installed equipment to control air flow.

2. Prevention of contamination and other matters

The facility must have a structure or equipment that can prevent contamination from dust, wastewater, and waste, as well as equipment that can prevent the intrusion of rats and insects.

3. Floors, interior walls, and ceilings

The floors, interior walls and ceilings must be made of materials that are easy to clean and must be constructed in a way that makes cleaning easy.

In facilities where water is required for cleaning floors and interior walls, the floors must be made of impermeable materials with good drainage. Interior walls must be lined with impermeable materials from the floor up to a height where they can be easily contaminated.

4. Lighting

Lighting equipment must have the functionality to ensure sufficient illumination to allow for work, inspection, cleaning, etc.

5. Ventilation equipment

The area directly above where food, etc. is handled must have a structure or equipment that is resistant to condensation, prevents the growth of mold due to condensation, and allows for adequate ventilation to prevent food, etc. from being contaminated by water droplets caused by condensation.

6. Handwashing facilities

The required number of handwashing facilities with running water must be equipped with devices for washing and disinfecting the hands of employees. **Faucets should be designed to prevent recontamination of hands after washing**, such as automatic faucets and hand cocks (Diagram 1).

Diagram 1 Cleaning equipment



↑ Hand cock type

7. Cleaning equipment

To wash food, etc., the facility must have washing equipment of a size and number appropriate to the purpose of use that can supply hot water, steam, etc. as needed.

8. Refrigeration and freezing equipment

There must be refrigeration or freezing equipment with the necessary functions for handling food or additives hygienically.

Regarding refrigeration or freezing during manufacturing and storage, businesses that handle foods for which refrigeration or freezing specified in the standards or specifications of Article 13, Paragraph 1 of the Act (such as meat, boiled octopus, fresh seafood to be eaten raw, oysters to be eaten raw, frozen foods, etc.) must have the necessary equipment in accordance with those provisions.

9. Storage equipment

The facility must be large enough to store raw materials at temperatures appropriate to their type and characteristics, and in such a condition to prevent contamination. In addition, the facility must have equipment to store cleaning agents, disinfectants, and other chemicals used separately from food, etc.

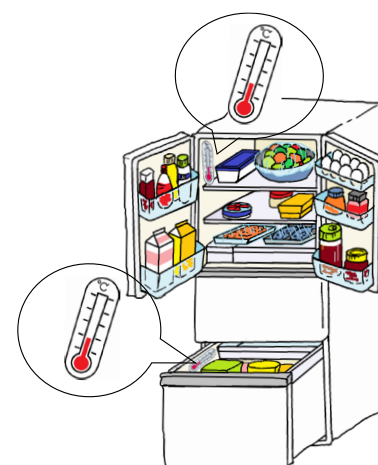
10. Changing room

The changing room must be large enough to accommodate the number of workers and located in a position that allows easy access to and from the workplace.

11. Instruments

Equipment for refrigeration, freezing, sterilization, heating, etc. must be equipped with a thermometer (Diagram 2), and if necessary, a pressure gauge, flow meter, or other measuring instrument.

Diagram 2 Thermometer



12. Water supply equipment

The facility must have water supply equipment that can supply enough water supplied by a waterworks business or other potable water at an appropriate temperature to the necessary locations. When using water other than that supplied by a water works business, etc., disinfection equipment and water purification equipment must be installed as necessary, and the water source must be designed to prevent contamination from the outside. If a water tank is used, its structure must not cause any problems related to food hygiene.

13. Drainage equipment

The equipment must have sufficient drainage capabilities and be installed in the areas to be washed with water and on the floor of the drainage area where wastewater, liquid waste, etc. flow.

The facility must be piped in a way that prevents backflow of wastewater from contaminating food or food additives, and must have the function to properly discharge wastewater outside the facility.

Piping must have sufficient capacity and be installed in an appropriate position.

14. Lavatories

The facility must have lavatories that meet the following requirements in proportion to the number of employees.

- (1) The structure must not cause contamination in the workplace.
- (2) Dedicated handwashing facilities with running water must be equipped.

15. Waste containers

Containers for waste or facilities for storing waste must be impermeable, have enough capacity and be easy to clean, and therefore, the structure must prevent leakage of waste fluids and foul odors.

16. Cleaning tools

The necessary number of specialized tools for cleaning the workplace, etc. must be provided along with a place to store them, and the facilities for posting work details must be equipped to make it easier for employees to understand the work.

The above is an excerpt from common points regarding business facilities.

The Food Sanitation Act has been Updated

In June 2021, the Food Sanitation Act was amended.

Among these amendments, the following two points are particularly relevant to restaurant operators:

- As a general rule, institutionalization of sanitation management based on HACCP (Hazard analysis and critical control points) for all food-related business operators
- Establishment of the Food Business Notification System and revision of the Food Business Licensing System

The categories of businesses subject to business authorization have been revised, and for certain business types, the requirement has been changed from obtaining business authorization to submitting a business notification.

(1) Sanitation Management in Accordance with HACCP

HACCP (Hazard analysis and critical control points) is a management system in which food safety is ensured by analyzing potential hazards, such as food poisoning, throughout the entire process from the receipt of raw materials to manufacturing and product shipment. It involves determining the control points at each stage where specific measures should be implemented, and then verifying and recording these control points.

It has been adopted as the international standard for sanitation management in many countries around the world.

In principle, all food business operators must implement a sanitation management plan based on HACCP.



• Start Creating Your Sanitation Management Plan!

Food business operators are required to designate a responsible person to analyze hazards based on product (menu) characteristics and manufacturing processes (cooking processes), and to determine appropriate control methods.

For small-scale businesses (small business operators), industry associations have prepared guidance manuals titled “Sanitation Management Incorporating HACCP Principles” (see next page).

Small business operators are encouraged to review the relevant guidance manuals and carry out and record their sanitation management activities.

Please make full use of tools such as the “Food Sanitation Management File” and the “Chiyoda Ward Sanitation Inspection Calendar” as planning and record-keeping sheets.

Sample record-keeping sheets are also included at the end of this manual. Please use them as a reference.

[Reference]

HACCP Explanation Website



Guidance Manuals for Sanitation Management Incorporating HACCP Principles (Ministry of Health, Labour and Welfare)

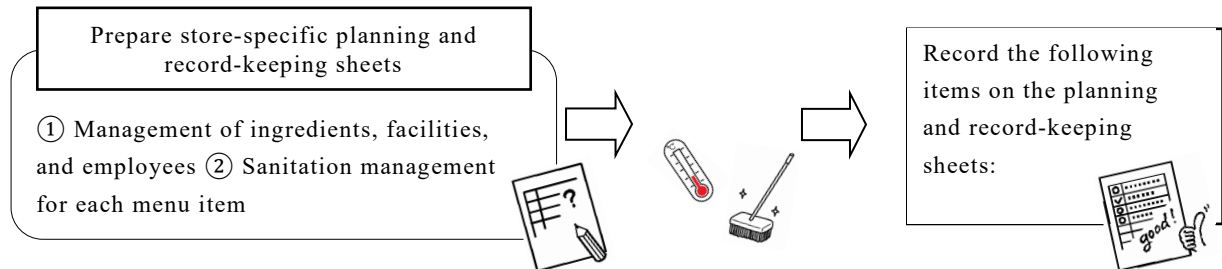


For Small-Scale Restaurant Operators

Sanitation Management Incorporating HACCP Principles

- Make Your Sanitation Management Visible through Records -

In addition to keeping records of handwashing, cleaning, and health management of employees, please prepare and maintain a sanitation management plan that specifies control measures tailored to your menu.



① Management of ingredients, facilities, and employees (prerequisite programs (PRPs)) (Example)

	Item	Check method
Ingredient	Receipt of raw materials	Appearance, odor, packaging condition, and labeling information (use-by date, storage instructions)
	Refrigerators and freezers	Refrigerator and freezer temperatures
Facilities	Cross-contamination (secondary contamination)	Proper storage in refrigerators; use of separate cutting boards and knives
	Sanitation management of utensils, etc.	Cleaning and disinfecting sinks and utensils
	Cleaning of restroom	Cleaning of restroom
Employees	Health management of employees	Health checks for food handlers
	Handwashing	Handwashing before cooking and after using the restroom

② Menu management (critical control points (CCPs))

Divide the menu items served at your restaurant into the following three groups, establish check points for preventing food poisoning, and record the results.

• Menu check sheet (Example)

	Category	Menu item	Check method
1	Non-heated items (Serve refrigerated foods cold)	Sashimi, chilled tofu, grated Japanese radish	Serve cold, refrigerator temperature during storage, etc.
2	Heated items (Food is heated and served while hot)	Hamburg steak, grilled fish, grilled chicken skewers	Meat color, appearance, juices, internal temperature, etc.
3	Items cooled after heating and reheated	Curry, soup	Prompt cooling after heating; reheating temperature; appearance, etc.
	Items cooled after heating	Pudding	Prompt cooling after heating; served cold; refrigerator temperature during storage, etc.

(2) Revision of the Food Business Licensing System and Establishment of the Food Business Notification System

Following the amendment to the Food Sanitation Act, the Food Business Licensing System has been revised, and a Food Business Notification System has been established for food handling facilities that do not require business authorization.

• Review of the Food Business Licensing System

Business categories subject to authorization, such as restaurant businesses, have been reorganized into 32 business authorization categories.

As a result of this revision, the scope of activities covered by a single business authorization has changed. Business operators who previously held multiple business authorizations are encouraged to consult the relevant authorities regarding future authorization procedures.

In addition, if your primary food-related business activity (such as operating a restaurant) differs significantly from other food handling activities you conduct, such as manufacturing bread for wholesale to other stores or for mail-order sales (i.e., confectionery manufacturing), you are required to obtain separate business authorizations for each applicable business category. Please note this requirement.

• Food Business Notification System

Following the amendment to the Food Sanitation Act, all businesses are now required, in principle, to implement sanitation management in accordance with HACCP principles. Accordingly, even facilities that are not subject to business authorization are required to submit a business notification if they handle food.

<p>Examples of manufacturing and processing businesses:</p> <ul style="list-style-type: none"> • Processed agricultural food manufacturing • Confectionery manufacturing • Powdered food manufacturing • Rice and barley milling • Manufacturing of synthetic resin utensils, containers, and packaging 	<p>Examples of food preparation businesses:</p> <ul style="list-style-type: none"> • Group catering (if food preparation is outsourced, a restaurant business authorization may be required) • Vending machines with cooking functionality (highly automated machines installed indoors) 	<p>Examples of Sales Businesses:</p> <ul style="list-style-type: none"> • Dairy product sales • Meat sales (packaged products only) • Fish and seafood sales (packaged products only) • Vegetable and fruit sales • Sales of prepared foods (e.g., boxed lunches)
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If a restaurant begins selling additional food items or otherwise changes its food-handling activities, an additional business notification may be required. In such cases, please consult your local public health center in advance.

