



FOOD TRUCK OPERATIONAL GUIDELINES

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INTRODUCTION

This guideline is set forth to ensure that the experience of food trucks is provided to the residents and visitors of Hulhumalé at acceptable standards. As this is a relatively novel sector in the Maldives, the guideline aims to ensure that the service providers of this service are given fair opportunities to operate in a similar manner as the food trucks operating in other countries and to create an ambient atmosphere in Hulhumalé.

1. DEFINITIONS

1.1. For purposes of this guideline, the terms used have the following definitions;

- **Potentially hazardous foods:** foods that require time and temperature control and can support the rapid and progressive growth of infectious or toxigenic microorganisms: include animal foods (meat, fish, poultry, eggs, & dairy products) and cut or heat-treated plant foods.
- **Ready to eat food:** means food that is in a form that is edible without additional preparation to achieve food safety.
- **Food Safety:** is a scientific discipline describing handling, preparation, and storage of food in ways that prevent foodborne illness. This includes a number of routines that should be followed to avoid potential health hazards.
- **Sanitization:** cleaning something to make it free of bacteria or disease-causing elements.

- **Hygienic premise:** a premise that is sited, designed and constructed to avoid, as far as reasonably practicable, contaminating food and harboring pests.
- **Wet garbage:** typically refers to organic waste usually generated by eating establishments and are heavy in weight due to dampness.
- **Dry garbage:** Dry waste including wood and related products, cardboard, paper, plastic, metals and glass.
- **Cross-contamination:** the process by which bacteria or other microorganisms are unintentionally transferred from one substance or object to another, with harmful effect.
- **Potable water:** water which is safe to drink. Potable water may be cleaned, treated or filtered to meet the local drinking water standards.
- **Contamination:** the introduction or occurrence of a contaminant in food or food environment
- **Contaminant:** any biological or chemical agent, foreign matter, or other substances not intentionally added to food which may compromise food safety or suitability.
- **Pre-packaged Product:** any commodity that is enclosed in a container or wrapped in any manner, and for which its quantity has been determined and indicated on its label prior to being offered for sale. The quantity of the product contained cannot be changed without the pre-package being opened or perceptibly modified.
- **HPA:** Health Protection Agency
- **HDC:** Housing Development Corporation
- **MNDF:** Maldives National Defense Force

2. GENERAL REQUIREMENTS

- 2.1. The Food truck should be insured prior to commencement of the operations.
- 2.2. It is the sole responsibility of the operators of the food trucks to ensure that the necessary permits and registrations are obtained from the relevant government authorities prior to the commencement of their operations in Hulhumalé.
- 2.3. The operators of the food trucks should at all times, from registration to operations, be in compliance with the regulations of the relevant authorities. Revocation of any permit or registration given to the food trucks operator by any government authority will result in the annulment of the agreement between the food trucks operator and HDC after a rectification period, If the breach is not address at the end of the rectification period.
- 2.4. Food Trucks operating in Hulhumalé should implement any amendments made to existing regulations or follow new regulations or changes to guidelines that may come into effect after signing of agreement, within the duration specified for implementing changes.
- 2.5. The food Trucks operating at Hulhumalé should strictly adhere to the hours of business operations set by the relevant government authority of the Maldives.
- 2.6. The personnel employed at the food trucks should adhere a strict uniform code set by the operator
- 2.7. The detailed concept and design of the food trucks should be submitted to HDC along with the proposal. Should any variances in design or concept occur due to a requirement of HPA, after the successful proponent is selected, the operator should submit the revised documents at the earliest to HDC.

- 2.8. The operator is solely responsible for the food trucks and any costs that may incur during operations. HDC will not be held liable for any expense or damage incurred on the food trucks.
- 2.9. Food Trucks may hold promotional activities within the designated space, provided that the operator has obtained written consent from HDC to do so.
- 2.10. The lessee will be responsible for all expenses incurred on operation of the food truck inclusive of utility charges where applicable.
- 2.11. HDC will ensure provisions for connection of water and electricity at the designated location for commercial food truck parking area.
- 2.12. For safety purposes it is more desirable for the use of electrical stove, grill and cooking appliances
- 2.13. Setting up of any form of seating or table setting within the vicinity, be it within the perimeter allocated to the food trucks is strictly prohibited.
- 2.14. In order to minimize probabilities of food contamination and to provide an efficient service, sale of meals and food requiring on-site preparation is not advisable.
- 2.15. Proponents requesting for food truck operating permit must have the vehicle registered in Male' zone.
- 2.16. No separate permit needed, however a written statement to be given to operators in order to identify vendors with authority to provide services as a food truck.
- 2.17. 3 Months security deposit to be taken from food truck operators.
- 2.18. Food truck parking to be monitored by Real Estate Management Department, commercial properties section.
- 2.19. Booking system managed by Municipal Department and overall operation and operator adherence to guidelines will be monitored by Municipal Department.

3. LOCATIONS OF OPERATION AND PARKING

- 3.1. The sale of food and beverages from the food trucks should be conducted at the designated locations only.
- 3.2. A map highlighting the areas allocated for operation of food trucks is annexed with this guideline.
- 3.3. Parking will be at the designated parking space and all the cleaning, and preparations must be done at the parking area.
- 3.4. The Size of a Parking slot is annexed with this document.

4. PRODUCT RANGE

- 4.1. The operators have the option of selling food items such as; but not limited to
 - Beverages (Soft drinks, canned or bottled drinks)
 - Ice cream
 - Corn
 - Cotton candy
 - Other F&B items that do not require preparation beforehand (Bagels, pretzels, etc.)
 - Beverages (Fresh juices, coffee, smoothies, milkshakes etc.)
 - Pre-packed / prepared fast food on the go (Hotdogs, Waffles, Sandwiches)
 - Pre-packed / prepared finger foods
 - Snacks

5. OPERATIONAL STANDARDS AND QUALITY OF SERVICES

- 5.1. Food Trucks should ensure that their services are provided in accordance with the regulations regarding the food establishments and services published by HPA. Food Trucks should also strictly adhere to personal hygiene of food handlers and food safety standards set by HPA at all times through all processes of food handling, preparation and service.
- 5.2. Potentially hazardous foods should be maintained at or below 4 degrees Celsius, and frozen foods at -18 degrees Celsius or lower.
- 5.3. All work surfaces should be smooth and kept clean and sanitized throughout the day.
- 5.4. Trucks should be cleaned and sanitized daily at the end of operations.
- 5.5. An adequate supply of cleaning clothes and materials should be kept at hand on the truck. Wiping down should be done by a material suitable for disinfecting or with a disposal material such as paper towels and disposed of immediately.
- 5.6. Soiled cleaning clothes should be stored separately in a secure and safe manner.
- 5.7. If milk or milk products are used in preparation of food or beverages, the milk should be stored under refrigeration either in the original container or in an appropriate dispenser. Utensils used for preparation of these food items should be properly sanitized daily.
- 5.8. Where food requires pre-cooking, processing or any other preparatory work, it should be carried out in a hygienically safe and secure premise.
- 5.9. Pre-packaged food items intended for immediate consumption should be labelled in accordance with HPA regulations. This includes, but is not limited to:

5.9.1. Common food product name

- 5.9.2. Volume / weight of the food product
- 5.9.3. Date of preparation
- 5.9.4. Expiry date
- 5.9.5. List of ingredients
- 5.9.6. Producer name, address and contact number

6. WASTE DISPOSAL MECHANISM

- 6.1. The waste generated at the trucks - both wet and dry garbage produced during operations and servicing, should be disposed of in an appropriate and systematic manner as set by the relevant entity disposing of waste; i.e.; Waste Management Corporation (WAMCO).
- 6.2. Operators should place covered or lidded dustbins for use by their customers within the boundary allocated for the food trucks
- 6.3. Proper disposal of the waste collected in the dustbins placed by the truck is the sole responsibility of the food truck. It is the responsibility of the vendor to clean the designated location during and after every operation. Any and all costs expended for collection and disposal of the waste should also be borne by the truck.
- 6.4. Waste collected should not be dumped or piled on location. It should be contained in a properly covered garbage receptacle ready for collection and disposal. The garbage receptacles should not omit any odors during the time taken for it to be picked off the location by the collector. The collected grease and oil should be flushed out at the designated cleaning space in the parking area.

7. FINES AND PENALTIES

- 7.1. Trucks failing to adhere to this guideline will be fined from a range of MVR 5,000 to MVR 50,000 by HDC based on the severity of the misconduct as set forth in the agreement between HDC and truck.
- 7.2. Repeated offences can result in revocation of the permit granted by HDC and revocation of the license leased by HDC.
- 7.3. Monthly fee penalty rate to be adjusted every 2 years and to be added to the monthly lease payable to HDC

8. FOOD TRUCK SPECIFICATIONS

- 8.1. The Food trucks should be mobile.
- 8.2. The Food trucks should be vibrant and attractive and should not contribute to excessive light and noise pollution.
- 8.3. The trucks should have mechanisms in place within the truck to ensure optimum temperatures for storing food items in accordance with the food safety regulations.
- 8.4. Storage compartments/facilities should be in place within the truck to store required utensils properly and safely for food preparation and service.
- 8.5. Operations should be carried out in a manner that ensures adequate hygiene protection and prevent cross-contamination of foods.
- 8.6. Structural Specifications:
 - 8.6.1. The interior of the food trucks should be constructed of durable material and smooth impervious surfaces that can easily be cleaned and sanitized.

