

Appendix E

Food Delivery Standards

All food products deliver to GEG for Food & Beverage consumption must follow the “Food Delivery Standards”.

Food products must come from approved suppliers, appropriately packaged (which means packages free from damaged, dented, punctured or rust) and labeled with clear production and expiry date.

Food products that do not comply with the standards shall be rejected.

A. Sampling Method

Food sample should be selected and checked, it should be randomly selected from different layers of goods. Sampling size is referred to the below table.

Product Quantity (Unit = kg / piece/ package/ carton)	Sample size
2-20 units	Minimum 2 units
More than 20 units	10% or maximum 25 units whichever is lesser
Discrepancy/Defect found	Another 10% or maximum 25 units whichever is lesser

1. Discrepancy/Defect

- **Major:** False or incorrect health certificate & import permit, deviation from product specifications
- **Minor:** Poor Quality, expired product, temperature abuse, sign of thawing or refrozen, swollen cans and dented cans, package integrity such as damaged or leakage

2. Product Rejection

- If any major discrepancy/defect of products is found, the entire batch of products shall be rejected and IAM shall be informed under Article 5° Section 3 Subsection 4), article 13° and article 19° of Food Safety Law 5/2013.
- First Sampling:** if any minor discrepancy/defect of products is found, another 10% or maximum 25 units are selected for second sampling.
- Second Sampling:** if major discrepancy/defect of products is found, the entire batch of products shall be rejected. If no discrepancy/defect is found, the defected products found in the first sampling shall be rejected.

B. Inspection Criteria

1. Health Certificates & Import Permits

Products with health certificates and import permits, the below information should be checked:

- Name of Operator
- Country of Origin
- Batch/harvest number
- Date of Harvest/Production
- Government (IAM) chop for authorization
- And any other information for identification

2. Package Integrity

Food packages shall be in good condition and protect the integrity of its content so that the food is not exposed to food adulteration or potential contaminants (**No damage or leakage**). Canned food that is dented or punctured or has swollen (blown) or puffy ends must be rejected.

3. Quality

- To check for condition and quality against Product Specifications.
- Food products of the below condition must be rejected:
 - Spoilage, bad smell
 - Fruit and vegetables that are wilted, rotten, damaged or moldy
 - Fish with a strong smell, gills that are dark red in appearance or sunken cloudy eyes

4. Best Before/Use By/Expiry Date

Please refer to part C “Minimum Shelf Life Standards”.

5. Temperature

Food product surface temperature standards

Chilled Food / RTE Oyster	8°C or below
Frozen Food	-12°C or below, no sign of thawing or refrozen
Fresh meat/ noodle	must be received before 12:00noon, no temperature constraint
BBQ products	fresh, no temperature constraint

C. Minimum Shelf Life Standards

Shelf life is simply defined as the length of time the food can be kept safely for consumption, it can be identified from products’ production date and expiry date.

During receiving food products, shelf life check must be conducted and based on the below standards:

1. **1-year shelf life or more / Unidentified shelf life:** must have a minimum 6 months’ shelf life
2. **Less than 1-year shelf life:** must have a minimum 40% of its original shelf life
3. This standard is not applicable for fresh produce

Products with shelf life below the standard should be rejected.

Minimum Shelf Life Table

Minimum Shelf Life	Categories
6 months	1-year shelf life or more / Unidentified shelf life
40% of original shelf life	Less than 1-year shelf life
Not applicable	Fresh produce (e.g. vegetables and fruits)

Example 1

A carton of frozen beef has a shelf life of 2 years, so 6 months is the minimum shelf life for this product.

Example 2

Chilled chicken has a shelf life of 9 days, and then 40% of its shelf life is 3.6 days, so after keeping integer, 3 days is the minimum shelf life for this product.

Example 3

Chilled sausage has a shelf life of 3 months (90days), and then 40% of its shelf life is 36 days as the minimum shelf life for this product.