Why not obtain certification under the Chiyoda Ward's Food Safety Self-Inspection and Public Disclosure System?

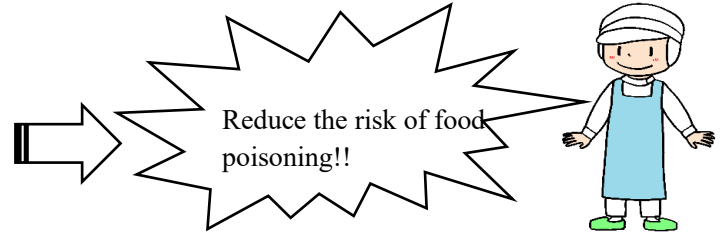
千代田区食の安全自主点検店公表制度

Chiyoda Ward supports businesses that are working to improve hygiene standards!

Why not take advantage of this system to appeal to your customers about your efforts to ensure food safety?

Features

◇ Maintain hygiene management record sheets in accordance with HACCP principles and manage eight high-risk menu items.



※What is a high-risk menu?

Based on past cases, this is a menu (cooking method) that has a high risk of causing food poisoning and should be managed with the highest priority.

The eight high-risk options are as follows:

- ① Raw fish (mackerel, sardines, etc.)
- ② Chicken and minced meat dishes
- ③ Bivalves that eat organisms
- ④ Meat and shellfish that customers grill themselves
- ⑤ Oysters for eating raw
- ⑥ Marinated and grilled fish
- ⑦ Live eel and live soft-shelled turtle
- ⑧ Undercooked eggs

◆ Examples of high-risk menus and their inspection items

- Sashimi such as mackerel and sardines : Freeze (-20°C for 24 hours) before use.
- Chicken, game meat, and minced meat dishes : Cook thoroughly until the meat changes color.



◇ Certified facilities are published on the Chiyoda Ward website.

The period is a year from the certified date (renewed annually).

Eligible facilities

- Restaurant businesses
- Group meal facilities
- Confectionery manufacturing industry

The process leading up to certification



【Detailed application procedures and publication locations】
Chiyoda Ward website



Maintaining HACCP-based hygiene record sheets
Managing high-risk menu items

Sticker

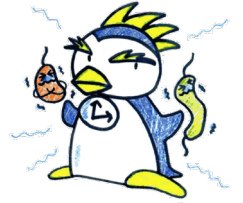


Three Principles of Food Poisoning Prevention

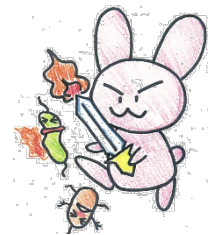
1 Prevent contamination: - Thoroughly wash ingredients, hands, and cooking utensils, and prepare food in a hygienic manner.



2 Prevent bacterial growth:: - Refrigerate below 10°C, freeze below -15°C, and keep hot foods above 65°C.
- Plan purchases and use first-in, first-out (FIFO).
- Work quickly during food preparation.



3 Kill germs: - Heat thoroughly to the center of ingredients to kill bacteria, viruses, and parasites.



*Some bacteria (Enterohemorrhagic Escherichia coli, Campylobacter, and Salmonella) can cause food poisoning even in small amounts. For these pathogens, it is especially important to prevent contamination and to cook food thoroughly.

Four Principles of Norovirus Prevention

1 Do not bring norovirus in: - If you are feeling unwell, please take some time off work to avoid bringing norovirus into the kitchen.
(Even if you feel well, be careful of people around you who are suspected of being infected.)







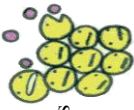

2 Do not spread the virus: - Be sure to wash your hands thoroughly after going to the toilet.
- Dispose of vomit and feces properly and regularly disinfect and clean the toilet.

3 Kill the virus: - Cook food thoroughly. To kill norovirus, food must be heated to a core temperature of 85-90°C for at least 90 seconds.

4 Prevent contamination: - Handle food, utensils, etc. assuming they may be carrying norovirus.
- Be careful when handling uncooked food (such as salads and fruit) and after cooking.
- Be careful of contamination not only from food but also from crockery, cooking utensils, etc.



Food Poisoning Caused by Microorganisms

	Disease agent name	Characteristics	Main food ingredients that may be the cause	Main symptoms/incubation period	Prevention method
V i r u s	Norovirus 	Infects people throughout the year, mainly from winter to spring Infects people with a small amount of viruses Inactivate by sufficient heating	Bivalves and food products with secondary contamination	Diarrhea, vomiting, nausea, vomiting, and fever Incubation period: 24-48 hours	<ul style="list-style-type: none"> Thoroughly wash hands and washand disinfect tools. Heat the center of foodingredients sufficiently. Manage the health of employees. Dispose of vomit by chlorinatingit.
	Enterohemorrhagic E. coli (O157, O111, O26, etc.) 	Lives in the intestines of animals Infects people with a small amount of bacteria Can be killed by heating at 75°C for over 1 minute	Raw beef, raw beef liver, well water, raw vegetables with secondary contamination, etc.	Severe stomach ache, nausea, vomiting, and diarrhea (bloody feces) Incubation period: 3-5 days *May cause complications and more severe symptoms	<ul style="list-style-type: none"> Heat the center of foodingredients sufficiently (over 1minute at 75°C). Thoroughly wash hands and washand disinfect tools. Use different cooking toolsaccording to the purposes of use. Do not eat raw or undercooked meat. Disinfect vegetables for lightpickles before using them.
B a c t e r i a	Campylobacter 	Lives in the intestines of animals Infects people with a smallamount of bacteria Susceptible to dryness Dies when heated	Raw chicken, raw liver, etc. 	Stomach ache, diarrhea, and fever Incubation period: 2-7 days *May be associated with Guillain-Barre syndrome	<ul style="list-style-type: none"> Heat meat sufficiently (especiallychicken). Thoroughly wash hands and washand disinfect tools. Use different cooking toolsaccording to the purposes of use. Do not eat raw or undercooked meat.
	Salmonella 	Lives in the intestines of animals and in nature Infects people with a smallamount of bacteria Dies when heated	Eggs, raw meat, eels, and soft-shelled turtle	Severe stomach ache, diarrhea, fever and vomiting Incubation period: 5-72 hours	<ul style="list-style-type: none"> Do not leave cracked egg shells or food in room temperature environments. Heat the center of foodingredients sufficiently. Prevent rats from entering. Wash your hands thoroughly after playing with pets.
	Bacillus cereus 	Produces heat resistant bacterial spores. Is alcohol-resistant.	Rice (fried rice) Noodles (spaghetti)	Nausea, vomiting, stomach ache, and diarrhea Incubation period: 1-5 hours	<ul style="list-style-type: none"> Cook only the amount of rice or noodles you need for immediate consumption instead of in advance. Eat immediately after cooking, or divide into small portions and store promptly at a temperature below 10°C
Staphylococcus aureus 	Resides in human skin (especially wounds) Produces poison that is strong against heat	Onigiri (rice balls), cooking bread, bento lunch boxes, etc. 	Nausea, vomiting, stomach ache, and diarrhea Incubation period: 1-5 hours	<ul style="list-style-type: none"> If your hands are rough or have cuts, do not touch food directly. Thorough hand washing Safely store bento lunchboxes at the right temperatures. 	

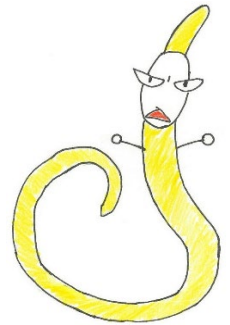
Non-microbial Food Poisoning Agents

Parasitic food poisoning agents

Anisakis

【Characteristics】

- Lives on the surface of internal organs and muscles of mackerel, saury, bonito, sardines, horse mackerel, squid, herring, etc.
- Translucent white, slightly thick thread-like, 2-3cm long.
- Rarely invades the human stomach or intestinal wall.
- Does not die from commonly used ingredients such as wasabi, soy sauce, and vinegar.



【Symptoms】

- Severe abdominal pain, usually in a few to several hours after eating.
- Maybe accompanied by nausea and vomiting.

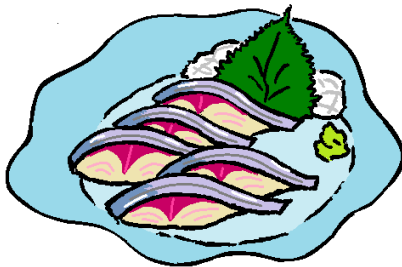
【Countermeasures】

- Freeze at -20°C or below for at least 24 hours, or heat to a core temperature of 60°C for at least 1 minute.
- When serving raw seafood, select the freshest possible ones, remove the organs early, and store them at low temperatures (below 4°C).
- Visually check for the presence of anisakis.

The most effective method for preventing anisakis is **FREEZING.**

～Real food poisoning cases～

A three-piece fish platter (marinated sesame mackerel, tuna, and bonito) was served to 20 customers at a restaurant. Approximately nine hours later, one customer developed abdominal pain and nausea and vomited. Anisakis worms were removed from the stomach of the patient who was diagnosed with “gastric anisakiasis”.



Of the three items served the tuna was frozen, but the marinated mackerel and bonito were not frozen. Furthermore, live anisakis worms were found in the marinated mackerel that were left at the store.

Chemical food poisoning

Histamine

If the temperature of fish is not properly controlled from the time it is caught until it is eaten, certain bacteria can grow inside the fish, which can cause it to produce a chemical called histamine.

【Characteristics】

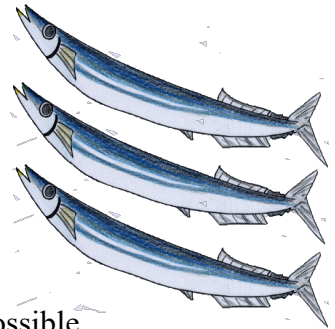
- Tuna, bonito, saury, mackerel, yellowtail, and their processed products have been reported as the main causative food.
- It will not break down even when heated.

【Symptoms】

- Allergic symptoms such as nausea, vomiting, facial flushing, and rash appear in minutes to hours after eating.

