GENERAL REQUIREMENTS ON HYGIENIC AND SANITARY PRACTICES TO BE FOLLOWED BY FOOD BUSINESS OPERATORS
FOOD SAFETY & STANDARDS REGULATIONS

2011

FOOD BUSINESS OPERATORS APPLYING FOR LICENSE UNDER REGULATION 2.1.1 (4)

SCHEDULE 4- PART II
The place where food is manufactured, processed or handled shall comply to all the requirements as stated.
In addition to the requirements specified here, the food business operator shall identify steps in the activities of food business, which are critical to ensure food safety, and ensure that safety procedures are identified, implemented, maintained and reviewed periodically.
LOCVATION & SURROUNDINGS

- Food establishment must be located away from environmental pollution and industrial activities that produce disagreeable or obnoxious odour, fumes, excessive soot, dust, smoke, chemical, or biological emissions and pollutants, and which pose a threat of contaminating food areas that are prone to infestation of pests or where wastes, either solid or liquid, cannot be removed effectively.
LOCATION & SURROUNDINGS

- In case there are hazards of other environment polluting industry located nearby, appropriate measures should be taken to protect the manufacturing area from any potential contamination.
- The manufacturing premise should not have direct access to any residential area.
LAYOUT AND DESIGN OF FOOD ESTABLISHMENT PREMISES

- Layout of the food establishment must be such that food preparation / manufacturing processes prevent cross-contamination from other pre and post manufacturing operations like goods receiving, pre-processing (viz. packaging, washing / portioning of ready-to-eat food etc).
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- LAYOUT AND DESIGN OF FOOD ESTABLISHMENT PREMISES
  - Floors, ceilings and walls must be maintained in a sound condition to minimize the accumulation of
    - dirt
    - Condensation
    - growth of undesirable moulds.
  - They should be made of impervious material and should be
    - Smooth
    - easy to clean
    - no flaking paint or plaster.
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LAYOUT AND DESIGN OF FOOD ESTABLISHMENT PREMISES

- Doors must be made of
  - Smooth
  - non-absorbent surfaces
  - easy to clean
  - disinfect.
LAYOUT AND DESIGN OF FOOD ESTABLISHMENT PREMISES

- The floor must have adequate and proper drainage and must be:
  - easy to clean
  - disinfect.
  - sloped appropriately to facilitate drainage
- the drainage shall flow in a direction opposite to the direction of food preparation / manufacturing process flow.
LAYOUT AND DESIGN OF FOOD ESTABLISHMENT PREMISES

- Adequate control measures should be in place to prevent insects and rodents from entering the processing area from drains.
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LAYOUT AND DESIGN OF FOOD ESTABLISHMENT PREMISES

- All openings windows, doors etc must have devices to protect the premise from outside environment against fly and other insects / pests / animal with any of
  - screen
  - wire-mesh
  - insect-proof screen
- the doors be fitted with automatic closing springs.
- The mesh or the screen should be of such type which can be easily removed for cleaning.
LAYOUT AND DESIGN OF FOOD ESTABLISHMENT PREMISES

- Manufacture, store or expose for sale or sale any food must be in premises properly separated from
  - Urinal
  - Silage
  - Drain
  - Foul smelling area
  - Waste matter.

- The sale place must satisfy Licensing Authority.
EQUIPMENT & CONTAINERS

- Equipment and containers that come in contact with food and used for food handling, storage, preparation, processing, packaging and serving must be made of material
  - corrosion free
  - Impart any toxicity to the food
  - easy to clean
  - disinfect

- This does not include disposable single use
Equipment and utensils used for preparation of food must be maintained at all times in:
- good order
- repair

Equipment and utensils must be kept in a:
- Clean
- Sanitary condition.