- 8.6.2. The food truck should be designed as a single, self-contained unit, able to operate without the use of detached tables or counters, or requiring additional refrigeration at place of operation.
- 8.6.3. Thermometers should be available on site to food preparation and storage temperatures.
- 8.6.4. Food truck should be equipped with two (02) compartment stainless steel sink with potable running water. Each compartment should be large enough to immerse the largest equipment/utensil used in service on location to facilitate washing and sanitizing. Food trucks which sell non-potentially hazardous and pre-packaged food items may be exempted from the provision of two (20) compartment sinks.
- 8.6.5. A clean and safe water source should be installed in the truck. It shall have hot and cold running water, with pressure and it should be available at all times. It is recommended that the food truck should have the ability to heat water
- 8.6.6. Enclosed food trucks should have an adequate ventilation system complying with the standards set by HPA.

8.7. Food Preparation Process and Service:

- 8.7.1. Food should be protected from contamination at all times. The exposure of food to elements should be prevented by means of covers such as canopies, equipment covering lids etc. depending on the design of the unit.

8.8. Packaging Specifications:

- 8.8.1. The packaged product should be registered at Maldives Food & Drug Authority (MFDA) in accordance with their regulation
- 8.8.2. The material used for packaging should be safe for containment of food and should not in any way affect the purity, taste or odour of the food contained within. The packaging material should not transfer components or chemicals to food so as to endanger human health, change food composition or adversely affect food taste or odour.
- 8.8.3. The packaged food should be labelled to include all ingredients used in the food item along with any allergens contained.
- 8.8.4. The actual contents contained within should not be less, on average, than the nominal quantity stated on the packaging.
- 8.8.5. The materials used for packaging food should be disposable and repurposed containers should not be used.
- 8.8.6. The food product should be manufactured, prepared, preserved, packaged or stored under sanitary conditions.

8.9. Food Handlers' Hygiene:

- 8.9.1. The Food Handlers working at the trucks should fulfill the medical requirements set by HPA.
- 8.9.2. Operators and food handlers should possess the necessary food safety certifications stipulated by HPA.
- 8.9.3. All food handlers should;
 - observe good personal hygiene.
 - Wear clean outer garments

- Wear appropriate headgear
- Refrain from smoking while handling food
- Wash hands frequently

8.10. Holding Tanks:

8.10.1. The water and waste water holding tanks should comply with the following provisions;

8.10.1.1. The interior of each water tank should be smooth and free of recesses and crevices.

8.10.1.2. The potable water tanks should only be used for the storage of potable water.

8.10.1.3. The potable water tanks should be sufficient in size to ensure adequate supply of running water for handwashing, washing of equipment and other similar operations.

8.10.1.4. The waste water holding tank should be sized to accommodate 125% volume of the potable water supply

8.10.1.5. Waste water should be disposed at the parking area leased by HDC.

8.10.1.6. The potable water tanks should be designed to facilitate thorough cleaning and sanitizing, as well as sanitary filling and emptying.

8.11. Item Storage:

8.11.1. Food items & utensils:

- 8.11.1.1. Mechanical refrigeration should be provided for the storage of potentially hazardous food at or below 4 degrees Celsius or less and frozen items at -18 degrees Celsius or less
- 8.11.1.2. Ice, ice packs and boxes are not considered as acceptable means of refrigeration. Potentially hazardous food may be exempted from mechanical refrigeration if the temperature is maintained at or below -18 degrees Celsius with dry ice.
- 8.11.1.3. Hot holding storage equipment should be provided for the storage of potentially hazardous food items that are not refrigerated. The unit should be capable of maintaining potentially hazardous foods at 60 degrees Celsius or higher.
- 8.11.1.4. The utensils used for the preparation of food and beverages should be stored in an insect proof cupboard or storage area, with smooth surfaces to enable easy cleaning and disinfecting.

8.11.2. Non – food related items and cleaning material:

- 8.11.2.1. All cleaning items should be stored separately in a cabinet or area assigned for storing of cleaning materials such as brooms, mops and sanitizing solutions.
- 8.11.2.2. It should be ensured that sanitizing and dishwashing solutions are kept separate from food and food related items at all times.

Annex 1 – Parking Clearance

