# The Sharjah Food Safety Program

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The Sharjah Food Safety Program (SFSP) is a government initiative being led by Sheikha Dr Rasha Al-Qassemi (pictured on the right) and the Conformity Assessment and Health Education Office (CAHEO) of Sharjah Municipality, in the Emirate of Sharjah, United Arab Emirates (UAE).

The program involves innovative and integrated food safety training, assessment, management system implementation, audit and certification for the food sector in Sharjah, which includes over 7,000 food service, food retail, and food manufacturing businesses.

At the time of writing, the program is in its fourth year, and has so far brought about significant positive impact to the food safety practices in the Emirate of Sharjah. The program is the first of its kind to integrate the ‘end-to-end’ components of large-scale food safety implementation and manage them within an over-arching program structure.

The SFSP has its origins in 2009 when members of the CAHEO began an analysis of food safety requirements for the Emirate of Sharjah. Momentum built until early 2010, when the CAHEO team formally invited tenders from third-party providers of food safety consulting, training, qualifications and materials, to assist with the provision of solutions.

TSI Quality Services (TSI), a UAE-based food safety and HACCP program specialist was selected to assist with the detailed design, development, and implementation of the SFSP, following a proposal that focused on a program designed and managed by the Sharjah Municipality itself, rather than by external commercial bodies.

During 2010, the team created a comprehensive design for the program based on international food safety best practice and a rigorous program management structure. Following an initial Pilot, the SFSP formally launched at the start of 2011.
The primary aim of the SFSP is to improve food safety standards in the Emirate of Sharjah. This relates to overall food safety practices, and importantly does not only seek to improve food safety knowledge, but also positively impact attitude and behaviour. Related aims include the protection and improvement of public health, the creation of sustainable local food safety expertise and an increase in private sector investment in sectors such as tourism.

From a practical perspective, the SFSP aims to establish food safety management systems based on the principles of good hygiene practice (GHP) and Hazard Analysis Critical Control Point (HACCP) in every food business.

This is to be enabled by the creation of a food sector sufficiently trained and empowered to implement, manage and maintain such systems. This follows international best practice with particular reference to recent guidance issued by the Food and Agriculture Organization and World Health Organisation (WHO) of the United Nations (Codex, 2009; FAO/WHO, 2006).
In the SFSP, phases represent *broad functional divisions of program implementation*. There are two overall phases:

**Phase One: GHP**
This phase covers Good Hygiene Practices (GHP) requirements, and therefore establishes controls for general hazards such as cleaning, personal hygiene, and pest control. It aims to raise the baseline standard of hygiene to a consistent level across the food industry in Sharjah.

**Phase Two: HACCP**
This phase covers Hazard Analysis Critical Control Point (HACCP) requirements, and therefore establishes controls for specific hazards, including areas such as cooking, cooling, and cold preparation.

Both phases involve the design, development, testing (Piloting), training, implementation, audit and monitoring of appropriate food safety management system solutions (these are defined later in the *Food Safety Solutions* section).

Phasing the program in this manner enables industry to adopt food safety management practices in an achievable way within a realistic time frame. It also enables the Sharjah SFSP team, regulators and inspection functions to provide oversight in a timely and effective manner. Figure One illustrates the phased approach.

*Figure One - SFSP Phases:*

<table>
<thead>
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<tbody>
<tr>
<td>Planning and Pilot</td>
<td>Phase One: GHP</td>
<td>Planning and Pilot</td>
<td>Phase Two: HACCP</td>
<td></td>
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</tbody>
</table>

*Note 1:* Phases will be ongoing given continual turnover within the industry (new businesses and new staff); the phasing illustrated above indicates the bulk of initial implementation.

*Note 2:* The length of phases shown above does not reflect the relative complexity of GHP versus HACCP. Relative to HACCP, the GHP phase appears disproportionately long, mainly due to a planned elongated period of program ramp-up (acceleration) during Phase One.
In each phase, the program roll out is sequenced by sector. From a program management perspective this enables a realistic level of focus for planning, monitoring and control. It also enables a prioritisation aligned to perceived risk. For example, based on an analysis of Sharjah Municipality data, the food service sector (catering) has been prioritised in Phase One (GHP); it was agreed by the program team that food safety improvements in this sector would have the most immediate impact on public health.

This decision informed the planning for Phase Two (HACCP). Simultaneous implementation of both GHP and HACCP in the same sector was not deemed realistic. Therefore, Phase Two implementation for food service and retail was planned after Phase One implementation.

