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FOOD CONTROL SYSTEM
ASSESSMENT TOOL

DIMENSION C

INTERACTIONS WITH STAKEHOLDERS

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DIMENSION C identifies the interactions that must take place for the system to regularly adjust to national and international stakeholders' evolving needs, inspire confidence for stakeholders and to keep them well informed about their responsibilities.

SUB-DIMENSION C.1

DOMESTIC STAKEHOLDERS

This sub-dimension focuses on the transparency of communication to consumers and on the FBOs and their integration into the food control system.

Competency C.1.1 (Relationships between CAs and private sector regarding training needs) reviews how capacity development needs of FBOs are addressed to support compliance with regulatory requirements. CAs should perform an analysis of FBOs' capacity development needs to inform and plan awareness campaigns, training and educational programmes. When needs are identified, capacity development activities should be leveraged or implemented by CAs so that all risk categories of FBOs are informed and aware of legally required food standards. Formal attempts should be made to identify and address specific food controls that are often poorly carried out by FBOs, in order to address these in targeted training programmes.

Competency C.1.2 (Information flows and integration of FBOs into risk management) ensures that an efficient communication system operated by CAs enables FBOs and their trade organizations to remain updated on relevant food safety and quality information. It should also ensure that information can flow back to CAs and provide them with a mechanism for data generation and information gathering. FBOs' associations should be acknowledged by CAs and facilitate the transmission of accurate and timely information to and from their members. All categories of FBOs should be properly informed, updated and provided with equal opportunities to understand, contribute to the development of and implement any newly introduced methodologies or hygiene standards. The food industry should have open access to public information about food standards and regulations and to communication channels with the CAs. FBOs in special risk categories should be directly updated through communication channels that can verify receipt of information and they should transmit data directly to CAs. Finally, FBOs should be informed on the results of surveillance and routine reports to incentivize positive collaboration with government and enhance compliance.

Competency C.1.3 (Communication flows and involvement with consumers)

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