【Countermeasures】

- Keep fish refrigerated.
- Do not store fish in the refrigerator for a long time, eat as soon as possible.
- If you must store it for a long period of time, freeze it (below -18°C) and do not thaw and refreeze it repeatedly.



~Real food poisoning cases~

When saury hamburgers were served in school lunches, 87 people who ate them developed symptoms such as rashes and headaches. As a result of the investigation, histamine was detected in the saury paste.

An investigation into the distribution route revealed that a supplier felt it was a waste to throw away some unsold saury paste that was close to expiring, so they removed the expiration date label and stored it in the freezer. Five months later, it was discovered that saury paste had been delivered to the school without an expiration date on the label.

Detergents and disinfectants

There have been cases where detergents and disinfectants used in kitchens have been mixed into food and drinks, causing people who consumed them to complain of a burning sensation in the mouth, nausea, and vomiting to be rushed to hospital.

【Cases】

- A detergent was put into small food containers, leading to it being mistaken for food.
- The containers for cooking oil were mistaken for detergent containers because they looked similar to each other.
- No information was provided regarding a kettle that was being clean which resulted in hot water being mixed with a detergent that was in the kettle.



【Countermeasures】

- Do not refill detergents or other products into food containers.
- Store condiments and detergents on different shelves.
- When cleaning a kettle or other appliance, display a large sign so that everyone can immediately see that bleaching or cleaning is in progress.

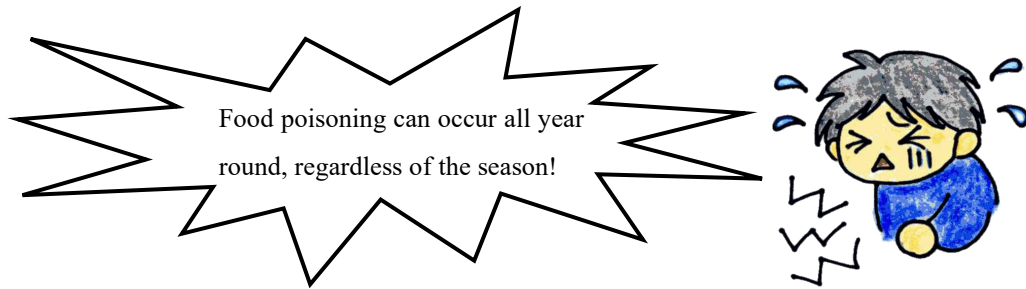
If Food Poisoning Occurs

If food contamination occurs, you may be held liable for the following:

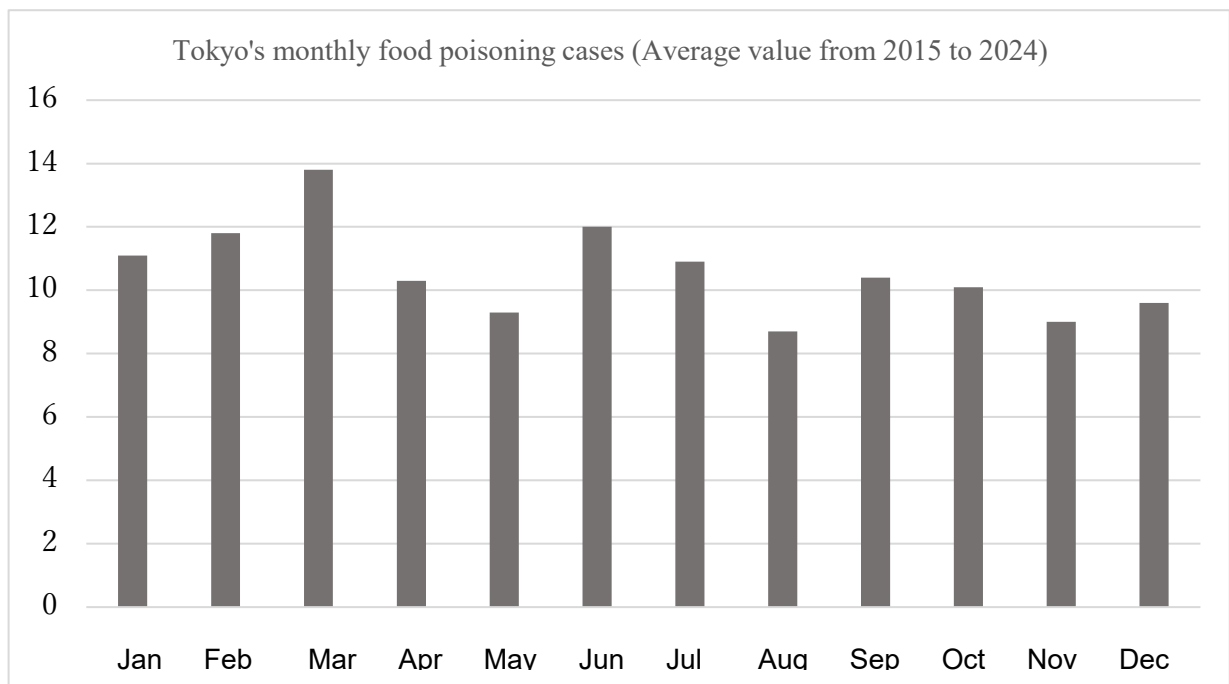
- | | |
|--------------------------------|--|
| 1 Social responsibility damage | Preventive measures, loss of credibility, pursuing accountability in reporting, impact on fellow businesses and the food industry as a whole, etc. |
| 2 Administrative liability | Orders for the disposal or recall of food
Orders to prohibit or suspend business, or to revoke licenses and other adverse actions |
| 3 Civil liability | Liability for damages (medical expenses, compensation, compensation for lost wages, etc.) |
| 4 Criminal liability | In some cases, criminal penalties under the Criminal Code, such as professional negligence resulting in bodily injury |

In general, both the supplier and manufacturer of food are liable for the above.

Business operators are obligated to check the safety of their products from the purchasing stage onwards.



Number of food poisoning cases in Tokyo in 2024: 111



Purpose of food poisoning investigation

If the public health center determines that a food poisoning investigation is necessary, an on-site investigation will be conducted even during business hours. It will be conducted for the following purposes:

1 To investigate the cause and prevent recurrence

Investigate the cause and resolve it to prevent recurrence.

2 To clarify the actual damage

Accurately assess the scale of the damage.

This helps to find customers who need help.

If employees are among those affected, food poisoning incidents may recur.

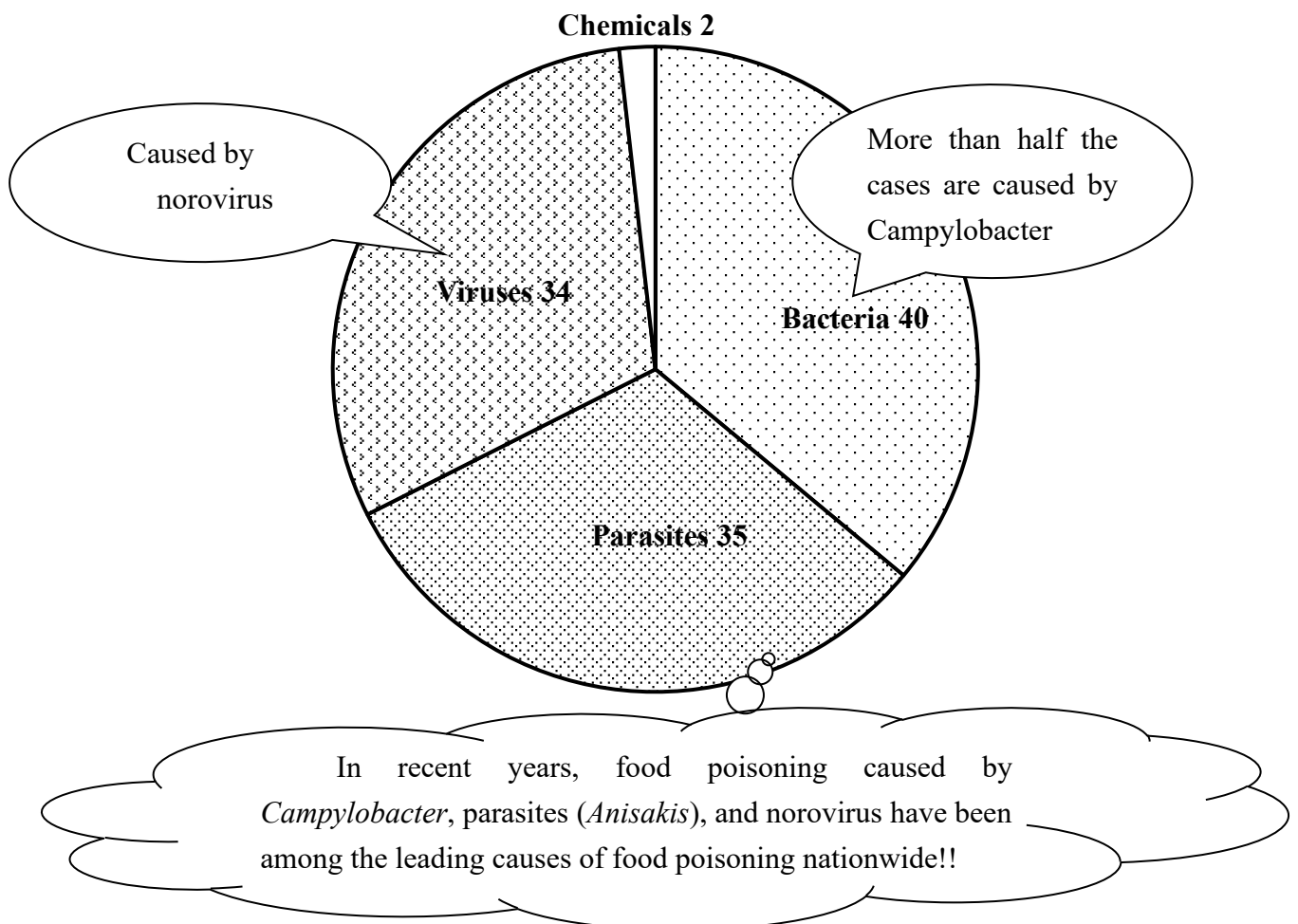
3 To limit liability and prevent further harm

Delays in investigations will lead to new cases.

Food poisoning may also occur at other restaurants that use the same ingredients.