Furthermore, following existing legislation, many manufacturing and large scale catering businesses in Sharjah had already implemented HACCP systems, with varying levels of success. It was therefore judged sensible to sequence these businesses at the start of Phase Two.

Furthermore, sequencing these businesses at the start of Phase Two was also intended to quickly address any areas for improvement in the existing third-party commercial provision of HACCP training, consulting, audit and certification.

**Figure Two - Sector Sequencing:**

<table>
<thead>
<tr>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Phase One: GHP</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Food Service</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Food Retail</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FM</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phase Two: HACCP</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FM &amp; LFS</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Food Service (SLDBs)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Food Retail</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

FM: Food Manufacturing
LFS: Large Scale Food Service
SLDB: Small and/or Less Developed Business (FAO/WHO, 2006)
A further subdivision has been applied to each sector, namely the staging of training. In each sector, training will be delivered first to managers in each business. The term “manager” is defined as “the person most responsible for food safety” in each business. This could be the head chef, owner, operations manager, or a comparable role.

Importantly, these individuals must be consistently present in the operation and in a position of sufficient influence to decide and implement internal food safety policies and practices and lead on-the-job training for staff.

The prioritisation of manager training was based on the need for changes in food safety practices that can only be implemented by individuals with sufficient power and influence in each operation.

Once manager-level training is complete, other staff will be trained. By this time, the trained managers will have begun the implementation of the applicable food safety management solutions in their business, which will include on-the-job staff training. Therefore, program training of staff is intended to be a consolidation of the “mentoring” already provided by their managers.

*Figure Three - Staging of Training (GHP Food Service and Food Retail example):*
For each stage, there are multiple implementation steps. These will vary depending on the Phase. These variations are shown below in Figure Four.

**Figure Four - Implementation Steps:**

<table>
<thead>
<tr>
<th>Step</th>
<th>GHP Step Description</th>
<th>HACCP Step Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training</td>
<td>Dedicated training courses have been designed for the program. Specific courses have</td>
<td>SFSP GHP systems have been designed, and are implemented internally by the business</td>
</tr>
<tr>
<td></td>
<td>been created per phase (GHP and HACCP), sector (food retail, food service and food</td>
<td>managers and staff. The manufacturing and large scale catering sector will implement</td>
</tr>
<tr>
<td></td>
<td>manufacturing) and stage (managers and staff). Training is provided by approved</td>
<td>classical Codex HACCP. SLDBs will use SFSP HACCP systems compliant with WHO/FAO ‘Evolving</td>
</tr>
<tr>
<td></td>
<td>trainers from third party service providers, or approved internal trainers. Training</td>
<td>HACCP’.</td>
</tr>
<tr>
<td></td>
<td>is provided in compliance with detailed program training specifications.</td>
<td></td>
</tr>
<tr>
<td>Examination</td>
<td>Independent exams are hosted, invigilated and marked by the SFSP team. Exams</td>
<td>SFSP team members provide dedicated on-site support to assist with GHP implementation.</td>
</tr>
<tr>
<td></td>
<td>have been designed per phase, sector and stage. Successful candidates receive</td>
<td>Implementation support can be sought from approved third party consultants, or from the</td>
</tr>
<tr>
<td></td>
<td>certification (valid for three years)</td>
<td>SFSP team.</td>
</tr>
<tr>
<td>GHP / HACCP System</td>
<td>SFSP GHP systems have been designed, and are implemented internally by the business</td>
<td>Successful businesses will receive a third party certificate.</td>
</tr>
<tr>
<td>Implementation</td>
<td>managers and staff.</td>
<td></td>
</tr>
<tr>
<td>Implementation Support</td>
<td>SFSP team members provide dedicated on-site support to assist with GHP implementation.</td>
<td></td>
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<tr>
<td>GHP / HACCP System Audit</td>
<td>SFSP team members audit GHP implementations. A standardised audit tool is used.</td>
<td>Audit can be sought from approved third party providers (such audits will be shadowed by</td>
</tr>
<tr>
<td></td>
<td></td>
<td>SFSP team members).</td>
</tr>
<tr>
<td>GHP / HACCP System</td>
<td>Successful businesses will receive a government GHP certificate, valid for one year.</td>
<td></td>
</tr>
<tr>
<td>Certification</td>
<td></td>
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</tbody>
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To enable the phases, sectors, stages and steps outlined in previous pages, TSI-QS has created a suite of materials designed specifically for the SFSP underpinned by international best practice. This achieves a set of program tools which are locally relevant in terms of culture, language, hazards and regulation, which are also compliant with the most up-to-date requirements, recommendations and guidelines provided by international bodies including Codex Alimentarius, the FAO, the WHO and academic institutions.

The SFSP materials include the following:
- Training courses,
- Examinations,
- Food safety management systems,
- Audit tools.

**SFSP training courses** have been designed based on PhD-level expertise in food safety, HACCP, education and psychology. They include high levels of interaction and trainee participation to maximise learning. Video materials have also been developed to overcome traditional problems linked to low levels of trainee literacy and education. See the following page for examples.

**SFSP examinations** for manager-level candidates have been developed in multiple languages (Arabic, English, Hindi, Urdu and Malayalam). For staff-level candidates, an exam has been developed purely based on images, with no text (this exam is the first of its kind).

**SFSP GHP and HACCP food safety management systems** are designed based on extensive academic research (four PhDs and more than ten Masters theses), building on the UK government FSA and University of Salford work and the recognition thereof by the WHO and FAO in their recent guidance (Codex, 2009; FAO/WHO, 2006). See the Food Safety Management Systems section for more details.

**SFSP audit tools** have been developed to assess the effectiveness of system implementation. In addition to traditional checks of documentation and observation of practices, these tools extend to an assessment of food safety attitude and behaviour.
An example of SFSP innovation is the ‘Visual Training Material’. Experience of food safety training delivered in the UAE indicated two primary obstacles to learning relate to learner language ability and education. Traditional training approaches relied on presentations mainly based on text, generally in English (though occasionally translated into other languages including Arabic and Hindi); as such, these approaches have limited effectiveness.

To overcome the problems outlined above, TSI created a set of training, revision and examination materials based on images, with no written text. This enables learners with very limited language, literacy and / or education ability to understand and learn key food safety messages, and pass exams. Examples of these materials are shown below.
Program Food Safety Management Systems

One of the most important elements of the SFSP is the inclusion of food safety management system solutions for every business in scope; this is a unique feature of the SFSP. Research and practical experience confirms that the most effective method for improving food safety practices in food businesses is to implement food safety management systems, supported by a structured training program (FAO/WHO, 2006; Taylor, 1994.)

The food safety solutions that will form part of the SFSP are designed specifically for the Sharjah program and, more importantly, specifically for different categories of business.

Small and / or Less Developed Businesses (SLDBs)
Customised HACCP materials will be provided for food service and retail businesses who fall into the category of SLDBs and are not part of the existing HACCP legislation. These materials will enable compliance with Codex HACCP principles, using the ‘Evolving HACCP’ methodology (FAO/WHO, 2006; see the image below), and when added to the Phase One GHP SOPs will create a complete food safety management system. Training courses will also be provided to support this.

Manufacturing and Large Scale Catering
The HACCP systems to be implemented by food manufacturing and large scale catering businesses (currently required to implement HACCP within UAE legislation) should conform to the requirements of the “classical” Codex HACCP methodology.

To support this, a Sharjah HACCP code of practice will be created and provided as a reference to businesses. A 3 day SFSP HACCP training course will be mandatory for HACCP team members in each company.
For each sector, the SFSP team has designed and developed a set of GHP safe operating procedures (SOPs). GHP SOPs will cover activities such as hand washing, personal hygiene, operational hygiene, and pest control. Customised GHP SOPs will be provided for the catering and retail sectors.

These SOPs will be closely based on the research and development that led to the Menu-Safe GHP and HACCP food safety management system (TSI, 2011). This “Evolving Method” of GHP and HACCP (FAO/WHO, 2006) has been approved by multiple governments and Municipalities, and it has been trained, implemented, and certified in food services businesses of all types and sizes.

The SOPs in the SFSP-specific systems are designed to overcome traditional barriers to food safety implementation, and form the basis for the program training, examination, implementation, and certification audit. An example SOP in the program languages (English, Arabic, Urdu, Malayalam and Hindi) is shown below in Figure Five.

*Figure Five - Handwashing Safe Operating Procedure (SOP):*
Both phases of the SFSP involve the provision of training to managers and staff from food businesses. Additionally, Phase Two will involve the provision of HACCP consulting and audit to manufacturing and large scale catering businesses. As a result, the success of the program will be influenced by the quality and effectiveness of this service provision.

Training, consulting and audit will be delivered by third-party commercial providers and (in the case of training within some larger organisations) by internal resources. To maximize the quality of the services provided, the SFSP team has designed and implemented a rigorous approval process. The process is summarised below:

**Third Party Approval Process:**

1. Profile review
   - Approved?
     - Yes
     - No
   - Pre-assessment
     - Pass?
       - Yes
       - No
   - Auditor?
     - No
     - Consultant?
       - No
       - No
         - No
         - Yes
           - Master Trainer Course (5 days)
             - Pass?
               - No
               - Yes
                 - GHP trainer only?
                   - No
                   - Yes
                     - Approval
                     - Rejection
   - Yes
     - Yes
       - HACCP Professional Course (5 days)
         - Pass?
           - No
           - Yes
             - Approval
             - Rejection
   - No
All individuals seeking to become SFSP trainers (for GHP and/or HACCP courses) must attend and pass a five-day *Master Trainer* course in order to gain initial approval to participate in the SFSP Phase 1. The course is delivered by PhD-qualified expert instructors with extensive experience of teaching trainers.

All individuals seeking to become HACCP trainers, consultants or auditors must attend and pass a five-day *HACCP Professional* course in order to gain approval. The course is delivered by PhD-qualified expert instructors who also deliver HACCP and food safety courses at MSc and PhD level.

These courses have significantly improved the level of third party expertise and competence, and have maximised the quality of service delivered on the SFSP. At the time of writing more than 100 trainers, consultants and auditors have undertaken these advanced courses.

The images below show some of the SFSP learners, as well as the TSI course tutors Dr Joanne Taylor (BSc, PGCert, PhD(HACCP)) and Dr Jerry Taylor (BA, MEd, PhD(HACCP)).
Program Third Party Monitoring

All third party service providers participating on the SFSP will be closely monitored to maintain the overall quality of training, consulting and auditing. The mechanisms used to control/monitor service providers include the following:

- Service provider agreement,
- Training observation,
- Consulting deliverable review,
- Audit shadowing.

Service provider agreements are set in place between Sharjah Municipality and all service providers. These agreements establish qualitative parameters within which all providers must operate. They include considerations such as adherence to training specifications, standard of facilities, pricing policies, data reporting requirements, etc.

Training observation is conducted for all trainers. Observation checklists have been developed to cover all aspects of delivery, including content, trainer knowledge, level of trainee interaction, trainer technique, facilities, etc. A process for the identification, communication and correction of non-conformities is used to drive improvements.

Consulting deliverable reviews will take place to evaluate the HACCP documentation and records produced by consultants working with client organisations. Such reviews will be managed by the SFSP team. As with the training observations, feedback will be provided to consultants as required.

Audit shadowing will take place for all third party audits conducted by service providers. A member of the SFSP team will accompany third party providers to assess their performance, and provide feedback as required.
The SFSP was treated as a program from the start. In this context the term ‘program’ refers to a series of related components of scope delivered within individual (but related) projects. For example, the project to plan, test, implement the GHP manager training is a different to the project for GHP staff training, but both fall under the overall SFSP program.

The skills required for program management are different to those required to create and deliver the food safety content of the SFSP, but are equally important to enable success. Therefore, management expertise was also integrated within the SFSP to set up (and subsequently maintain) the program structure.

An initial step was the creation of the program protocols, which set baseline parameters and guidelines which have stayed in place throughout the SFSP. The two main program protocols are the following:

- The SFSP Program Delivery Protocol: This covers subjects including training specifications, exam protocols, data management and day-to-day program procedures.
- The SFSP Program Management Protocol: This covers subjects including roles and responsibilities, aims, scope, governance, reporting, planning, tracking and metrics.
The Sharjah Food Safety Program

Program Team

Chair of Program
Dr Rasha Ahmed Bin Sultan Al Qassemi

Deputy Chair of Program
Miss Shatha Al Moula

Technical Committee
Dr Joanne Taylor
Dr Jeremy Taylor
Mr Dave Shannon

Program Manager
Eng. Mohamed Ibrahim

Program Delivery Partner
Ms Maha Almualla

Operations Manager
Mr Omar Almuhairi

Technical Manager
Eng. Basem Azzam

GHP Team Leader
Mr Ahmed Alsayed

HACCP Team Leader
Mr Jasim Ali

Audit Team Leader
Mr Waleed Abdelgafar

Exams Co-ordinator
Mr Jaafar Alzubair Ahmed

Data Co-ordinator
Ms Alya Salem Alhesan

3rd Party Service Providers

Trainers

Consultants

Auditors

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The Sharjah Food Safety Program

Program Measurement

As part of the Program Management protocols (as outlined earlier), the SFSP has established mechanisms for the measurement of the program performance. SFSP performance management will include a range of metrics assessed on a regular basis; these include:

Direct metrics:
- Number of trained businesses,
- Number of trained managers,
- Number of trained staff,
- Examination results,
- Number of certified businesses,
- Training company performance (examination results),
- Trainer performance (examination results).

Indirect metrics:
- Number of hygiene-related fines issued to businesses,
- Program third party participant feedback (trainers, consultants, auditors),
- Other third party feedback (e.g. WHO / FAO / other public interest organisations),
- Media commentary.

Program Performance

Program performance to date has been extremely positive. The impact to industry has been significant; the following points cover some of the main areas of success (these will be explained in more detail on the following pages):
- The SFSP is having a positive practical impact on food safety practices,
- Poor performing businesses have improved,
- The relationship between Municipality enforcement staff and businesses has become more collaborative,
- Learning is being extended to candidates who previously were not able to benefit from food safety training (for reasons of language and education),
- Third party service provision standards are improving,
- Municipality internal capacity is being built to enable long term benefits.
Practical Improvements

SFSP audits and ongoing inspections have noted improvements not only to the knowledge of the GHP manager trainees; there have also been improvements to both attitude and behaviour in their establishments. For example, handwashing has increased. Such changes are assisted by the establishment of the GHP SOPs.

Improved Food Safety Performance

SFSP audits and ongoing inspections have also noted that businesses that previously performed poorly had improved general food safety practices following the GHP training and SOP implementation. In many cases this has simply involved the establishment and maintenance of cleaning procedures and schedules.

Increased Collaboration

The implementation of the GHP SOPs has involved a co-operative approach between the SFSP team and businesses. During implementation, SFSP team members visit businesses to assist and answer questions. This has led to beneficial relationships and a positive overall collaboration between the government team and the food sector.

Program Training Accessibility

The Visual Food Safety approach used on the SFSP has enabled staff from businesses to learn food safety concepts that previously were taught via traditional methods only, which had limited impact. The new visual approach has overcome traditional limitations and learners of all languages and education levels can be taught and assessed.

Continued on the next page:
The third party approval procedure designed for the SFSP has led to an increase in the quality and compliance of food safety training, consulting and audit in Sharjah. Also, clear, centrally created and controlled training materials have also increased service delivery quality; for example, all training materials are designed to be interactive and effective.

The team within Sharjah Municipality have developed significant capacity over the course of the SFSP to date, in terms of both content (food safety, HACCP, etc.) and program management (planning, tracking, risk management, reporting, etc). This ensures the ongoing success of the program, and will benefit the Municipality and industry.

References:
The above performance summary is supported by the following academic / published work:

- “Assessment of the Application of Good Hygiene Practices In Restaurants during the Pilot Stage of Sharjah Food Safety Program In the Emirate of Sharjah, UAE” - MSc dissertation - Mohamed Ahmed Mohamed Ibrahim.
- “Assessment of Barriers and Benefits to Application of HACCP in Small and Less Developed Businesses (SLDBs) in Sharjah, UAE” - MSc dissertation - Waleed Abdelgafar Taha.

Program Statistics

Below are shown a sample of program statistics (valid as of the start of 2013):

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
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<tbody>
<tr>
<td>Managers trained</td>
<td>5063</td>
</tr>
<tr>
<td>Managers who attended exam</td>
<td>3946</td>
</tr>
<tr>
<td>Managers who passed exam</td>
<td>3089</td>
</tr>
<tr>
<td>% of managers who passed exam</td>
<td>78%</td>
</tr>
<tr>
<td>Staff trained</td>
<td>3437</td>
</tr>
<tr>
<td>Staff who attended exam</td>
<td>2696</td>
</tr>
<tr>
<td>Staff who passed exam</td>
<td>2099</td>
</tr>
<tr>
<td>% of staff who passed exam</td>
<td>78%</td>
</tr>
<tr>
<td>Number of food service businesses in Sharjah</td>
<td>3070</td>
</tr>
<tr>
<td>Number of food service businesses have at least one certified manager (GHP)</td>
<td>2210</td>
</tr>
<tr>
<td>% of food service businesses have at least one certified manager (GHP)</td>
<td>72%</td>
</tr>
</tbody>
</table>
“The program is succeeding. It’s like watching your little ones grow in front of your eyes.”
Dr Rasha Al-Qassemi,
Chair of Sharjah Food Safety Program and Assistant Director General of Health Environment and Quality Affairs, Sharjah Municipality.

“This program is helping the Inspection Section in their role to ensure that food safety standards are met by giving the food businesses all the training in food safety.”
Mr. Omar Ali Almuhairi,
Head of Food Control and Inspection Section (FCIS), Sharjah Municipality.

“SFSP is a milestone for new food safety trends, where responsibilities between government and private sectors are shared, and the end consumer is the big winner. It is workable and reliable for multi-cultural societies.”
Eng. Abdulla A. AlTamimi,
Head of Public Health, Ajman Municipality

“Over time it will ensure local expertise, capacity and knowledge building within the Municipality as well as other organizations within the Emirate.”
Eng. Mohamed Ahmed Ibrahim, SFSP Program Manager, Sharjah Municipality.

“It is very interesting to work on a program with such a great team who keep the focus on a lofty goal: ‘Public Health’. I believe that with the Sharjah Food Safety Program we are more close to safe food.”

“The program has made use of some health education conceptual models such as ‘The Rational Model’ (change in knowledge, change in attitude, beliefs and change in behaviour), ‘Health Belief Model’, ‘The Trans-theoretical Model of Change’ and ‘The Theory of Planned Behaviour’. The purpose of using all of these models and theories is to encourage food processors and handlers to adopt good hygiene practices according to program requirements.”
Mr. Waleed Abdulgafar Taha, SFSP Audit Manager, Sharjah Municipality.

“The Sharjah Food Safety Program is a unique program in the Gulf area and Middle East; it establishes an integrated solution for food safety in the Emirate of Sharjah. One of the most important success factors is the highly qualified team from TSI and Conformity Assessment and Health Education Office.”
Mr. Jaafar Alzubair Ahmed, SFSP Training and Examinations Manager, Sharjah Municipality.
“The SFSP is a very strong program, first because of the commitment and ability of the team, and also because it integrates multiple food safety components and phases under a shared design and within an overall management structure.”

Mr. Dave Shannon, Operations Director, TSI.

“I have been conducting the GHP Manager Training developed under the Sharjah Food Safety Program for more than a year. As a trainer my opinion about the training pack is that it is fun, enjoyable and very informative training along with its simplicity. As per the feedback from the trainees, it is informative and at the same time not boring. They enjoy the activities and it helps them to understand the concepts clearly. Most of them tell me that they have never attended such an interesting training.”

Dr. Gauri Apte, Trainer and Consultant, WAMO Food Safety Consultancy.

“One of the most proactive government food safety programs in the UAE. The Support / Audit by the SFSP team ensures implementation and a successful change of food safety behavior within our Subway Stores clearly evident in our internal compliance audits. Having our stores customise the SFSP system to meet their own specific requirements allows them to take ownership of the system and this leads to motivation to continually update and apply the system and overall empower them in their general management role.”

Shaina Oakden, Head of Training, Subway UAE / Abami.

“In regards to SFSP, it helped a lot small food businesses e.g. small cafeteria and restaurants with no system to improve their food safety and enhance their food safety knowledge. [...] prevent[s] food poisoning and helped in food poisoning investigations”

Mr. Hamza Menikh, Quality Assurance Consultant, McDonald’s UAE.

“The program is very helpful for the hotel industry, especially for food and beverage. The technical support team visited and gave some suggestions for implementation and the team was very co-operative with us; the program corrected many mistakes inside our preparation area.”

Mr. Mazahar, Verona Resorts.

“This program by Sharjah Municipality is very beneficial as it keeps us all very aware of the importance of hygiene. It is guidance and a recap for us on the importance of hygiene at our work place. It makes the staff aware of how important hygiene is at work and personnel hygiene is to keep ourselves and the guests healthy and safe.”

Mr. C. M. Geenan, Lou Lou Beach Residence.
Contact Information

For any enquiries related to the Sharjah Food Safety Program, please contact the SFSP team and / or TSI via the contact details shown below.

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