Remark: only keep integer on this calculation

D. Basic Food Delivery Requirements

Suppliers unload food products in loading bays must follow the below basic requirements of delivery vehicles, food unloading and personal grooming and hygiene.

1. Delivery Vehicles

- Proper cooling system (Include vegetable, chilled and frozen items)
- Recommended temperature range: Chill (8°C or below) and Freeze (-12°C or below)
- Good lighting
- Clean floor, walls & ceiling
- No cross contamination (E.g.: Raw food and cooked food stored separately)
- Food items must be stored off the floor
- Food items should be stored in proper containers such as original carton boxes or clean plastic crates, DO NOT store directly on pallets
- No sign of pest

2. Food Unloading

- Food items and documents (delivery note, invoices, government authorization, etc.) must be checked by GEG receivers before unloading
- Food items must be stored off the floor at all time
- Food items to be categorized and transferred to cleaned color-coded crates to minimize risk of cross contamination

Color-coded Containers	Food Items
Red	Raw Meats
Yellow	Raw Poultry
Blue	Raw Seafood, Fish, Shellfish
Green	Vegetable and Fruit
Brown	Dry Goods, Ready to Eat Food

3. Personal Grooming and Hygiene

- No smoking or spitting is allowed at loading bays
- Delivery man to wear proper clothing such as wearing shirts.
- Proper hand washing is suggested before unloading
- No sitting on crates is allowed

附件 E

食品送貨標準

所有送到澳門銀河餐飲部的食品必需遵循“食品送貨標準”。

所有食品必需來自獲批准的供應商，有適當的包裝無任何破損、凹陷、刺破或生鏽(罐頭)等及貼上清晰的生產日期及食用日期。

所有食品不符合標準，一律拒收。

甲. 樣本抽查方式

在不同位置隨機選取食物樣本去檢查。依據以下列表去決定取樣數量。

貨品數量 (單位 = 公斤 / 件 / 包 / 箱)	取樣數量
2-20 單位	最少 2 單位
多於 20 單位	10% 或最多 25 單位, 選用較少數量的
不合格/瑕疵	另外 10% 或最多 25 單位, 選用較少數量的

1. 不合格/瑕疵

- **主要：**假或錯的健康證明書及進口准照，不符合產品規格或要求
- **次要：**質量差、過期食品、溫度超出標準、溶雪及再急凍跡象、膨脹罐頭及凹罐，包裝完整性問題如破損或滲漏

2. 拒收貨品

- 產品被發現有主要不合格/瑕疵問題，整批產品都會被拒收。同時根據第 5/2013 號法律食品安全法第五條第三款(四)項、第十三條以及第十九條，將向市政署通報。
- 第一次抽樣：**產品被發現有任何次要的不合格/瑕疵問題，需要另外抽樣 10%或最多 25 單位作第二次抽樣檢查。
- 第二次抽樣：**產品仍然被發現有任何不合格/瑕疵問題，整批產品都會被拒收。若第二次抽樣沒有發現問題產品，只拒收第一次抽檢發現的不合格/瑕疵產品。

乙. 檢查標準：

1. 健康證明及進口准照

產品的健康證明及進口准照，應檢查下列內容：

- 經營商名稱
- 原產地
- 批次/採收號碼
- 採收日期/生產日期
- 政府（市政署）的認可印章
- 其他有助確認的資料

2. 包裝完整性

食品的包裝應良好，完全保護食品以免暴露於食品攙雜或污染物（無破損或洩漏）。若罐頭凹陷、被刺破或膨脹都一律拒收。

3. 質量

- 檢查產品的狀態和質量是否符合產品規格要求
- 食品若出現下列情況必需拒收：
 - 腐敗，發臭
 - 水果和蔬菜枯萎，腐爛，損傷或發霉
 - 魚有強烈的氣味，鰓呈灰紅或灰紫色的或凹陷且混濁的眼睛等