《Tokyo Food Poisoning Cases by Etiological Agent (2024)》

(unit: item)

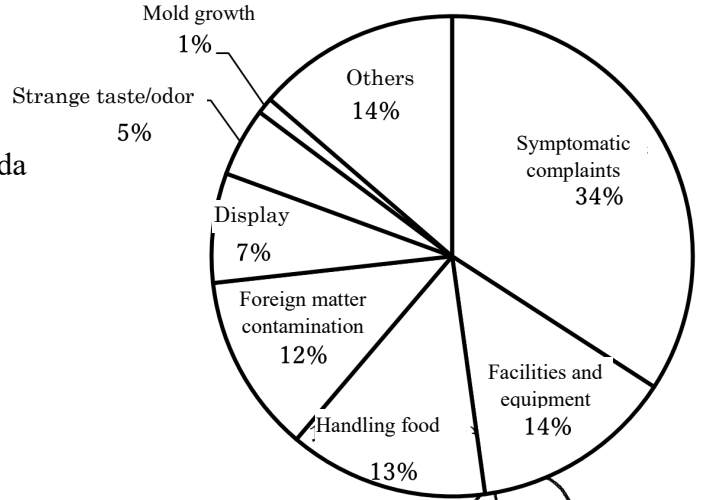


When Receiving Complaints

In Tokyo, there are approximately 4,000 cases of complaints regarding food products in a year.

There are around 350 complaints in Chiyoda Ward in a year.

《Number of complaints by category in Chiyoda Ward in fiscal year 2024》



【List of major complaint causes】

- **Symptomatic (complaining of feeling unwell)**
 ※Coping method: refer to "Complaints about Feeling Unwell"
- **Foreign matter contamination**
Don't throw away the foreign matter until the cause has been identified!
 ※Coping method: refer to "Three Principles of Complaint Handling"
- **Handling food**
 Not washing hands (especially after touching money or going to the toilet).
 Using the food dropped on the floor.
- **Facilities and equipment** (regarding the surrounding environment, such as bad odors and noise)
 Exhaust odor and white smoke
 Poor garbage disposal practices
 Rats and cockroaches seen



Complaints regarding physical ailments

-You may feel nervous, but respond to the complaint calmly-

•First tell the customer, "We would like you to go to a hospital as soon as possible because we are worried about your health condition."



•“Excuses”, “assumptions”, and “denials” are strictly prohibited.

⇒This can lead to another complaint, such as "The store's service was poor."

«Examples of undesirable responses»

"Maybe you're feeling sick because you were hungry and ate some greasy food?"

"If it was food poisoning, we would have received similar complaints from other customers, but we haven't received any."

• Listen calmly to the customer’s complaint, take notes, and explain politely if there are any misunderstandings.



• If you suspect that a customer has food poisoning, ask him/her to contact a local public health center that is available during the day.

• Provide information to the health center when receiving a report from a customer regarding physical ailments.

(When more than one group of customers complain about physical ailments, report these complaints to the health center immediately.)



Three principles of dealing with complaints

① Listen well to the customer making a complaint and check the details of the complaint.

→ Do part time employees receiving a complaint properly report it?

The person in charge may not be aware that an appeal has been made, which can lead to a larger problem.

② Investigate the cause of the complaint.

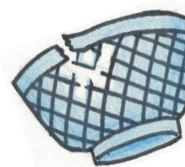
→ Do not dispose of the foreign substance questioned. The cause cannot be identified without the actual substance.

If it is difficult to identify the cause, consult the health center.

③ Determine actions to solve the problem and inform the customer making the complaint of the actions.

→ Without this step, no complaint can be resolved.

Pieces of equipment, dishes, etc. may get mixed in...

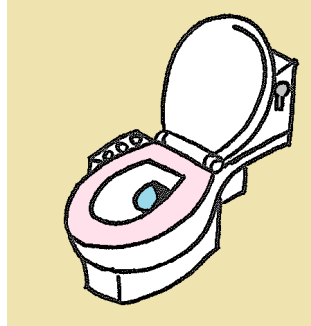


When to Wash Your Hands

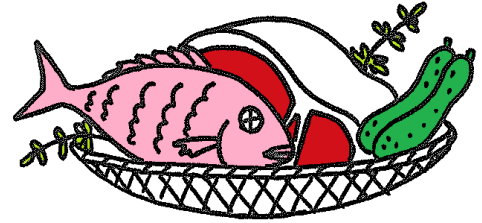
○ Before cooking



○ After lavatory use or breaks



○ After touching raw ingredients



○ After touching cardboard boxes or delivery containers

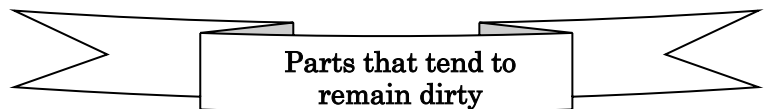
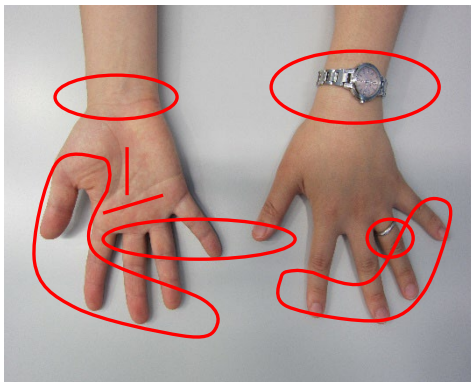
○ After using telephones or cash registers

○ When moving from a contaminated workspace to an uncontaminated workspace

○ After touching the face or hair

○ After other operations

○ After cleaning or touching waste bins



- Under the nails
- Fingertips
- Between fingers
- Creases of the palms
- Around the thumbs
- Wrists

→It is important to consciously wash these parts of the hands on a routine basis.

(When washing your hands, take off any accessories; otherwise you cannot sufficiently clean the areas around where accessories are worn.)

Daily check of washing hands

★Do you wash your hands only with water?

→This is not enough to wash off dirt from the wrinkles of your hands.

Make sure to use soap when washing your hands.

★Are you wiping your hands on your apron or clothes?

→Invisible bacteria and viruses also attach to aprons and clothes.

Use clean towels or paper towels and do not share towels.

Procedure of Washing Hands

① Wet your hands with water and rub the palms well with soap.



② Rub the backs of your hands to spread the soap.



③ Wash between the fingers.



④ Twist your thumbs while washing them.



⑤ Rub your fingertips and under the nails thoroughly.



⑥ Wash your wrists and go up to your elbows.



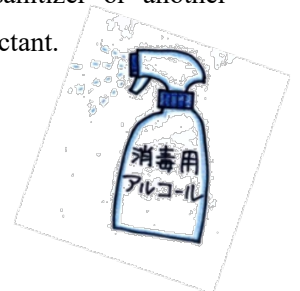
⑦ Rinse your hands thoroughly with water.



⑧ Wipe your hands with a clean towel or paper towel.



⑨ Disinfect your hands with hand sanitizer or another disinfectant.



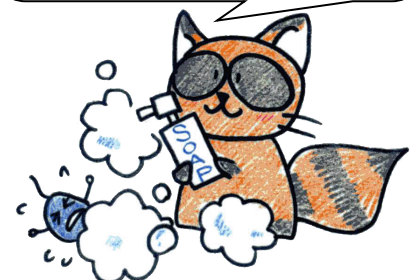
Wash twice!!

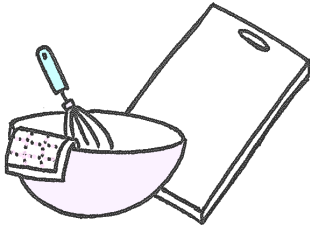
Before work, after using the toilet, and after handling raw meat or fish.

* Roll up your cuffs and wash your wrists, arms and elbows.

* Wounds and festering sores on the skin have various bacteria that can cause food poisoning. Be mindful of rough hands and take good care of them.

* There are various bacteria and viruses in nails as well. Keep your nails short.





Disinfection Methods

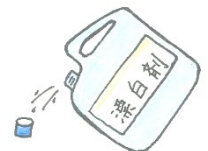
Disinfect items used for business regularly

	Items to be disinfected	Disinfection method	Precautions
Hot water Boiling water	Wooden items Stainless steel items Dishcloths etc.	At 80°C for at least 5 minutes In boiling water for at least 5 minutes	Some plastic products cannot be boiled due to the heat resistant temperature.
Sodium hypochlorite (bleaching agent)	Wooden items Plastic items Insides of refrigerators and shelves etc.	Read the label carefully, dilute the concentrated solution as instructed, and disinfect items using either method (1) or (2).* (1) Rinse items with water after soaking them in the solution for the time instructed. (2) Wipe shelves with cloths soaked in the solution. Wipe them with a damp cloth if necessary.	Metal products may rust when applying this solution. Clothing may also become bleached. Do not use this solution in places which cannot be ventilated. Do not mix this solution with acidic agents. Pay attention to the dilution ratio.
Disinfection alcohol	All tools Cooking table etc.	Spray alcohol.	Alcohol is not very effective when used on wet surfaces. Do not use alcohol in places with flammables nearby. Alcohol is not very effective against spores.

Thoroughly rinse items with detergents before disinfecting them.

* When diluting concentrated sodium hypochlorite solution...

Prepare a special basin or bucket and cup for the concentrate.
If you measure the water and concentrate once and mark the cup, you can make the solution easily next time by filling it to the mark..



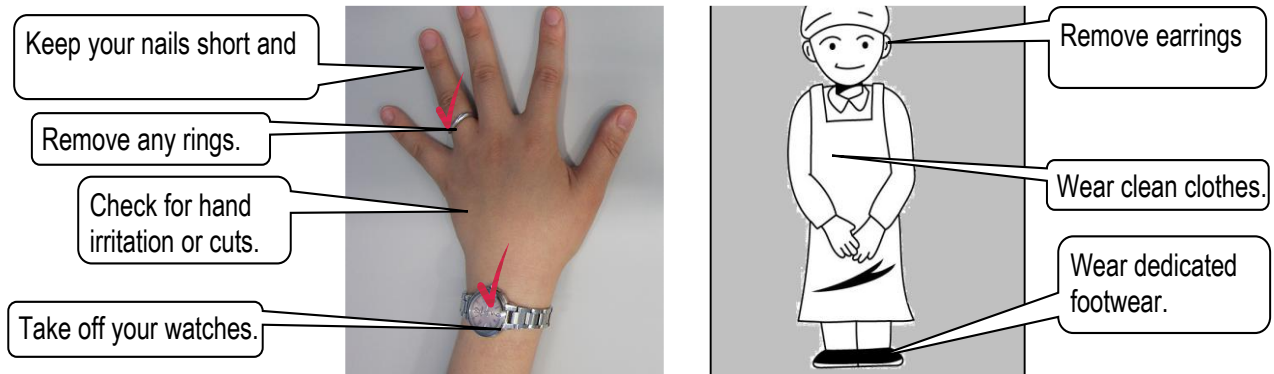
Dilution concentration guideline

- Floors and diapers soiled with feces and vomit 0.1%
e.g.) 5% concentrated: Stock solution required for dilution with 1 liter of water: 20 ml
6% concentrated: Stock solution required for dilution with 1 liter of water: 17 ml
- Soaking of clothes and utensils, toilet seats, doorknobs, handrails, floors, etc. 0.02%
e.g.) 5% concentrated: Stock solution required for dilution with 1 liter of water: 4 ml
6% concentrated: Stock solution required for dilution with 1 liter of water: 3 ml

☆When you store the disinfectant in a bottle, make sure to label the container clearly as “Disinfectant Solution” to prevent accidental ingestion.

Hygiene and Health Management of Workers

Are you appropriately prepared?



- Chapped or wounded hands are prone to have food-poisoning bacteria. Treat them appropriately before working!
- Workers with chapped or wounded hands must use disposable gloves or be assigned work that does not involve direct contact with food products.
- Do not touch hair or the face while working.
- Do not bring into workplaces any materials that may contaminate food products with a foreign substance.
- Do not smoke or change clothes in places other than specified spaces.

Manage health thoroughly!

- Ill employees must report the health condition to their supervisors and receive their instructions.

Month	Day	Health condition	Family health condition
Chiyoda	△△	○	○
Tokyo	□□	Diarrhea once	○

- If an employee shows symptoms such as vomiting, diarrhea, or fever, make such an employee receive a medical examination.

Check health condition!

Make sure that such employees do not directly touch food products until they no longer have a risk of infecting others.

These rules do not forbid employees from engaging in any work at workplaces. Employees may return to their regular work when considered to have no risk of infecting others. Make appropriate decisions on employees' health condition and avoid prohibiting employees from working when they are fit to work.

Handling of Food Related Items

Please check the handling of food products once again!

- Check food products at purchase for quality, freshness, temperature, packaging, and labeling.
- Check the use by dates of food products and make sure that FIFO (first in, first out) is practiced.
- Follow the labeled preservation methods.
 - Doesn't the label say "Refrigerate after opening"?
 - Do not store food products in places exposed to direct sunlight.
- When storing food in the refrigerator, cover it, and store it on the top shelf.
 - Store raw ingredients and finished food products separately.
- Cooking utensils should be thoroughly cleaned and disinfected.
 - Wash and disinfect them thoroughly, especially after handling raw fish, vegetables, or meat.

Hygiene Management of Facilities

Management of facility



- Make sure that the facility and its surroundings are cleaned every day and kept organized.
- Make sure that soaps and disinfectants are always available so that hand washing equipment can always be used.
- Do not let outsiders or animals into work spaces.
 - Make sure not to disturb the people in the neighborhood with smoke exhausts, unpleasant smells, noise, or water drainage from the store.
- Please store your garbage in a can with a lid to prevent rodents and insects from breeding.



Measures against rodents and insects

- Regularly conduct inhabitation research of rodents and insects.
If any rodents or insects are detected, eliminate them immediately and keep a record of the action for one year.
- Remove breeding areas of rodents and insects within or around the facility and prevent them from entering the facility.
- The rats you see outdoors are brown rats.
To control the rats, it is important to take measures against food waste which serves as food for them.
- If food waste is left in a bag outside for a long time, the number of rats feeding on it will increase. Please put food waste in garbage containers with lids or shorten the time between when you put it out and when the garbage collector comes to collect it.
- If the garbage is scattered by rats, clean it up immediately.
- If there are any unnecessary objects in front of your building or between it and the neighboring building, they can become hiding places for rats.
Keep these areas neat, tidy and clean to deter rats.
- The surface of a rat's body carries pathogens and parasites that can cause infectious diseases.
When disposing of dead rats and their droppings, or cleaning up areas where rats have been, be sure to wear gloves.

~ To keep rats away ~

◆ Lidded Containers

Dispose of food waste in a container with a lid.

◆ Short Exposure Time

Shorten the time between when you put out your food waste and when the garbage collector arrives.

Provision of Information on Food Products Containing Allergens

Be sure to understand the foods you provide so that you can inform customers with food allergies about the ingredients used. If you receive any information regarding a customer’s health being affected, please report it to the public health center.

Food allergen labeling for food products containing allergens is required for all food products and additives throughout the distribution process. The items subject to such labeling are broadly classified as “specific raw materials,” for which labeling is obligatory, and “quasi-specific raw materials,” for which labeling is recommended.

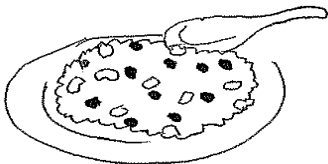
Category	Foods
Specific raw materials (8 items)	Shrimp (えび), crab (かに), walnuts (くるみ), wheat (小麦), buckwheat (そば), eggs (卵), milk (乳), peanuts (落花生/ピーナッツ)
Quasi-specific raw materials (20 items)	Almonds (アーモンド), abalone (あわび), squid (いか), salmon roe (いくら), oranges (オレンジ), cashew nuts (カシューナッツ), kiwifruits (キウイフルーツ), beef (牛肉), sesame (ごま), salmon (さけ), mackerel (さば), soybeans (大豆), chicken (鶏肉), bananas (バナナ), pork (豚肉), macadamia nuts (マカダミアナッツ), peaches (もも), yams (やまいも), apples (りんご), gelatin (ゼラチン)

As of February 2025

Food products sold in person or by weight, as well as food products served at restaurants, are not required to indicate that they contain allergens. However, providing accurate information will give customers more options. Based on correct knowledge and understanding, please make voluntary efforts to provide food allergen information.

Examples of providing food allergen information in your store or on your menu:

Shrimp pilaf (contains shrimp, wheat, eggs, and soybeans 一部にえび・小麦・卵・大豆を含む)



Hamburger steak (contains eggs, milk ingredients, wheat, beef, and pork 一部に卵・乳成分・小麦・牛肉・豚肉を含む)



Regulations for Enforcement of the Food Sanitation Act
 Order of the Ministry of Health and Welfare No. 23 of July 13, 1948
 Appended Tables 17 and 18 (Re: Article 66-2)

Necessary Measures for Public Health

Appended Table 17 (Re: Article 66-2, paragraph (1))

Appointment of food sanitation manager, etc.	<p>(a) A person who conducts business prescribed in Article 51, paragraph (1) of the Act (including as applied mutatis mutandis pursuant to Article 68, paragraph (3) of the Act; hereinafter referred to as the "business operator" in this Table) must appoint a food sanitation manager; provided, however, that this does not apply to a business operator specified in the items of Article 66-2, paragraph (4). The food sanitation supervisor specified in Article 48 of the Act may also serve as the food sanitation manager.</p> <p>(b) A food sanitation manager must be a person who meets any of the following cases.</p> <ol style="list-style-type: none"> 1. A person who satisfies the qualification requirements for food sanitation inspectors provided for in Article 30 of the Act, or food sanitation supervisor provided for in Article 48 of the Act. 2. A licensed cook, confectionery hygienist, nutritionist, ship cook, or sanitation managers prescribed in Article 7 of the Slaughterhouse Act (Act No. 114 of 1953) or work sanitation manager prescribed in Article 10 of the Slaughterhouse Act, or poultry slaughtering sanitation managers prescribed in Article 12 of the Poultry Slaughtering Business Control and Poultry Meat Inspection Act (Act No. 70 of 1990). 3. A person who has taken training sessions conducted by a prefectural governor, etc., or training sessions found appropriate by a prefectural governor, etc. <p>(c) A food sanitation manager must observe the following:</p> <ol style="list-style-type: none"> 1. Periodically attend training provided by prefectural governors, etc., or training approved by prefectural governors, etc., and endeavor to keep food sanitation (limited to business referred to in Article 54 of the Act (including as applied mutatis mutandis pursuant to Article 68, paragraph (3) of the Act)). 2. Manage sanitation by following the instructions of the business operator. <p>(d) A business operator is to respect the opinions of a food sanitation manager.</p> <p>(e) A food sanitation manager must exercise due care and also endeavor to state necessary opinions to the business operator, to comply with the measures provided for in Article 66-2, paragraph (3).</p> <p>(f) The business operator who processes pufferfish must have a person who is certified by a prefectural governor, etc. to have the knowledge of distinguishing the type of pufferfish and skills for removing toxic parts process pufferfish, or have another person process pufferfish in the presence of that person.</p>
(ii) Sanitation management of facilities	<p>(a) The facility and its surroundings must be periodically cleaned and maintained in a clean condition during operation, to prevent food sanitation hazards.</p> <p>(b) Unnecessary items must not be placed in areas where food or additives are produced, processed, cooked, stored, or sold.</p> <p>(c) Interior walls, ceiling, and floor of the facility must be kept clean.</p> <p>(d) Adequate lighting and ventilation in the facility must be secured and temperature and humidity must be appropriately managed as required.</p> <p>(e) Windows and entrances must not be left open. Measures to prevent the intrusion of dust, rodents, insects, etc. must be taken when the windows and entrances are left open.</p> <p>(f) Drainage channels must be cleaned to prevent blockage by solid matter and to ensure proper drainage, and repairs must be promptly if they are damaged.</p> <p>(g) Toilets must be kept clean, and cleaning and disinfection must be periodically.</p> <p>(h) Animals are not be kept in areas where food or additives are handled or preserved.</p>

<p>(iii) Sanitation management of equipment, etc.</p>	<p>(a) Machinery and tools are to be appropriately for their purpose to maintain sanitation.</p> <p>(b) Washing and disinfection of machinery and tools and their parts must be performed and they must be stored in a sanitary manner in designated places, to prevent metal pieces, foreign matter, or chemical substances from contaminating food or additives. If there is any malfunction or damage, repairs must be promptly, and they must be kept in proper working order.</p> <p>(c) When detergents are used for washing machinery and tools and their parts, they must be used in an appropriate manner.</p> <p>(d) For measuring instruments such as thermometers, pressure gauges, and flowmeters, and devices used for sterilization, disinfection, sanitization, or water purification, their functions must be periodically, and the results of the inspections are to be recorded.</p> <p>(e) Items that may come into contact with food or additives, such as tools, cleaning equipment, and protective equipment, must be sterilized with hot water, steam, or disinfectant and dried after each instance of contamination or each time work.</p> <p>(f) Care must be paid when handling detergents, disinfectants, and other chemical substances, and measures must be taken to prevent them from contaminating food or additives, such as labelling containers with their contents as required.</p> <p>(g) Equipment for facilities must be used in an appropriate manner according to the purpose, and is to be cleaned, dried, and stored in a designated place each time it is used.</p> <p>(h) Handwashing facilities must be equipped with soap, paper towels, etc., and disinfectants, and maintained so that hands and fingers can be appropriately cleaned and dried.</p> <p>(i) Cleaning equipment must be kept clean.</p> <p>(j) If handwashing facilities are used as cleaning purposes, subject to prefectural approval, it must be washed after each instance of contamination.</p> <p>(k) For food irradiation business, the absorbed dose must be verified using a chemical dosimeter at least once each business day, and records must be retained for two years.</p>
<p>(iv) Management of water used, etc.</p>	<p>(a) Water used for producing, processing, or cooking food or additives must be supplied by the water supply services provided for in Article 3, paragraph (2) of the Water Supply Act (Act No. 177 of 1957), the specified privately owned water supply systems provided for in paragraph (6) of that Article, or the specified building water supply systems with tank storage provided for in paragraph (7) of that Article (hereinafter referred to as "water supplied by water supply services, etc." in item (iii), (f) of the Appended Table 19) or potable water; provided, however, that this does not apply to use of water for refrigeration or other processes that do not affect the safety of food or additives.</p> <p>(b) If potable water is used, water quality testing must be conducted at least once a year and records of the results must be retained for one year (if the period until the food or additives handled is used or consumed is one year or longer, that period); provided, however, that if there is a risk of the water source, etc. being contaminated due to an unexpected disaster, water quality testing must be conducted each time there is a disaster.</p> <p>(c) When it is found that the conditions referred to in (a) are not satisfied as a result of the inspection referred to in (b), the use must be immediately.</p> <p>(d) When using water tanks, water tanks must be periodically and are to be kept clean.</p> <p>(e) If potable water is used and a sterilizing device or water purification device is installed, the device must be periodically to confirm proper operation, and the results must be recorded.</p> <p>(f) Ice that comes into direct contact with food must be made from water that is supplied by properly managed water supply equipment and that meets the conditions referred to in (a). Ice must be handled and stored hygienically.</p> <p>(g) When reusing water, necessary treatment so as not to affect the safety of food or additives.</p>
<p>(v) Measures against rodents and insects</p>	<p>(a) Facilities and their surroundings must be maintained in a condition conducive to proper upkeep, breeding sites of rodents and insects eliminated, and intrusion of rodents and insects must be prevented by installing screens on windows, doors, suction and exhaust ports, traps, drain covers, etc.</p> <p>(b) Pest control for rodents and insects must be conducted at least twice a year, and records of the work must be retained for one year; provided, however, that if, by conducting periodic, systematic inspections of locations, habitats, and entry routes of rodents and insects, and the state of damage, and by taking necessary measures based on the results of the investigation, the purpose can be achieved, alternative methods and frequencies appropriate to the facility.</p> <p>(c) When using rodenticides or insecticides, adequate care must be taken so as not to contaminate food or additives.</p> <p>(d) Raw materials, products, packaging materials, etc., are to be stored in containers and kept off floors and walls to prevent contamination by rodents and insects. Once opened once, measures to prevent contamination by storing them in containers.</p>
<p>(vi) Handling of waste and wastewater</p>	<p>(a) Procedures for the storage and disposal must be established.</p> <p>(b) Waste containers clearly distinguishable from other containers and kept clean to prevent leakage of dirty liquids or foul odors.</p> <p>(c) Waste must not be stored in areas where food or additives are handled or stored, including adjacent areas, unless it is found that food sanitation hazards will not occur.</p> <p>(d) Storage sites must be places where waste can be properly managed so as not to adversely affect the surrounding environment.</p> <p>(e) Waste and wastewater must be disposed.</p>

(vii) Sanitation management for persons who handle food or additives	<p>(a) Medical examinations for persons who handle food or additives (hereinafter "food handlers") must be conducted to ascertain health conditions relevant to preventing food sanitation hazards.</p> <p>(b) When a prefectural governor, etc. directs that a food handler undergo a feces examination, the food handler must comply with that direction.</p> <p>(c) When a food handler exhibits the following symptoms, efforts must be made to grasp the details of the symptoms and to judge whether the symptoms require examination by a physician or discontinuation of food handling duties.</p> <p>1. Jaundice 2. Diarrhea 3. Abdominal pain 4. Fever 5. Suppurative disease of the skin, etc.</p> <p>6. Secretion from the ears, eyes, or nose (where such discharge may transmit an infectious disease) 7. Nausea and vomiting</p> <p>(d) When a person with a skin injury engage in work, the injured area must be covered with a water-resistant covering material. In addition, food or additives that may have been contaminated by vomit must be disposed of. If vomiting occurs in a facility, the area must be immediately and properly disinfected.</p> <p>(e) Food handlers must wear exclusive work clothes appropriate to the task and wear hats and masks as required when engaging in food handling work. In addition, they must use exclusive footwear in the workplace and must not leave the designated area wearing the footwear.</p> <p>(f) Food handlers must not bring decorative items that may interfere with handwashing or allow foreign matter to enter food handling areas.</p> <p>(g) When food handlers use gloves, they are to use those that use water-resistant materials for the parts that come into direct contact with raw materials.</p> <p>(h) Food handlers must keep their nails short and wash their hands to maintain cleanliness to prevent food sanitation hazards.</p> <p>(i) After using the toilet, or after handling fresh raw materials, food handlers must thoroughly wash and disinfect their hands. When disposable gloves are used to handle fresh or unheated raw materials, gloves must be replaced after finishing the work.</p>
(vii) Sanitation management for persons who handle food or additives	<p>(j) A food handler must not conduct the following while handling food or additives:</p> <p>1. Unnecessarily contaminating hands, tools, or containers and packaging.</p> <p>2. Expectoring or spitting.</p> <p>3. Contaminating food or additives with droplets from coughing or sneezing, or causing the risk.</p> <p>(k) Food handlers must not change clothes, smoke, eat, or drink except in designated areas.</p> <p>(l) When persons other than food handlers enter the facility, they must change into clean, exclusive work clothes, and must comply with the provisions on sanitation management for food handlers set forth in this paragraph.</p>
(viii) Implementation of food inspection	<p>(a) Business operators who cooks the same food and serve 300 meals at a time, or 750 meals per day, the food is to be preserved for an appropriate period. Raw materials must be retained in their purchased without washing or sterilizing them.</p> <p>(b) In such cases, information of the recipient of the cooked food, the time of serving (or, when food is transported for serving, the time of departure), and the quantity served must be recorded and retained.</p>
(ix) Provision of information	<p>(a) Business operators must endeavour to provide consumers with information for consumers to safely eat food or additives that are collected, produced, imported, processed, cooked, stored, transported, or sold (hereinafter "products").</p> <p>(b) When a business operator has received from a customer information on damage to health related to the products (limited to those that have been diagnosed by a physician and has been diagnosed that the symptoms are caused by or suspected to be caused by the food or additives; hereinafter the same applies in this item) and information on violation of laws, the business operator is to report such information to a prefectural governor, etc.</p> <p>(c) A business operator (limited to a person stated in the items of Article 66-2, paragraph (5)) is to collect information on health damage related to the food for specified health uses, and the foods with functional claims defined in Article 2, paragraph (1), item (x) of the Food Labeling Standards (excluding cases in which the food containing designated ingredients), and when the business operator obtains information that there is a risk of occurrence or spread of health damage related to the food, they are to promptly provide the information to a prefectural governor, etc., notwithstanding the provision of (b).</p> <p>(d) When a business operator has obtained information on abnormal tastes or odors, mixing in of foreign substances, or other information from which the risk of health damage is undeniable for products, the business operator is to report such information to a prefectural governor, etc.</p>
(x) Recall and disposal	<p>(a) Where food sanitation hazards arising from products have occurred or there is a risk of such a hazard to prevent harm to consumers, a business operator is to specify a responsibility for recalls, consumer notification procedures, specific recall method, and procedures for making a report to the prefectural governor, etc. who has jurisdiction over the location where the facility that handles the food or additives is located, so that the food or additives.</p> <p>(b) When recalling products, recalled are to be stored separately from products not subject to recall, and are to be appropriately.</p>

(xi) Transportation	<p>(a) Vehicles, containers, etc. to be used for transporting food or additives must be washed and disinfected as required to prevent contamination of food, additives, or their containers and packages.</p> <p>(b) Vehicles, containers must be maintained in proper condition through repairs, etc.</p> <p>(c) When food or additives are loaded together, food or additives must be separated by storing them in appropriate containers as necessary, to prevent contamination from other cargo.</p> <p>(d) Food or additives must be managed to prevent contamination by dust, exhaust gas, etc. during transport.</p> <p>(e) When vehicles, containers, etc., used to transport different food or additives, or other cargo are reused, they must be effectively cleaned and disinfected as required.</p> <p>(f) For food or additives, dedicated vehicles, containers must be used as necessary, and clearly indicated.</p> <p>(g) Temperature and humidity must be carefully controlled during transport.</p> <p>(h) Delivery times must be set based on temperature and humidity during transport, and managed to ensure prescribed delivery time.</p> <p>(i) When cooked food is delivered for serving, it must be properly managed taking into account the time until consumption.</p>
(xii) Sales	<p>(a) Stock must be purchased based on anticipated sales volume.</p> <p>(b) Products must be managed to prevent sale at inappropriate temperature such as when exposed to direct sunlight.</p>
(xiii) Education and training	<p>(a) Necessary education for sanitation management.</p> <p>(b) Persons who handle chemical substances to enable them to handle such substances safely.</p> <p>(c) The effects of the education and training referred to in (a) and (b) must be periodically verified, and the content revised as required.</p>
(xiv) Others	<p>(a) Efforts must be made to prepare and retain records on suppliers, production or processing, etc., shipping or sales destinations, and other relevant matters concerning food or additives handled, to the extent necessary for preventing food sanitation hazards.</p> <p>(b) When self-inspection is conducted on produced or processed products, efforts must be made to retain the records.</p>

Appended Table 18 (Re: Article 66-2, paragraph (2))

Sanitary management based on Hazard Analysis and Critical Control Points	<p><u>(i) Analysis of hazard factors</u> Prepare a list of factors that may cause food sanitation hazards (hereinafter "hazard factors") for each stage of production, processing, cooking, transportation, storage, or sale of food or additives, and specify measures to control those hazard factors (hereinafter "control measures").</p> <p><u>(ii) Determination of critical control point</u> To decide the essential processes to take control measures to prevent, eliminate, or reduce the occurrence of hazard factors specified in the preceding item (hereinafter "critical control points") to an acceptable level.</p> <p><u>(iii) Establishment of control criteria</u> Establish criteria to prevent, eliminate, or reduce the occurrence of hazard factors at individual critical control points (referred to as "control criteria") to an acceptable level.</p> <p><u>(iv) Establishment of monitoring methods</u> Establish monitoring methods for cases in which deviation from the control criteria.</p> <p><u>(v) Establishment of improvement measures</u> To establish improvement measures for cases in which deviation from the control criteria at a critical control point.</p> <p><u>(vi) Establishment of verification method</u> Establish procedures to periodically verify the effectiveness of the measures set forth in the preceding items.</p> <p><u>(vii) Preparation of records</u> Prepare documentation on the measures set forth in the preceding items and records of their implementation, appropriate to the size and type of business.</p> <p><u>(viii) A business operator provided for in Article 34-2 of the Order</u> A business operator provided for in Article 34-2 of the Order (including a business operator who engages in business of a size that is provided for in Article 66-4, item (ii) which produces additives) may simplify the matters stated in the preceding items according to the characteristics of the food handled or the size of their business and take necessary measures for public health.</p>
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Article 66-2

- (1) The criteria specified by Order of the Ministry of Health, Labour, and Welfare referred to in Article 51, paragraph (1), item (i) of the Act (including as applied mutatis mutandis pursuant to Article 68, paragraph (3) of the Act) are as prescribed in the Appended Table 17. The criteria specified by Order of the Ministry of Health, Labour, and Welfare referred to in Article 51, paragraph (1), item (ii) of the Act (including as applied mutatis mutandis pursuant to Article 68, paragraph (3) of the Act) for the matters stated in that paragraph are as prescribed in the Appended Table 18.
- (3) A business operator must specify the necessary measures for public health based on the provisions of Article 51, paragraph (2) of the Act (including as applied mutatis mutandis pursuant to Article 68, paragraph (3) of the Act), in accordance with the criteria referred to in the preceding two paragraphs and pursuant to the provisions of the following items, and abide by those measures:
- (i) to prepare plans for sanitation management of facilities and handling, etc. of food or additives (hereinafter referred to below as "sanitation management plan") and thoroughly inform the persons who handle food or additives and the relevant persons of the sanitation management plan, in order to prevent the occurrence of food sanitation hazards;
 - (ii) to take into consideration the facilities and equipment, the structure and materials of machinery and tools, and the processes of producing, processing, cooking, transporting, storing, or selling food, and prepare a procedure manual for appropriately taking necessary measures for public health in those processes (hereinafter referred to below as "procedure manual") as required;
 - (iii) to record and preserve the implementation status of sanitation management. The period for preserving the records is to be reasonably established by taking into account the period until the food or additives handled are to be used or consumed; and
 - (iv) to verify the effectiveness of the sanitation management plan and the procedure manual, and review their content as required.
- (4) For a business person prescribed in the following items, the items of the relevant paragraph is applied by replacing the term "to prepare" in item (i) of the preceding paragraph with "to prepare as necessary" and the term "to record and preserve" in item (iii) of that paragraph with "to record and preserve as necessary".
- (i) a person who conducts business of importing food or additives;
 - (ii) a person who conducts business of only storing or transporting food or additives (excluding a person who is engaged in the business of freezing or refrigerating food);
 - (iii) a person who conducts business of selling among food or additives packed or wrapped in containers and packages, food or additives that are unlikely to cause food sanitation hazards resulting from rotting, deterioration, or other degradation of quality when preserved by a method other than freezing or refrigerating;
 - (iv) a person who conducts business of importing or selling apparatus, or containers and packages.

Guidance on Stool Examinations Conducted by the Chiyoda Public Health Center

If you wish to undergo the examination as part of your self-management, the Chiyoda Public Health Center accepts applications for stool examination as shown below. Please note that the application procedures for bacteriological examination and norovirus examination differ. The information given in this guidance is accurate as of April 2024. Since application acceptance dates, hours and examination fees may change, please contact us for further details.

Chiyoda Public Health Center, Environmental Health Division, Testing and Inspection Section

千代田保健所生活衛生課試験検査係 Tel. 03-5211-8165

Bacteriological Examination

(As of April 2025)

Eligible persons: Those residing/working/attending schools in Chiyoda City

Target bacteria and examination fees (including the container cost)

- | | |
|---|------------------------------------|
| (1) Typhoid bacteria, <i>Salmonella Paratyphi A</i> , dysentery bacteria, <i>Salmonella</i> , and enterohemorrhagic <i>E. coli</i> O157 | 480 (including container cost) |
| (2) Enterohemorrhagic <i>E. coli</i> O26 | 480 (including the container cost) |
| (3) Enterohemorrhagic <i>E. coli</i> O111 | 480 (including the container cost) |

Distribution of container

Please pick up a container and an application form in advance at the **first-floor counter of the Chiyoda Public Health Center (1-2-14 Kudankita).**

(Opened from 9 a.m. to 5 p.m. on weekdays and closed on the year end and New Year holidays and public holidays)

Sample taking

Collect the sample as close as possible to submission and keep it in a cool, shaded place. (If you need to take a stool sample earlier, you should do so within three days before the date of submitting it.)

Acceptance of sample

- Date From **10 a.m. to 4 p.m.** on every Tuesday and Friday
Excluding the year end and New Year holidays and other designated days you should check the business hours beforehand
- Location: Reception desk on **the first floor of the Chiyoda Public Health Center**

Receiving results

Notification of examination results will be issued to you in about one week after you submit

the sample.

① If you want to receive the results at the center

- Location: Reception desk on the first floor of the Chiyoda Public Health Center
- Open hours : 9 a.m. to 5 p.m. on weekdays (excluding the year end and New Year holidays and other public holidays)
- What you should bring: Exchange slip for notification of examination results that is given to you when you submit your sample

② If you want to receive the results by mail

When you submit your stool sample, bring a return envelope bearing a stamp and your name and address.

Norovirus Examination

~Reservation required~

(As of April 2025)

Eligible persons: Those residing/working/attending schools in Chiyoda City

Examination fee (including the container cost)

Norovirus examination ¥6,000

※Payment is due at the time of sample submission.

Reservations (receipt number : 0 3 — 5 2 1 1 — 8 1 6 5)

Submission of a sample on Tuesday: Make a reservation by telephone by Friday of the week before the week of submitting the sample.

Submission of a sample on Friday: Make a reservation by telephone by Wednesday, two days before the date of submitting the sample

Distribution of containers

After making a reservation, please come to the counter on the 6th floor of the Chiyoda Public Health Center (1-2-14 Kudankita).

(Opened from 9 a.m. to 5 p.m. on weekdays and closed on the year end and New Year holidays and public holidays)

The container differs from those for standard stool examinations. Make sure to bring the container for norovirus examination

Sample taking

Collect the sample the day before or on the day, and keep it in a cool, shaded place.

Acceptance of sample

- Date: From 10 a.m. to 3 p.m. on every Tuesday and Friday

(Excluding the year end and New Year holidays and other public holidays; you should check the business hours beforehand.)

- Location: Reception desk on the first floor of the Chiyoda Public Health Center

Receiving results

Results will be issued about one week after submission.

① If you want to receive the results at the center

- Location: Reception desk on the first floor of the Chiyoda Public Health Center
- Open hours: 9 a.m. to 5 p.m. on weekdays (excluding the year end and New Year holidays and other public holidays)
- What you should bring: Exchange slip for notification of examination results that is given to you when you submit your sample

② If you want to receive the results by mail

When you submit your stool sample, bring a return envelope bearing a stamp and your name and address.

Notice of Carrier Screening Program

This program aims to identify the carrier status of pathogens such as enterohemorrhagic Escherichia coli (EHEC) and Salmonella among food handling businesses by requesting cooperation in stool sample testing, thereby helping to prevent food poisoning.

The information provided here is current as of April 2025. Please note that the implementation method may change. For details, please contact us.

Implementation Period: Annually from May to October

Implementation Method:

- ① Visit the counter on the 1st floor of the Chiyoda Public Health Center (1-2-14 Kudan Kita) to receive a stool collection tube and the designated test application form (Weekdays, 9:00 AM to 5:00 PM).
- ② Collect a stool sample using the provided collection tube and submit it together with the application form at the counter on the 6th floor of the Chiyoda Public Health Center during the designated submission times (Tuesdays and Fridays, 10:00 AM to 4:00 PM; availability may vary depending on the schedule).
- ③ Test results will be available for pickup at the 1st floor counter of the Chiyoda Public Health Center approximately 10 days after sample submission.
* If you wish to receive the results by mail, please bring a stamped, self-addressed envelope when submitting your sample.

Cost: Free of charge (up to 15 samples per year)

Target facilities: Food service establishments, meat processing facilities, meat retailers, seafood retailers, tofu manufacturing facilities, poultry processing facilities, and group meal service facilities.

*If the test result is positive, the Chiyoda Public Health Center will conduct the necessary investigations and provide appropriate guidance.

Your cooperation is appreciated. Additionally, information regarding your business type, age, and gender will be shared with the Tokyo Metropolitan Government.

Food hygiene lectures by the Chiyoda Public Health Center

The Chiyoda Public Health Center holds food hygiene lectures as shown below to help you understand what you should know about food hygiene practice. Anybody is welcome to participate.

For further details, please refer in advance to articles published in the Chiyoda Public Relations Bulletin, or contact the Environmental Health Division by phone.

- **Summer food hygiene lecture 【夏季食品衛生講習会】 in May (Jointly held with Chiyoda Food Hygiene Association)**
- **Fall food hygiene lecture 【秋季食品衛生講習会】 in November**

Useful websites

The latest information on food hygiene is available at the following websites. (The address listed is current as of July 2025 and is subject to change.)

Chiyoda City: Food hygiene



Food Inspection Division of the Tokyo Metropolitan Government

“Food Sanitation Portal”

【食品衛生の窓】



**MHLW Information by Topic
Health and medical foods**



Consumer Affairs Agency - Top Page



**Consumer Affairs Agency/Policies
Policy List (Overview of the Consumer
Affairs Agency’s Responsibilities)
Food Labeling Planning**



Food Safety Commission - Top Page



Hygiene Control Plan

● Place a check mark next to a check method to be implemented. (e.g. Return)

● If your implementation method is different from the methods listed here, choose “Others” and write the method in the column.

① Points of the good hygiene practices (The following points are for the basic hygiene control required throughout handling.)

Control item	Implementation method		
	When to conduct	How to conduct	What to do when an issue is found
A. Check ingredients at receipt	<input type="checkbox"/> At receipt of ingredients <input type="checkbox"/> Others ()	<input type="checkbox"/> Check the appearance, smell, packaging condition, labeling (expiration date, storage method), the product temperature, etc. <input type="checkbox"/> Others ()	<input type="checkbox"/> Return <input type="checkbox"/> Dispose <input type="checkbox"/> Others ()
B. Check the temperature in the refrigerator and/or the freezer	<input type="checkbox"/> Before work <input type="checkbox"/> After work <input type="checkbox"/> Others ()	<input type="checkbox"/> Check the temperature of the inside with a thermometer (Fridge: below 10°C, Freezer: below -15°C) <input type="checkbox"/> Others ()	<input type="checkbox"/> Check the set temperature and cause of the problem in order to correct <input type="checkbox"/> Request repairing when a trouble is suspected <input type="checkbox"/> Check the condition of ingredients when exceeding the proper temperature <input type="checkbox"/> Others ()
C. Prevent cross-contamination or secondary contamination	<input type="checkbox"/> During the operation <input type="checkbox"/> Others ()	<input type="checkbox"/> Make sure to use utensils according to each purpose <input type="checkbox"/> After handling fresh ingredients such as raw meat or raw fish, wash and sanitize utensils such as cutting boards, knives, or bowls after use each time <input type="checkbox"/> Check storage in the refrigerator <input type="checkbox"/> Others ()	<input type="checkbox"/> Conduct the washing and sanitizing of utensils <input type="checkbox"/> Dispose of the contaminated ingredients or use for heating <input type="checkbox"/> Others ()
D. Wash and sanitize utensils	<input type="checkbox"/> Before use <input type="checkbox"/> Each time <input type="checkbox"/> After use <input type="checkbox"/> Others ()	<input type="checkbox"/> Wash and sanitize utensils after use <input type="checkbox"/> Others ()	<input type="checkbox"/> If stains or dishwashing detergent remain, wash, rinse, and sanitize again <input type="checkbox"/> Others ()
E. Clean and disinfect toilets	<input type="checkbox"/> Before work <input type="checkbox"/> After work <input type="checkbox"/> Others ()	<input type="checkbox"/> Wear cleaning uniform and gloves for toilet cleaning to clean and disinfect toilets <input type="checkbox"/> Disinfect the toilet seat, flush lever, handrail, door knob, etc. <input type="checkbox"/> Others ()	<input type="checkbox"/> When a toilet is dirty, clean with cleaning agents and sanitize <input type="checkbox"/> Others ()

F. Personal hygiene / Wearing clean work clothes, etc.	<input type="checkbox"/> Before work <input type="checkbox"/> Others ()	<input type="checkbox"/> Check the health condition of employees (diarrhea, nausea, fever, etc.) <input type="checkbox"/> Check the staff's hands for cuts <input type="checkbox"/> Check the work clothes <input type="checkbox"/> Others ()	<input type="checkbox"/> Go to the doctor and refrain from any work which involves touching foods <input type="checkbox"/> Put a bandage on the wound and wear a disposable glove <input type="checkbox"/> Change into clean work clothes Others <input type="checkbox"/> Others ()
G. Conduct hygienic hand wash	<input type="checkbox"/> After using the toilets <input type="checkbox"/> Before entering into the cooking facility <input type="checkbox"/> Before plating <input type="checkbox"/> When changing tasks <input type="checkbox"/> After handling raw meat or raw fish <input type="checkbox"/> After handling cash <input type="checkbox"/> After cleaning <input type="checkbox"/> Others ()	<input type="checkbox"/> Conduct hygienic hand washing using dedicated equipment for hand washing <input type="checkbox"/> Others ()	<input type="checkbox"/> Wash hands well if your hand-washing method or timing is not appropriate <input type="checkbox"/> Others ()
[Additional items]			

Additional item examples

When adding new items other than the control items from A to G in accordance with the operational style, write them in the [Additional items] column.

Hygiene control on facilities and equipment (organizing, tidying, cleaning, washing, disinfecting)	Choose items according to the actual work situation to conduct them after work every day.
Control of rodents and insects	Inspect the inhabitation status regularly. Take extermination measures when confirming the occurrence.
Handling of waste	After work, dispose of waste and clean up the surroundings.

Monthly Review (the details)

① Daily records (every business day; if you forgot to keep records on any day in a month, please fill in the column below)

Month recorded	Write down improvement measures to make sure details are recorded properly without missing a single day.
(Example) X (mo)	There were cases marked ○ that weren't checked sufficiently. Will make sure to check every day.

② Records of issues of having many ×, complaints, hygiene issues, or other issues.

Month recorded	Write down points of the issues, their causes or reasons, and improvement measures.
(Example) X (mo)	There were several situations where Mr. A didn't wash his hands. Because he didn't understand the importance of washing hands, reminders including the purpose of the practice were given to him. (Date)

③ Records of training when an employee was replaced.

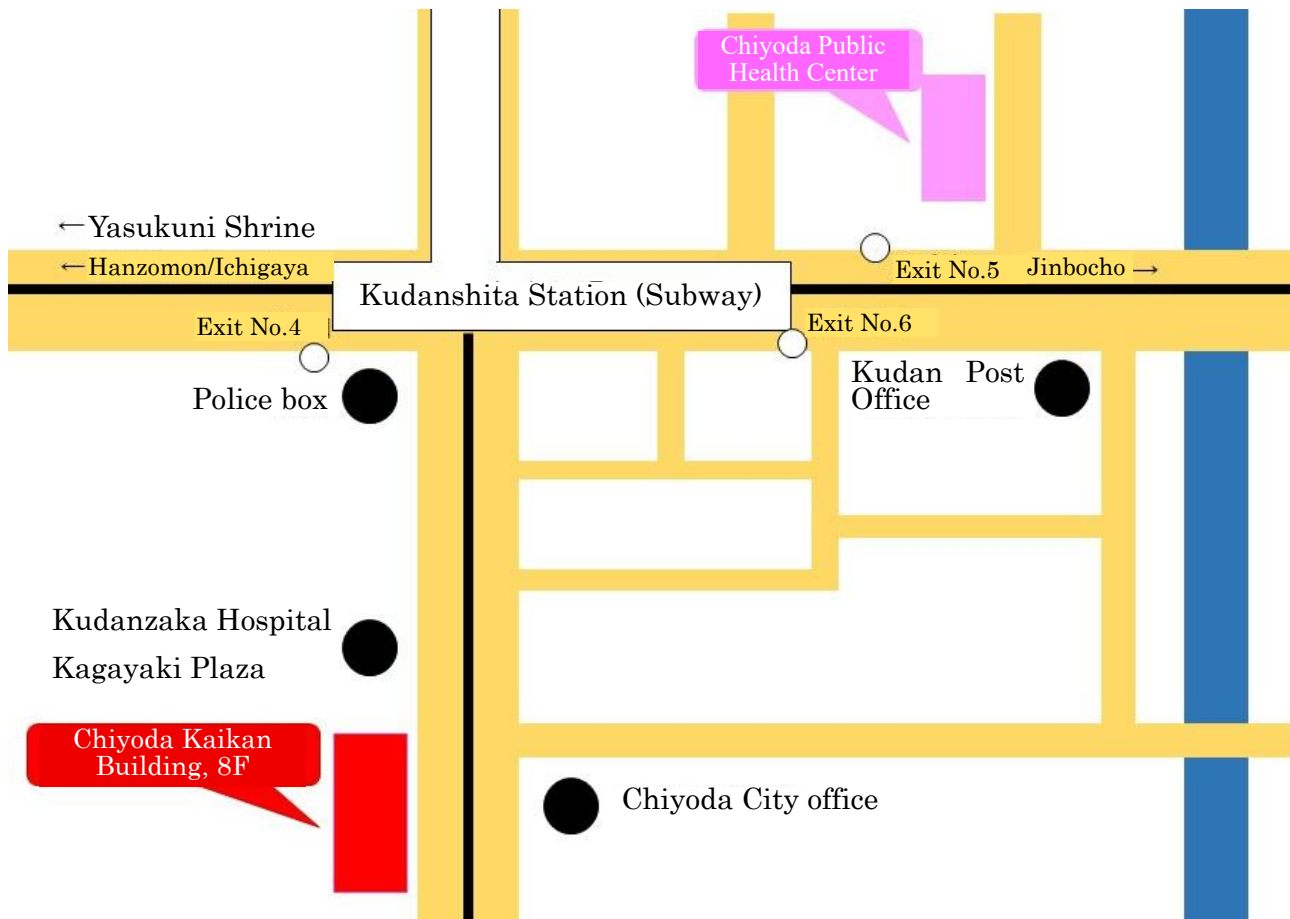
Month recorded	Write down when you explained the Hygiene Control Plan, as well as whether the employee who heard the explanation understood and practiced the Hygiene Control Plan.
(Example) X (mo)	Mr. D was newly hired as a part-time employee, and the Hygiene Control Plan was explained to him. (Date) It was confirmed that his hand washing and food handling were adequate.

④ Records of changes to the menu, ingredients, or suppliers

Month recorded	Write down the details of changes made after the Hygiene Control Plan was revised. When no revision is needed, write down the reason.
(Example) X (mo)	(When revised) Because the steamed chicken was added to the menu, the dish was added to the Critical control points. (Date)
	(When no revision is needed) Grilled fish in the set meal menu was changed from mackerel to salmon. No change in the management method. (Date)

⑤ Records of purchasing new equipment or utensils

Month recorded	Write down the details of changes made after the Hygiene Control Plan was revised. When no revision is needed, write down the reason.
(Example) X (mo)	(When revised) A low temperature cooker and a cooking thermometer were purchased. A field to check the central temperature was added to the Control method section in the Critical control points. (Date)
	(When no revision is needed) A new refrigerator was installed. No change in the management method. (Date)



Chiyoda Public Health Center (千代田区千代田保健所)

Environmental Health Division, Food Safety

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