Utensil or container shall not be used for any other purpose.
Every utensil or container containing any food or ingredient of food intended for sale must at all times be provided with:

- Properly fitted cover
- Lid
- Clean gauze net
- Any other material of texture

Cover must protect the food completely from:

- Dust
- Dirt
- Flies
- Other insects.
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EQUIPMENT & CONTAINERS

- Every utensil or container containing any food or ingredient of food intended for sale must be kept in any place where by reason contaminate or render the food noxious through
  - impure air
  - Dust
  - Any offensive
    - Noxious gas
    - Deleterious gas
    - Noxious/ injurious emanations,
    - Exhalation,
    - Effluvium,
EQUIPMENT & CONTAINERS

- Equipment must be appropriately
  - Designed
  - Fabricated
  - Located

- The equipment must permit proper
  - Maintenance
  - Cleaning
  - Operate as required

- Equipment must facilitate
  - Good hygiene
  - Monitoring
  - Audit.
EQUIPMENT & CONTAINERS

- Appropriate facilities for equipments, containers and instruments must be provided for
  - Cleaning
  - Disinfecting
- Where possible cleaning in place (CIP) system must be adopted.
EQUIPMENT & CONTAINERS

Equipment and containers must be specifically identified and suitably constructed, which are used for storing and handling

- Waste
- By-products
- Inedible dangerous substances
EQUIPMENT & CONTAINERS

- Containers used to hold cleaning chemicals and other dangerous substances must prevent malicious or accidental contamination of food by
  - properly identified
  - Stored separately
EQUIPMENT & CONTAINERS

In case operations generate liquid waste then create appropriate:

- Waste water disposal system
- Effluent treatment plant shall be put in place
EQUIPMENT & CONTAINERS

- All items, fittings and equipments that touch or come in contact with food must be kept in good condition in a way that enables them to be
  - Cleaned
  - Disinfected.
EQUIPMENT & CONTAINERS

- All items, fittings and equipments that touch or come in contact with food must not be
  - Chipped
  - Enameled.
  - Stainless steel /aluminum / glass containers, mugs, jugs, trays etc. suitable for cooking and storing shall be used. Brass utensils shall be frequently provided with lining.
EQUIPMENT & CONTAINERS

- All items, fittings and equipments like glass containers, mugs, jugs, trays etc that touch or come in contact with food must be made of
  - Stainless steel
  - Aluminum

- In case Brass utensils are used then it must be frequently provided with lining.
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FACILITIES

- Water supply
  - Only potable water must be used as an ingredient for
    - Processing
    - Cooking
  - Appropriate facilities must be arranged for Water
    - storage
    - Distribution
FACILITIES

- **Water supply**
  - Water used for food should be of good/potable quality for
    - Handling
    - Washing
  - Water used must not make finished food article unsafe by introducing any
    - Hazard
    - Contamination
FACILITIES

- **Water supply**
  - Water storage tanks shall be cleaned periodically.
  - Records of cleaning must be maintained in a register.
FACILITIES

- **Water supply**
  - Non potable water must be used only when it does not come in contact with food:
    - Cleaning of equipment,
    - Steam production
    - Fire fighting
    - Refrigeration system
  - Ensure that pipes installed for this purpose preclude the use of this water for production and cause no direct or indirect risk of contamination of the food at any stage raw material, dairy products or food products so processed, packed & kept in the premise
FACILITIES

- Water supply
  - Non potable water pipes shall be clearly distinguished from those in use for potable water
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FACILITIES

- Water supply
  - Cleaning Utensils / Equipments
    - Adequate facilities must be provided for utensils and equipments
      - Cleaning
      - Disinfecting
    - Adequate supply of hot and cold water must be provided.
FACILITIES

Water supply

- Washing of Raw materials
- Adequate facilities for washing of raw food should be provided.
- Every sink (or other facilities) for washing food must have an adequate supply of hot and/or cold water.
- These facilities must be kept clean and, where necessary, disinfected.
- Preferably, sinks which are used for washing raw foods shall be kept separate and that should not be used for washing utensils or any other purposes.
Ice and Steam

- Ice and steam used in direct contact with food must be made from potable water and must comply with requirements specified in potable water.
- Ice and steam shall be produced, handled and stored in such a manner that no contamination can happen.
FACILITIES

Drainage and waste disposal

- Food waste and other waste materials must be removed periodically from the place where food is being manufactured, handled or cooked to avoid building up.
- A refuse bin of adequate size with a proper cover preferably one which need not be touched for opening must be provided in the premises for collection of waste material.
- Waste bins must be emptied and washed daily with a disinfectant and dried before next use.
FACILITIES

Drainage and waste disposal

- The disposal of sewage and effluents (solid, liquid and gas) must be in conformity with requirements of Factory / Environment Pollution Control Board.
- Adequate drainage, waste disposal systems and facilities must be provided and they shall be designed and constructed in such manner so that the risk of contaminating food or the potable water supply is eliminated.
FACILITIES

Drainage and waste disposal

- Waste storage must be located in such manner that it does not contaminate the food process, storage areas.
- The environment inside and outside the food establishment and waste must be kept in covered containers.
- Waste must be removed at regular intervals.
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FACILITIES

Drainage and waste disposal

- Periodic disposal of the refuse / waste must be made compulsory.
- No waste must be kept open inside the premise.
- Waste must be disposed of in an appropriate manner as per local rules and regulations.
- Waste including those for plastics and other non-environment friendly materials must be disposed as per local rules.
FACILITIES

- Personnel facilities and toilets
  - Personnel facilities must include equipments for
    - Proper hands washing
    - Drying
    - Sanitizing
  - The equipment include
    - Wash basins
    - Supply of hot and/or cold water
  - Lavatories, of appropriate hygienic design, for males and females separate.
  - Changing facilities for personnel must be suitably located so that they do not open directly into food processing, handling or storage areas.
FACILITIES

Personnel facilities and toilets

• Number of toilets must be adequate depending on the number of employees (male /female) in the establishment
• Employees must be made aware of the cleanliness requirement while handling food.
FACILITIES

- Personnel facilities and toilets
  - Rest and refreshments rooms must be separate from food process and service areas
  - these areas must not lead directly to food production, service and storage areas.
FACILITIES

- Personnel facilities and toilets
  - A display board mentioning do's & don'ts for the workers shall be put up inside at a prominent place in the premise in English or in local language for everyone's understanding.
FACILITIES

Air quality and ventilation
- Ventilation systems can be
  - Natural
  - Mechanical
- Ventilation system, wherever required, must including
  - Air filters,
  - Exhaust fans
  - FAV
- Ventilation system must be designed and constructed so that air does not flow from contaminated areas to clean areas.
FACILITIES

Lighting

- Lighting must be provided to the food establishment to enable the employees/workers to operate in a hygienic manner.
- Lighting can be
  - Natural or
  - Artificial lighting
- Lighting fixtures must be protected to ensure that food is not contaminated by breakages of electrical fittings.
FOOD OPERATIONS AND CONTROLS

Procurement of raw materials

- Raw material or ingredient thereof must not be accepted by an establishment which would not be reduced to an acceptable level by normal sorting and/or processing.
- Raw material / ingredients must not be accepted if it is known to contain
  - Parasites,
  - Undesirable micro-organisms,
  - Pesticides,
  - Veterinary drugs
  - Toxic items,
  - Decomposed
  - Extraneous substances,
FOOD OPERATIONS AND CONTROLS

Procurement of raw materials

- All purchased raw materials, food additives and ingredients, wherever applicable, shall conform to all the Regulations and standards laid down under the Act.
FOOD OPERATIONS AND CONTROLS

- Procurement of raw materials
  - All records of raw materials, food additives, and ingredients as well as their source of procurement shall be maintained in a register for inspection.
FOOD OPERATIONS AND CONTROLS

- Procurement of raw materials
- All raw materials must be physically & thoroughly checked.
  - Checked
  - Cleaned.
- Raw materials should be purchased in quantities as per the capacity corresponding to
  - Storage.
FOOD OPERATIONS AND CONTROLS

- Procurement of raw materials
  - Packaged raw material must be checked and conformed for
    - expiry date
    - best before
    - use by' date
    - packaging integrity
    - storage conditions.
FOOD OPERATIONS AND CONTROLS

Procurement of raw materials

- Receiving temperature of potentially high risk food should be at or below 5 °C
- Receiving temperature of frozen food should be -18 °C or below.
FOOD OPERATIONS AND CONTROLS

Storage of raw materials and food

- Food storage facilities shall be
  - Designed
  - Constructed
- Storage must effectively protect food from contamination during storage
- Storage must permit adequate
  - Maintenance
  - Cleaning
- Storage must avoid
  - pest access
  - Accumulation
  - Breeding
FOOD OPERATIONS AND CONTROLS

Storage of raw materials and food

- Cold Storage facility, wherever and as required, must be provided to
  - Raw
  - Processed
  - Packed food
FOOD OPERATIONS AND CONTROLS

Storage of raw materials and food

- Segregation shall be provided for the storage materials or products which are
  - Raw
  - Processed,
  - Rejected,
  - Recalled
  - Returned

- These items will be distinguishably marked and secured.

- Raw materials and food shall be stored in separate areas from
  - printed packaging materials
  - Stationary
  - Hardware
  - Cleaning materials
  - Cleaning chemicals
FOOD OPERATIONS AND CONTROLS

Storage of raw materials and food

- Raw food must be stored separately from the area of work-in-progress and refrigerated or deep freezer as per requirement
- Raw food includes
  - Meat
  - Poultry
  - Seafood
- Raw food can be products which are
  - Processed
  - Cooked
  - Packaged products.
- The conditions of storage in terms of temperature and humidity requisite for enhancing the shelf life of the respective food materials / products shall be maintained.
Stock rotation system as applicable to storage of raw materials, ingredients, work-in-progress and processed / cooked or packaged food products must be adopted.

- FIFO - First in, First Out
- FEFO - First Expire First Out.
FOOD OPERATIONS AND CONTROLS

Storage of raw materials and food

- Storage containers made of non-toxic materials must be provided for:
  - Raw materials
  - Work-in-progress
  - Finished
  - Ready to serve products.

- The food materials must be stored on racks/pallets such that they are reasonably well above the floor level and away from the wall.

- Storage of food must facilitate:
  - Effective cleaning and
  - Prevent harboring of any:
    - Pests,
    - Insects
    - Rodents.
FOOD OPERATIONS AND CONTROLS

- Food Processing / Preparation, Packaging and Distribution / Service
  - Time and temperature control
    - The Food Business shall develop and maintain the systems to ensure that time and temperature are controlled effectively where it is critical to the safety and suitability of food.
    - Control shall include time and temperature of food service up to the consumer, as applicable
      - receiving
      - processing,
      - cooking,
      - Cooling
      - Storage
      - Packaging
      - Distribution.
FOOD OPERATIONS AND CONTROLS

- Food Processing / Preparation, Packaging and Distribution / Service
  - Time and temperature control
    - Proper care must be taken, whenever frozen food / raw materials are being used / handled / transported,
    - Care must be taken so that defrosted / thawed material are not stored back after opening for future use.
FOOD OPERATIONS AND CONTROLS

- Food Processing / Preparation, Packaging and Distribution / Service
  - Time and temperature control
    - If thawing is required then, only required portion of the food should be thawed at a time.
    - Wherever cooking is done on open fire, proper outlet chimney, exhaust fan etc. must be provided for smoke/steam etc.
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FOOD OPERATIONS AND CONTROLS

Food Packaging

• Packaging materials must provide protection for all food products to prevent
  • Contamination
  • Damage

• Packaging must accommodate labeling with required information as laid down under the FSS Act & the Regulations there under.
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FOOD OPERATIONS AND CONTROLS

Food Packaging

- Only Food grade packaging materials are to be used for Primary packaging.
- Primary packaging materials are like aluminum, Plastic, tin,

the standards to be followed are as mentioned under the FSS Regulations and rules framed there under.

Note- Primary packaging is one in which the food or ingredient or additive comes in direct contact with the packaging material
FOOD OPERATIONS AND CONTROLS

Food Packaging

- Packaging materials or gases where used, must not be toxic
- Packaging material must not pose a threat to the safety and suitability of food under the specified conditions of storage and use.
FOOD OPERATIONS AND CONTROLS

- **Food Distribution / Service**
  - All critical links in the supply chain need to be identified and provided for to minimize food spoilage during transportation. Processed / packaged
  - Ready-to-eat food must be protected as per the required storage conditions during transportation and / or service.
FOOD OPERATIONS AND CONTROLS

Food Distribution / Service

- Temperatures and humidity which are necessary for sustaining food safety and quality must be maintained.

- The containers must protect food by proper designed, Constructed, Maintained

- The container must effectively maintain the requisite temperature, humidity, Atmospheres.
FOOD OPERATIONS AND CONTROLS

Food Distribution / Service

- Food receptacles in vehicles and/or containers must be used for transporting only foodstuffs to prevent contamination of foodstuffs.
- Where the same conveyance or container is used for transportation of different foods, or high risk foods such as fish, meat, poultry, eggs etc., effective cleaning and disinfections must be carried out between loads to avoid the risk of cross-contamination.
- For bulk transport of food, containers and conveyances must be designated and marked for food use only and be used only for that purpose.
FOOD OPERATIONS AND CONTROLS

Management and Supervision

- A detailed Standard Operating Procedure (SOP) for proper management must be developed for:
  - processing
  - packing,
  - dispatch
  - storage

- SOP in turn would help organisation in identifying any problem and the exact point, so that damage control would be faster.
FOOD OPERATIONS AND CONTROLS

Management and Supervision

- The Management of Food Business must ensure that technical managers and supervisors have appropriate qualifications, knowledge, and skills.

- Manager/ supervisor must know food hygiene principles and practices to be able to ensure food safety and quality.

- Manager / supervisor must know products, judge food hazards, take appropriate preventive & corrective action, and to ensure effective monitoring and supervision.
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FOOD OPERATIONS AND CONTROLS

Food Testing Facilities

- A well equipped, laboratory for testing of food materials / food for
  - physical
  - Microbiological
  - chemical analysis

- Testing must give result in accordance with the specification/standards laid down under the rules and regulations shall be in place

- In-house testing must be regular / periodic testing and when ever required.
FOOD OPERATIONS AND CONTROLS

Food Testing Facilities

- In case of any suspicion of possible contamination, food materials / food must be tested before dispatch from the factory.
FOOD SAFETY & STANDARDS REGULATIONS 2011

FOOD OPERATIONS AND CONTROLS

Food Testing Facilities

- In case there is no in-house laboratory facility, then regular testing must be done through an accredited lab notified by FSSAI.
- In case of any complaint as per requirement, the company must voluntarily arrange the testing either in the in-house laboratory or an accredited lab or lab notified by FSSAI of the same batch.
Audit, Documentation and Records

- A periodic audit of the whole system according to the SOP shall be done to find out any fault / gap in the GMP / GHP system.
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FOOD OPERATIONS AND CONTROLS

Audit, Documentation and Records

- Appropriate records must be maintained of food
  - Processing
  - preparation
  - production
  - Cooking
  - Storage
  - Distribution
  - Service
  - quality, laboratory test results
  - cleaning and sanitation
  - pest control
  - product recall

- Records must be kept and retained for a period of one year or the shelf-life of the product, whichever is more.
SANITATION AND MAINTENANCE OF ESTABLISHMENT PREMISES

• Cleaning and Maintenance
  • A cleaning and sanitation program must be implemented and the records must be properly maintained
  • Records must indicate specific areas to be cleaned, cleaning frequency and cleaning procedure to be followed, including equipment and materials to be used for cleaning.
  • Equipments used in manufacturing will be cleaned and sterilized at set frequencies.
SANITATION AND MAINTENANCE OF ESTABLISHMENT PREMISES

• Cleaning and Maintenance
  - Cleaning chemicals must be handled and used carefully in accordance with the instructions of the manufacturer.
  - Cleaning chemicals must be stored separately away from food materials, in clearly identified containers, to avoid any risk of contaminating food.
SANITATION AND MAINTENANCE OF ESTABLISHMENT PREMISES

- Pest Control Systems
  - Food establishment, including equipment and building must be kept in good repair to
    - Prevent pest access
    - Eliminate potential breeding sites.
  - Seal all Holes, drains and other places where pests are likely to gain access by fitting mesh / grills / claddings or any other suitable means as required
  - Animals, birds and pets must not be allowed to enter into the food establishment areas/ premises.
SANITATION AND MAINTENANCE OF ESTABLISHMENT PREMISES

- Pest Control Systems
  - Food materials must be
    - stored in pest-proof containers
    - stacked above the ground
    - away from walls.
  - Pest infestations must be dealt with immediately and without adversely affecting the food safety or suitability.
  - Treatment must be carried with permissible agents,
    - Chemical
    - physical
    - Biological
  - Treatment must be done within the appropriate limits, without posing a threat to the safety or suitability of food.
  - Records of pesticides / insecticides used along with dates and frequency must be maintained.
PERSONAL HYGIENE

Health Status

- Personnel known, or believed, to be suffering from, or to be a carrier of a disease or illness likely to be transmitted through food, must not be allowed to enter into any food handling area.

- The Food Business must develop system, whereby any person so affected, must immediately report to the management of
  - illness
  - Symptoms of illness

- Medical examination of a food handler must be carried out periodic

- When clinically or epidemiologically indicates any problem then checkup is must.
PERSONAL HYGIENE

Health Status

- Arrangements must be made to get the food handlers / employees of the establishment medically examined once in a year to ensure that they are free from any infectious, contagious and other communicable diseases.

- A record of these examinations signed by a registered medical practitioner must be maintained for inspection purpose.
PERSONAL HYGIENE

- Personal Cleanliness
  - Food handlers must maintain a high degree of personal cleanliness.
  - The food business must provide to all food handlers adequate and suitable
    - Protective clothing
    - Head covering
    - Face musk
    - Gloves
    - Footwear
  - The food business must ensure that the food handlers at work wear only clean protective clothes, head covering and footwear every day.
PERSONAL HYGIENE

Personal Cleanliness

- Food handlers must always wash their hands with
  - Soap
  - Clean potable water
  - Disinfect
  - Dry
- The drying of hand must be done with
  - Drier
  - clean cloth towel
  - disposable paper
- Hand washing must be done where this could result in contamination of food -
  - at the beginning
  - Immediately after handling raw food or any contaminated material
  - Handling tools,
  - Handling equipment or work surface,
  - coughing
  - sneezing
  - after using the toilet.
PERSONAL HYGIENE

Personal Cleanliness

- Food handlers engaged in food handling activities must refrain over any food whether protected or unprotected from
  - smoking,
  - Spitting
  - chewing,
  - sneezing
  - coughing
  - Eating

- The food handlers must periodically trim their
  - nails
  - hair,

- Food handlers must not practice any unhygienic habits while handling food.
PERSONAL HYGIENE

Personal Cleanliness

- Persons working directly with and handling raw materials or food products shall maintain high standards of personal cleanliness at all times.
- Apart from all earlier requirements they must not be
  - scratching nose
  - Running finger through hair
  - Rubbing eyes
  - Rubbing ears
  - Touching mouth,
  - Scratching beard
  - Scratching parts of bodies
PERSONAL HYGIENE

Visitors

- Generally visitors should be discouraged from going inside the food handling areas.
- Proper care must be taken to ensure that food safety & hygiene is not getting compromised due to visitors in the floor area.
- Visitors to its food manufacturing, cooking, preparation, storage or handling areas must wear
  - Protective clothing,
  - Footwear
  - Adhere to the other personal hygiene provisions.
All packaged food products must carry a label and requisite information as per provisions of Food Safety and Standards Act, 2006 and Regulations made there under.

The label must ensure that adequate and accessible information is available to each person in the food chain to enable them to:
- handle
- Store
- Process
- Prepare
- Display the food products safely
- Display correctly

The label must indicate lot or batch can be easily traced and recalled if necessary.
FOOD SAFETY & STANDARDS REGULATIONS 2011

TRAINING

- The Food Business must ensure that all food handlers are aware of their role and responsibility in protecting food from contamination or deterioration.

- Food handlers must have the necessary knowledge and skills which are relevant to food processing / manufacturing, packing, storing and serving so as to ensure the food safety and food quality.
The Food Business shall ensure that all the food handlers are instructed and trained in food hygiene and food safety aspects along with personal hygiene requirements commensurate with their work activities, the nature of food, its handling, processing, preparation, packaging, storage, service and distribution.
FOOD SAFETY & STANDARDS REGULATIONS 2011

TRAINING

- Periodic assessments of the effectiveness of training, awareness of safety requirements and competency level must be made.
- Routine supervision and checks to ensure that food hygiene and food safety procedures are being carried out effectively.
Training programs must be routinely reviewed and updated wherever necessary.