4. 最佳食用日期/ 此日期前食用/ 食用期限

請根據 丙部“食品保質期標準”。

5. 溫度

食品的表面溫度標準

冰鮮食品 / 即食生蠔	8°C 或以下
急凍食品	-12°C 或以下，無任何溶雪及再急凍跡象
新鮮肉 / 麵	必須在中午12點前收貨，沒有溫度限制
燒味食品	新鮮，沒有溫度限制

丙. 食品保質期標準

保質期的定義是食品的安全食用期限，由食品的生產日期和食用日期來確定。

在收貨過程中，根據以下標準來進行食品保質期的檢查。

1. 儲存期一年或以上/ 儲存期不明確: 至少有 6 個月的儲存期
2. 儲存期少於一年: 至少有 40%的儲存期
3. 而此標準不適用於新鮮農產品

食品的保質期少於以下標準一律拒收。

最少保質期標準列表

最少儲存期	分類
6 個月	儲存期一年或以上/ 儲存期不明確
40% 的儲存期	儲存期少於一年
不適用	新鮮農產品 (如: 蔬菜和水果)

例子1

1箱急凍牛肉有2年的儲存期，則它的最少儲存期為6 個月。

例子2

冰鮮雞有9天的儲存期，則它40% 的儲存期是3.6天，保留整數後，它的最少儲存期為3天。

例子3

冰鮮腸仔有3個月(90天)的儲存期，則它40% 的儲存期是36天，為最少儲存期。

備註: 此計算僅保留整數

丁. 基本食品送貨要求

供應商於澳門銀河的卸貨區卸貨時，必須遵循在運輸車，食品卸貨及送貨員個人儀容及衛生的基本要求。

1. 運輸車

- a) 良好的冷凍系統(包括運輸蔬菜、冷藏及冷凍的食品)
- b) 建議溫度範圍：冷藏 (8°C 或以下) 及冷凍 (-12°C 或以下)
- c) 充足的光線
- d) 清潔的地面、牆身及天花

- e) 沒有交叉污染的機會(如：生熟食物分開擺放)
- f) 產品必須離地擺放
- g) 產品需儲存在適當的容器例如原裝紙箱或清潔的籃內，不可以直接擺放在卡板上
- h) 沒有蟲害跡象

2. 食品卸貨

- a) 食品 and 文件(送貨單、發票、政府認可證等) 必須由澳門銀河收貨部員工檢查後才可以卸貨
- b) 食品必須離地擺放
- c) 根據食品的種類將食品轉移到乾淨的顏色膠籃內以減少交叉污染的風險

顏色膠籃	食品種類
紅色	生肉
黃色	生家禽
藍色	生海鮮、魚、貝殼類海產
綠色	蔬菜和水果
啡色	乾貨和即食食品

3. 個人儀容及衛生

- a) 禁止在卸貨區吸煙或吐痰
- b) 送貨員衣著整齊, 必須穿著上衣
- c) 建議卸貨前洗手
- d) 禁止坐在膠籃上

DECLARATION

By signing below, I hereby declare that I have read through and will comply with the requirements stipulated in **Food Delivery Standards**. I also understand, acknowledge and agree that Galaxy Macau will periodically conduct supplier audits to monitor and ensure compliance to its Food Delivery Standards (refer to Supplier Audit Report) and that should my company fails to meet the Food Delivery Standards or opposes to any form of remediation, Galaxy Macau reserves the right to suspend or cease business until further notice.

聲明

通過以下簽署, 本公司/本人已知悉並遵守食品送貨標準的概定要求. 本公司/本人亦明白, 知悉並同意澳門銀河進行定期供應商審核以監控和確保食品送貨標準(請參考供應商審核報告)得以遵從. 如若本公司未能達到概定的要求或以任何形式違反上述條例, 澳門銀河有權暫停或終止對本公司的業務直至另行通知.

Authorized Signature and Company Chop
簽署及公司蓋章

Name 姓名:

Date 日期: