

---

---

## 資料摘要

### 選定地方的食物衛生資訊機制

#### 1. 引言

1.1 本資料摘要旨在向食物安全及環境衛生事務委員會提供資料，闡釋丹麥、英國及美國洛杉磯的食物衛生資訊機制。這些地方的衛生當局定期巡查食肆，並在店鋪及透過互聯網公布巡查結果，以供公眾查閱。香港近年亦討論為持牌食肆引入類似的制度。值得一提的是，政府曾建議實施公開分級制度(Open Categorization System)，公布持牌食肆衛生水平的資料，該建議曾在多個場合進行討論<sup>1</sup>。在擬議的制度下，持牌食肆的衛生情況，將根據一套以計分為本的巡查制度作為評級基礎。食肆經巡查後須在店鋪的當眼地方，張貼其該獲取衛生等級的標誌。

#### 2. 丹麥

2.1 在1990年代中期，丹麥政府著手推行數項改革措施，以簡化該國的食物安全政策，令食物業界別的管理更具透明度和效率。舉例而言，該國於1996年成立新的食物、農業及漁業部(Ministry of Food, Agriculture and Fisheries)，把執行食物安全規例的職責歸於同一部門<sup>2</sup>。此外，規管食物安全規例的相關法例，以及負責執法的監管機構數目，亦大幅減少。

---

<sup>1</sup> 請參閱Food and Environmental Hygiene Department (2001)及(2002)、Team Clean (2003)、Audit Commission (2005)，以及Legislative Council Secretariat (2002)及(2004)。

<sup>2</sup> 在1996年前，執行食物安全規例的職責由衛生部(Ministry of Health)和農業及漁業部(Ministry of Agriculture and Fisheries)共同負責。

2.2 丹麥政府於2001年繼續推行食物安全改革，並在該年推出"笑臉計劃"(Smiley Scheme)，以加強保障消費者在食物市場上的權益。該計劃打破丹麥過往不公布發生食物安全問題的食肆名稱的慣例。根據"笑臉計劃"，有關當局巡查食肆後會發出巡查報告，以符號(由大笑臉至苦臉)形式綜述巡查結果。這做法是藉簡單易明的巡查報告(特別是笑臉符號)，方便人們識別食肆的衛生情況。

### "笑臉計劃"的運作

2.3 在丹麥，丹麥禽畜及食物監管處(Danish Veterinary and Food Administration)<sup>3</sup> 的衛生督察，定期巡查向公眾售賣食品及飲料的所有商店、餐廳及其他食肆，通常每年巡查1至3次<sup>4</sup>。巡查以突擊方式進行，範圍包括食物安全規例的遵守情況和其他管制範疇，例如食物污染和食物標籤等。每次巡查後，食肆會收到巡查報告，載述巡查結果和由負責巡查的衛生督察評定的"笑臉"(見圖1)。報告除顯示最近一次巡查的"笑臉"評級外，亦顯示過去3次巡查的"笑臉"評級。展示4次巡查"笑臉"評級的做法，是讓消費者可追溯該食肆過往的表現。在"笑臉"符號下面，衛生督察亦會加入一些評語來解釋巡查結果。

---

<sup>3</sup> 丹麥禽畜及食物監管處是食品、農業及漁業部轄下的部門，負責處理丹麥的食物監管及禽畜檢查事宜。

<sup>4</sup> 巡查次數視乎食肆經營業務的風險評估結果而定。請參閱Danish Veterinary and Food Administration (2008)。

圖 1 —— 巡查報告樣本

**Kontrolrapport**

Virksomhed: **Næstved Sociale virksomhed**

Købtiden: \_\_\_\_\_

Adresse: **Fabrikvej 7B**

Postnr./By: **4700 Næstved**

Denne kontrol, dato: **31-01-2008**

Tidligere kontrol:

Dato	Resultat
27-03-2007	Smiley
29-08-2006	Smiley
24-02-2006	Smiley

Smiley-regler kontrolleret	Resultat*
Hygiejne: Behandling af fædevarer	1
Rengøring	1
Vedligeholdelse (lokaler, inventar)	1
Uddannelse i hygiejne	1
Virksomhedens egenkontrol	1
Mærkning og information	1
Godkendelser m.v.	1

\*Dårligste resultat bestemmer smiley-kategorien. Det er ikke alle regler, der bliver kontrolleret hver gang.

Resultat	Kategori	Betyder
1	Smiley	Ingen anmærkninger
2	Smiley med frown	Indskærpelse*
3	Smiley med sad face	Påbud eller forbud
4	Smiley med angry face	Bedeforlag, politianmeldelse eller godkendelse inddraget

\*Virksomheden kan få uddybet en indskærpelse i regionen.

Få mere at vide: [www.fvst.dk/smiley](http://www.fvst.dk/smiley)

Tilsynsferendes bemærkninger:

Behandling af fædevarer: Temperaturer i køl og frost samt opbevaring af tørvarer kontrolleret, ingen anmærkninger.

Rengøring og vedligeholdelse af køkken, lager og udsalgsområde kontrolleret, ingen anmærkninger.

Egenkontrol: Dokumentation for udført egenkontrol kontrolleret, ingen anmærkninger.

Godkendelser mv.: Kontrolrapporten fandtes korrekt ophængt. Blanket vedr. retssikkerhed er udleveret.

Ordinært tilsyn  Opfølgende tilsyn  Bestilt af virksomhed  Kontrolkampagne  Godkendelser m.v.  Prøver udlagt

Fødevareregion Øst  
Kontrolafdeling Ringsted **30 min**  
Sandtorngade 4 T 72 27 60 00 www.fvst.dk  
4100 Ringsted F 72 27 61 01 kontrol.ringsted.oest@fvst.dk  
Tilgængelighed

Virksomhedens kommentar:  Enig  Uenig  Fej rettes straks  Andet: \_\_\_\_\_

資料來源：National Smiley Website (2008)。

### 食肆評級的準則

2.4 每次巡查時，負責的衛生督察會檢查多項管制範疇，例如食物的處理方法及程序、食物衛生教育的提供、食物標籤，以及執行有關行政措施的違例事項(例如沒有張貼巡查報告)<sup>5</sup>。衛生督察會逐一就這些管制範疇評分，巡查完畢後，會按各項範疇中獲得的最低評分，來決定食肆獲得的"笑臉"。

<sup>5</sup> 根據 Danish Veterinary and Food Administration (2008)，每次巡查食肆時會檢查多項規管範疇。然而，檢查的範疇會因應每次巡查而有所不同，亦會因應不同食肆而有差別。

### 展示巡查結果的分級符號

2.5 在丹麥，所有食肆經巡查後均會獲得下列4個"笑臉"評級的其中一個：

**表 —— 4個"笑臉"評級**

笑臉	定義
 大笑臉 (Big smile face)	沒有負面評語。
 小笑臉 (Small smile face)	獲給予指示。
 嚴肅臉 (Straight face)	獲發指令或禁制令。
 苦臉 (Sad face)	被施以罰款、已向警方舉報或被撤銷牌照。

資料來源：Danish Veterinary and Food Administration (2008)。

2.6 2007年，在所有接受巡查的食肆中，75%獲"大笑臉"，18%獲"小笑臉"、2%獲"嚴肅臉"，以及5%獲"苦臉"。

2.7 2007年，食品、農業及漁業部在4級"笑臉"評級制度中增設另一個"笑臉"——"星級笑臉"  (elite-smiley)。在最近4次巡查中均獲"大笑臉"和過去12個月並無不良紀錄的食肆，會獲頒發"星級笑臉"。

### 展示巡查結果

2.8 在丹麥，所有食肆必須在當眼處展示最近期的巡查報告，讓消費者查閱後才決定是否在該處進食。違例者會被罰款2,000丹麥克郎(3,300港元<sup>6</sup>)。因此，不少食肆會把最近期的巡查報告張貼於正門或櫥窗上，讓消費者易於看見。

2.9 所有食肆的巡查報告均上載於全國性的"笑臉評級"網站(www.findsmiley.dk)，讓公眾查閱。該網站讓消費者以不同搜尋準則(例如名稱、地址及業務種類)尋找個別食肆的巡查結果。網站會以4個"笑臉"評級的方式<sup>7</sup>綜合顯示每家食肆最近4次的巡查結果，以及獲得該項巡查結果的日期(請參閱圖2)。消費者在4個"笑臉"評級符號的任何一個按一下，便可查閱有關巡查報告的全文。

<sup>6</sup> 根據2008年3月底1.65港元兌1丹麥克郎的平均匯率計算。

<sup>7</sup> 若食肆在最近4次巡查中均獲"大笑臉"和在過去12個月並無不良紀錄，網站上便會同時展示"星級笑臉"。

圖 2 —— 全國性的"笑臉評級"網站

The screenshot shows the National Smiley website interface. At the top, there is a navigation bar with links for 'Om Os', 'Kontakt', 'Fødevareregioner', 'English', and 'Sitemap'. A search bar contains the text 'Indtast søgeord' and a 'SØG' button. Below the navigation bar, there are buttons for 'Vis liste', 'Vis på kort', and 'Log ind'. A search bar contains the text 'virksomhed' and a 'SØG' button. Below the search bar, there are buttons for 'Detail' and 'Engros'. A 'SØG' button with a smiley icon is also present. To the right, there is a link for 'Flere søgefelter' and a 'Hjælp' button.

The main content area shows search results for 'virksomhed'. The results are displayed in a table with columns for the business name, address, and dates. Each row includes a smiley icon representing the rating. The results are as follows:

Virksomhed	Adresse	19-03-2008	09-03-2005	16-09-2004	17-09-2003		
ApS SKARY RESTAURATIONS VIRKSOMHED	Pilestræde 43 1112 København K	😊	😊	😊	😊	✉	🌐
Den Sociale Virksomhed Lolland Afdeling Åvanget	Bays Vej 2 4930 Maribo	😊	😊	😊	😊	✉	🌐
ELISABETH CHAANHING RESTAURATIONS/DET KINESISKE TÅRN VIRKSOM...	Vesterbrogade 3 1620 København V	😊	😊	😊	😊	✉	🌐
Esbjerg Kommunes Forsyningsvirksomhederne	Ravnvej 10 6705 Esbjerg Ø	😊	😊	😊	😊	✉	🌐
Forsvarets Kantinevirksomhed	Sødalsparken 20 8220 Brabrand	😊	😊			✉	🌐
FREDERIKSBERG KOMMUNES FORSYNINGSVIRKSOMHED	Stæhr Johannsens Vej 38 2000 Frederiksberg	😊	😊	😊	😊	✉	🌐
Kantinen C.V.II. Syd Den sociale virksomhed Falster	Bispegade 5, byg. B 4800 Nykøbing F	😊	😊	😞	😊	✉	🌐
Kursusvirksomheden Østerlund	Gl Nykøbingvej 94 4572 Nørre Asminderup	😊				✉	🌐
Lyng-frue - Mobil virksomhed v/Lene Fruelund	Funder Skovvej 21 8600 Silkeborg	😊	😊	😊		✉	🌐
Næstved Sociale virksomhed Kantinen	Fabrikvej 78 4700 Næstved	😊	😊	😊	😊	✉	🌐

At the bottom of the page, there is a footer with contact information for Fødevarerstyrelsen, including the address 'Mørkhøj Bygade, 19 2860 Søborg', phone number '+45 3395 6000', email 'smiley@fst.dk', and EAN-Number. There are also links for 'Webmaster' and 'Persondatapolitik'.

資料來源：National Smiley website (2008)。

## 覆檢機制

2.10 在丹麥，"笑臉"計劃給予食肆經營者在首次巡查後提出要求覆查食肆的機會。在首次巡查時獲較低評分，以及在巡查後採取補救措施改善衛生情況的食肆，通常會提出覆查的要求。覆查費用由提出要求覆檢的食肆經營者承擔。

## "笑臉"計劃的評價

2.11 丹麥禽畜及食物監管處表示<sup>8</sup>，根據在2007年11月進行的市場調查顯示，97%的消費者支持"笑臉"計劃。在同一調查中，每3名消費者有兩名表示不會光顧獲"苦臉"評級的餐廳，而59%則表示會因餐廳獲"苦臉"評級而選擇到別處用膳。至於食肆方面，88%支持"笑臉"計劃，86%相信衛生督察在評估時作出公正的判斷。

### 3. 英國

3.1 在英國，於2005年1月生效的《2000年資訊自由法令》(Freedom of Information Act 2000)及《2004年環境資訊規例》(Environmental Information Regulations 2004)旨在促進公共機關的開放文化和問責性<sup>9</sup>。兩項法例訂明，除非公共機關有合理理由把執行職能期間所獲取的資料保密，否則公眾享有查閱有關資料的法定權力。至於涉及獲取有關監管食物安全的資料，《2000年資訊自由法令》載有條文容許公眾索取地方當局因巡查食肆衛生情況而獲得的資料。同樣地，《2004年環境資訊規例》訂明，公眾可取得更多有關"人類健康及安全情況，包括食物鏈污染情況(如適用)"<sup>10</sup>的具體資料。

3.2 為配合《2000年資訊自由法令》及《2004年環境資訊規例》的推行，食物標準局(Food Standards Agency)<sup>11</sup>於2004年推出"公開評分"(Scores on Doors)試驗計劃，規定食肆須在店鋪張貼衛生巡查資料，以及把有關資料上載於互聯網，讓公眾查閱。這項試驗計劃亦是食物標準局2001至2006年策略計劃(Strategic Plan 2001-2006)的項目之一。該策略計劃的目標，包括透過改善食物鏈的食物安全，在計劃推行期內把因食物引致的疾病的數目減少20%。

---

<sup>8</sup> 請參閱 Danish Veterinary and Food Administration (2008)。

<sup>9</sup> 《2000年資訊自由法令》訂明，公眾可取得公共機關所持有的官方資料，而《2004年環境資訊規例》則規定，公眾有權取得環境資訊。請參閱 Wikipedia (2008) 和 Information Commissioner's Office (2008a)及(2008b)。

<sup>10</sup> 請參閱《2004年環境資訊規例》第一部。

<sup>11</sup> 食物標準局於2000年根據國會法令(Act of Parliament)成立，是一獨立運作的政府部門，負責保障公眾健康及消費者在食物方面的權益。

## "公開評分"計劃的運作

3.3 首項"公開評分"計劃於2004年推行，隨後數年在英國各地相繼設立多項類似的計劃。現時，英國有百多個地方當局推行不同形式的"公開評分"計劃，其中多項計劃由食物標準局贊助，目的是驗證有關計劃在落實執行時成效如何。此外，多個地方當局亦同時設立本身的"公開評分"計劃，以應付越來越多市民索取衛生巡查資料的要求。下文各段綜述現時在英國各地運作的不同"公開評分"計劃的普遍特點。

### *食肆評級的準則*

3.4 在英國，根據《1990年食物安全法令》(Food Safety Act 1990)而發出的《食物法實務守則》(Food Law Code of Practice)，訂明衛生督察在執行食物法時須遵從的指示及準則。特別是《食物法實務守則》訂定食物衛生的評分制度，採用了7項風險評估準則來評定食肆的級別，以及決定所需的巡查次數<sup>12</sup>。"公開評分"計劃大多採用該套評分制度，並根據評分制度所載的下述3項準則，為食肆進行巡查和評級<sup>13</sup>：

- (a) 食物衛生及安全程序(包括食物處理方法和程序，以及溫度控制)；
- (b) 店鋪的結構(包括潔淨程度、間格、結構情況及是否通風等)；及
- (c) 對管理／控制系統的信心(包括食肆經營者過往遵從食物衛生法例的紀錄、管理層對衛生及食物安全的態度，以及有否設立食物安全管理制度<sup>14</sup>)。

在巡查期間，負責有關工作的衛生督察須就上述3項準則逐項評分。各項評分的總和將決定食肆的總得分，總得分會以"笑臉"、字母或級別形式展示，概述食肆在巡查時所達致的衛生水平。

---

<sup>12</sup> 巡查次數由最高風險食肆每12個月巡查一次，到最低風險食肆每5年巡查一次不等。

<sup>13</sup> 不同的地方當局推行的"公開評分"計劃各有差異。有些計劃專注於食物市場的個別行業(通常為食肆)，另一些計劃則涵蓋所有須接受食物衛生巡查的食物業務。

<sup>14</sup> 大部分"公開評分"計劃從食物衛生評分制度所訂的7項準則中選取上述3項，因為這3項準則都與食肆經營者有直接關係。

3.5 巡查後，每家食肆會獲發證書，綜述該食肆在最近巡查時所達致的衛生水平。至於證書上顯示的資料，各個地方機構處理手法不盡相同。舉例而言，德比市(city of Derby)採用星級評分制度，而證書上只顯示獲頒發的星章數目(請參閱圖3)。

圖3 —— 德比市議會發出的證書樣本









資料來源：Derby City Council (2008)。



3.6 相比下，萊斯特市(city of Leicester)雖然同樣推行"笑臉計劃"，但該市發出的證書不僅包括"笑臉"符號，亦載有每個管制範疇的評分及巡查結果摘要(請參閱圖4)。

圖4 —— 萊斯特市議會發出的證書樣本

Food Safety Report	
<b>Name of establishment:</b> SH20	<b>Address:</b> 443 Welford Road Leicester LE2 6BL
<b>Food business operator:</b> Ravinder Singh	
SmileSafe Rating	
<b>Inspection date:</b> 13 Feb 2008	
<b>Food hygiene practices</b>	<b>SmileSafe rating:</b> 
<ul style="list-style-type: none"> <li>• Food handling</li> <li>• Temperature control</li> <li>• Personal hygiene of staff</li> </ul>	
<b>Structure</b>	
<ul style="list-style-type: none"> <li>• Cleanliness</li> <li>• Maintenance and repair</li> <li>• Facilities</li> </ul>	
<b>Confidence in management</b>	
<ul style="list-style-type: none"> <li>• Food safety procedures</li> <li>• Track record of business</li> <li>• Food hygiene training</li> </ul>	
<b>The poorest rating above determines the SmileSafe rating</b>	
 High standards of food hygiene	 Unsatisfactory standards, some major problems
 Satisfactory standards, some issues raised	 Highly unsatisfactory standards, enforcement action likely
Summary of Inspection Findings	
<p>Food handling practices were satisfactory. Food was handled and stored hygienically and all fridges were operating at correct temperatures to ensure food safety. Personal hygiene of food handlers was also satisfactory and appropriate protective clothing was worn when preparing food.</p> <p>Standards of cleanliness were good. The structure of the kitchen was reasonable, although some redecoration was required and the storeroom floor required repair.</p> <p>Food safety checks were being carried out in this business. These now need further development and documentation. Food handlers had received food hygiene training, but this was some time ago.</p>	
Inspector: Elizabeth Johnson	Signature:
Leicester City Council, Food Safety Team, New Walk Centre (A4), Welford Place, Leicester, LE1 6ZG	Tel: 0116 2527001 www.leicester.gov.uk/food Email: food@leicester.gov.uk
	

資料來源：Leicester City Council (2008)。

---

### 展示巡查結果的分級符號

3.7 地方當局把食物衛生巡查結果轉化為符號，以識別經巡查食肆的不同衛生水平。現行的"公開評分"計劃採用的符號種類繁多，當中大部分使用五星評級制度，評級由無星級(衛生水平差劣)到五星級(食物安全管理達致最佳水平)不等。此外，亦有其他評級制度，把巡查結果劃分為不同級別，舉例如下：

- (a) 笑臉計劃 — 大笑臉(食物衛生達致高水平)、笑臉(水平令人滿意)、無笑臉(水平不符合要求)，以及苦臉(水平極不符合要求)；
- (b) 字母評級計劃 — "A"(優)、"B"(良)、"C"(常)、"D"(可)及"E"(劣)；
- (c) 兩級計劃 — "合格"及"須予改善"級別；及
- (d) 交通燈 + 金章計劃 — "金色"(衛生水平極佳)、"綠色"(衛生水平良好)、"黃色"(遵從規定情況令人滿意)，以及"紅色"(已採取執法行動／須予改善)。

### 展示巡查結果

3.8 地方當局把最新的衛生巡查結果上載於網站，讓公眾查閱。然而，現時並無法例規定食肆必須在店鋪展示評級證書。若食肆選擇展示證書，則規定必須放置於店鋪外當眼處，讓公眾看到食肆最新的衛生巡查結果，才決定是否入內。

### 覆檢機制

3.9 一般而言，食肆要等到下次食物衛生巡查或食肆轉換東主時，才取得新的評級。然而，若干"公開評分"制度容許食肆經營者要求進行覆檢。舉例而言，在萊斯特市，食肆經營者若不滿意初次巡查時所獲的"笑臉"評級，在已經採取補救措施改善其食肆的衛生情況後，可要求覆查。有關的食肆經營者必須在初次巡查的28天內提出要求，並支付覆查的費用。

## "公開評分"計劃的評價

3.10 在2007年，食物標準局委託兩間研究公司，即 Continental Research公司及 Greenstreet Berman公司，評估在英國推行的"公開評分"計劃。Continental Research公司集中調查消費者對該計劃的認識程度，而 Greenstreet Berman公司則評估計劃對地方當局及食肆的影響，並根據所得的證據建議該計劃的未來路向。

### *Continental Research公司的主要調查結果*

3.11 Continental Research公司的評估結果顯示，消費者、食肆及地方當局均支持推行"公開評分"計劃，藉此向消費者提供更多信息，和提高他們的權益。該研究公司亦發現，各持份者均認為有必要引入一套全國性的"公開評分"計劃，以免因現時英國各地推行不同形式的計劃而導致混亂。

### *Greenstreet Berman公司的主要調查結果*

3.12 Greenstreet Berman公司表示，"公開評分"計劃沒有對地方當局帶來過度的規管負擔，而運作該計劃所需的資源亦較預期為少。此外，有證據顯示，"公開評分"計劃能夠鼓勵食肆改善衛生水平，並亦能令食肆的衛生巡查評分大幅提高。有關證據包括如下：

- (a) 食肆及衛生督察的主觀意見；
- (b) 食肆在推行"公開評分"計劃後所得的衛生巡查評分，明顯高於推行計劃前所得的評分；及
- (c) 海外同類計劃的評估結果顯示，"公開評分"計劃與食肆改善衛生水平有直接關係。

3.13 此外，Greenstreet Berman公司特別提到支持推行全國性"公開評分"計劃的多項理據，包括調查結果顯示，97%的消費者及大部分食肆支持推行全國性"公開評分"計劃。此外，推行全國性計劃可加強消費者對"公開評分"計劃的認識，並有助食肆自律<sup>15</sup>。

---

<sup>15</sup> Greenstreet Berman公司表示，向接受巡查食肆發出證書以展示其衛生級別，既是一項嘉許，亦是推動食肆改善食物衛生水平的誘因。請參閱Foods Standards Agency (2008a)。

## "公開評分"計劃的最新發展

3.14 在食物標準局2008年3月12日的公開會議上，該局董事會同意制訂單一的全國性"公開評分"計劃，讓消費者得知食物業的衛生評級。食物標準局表示<sup>16</sup>，根據過去兩年來推行的百多項相關計劃的運作經驗，該局決定推出全國性計劃。此舉亦顯示該局致力幫助消費者作出選擇的決心。

3.15 食物標準局於2008年5月20日展開為期12周的諮詢，以蒐集有關各方對全國性"公開評分"計劃的意見。特別一提的是，該局會就以下兩項可能實施的評級方案進行諮詢：

- (a) 4級評分制度：設3個星級和1個不合格級別；及
- (b) 3級評分計劃：發出"合格"或"須予改善"證書，並設不合格評級。

## 4. 美國洛杉磯

4.1 在1998年1月，洛杉磯公共衛生部(Department of Public Health)<sup>17</sup>推行一項新的措施，根據最新的衛生巡查結果，向食肆發出字母評級(即A級、B級或C級)。此外，該部門亦首次在食肆及透過互聯網公布巡查結果<sup>18</sup>。過往，當地實行扣分制，衛生督察會把巡查結果記錄在案，並根據違反食物安全規例的性質及程度，從起評分扣除某分數。然而，這扣分制不設評級，而食肆所得的衛生評分亦只供內部參閱。

4.2 洛杉磯於1998年引入字母評級計劃，事源是當地電視台於1997年11月播放的調查性新聞節目，節目內的記者使用隱藏攝影機拍攝到洛杉磯多間餐廳處理食物的方式既不安全，亦不衛生。該節目亦揭露，數間已通過巡查的餐廳處理食物的方法欠佳。經傳媒報道後，洛杉磯縣監察人員委員會(Board of Supervisors)(即該縣的管治機構)勒令公共衛生部提交方案，處理該新聞節目揭發的問題。公共衛生部其後向委員會提出17點行動方案。有關當局根據該方案由1998年起實施以下新的食物巡查措施：

---

<sup>16</sup> 請參閱Food Standards Agency (2008a)。

<sup>17</sup> 公共衛生部負責保障健康、預防疾病，以及促進洛杉磯縣居民的健康和謀取他們的福祉。

<sup>18</sup> 字母評級是發給在零售層面貯存、製備、包裝、供應、出售或提供食物供人食用的永久食肆。請參閱Department of Public Health (2007)。

- (a) 根據食肆遵守食物安全規例的情況，採用客觀的巡查評分準則為食肆評級；
- (b) 引入字母評級計劃，把遵守規例程度不一的食肆分類；
- (c) 設立覆檢機制，讓食肆經營者有機會把食肆所獲的低評級／評分提高；及
- (d) 讓更多公眾取得食物衛生巡查結果的資料。

### 字母評級計劃的運作

4.3 公共衛生部的衛生督察定期巡查食肆，以確保它們遵守有關的食物安全規例。巡查次數視乎食肆處理食物的方法所涉及的風險而定<sup>19</sup>。舉例而言，出售預先包裝及已製備食物的食肆(例如便利店及雜貨店)每年巡查一次，而食品種類和煮食配料不多的食肆(例如快餐店)每年巡查兩次。至於食品種類齊備的食肆，則每年巡查3次。

### 食肆評級的準則

4.4 每次巡查時，衛生督察會把每項違反食物安全規例的情況記錄在《食物人員巡查報告》(Food Official Inspection Report)內，並會在巡查完畢後向有關食肆發出該報告。《食物人員巡查報告》旨在記錄食肆違反食物安全規例的不同程度風險。報告載有108項管制範疇，供記錄不同的違例事項及提出規定。整份報告分為6部分，第I部至第IV部記錄違例事項<sup>20</sup>，第V至第VI部用作收集及記錄數據用途(請參閱附錄)<sup>21</sup>。

<sup>19</sup> 請參閱 Department of Public Health (2007)。

<sup>20</sup> 第I部記錄與傳播因食物引致的疾病有直接關係的"主要"違例事項(例如食品攪雜)。第II部記錄對公眾健康及安全造成較低風險的違例事項(例如食物溫度)。至於第III部，則記錄對公眾健康及安全並無即時危險的違例事項(例如解凍方法)。第IV部記錄對健康風險並無直接影響，並屬於有關行政方面的違例事項(例如沒有張貼洗手標誌)。請參閱 Department of Public Health (2007)。

<sup>21</sup> 第V部指出食肆職員所需的培訓，而第VI部則記錄具有潛在危險食物的溫度。請參閱 Department of Public Health (2007)。

4.5 衛生督察巡查時會檢查《食物人員巡查報告》第I至VI部的相關類目。若違反第I至III部，須記錄在案，並就每項違例事項扣除特定的分數<sup>22</sup>。巡查前每家食肆的起評分為100，在減去被扣分數的總和後，按餘下的分數則決定有關食肆在巡查完畢後獲發評級卡或績分卡。

#### 展示巡查結果的分級符號

4.6 食肆如在《食物人員巡查報告》內取得70分或以上，可獲發A級、B級或C級評級卡。在評級卡上展示的評級，是根據以下評級制度評定：

- (a) 90至100分為"A"級<sup>23</sup>，表示食物的處理方法及食物設施的整體保養情況普遍優良；
- (b) 80至89分為"B"級，表示食物的處理方法及食物設施的整體保養情況普遍良好；及
- (c) 70至79分為"C"級，表示食物的處理方法及食物設施的整體保養情況可以接受。

食肆的績分若少於70分，將獲發績分卡，卡上只會展示《食物人員巡查報告》內所載的分數<sup>24</sup>。獲發績分卡表示食肆處理食物的方法，以及食物設施的整體保養情況欠佳。

#### 展示巡查結果

4.7 食肆須備有最近期的巡查報告讓公眾查閱，並須張貼資料卡，告知公眾聯絡前住何處的巡查辦事處索取進一步資料。巡查結果亦在公共衛生部的網站(<http://publichealth.lacounty.gov/rating/>)公布。網站設有網上搜尋功能，方便公眾按評級、名稱或地點／鄰近地區快捷地尋找個別食肆的評分。

<sup>22</sup> 第I至III部的類目按違例事項的公共衛生風險，預先定下一個扣減分數。舉例而言，若違反食物溫度的規定，會被扣6分，若發現一隻活蟑螂，但並無其他證據顯示受蟑螂侵擾，則被扣1分。請參閱 Department of Public Health (2007)。

<sup>23</sup> 如食肆連續3次獲評"A"級，並且在《食物人員巡查報告》內並無違反第I部所列的規定，或沒有重覆違反第II部所列的規定，公共衛生部便會向該食肆發出卓越證書。請參閱 Department of Public Health (2007)。

<sup>24</sup> 食肆如在12個月內兩次被評70分以下則必須關閉停業。

4.8 在洛杉磯，展示評級卡／績分卡的規定適用於實施《洛杉磯縣條例》(Los Angeles County Ordinance)，並把該條例納入市政法規的城市所開設的食肆。根據該條例，食肆須把最近期的評級卡／績分卡張貼於可讓公眾及進入店鋪的顧客能夠清楚看見的地方<sup>25</sup>。此外，評級卡／績分卡必須持續在店鋪張貼，直至下次例行巡查時發出新的評級卡／績分卡為止。

#### 覆檢機制

4.9 公共衛生部設有覆檢制度，給予食肆經營者機會主動提出在其食肆獲得低評級或低評分後要求覆查。食肆經營者可在任何12個月內提出巡查要求一次，並須支付涉及的覆查費用。

4.10 食肆經營者須在獲得評級或評分後的3個營業日內提出巡查要求。巡查要求獲得批准後，當局會進行兩次突擊巡查。第一次巡查會在食肆經營者支付覆查費後10天內進行。這項安排讓食肆經營者有機會處理初次巡查時發現的重要問題，以及改善其食肆的衛生情況。在覆查完畢後的30至60天內，有關部門會進行第二次突擊巡查。這次巡查讓衛生督察決定食肆經營者能否持續改善其食肆，以及完全解決在初次巡查中發現的問題。若衛生督察滿意食肆的情況，經營者會獲得新的字母評級／評分。

#### 字母評級計劃的評價

4.11 2008年1月，公共衛生部發表《餐廳及食物設施評級計劃十年檢討》(10-Year Review of Restaurant and Food Facility Grading Program)報告，綜述過去10年字母評級計劃的演變及成果<sup>26</sup>。在報告中，該部按以下範疇闡釋計劃的成效：(a)改善食物設施及使其更為安全；(b)減少相關疾病的發生；(c)加強消費者資訊；及(d)公眾對計劃的正面觀感。報告引述了主要的調查及研究結果，以量化字母評級計劃的成效，有關詳情綜述於下文各段方面。

<sup>25</sup> 根據《洛杉磯市政法規》(Los Angeles County Code)第8.04章，“可讓公眾及顧客清楚看見”表示(a)張貼於距離正門5呎範圍內食肆的正面窗戶；(b)張貼於距離正門5呎範圍內食肆正面牆壁外的陳列櫃；或(c)在縣衛生人員酌情指示或決定的位置張貼，以確保向公眾及顧客發出適當的通知。

<sup>26</sup> 根據Department of Public Health (2008)所載，該報告是配合洛杉磯縣字母評級計劃推行10周年而發表。

### 改善食物設施及使其更為安全

4.12 一項有關巡查食肆評分趨勢及統計數據的研究顯示，字母評級計劃對改善食肆的衛生情況卓有成效。在1997-1998至2006-2007年度，餐廳的平均巡查評分由84.7分上升至93.3分。特別一提的是，在同期內，獲90至100分評分(即"A"級)的餐廳比例由39.9%上升至82.5%。此外，巡查評分低於70分的餐廳比例則由1997-1998年度的11.8%大幅減至2006-2007年度的0.2%。

4.13 與餐廳一樣，在1997-1998至2006-2007年度，其他零售食物設施在巡查中取得較低評分的比例亦見下降。在這類別中，在巡查中取得70分以下的比例由1997-1998年度的4.7%下降至2006-2007年度的0.1%，而在巡查中獲得"A"級的比例則由63.0%增加至88.3%。

### 減少相關疾病的發生

4.14 隨著得分較低的食物設施有所減少，加上食肆的平均得分提高，公共衛生亦因此而獲得改善。舉例而言，兩名經濟學家在一項計量經濟學研究中總結，在實施字母評級計劃後，因食物引致疾病而須入院的個案較實施有關計劃前的個案減少20%<sup>27</sup>。公共衛生部於2005年進行另一項研究，把1993至2000年期間在洛杉磯縣因食物引致的疾病而須入院的個案，與加州其餘地方的有關個案作一比較，結果是發現在洛杉磯縣因食物引致疾病而須入院的個案，較其他縣的個案減少13.1%。

### 加強消費者資訊

4.15 當局在2001年曾對洛杉磯縣2 000名居民進行調查，顯示在字母評級計劃下，查閱有關食肆衛生巡查資料的公眾增多。同時調查結果顯示84%回覆者得悉評級計劃，77%回覆者經常或大部分時間注意張貼的評級。調查亦發現，65%回覆者在選擇食肆時，經常或大部分時間受字母評級影響。在出外用膳的受訪者中，經常或大部分時間在"C"級餐廳進食的只有3%，在"B"級餐廳進食有25%，而在"A"級餐廳進食則有88%。

<sup>27</sup> 請參閱Jin, G., & Lesile, P. (2003)。



4.16 上述2001年的調查結果顯示公眾選擇在評級較高的餐廳進食，這項調查獲其他研究支持。在2003年，兩名經濟學家的研究，發現餐廳可藉較高評級而增加收入的經濟誘因<sup>28</sup>。在實施強制性張貼評級的地方，當引入評級卡後，"A"級餐廳的收入平均增加5.7%，而"B"級餐的收入則平均增加0.7%，較"A"級餐廳的收入增幅低5個百分點。

#### 公眾對計劃的正面觀感

4.17 公共衛生部表示，評估字母評級計劃的另一項指標，是公眾是否認為該計劃具有價值和效益。在2001年，當局隨機抽選2 000名洛杉磯縣居民調查他們對字母評級計劃的意見。該調查發現，91%回覆者喜歡該計劃。2005年進行的洛杉磯衛生調查(Los Angeles Health Survey)亦發現，在8 648名回覆者中，89%認為該計劃能有效確保食物安全。

---

余肇中  
2008年6月23日  
電話：2869 9695

---

資料摘要為立法會議員及其轄下委員會而編製，它們並非法律或其他專業意見，亦不應以該等資料摘要作為上述意見。資料摘要的版權由立法會行政管理委員會(下稱"行政管理委員會")所擁有。行政管理委員會准許任何人士複製資料摘要作非商業用途，惟有關複製必須準確及不會對立法會構成負面影響，並須註明出處為立法會秘書處資料研究及圖書館服務部，而且須將一份複製文本送交立法會圖書館備存。

---

<sup>28</sup> 請參閱Jin, G., & Lesile, P. (2003)。

附錄

食物人員巡查報告

**RETAIL FOOD OFFICIAL INSPECTION REPORT**  
 COUNTY OF LOS ANGELES ♦ DEPARTMENT OF PUBLIC HEALTH  
 ENVIRONMENTAL HEALTH

DATE VIOLATIONS CORRECTED:		EHS INITIALS:	
SCORE		GRADE	
No Violations Observed At Time Of Inspection		Complaint Allegations Not Observed	
OUT=Out of Compliance N/A=Not Applicable N/O=Not Observed COS=Corrected On Site			
SECTION I (POINT VALUE - 6 POINTS FOR VIOLATIONS IN EACH CATEGORY IN SECTION I - MAXIMUM POINTS DEDUCTIBLE - 36)			POINTS
OUT	N/A	N/O	COS
<b>FOOD TEMPERATURES</b>			
1	2	3	4
5	6	7	8
9	10	11	12
13	14	15	16
17	18	19	20
<b>EMPLOYEE HEALTH</b>			
21	22	23	24
25	26	27	28
<b>SEWAGE</b>			
29	30	31	32
33	34	35	36
SECTION II (POINT VALUE - 4 POINTS FOR VIOLATIONS IN EACH CATEGORY IN SECTION II - MAXIMUM POINTS DEDUCTIBLE - 28)			POINTS
OUT	N/A	N/O	COS
<b>FOOD TEMPERATURES</b>			
37	38	39	40
41	42	43	44
45	46	47	48
<b>FOOD STORAGE</b>			
49	50	51	52
53	54	55	56
57	58	59	60
<b>PLUMBING / FIXTURES</b>			
61	62	63	64
65	66	67	68
SECTION III (POINT VALUE - 1 POINT VIOLATION FOR EACH SUBCATEGORY IN SECTION III - MAXIMUM POINTS DEDUCTIBLE - 36)			POINTS
OUT	N/A	N/O	COS
<b>FOOD / METHODS</b>			
69	70	71	72
73	74	75	76
77	78	79	80
81	82	83	84
<b>OPERATIONS</b>			
85	86	87	88
89	90	91	92
93	94	95	96
<b>VERMIN</b>			
97	98	99	100
101	102	103	104
<b>PLUMBING / FIXTURES / EQUIPMENT</b>			
105	106	107	108
109	110	111	112
113	114	115	116
<b>VENTILATION / LIGHTING</b>			
117	118	119	120
121	122	123	124
125	126	127	128
<b>TOILETS / DRESSING ROOMS</b>			
129	130	131	132
133	134	135	136
137	138	139	140
<b>REFUSE / PREMISES / JANITORIAL</b>			
141	142	143	144
145	146	147	148
149	150	151	152
153	154	155	156
157	158	159	160
161	162	163	164
165	166	167	168
169	170	171	172
173	174	175	176
177	178	179	180
181	182	183	184
185	186	187	188
189	190	191	192
193	194	195	196
197	198	199	200
201	202	203	204
205	206	207	208
209	210	211	212
213	214	215	216
217	218	219	220
221	222	223	224
225	226	227	228
229	230	231	232
233	234	235	236
237	238	239	240
241	242	243	244
245	246	247	248
249	250	251	252
253	254	255	256
257	258	259	260
261	262	263	264
265	266	267	268
269	270	271	272
273	274	275	276
277	278	279	280
281	282	283	284
285	286	287	288
289	290	291	292
293	294	295	296
297	298	299	300
301	302	303	304
305	306	307	308
309	310	311	312
313	314	315	316
317	318	319	320
321	322	323	324
325	326	327	328
329	330	331	332
333	334	335	336
337	338	339	340
341	342	343	344
345	346	347	348
349	350	351	352
353	354	355	356
357	358	359	360
361	362	363	364
365	366	367	368
369	370	371	372
373	374	375	376
377	378	379	380
381	382	383	384
385	386	387	388
389	390	391	392
393	394	395	396
397	398	399	400
401	402	403	404
405	406	407	408
409	410	411	412
413	414	415	416
417	418	419	420
421	422	423	424
425	426	427	428
429	430	431	432
433	434	435	436
437	438	439	440
441	442	443	444
445	446	447	448
449	450	451	452
453	454	455	456
457	458	459	460
461	462	463	464
465	466	467	468
469	470	471	472
473	474	475	476
477	478	479	480
481	482	483	484
485	486	487	488
489	490	491	492
493	494	495	496
497	498	499	500
501	502	503	504
505	506	507	508
509	510	511	512
513	514	515	516
517	518	519	520
521	522	523	524
525	526	527	528
529	530	531	532
533	534	535	536
537	538	539	540
541	542	543	544
545	546	547	548
549	550	551	552
553	554	555	556
557	558	559	560
561	562	563	564
565	566	567	568
569	570	571	572
573	574	575	576
577	578	579	580
581	582	583	584
585	586	587	588
589	590	591	592
593	594	595	596
597	598	599	600
601	602	603	604
605	606	607	608
609	610	611	612
613	614	615	616
617	618	619	620
621	622	623	624
625	626	627	628
629	630	631	632
633	634	635	636
637	638	639	640
641	642	643	644
645	646	647	648
649	650	651	652
653	654	655	656
657	658	659	660
661	662	663	664
665	666	667	668
669	670	671	672
673	674	675	676
677	678	679	680
681	682	683	684
685	686	687	688
689	690	691	692
693	694	695	696
697	698	699	700
701	702	703	704
705	706	707	708
709	710	711	712
713	714	715	716
717	718	719	720
721	722	723	724
725	726	727	728
729	730	731	732
733	734	735	736
737	738	739	740
741	742	743	744
745	746	747	748
749	750	751	752
753	754	755	756
757	758	759	760
761	762	763	764
765	766	767	768
769	770	771	772
773	774	775	776
777	778	779	780
781	782	783	784
785	786	787	788
789	790	791	792
793	794	795	796
797	798	799	800
801	802	803	804
805	806	807	808
809	810	811	812
813	814	815	816
817	818	819	820
821	822	823	824
825	826	827	828
829	830	831	832
833	834	835	836
837	838	839	840
841	842	843	844
845	846	847	848
849	850	851	852
853	854	855	856
857	858	859	860
861	862	863	864
865	866	867	868
869	870	871	872
873	874	875	876
877	878	879	880
881	882	883	884
885	886	887	888
889	890	891	892
893	894	895	896
897	898	899	900
901	902	903	904
905	906	907	908
909	910	911	912
913	914	915	916
917	918	919	920
921	922	923	924
925	926	927	928
929	930	931	932
933	934	935	936
937	938	939	940
941	942	943	944
945	946	947	948
949	950	951	952
953	954	955	956
957	958	959	960
961	962	963	964
965	966	967	968
969	970	971	972
973	974	975	976
977	978	979	980
981	982	983	984
985	986	987	988
989	990	991	992
993	994	995	996
997	998	999	1000

See Reverse Side For The General Requirements That Correspond To Each Violation Listed Above **PAGE 1**

## 附錄(續)

**SUMMARY OF THE CORRESPONDING LAWS AND REGULATIONS FOR THE VIOLATIONS LISTED ON THE FRONT SIDE OF THIS FORM. THIS SUMMARY PAGE LISTS THE GENERAL REQUIREMENTS FOR EACH ITEM. THE DEPARTMENT MAY CITE ADDITIONAL SECTIONS, AS NEEDED.**

<p><b>FOOD TEMPERATURE</b></p>	<p><b>FOOD SAFETY CERTIFICATION</b></p>
<p>1, 2, 18, 19. Potentially hazardous foods shall be held at or below 41/ 45°F or at or above 135°F.</p>	<p>35. There shall be at least one food safety certified owner or employee at each food facility. (113947)</p>
<p>Potentially hazardous foods that have been removed from holding temperatures for preparation shall be returned to approved holding temperatures within 2 hours. (113996, 113998, 114000)</p>	<p><b>FOOD / METHODS</b></p>
<p>2. See Number 1.</p>	<p>36. Food shall be thawed under refrigeration; completely submerged under cold running water of sufficient velocity to flush loose particles; in microwave oven, during the cooking process. (114020)</p>
<p>3. Comminuted meat, raw eggs, or any food containing comminuted meat or raw eggs, shall be heated to 155°F for 15 sec. Fish, single pieces of meat, and eggs for immediate service, shall be heated to 145°F for 15 sec. Poultry, fish, comminuted poultry, stuffed fish / meat / poultry shall be heated to 165°F for 15 sec. Other temperature requirements may apply. (114004, 114008, 114010, 114093)</p>	<p>37. See Number 27.</p>
<p>4. Any potentially hazardous foods cooked, cooled and subsequently reheated for hot holding or serving shall be heated within 2 hours to a minimum temperature of 165°F for 15 sec. (114016)</p>	<p>38. Food shall be inspected upon receipt and prior to use. Food shall be transported (less than 30 minutes) so as to be pure, free from contamination, adulteration and spoilage. (113980, 113982, 114035)</p>
<p>5, 21. All potentially hazardous food shall be RAPIDLY cooled from 135°F to 70°F, within 2 hours, and then from 70°F to 41°F, within 4 hours. Cooling shall be by one or more of the following methods: in shallow pans; separating food into smaller portions; adding ice as an ingredient; using an ice bath; stirring frequently; using rapid cooling equipment; or, using containers that facilitate heat transfer. (114002)</p>	<p><b>OPERATIONS</b></p>
<p><b>EMPLOYEE HEALTH AND HYGIENIC PRACTICES</b></p>	<p>39. Utensils or other approved devices or mechanisms shall be provided for customer self-service of unpackaged food; clean tableware must be used for each visit to self-service areas. (114063, 114065, 114075)</p>
<p>6. Employees with a communicable disease shall be excluded from the food facility / preparation of food. Gloves shall be worn if an employee has cuts, wounds, and rashes. (113949, 113950)</p>	<p>40. Handwashing soap and single-use towels or drying device shall be provided in dispensers; dispensers shall be maintained in good repair. (113953)</p>
<p>7. Employees are required to wash their hands: before engaging in food preparation; as often as necessary, during food preparation, to remove soil and contamination; when switching from working with raw to ready to eat foods; after touching body parts; after using toilet room; before donning gloves; or any time when contamination may occur. (113952, 113953)</p>	<p>41. All employees preparing, serving or handling food or utensils shall wear clean, washable outer garments or uniforms and shall wear a hairnet, cap, or other suitable covering to confine hair. Gloves shall be worn if an employee has artificial nails, nail polish, or fingernails that are not clean and neatly trimmed. (113859, 113971, 113973)</p>
<p><b>SEWAGE</b></p>	<p>42. Facility shall maintain tags / records from shellfish for at least 90 calendar days. (114039)</p>
<p>8. All liquid waste shall drain to an approved fully functioning sewage disposal system. (114197)</p>	<p>43. See Number 30.</p>
<p>9. Toilet facilities shall be provided and maintained in good repair. (114250, 114276)</p>	<p>44. All returned or damaged food products and food products without labels shall be stored in a designated area, separate from food. (114055)</p>
<p><b>FOOD</b></p>	<p>45. The interior premises of each food facility shall be kept clean and free of litter and rubbish; all clean and soiled linen shall be properly stored; non-food items shall be stored and displayed separate from food and food-contact surfaces. No sleeping accommodations shall be in any room where food is prepared, stored or sold. (114185, 114257, 114285, 114286)</p>
<p>10. All food shall be pure and free from adulteration. Sale of untreated Gulf oysters is prohibited between the months of April and October. (113980, 113988, 114039, 114254, Title 17-CCR)</p>	<p>46. No live animal, bird or fowl shall be kept or allowed in a food facility (exception: guide dog, signal dog, or service animals). (114259)</p>
<p>11. Public and private schools and licensed health care facilities shall not serve unpasteurized juice, dairy and egg products, raw foods of animal origin or raw seed sprouts. (114091)</p>	<p><b>UTENSILS / EQUIPMENT / SHELVING / CABINETS</b></p>
<p>12, 28. All food shall be obtained from an approved source. Liquid, frozen, and dry eggs and egg products, and frozen milk and ice cream must be received pasteurized (114021, 114024, 114029, 114039)</p>	<p>47. All utensils and equipment shall be fully operative and in good repair. (114175, 114177)</p>
<p><b>VERMIN</b></p>	<p>48. Non-food contact surfaces shall be kept clean. (114115, 114175)</p>
<p>13, 14, 15. Each food facility shall be kept free of vermin: rodents (rats, mice), cockroaches, flies. (113939, 114259)</p>	<p>49. Utensils and equipment shall be handled and stored so as to be protected from contamination. (114074, 114178, 114179)</p>
<p><b>WATER / SANITIZING</b></p>	<p>50. All utensils and equipment shall be approved, installed properly, and meet applicable standards. (114130 - 114133)</p>
<p>16. All food-contact surfaces, utensils and multiservice utensils shall be cleaned by one of the following means: 1) handwash using a three-compartment sink: wash in hot water with cleanser; rinse in clean hot water; rinse in final sanitizing solution or 2) machine wash, followed by a hot water or chemical sanitizing rinse. All utensils and equipment shall be clean. Food-contact surfaces / utensils shall be cleaned and sanitized each time there is a change in process between different raw animal products, produce and ready-to eat foods; and at least every 4 hours based on the temperature of the room. (114097, 114099, 114115, 114117)</p>	<p>51. Wiping cloths used to wipe service counters, scales or other surfaces that may come into contact with food shall be used only once unless kept in clean water with adequate sanitizer. (114185)</p>
<p>17, 52. An adequate, protected, pressurized, potable supply of hot water (120°F) and cold water shall be provided at all times. (114192, 114195)</p>	<p>52. Testing equipment and materials shall be provided to measure the applicable sanitization method. (114099, 114107)</p>
<p><b>FOOD TEMPERATURES / METHODS</b></p>	<p>53. An accurate easily readable metal probe thermometer suitable for measuring temperature of food shall be available to the food handler. A thermometer +/- 2°F shall be provided for each hot and cold holding unit of potentially hazardous foods and high temperature warewashing machines. (114099, 114101, 114157, 114159)</p>
<p>18, 19. See Number 1.</p>	<p><b>WALLS / CEILINGS / FLOORS</b></p>
<p>20. Maintain raw shell eggs at ambient temperature of 45°F or less. (113996, 113998, 114000)</p>	<p>54, 55. Walls / ceilings shall have durable, smooth, nonabsorbent, light-colored, and washable surfaces. All floor surfaces, other than the customer service areas, shall be approved, smooth, durable and made of nonabsorbent material that is easily cleanable. Approved base coving shall be provided in all areas, except customer service areas and where food is stored in original unopened containers. All food facilities shall be kept clean and in good repair. (114257, 114268, 114271)</p>
<p>21. See Number 5</p>	<p><b>VERMIN</b></p>
<p><b>FOOD STORAGE</b></p>	<p>56, 57, 58, 59. A food facility shall at all times be constructed and maintained so as to prevent the entrance and harborage of vermin. (114259, 114265)</p>
<p>22. All food must be stored in an approved facility. Food shall be covered and stored as to be protected and kept free from contamination. Food shall be stored in approved containers and labeled as to contents. Food shall be stored at least 6" above the floor on approved shelving. (114047, 114049, 114051-55, 114185)</p>	<p><b>PLUMBING / FIXTURES / EQUIPMENT DRAINAGE</b></p>
<p>23. Food shall be protected from cross-contamination. (113986)</p>	<p>60, 61. All plumbing and plumbing fixtures shall be installed in compliance with local plumbing ordinances, shall be maintained so as to prevent any contamination, and shall be kept clean, fully operative, and in good repair. Any hose used for conveying potable water shall be of approved materials, labeled, properly stored, and used for no other purpose. (113953, 114190-93)</p>
<p>24. Unpackaged food shall be displayed, shielded and dispensed in a manner that protects the food from contamination. (113984, 114060)</p>	<p>62. See Number 17.</p>
<p><b>PLUMBING / FIXTURES</b></p>	<p><b>VENTILATION / LIGHTING</b></p>
<p>25. The potable water supply shall be protected with backflow or back siphonage protection devices, as required by applicable plumbing codes. (114192, 114193)</p>	<p>63, 64, 65. Exhaust hoods shall be provided to remove toxic gases, heat, grease, vapors and smoke and be approved by the local building department. Exhaust hoods and filters shall be properly installed, maintained clean, and in good repair. Canopy-type hoods shall extend 6" beyond all cooking equipment. All areas shall have sufficient ventilation to facilitate proper food storage. Toilet rooms shall be vented to the outside air by a screened operable window, an air shaft, or a light-switch activated exhaust fan, consistent with local building codes. (114149)</p>
<p>26. Adequate facilities shall be provided for handwashing, food preparation and janitorial / maintenance purposes. (113953, 114163, 114190, 114279)</p>	<p>66. Adequate lighting shall be provided in all areas to facilitate cleaning and inspection. Light fixtures in areas where open food is stored, served, prepared, and where utensils are washed shall be of shatterproof construction or protected with light shields. (114252)</p>
<p><b>FOOD</b></p>	<p><b>TOILETS / TOILET ROOMS / DRESSING ROOMS</b></p>
<p>27, 37. All food shall be manufactured, produced, prepared, packed, stored, transported, kept for sale, and served so as to be pure, free from contamination, adulteration, and spoilage. Linen may be used to line a container for service of food if replaced each time container is refilled. (113980, 114185)</p>	<p>67. Toilet facilities shall be maintained clean, sanitary and in good repair. Toilet rooms shall be separated by a well-fitting self-closing door. Toilet tissue shall be provided in a permanently installed dispenser at each toilet. The number of toilet facilities shall be in accordance with local building and plumbing ordinances. Toilet facilities shall be provided for patrons: in facilities with more than 20,000 sq. ft.; facilities offering on-site liquor consumption; and facilities, built after January 1, 2004, that provide space for the consumption of food on the premises. (114250, 114276, LA County Code)</p>
<p>28. See Number 12.</p>	<p>68. A separate room, or designated area away from food, food storage, and toilet rooms shall be provided for employees to change and store their clothing and personal effects. (114256)</p>
<p>29. Food that is unused or returned by the consumer shall not be offered as food for human consumption. (114079)</p>	<p><b>REFUSE / PREMISES / JANITORIAL</b></p>
<p><b>OPERATIONS</b></p>	<p>69. A separate area away from food shall be provided for the storage of cleaning equipment and supplies. A janitorial sink or mop basin shall be provided for general cleaning purposes and for the disposal of mop bucket wastes and other liquid wastes. (114279 - 114282)</p>
<p>30, 43. All poisonous substances, detergents, bleaches, and cleaning compounds shall be stored separate from food, utensils, packing material and food-contact surfaces. (114254)</p>	<p>70, 71. All food waste and rubbish shall be kept in leak proof and rodent proof containers. Containers shall be covered as required. All waste must be removed and disposed of as frequently as necessary to prevent a nuisance. The exterior premises of each food facility shall be kept clean and free of litter and rubbish. (114244 - 114245, 114257)</p>
<p>31. No employees shall eat, drink, or smoke in any work area or commit any act that contaminates food or food-contact surfaces. (113975, 113977)</p>	
<p><b>CONSUMER PROTECTION</b></p>	
<p>32. All retail food facilities which offer raw, untreated oysters harvested from the states of Alabama, Florida, Louisiana, Mississippi, and Texas shall provide a written warning to any person who orders such product. (114090, Title 17-CCR)</p>	
<p>33. Packaged food and self-service bulk food must be properly labeled. Any food is misbranded if its labeling is false or misleading. Menus and advertising must accurately represent the food offered for sale. (114057, 114087, 114089, 114093)</p>	
<p>34. Ready-to-Eat food containing raw eggs, undercooked meat / seafood and unpackaged confectionery food containing more than 2% alcohol may be served if the facility notifies the consumer. (114090, 114093)</p>	

附錄(續)

RETAIL FOOD OFFICIAL INSPECTION REPORT

COUNTY OF LOS ANGELES - DEPARTMENT OF PUBLIC HEALTH ENVIRONMENTAL HEALTH

DBA / NAME: \_\_\_\_\_ SITE #: \_\_\_\_\_ DATE: \_\_\_\_\_ EHS INITIALS: \_\_\_\_\_

OUT	SECTION IV: SIGNS / PERMITS / REQUIREMENTS (POINT VALUE - VIOLATIONS MARKED ARE NOT INCLUDED IN THE CALCULATION OF THE FINAL SCORE AND DO NOT AFFECT OVERALL GRADE)	OUT	N/A	N/O	COS
177	72. Public Health Permit	82. Specialized Process	187	188	190
178	73. Inspection Report				
179	74. Grade / Score	83. Person In Charge:	191	192	193
180	75. Public Notice				
181	76. Missing Invoice Copies	84. Demonstration of Knowledge	195	196	197
182	77. County Business License (Unincorporated Areas)				
183	78. Signs - Handwashing / Smoking / Restroom	85. Hazard Analysis Critical Control Point (HACCP) Plan	199	200	202
184	79. Vending Machine - Name / Address / Phone Number				
185	80. Vending Machine - Record of Cleaning	86. Variance Documentation	203	204	206
186	81. No Construction Plans Submitted				

**SECTION V**  
(POINT VALUE - SUBCATEGORIES ARE NOT INCLUDED IN THE CALCULATION OF THE FINAL SCORE AND DO NOT AFFECT THE OVERALL GRADE)

TRAINING PROVIDED		CLOSURE / ADMINISTRATIVE ACTION	
207	87. Sanitization - Food Contact Surfaces	98. Suspension of Public Health Permit	218
208	88. Handwashing - Employee	99. Administrative Review / Office Hearing	219
209	89. Delivery - Proper Inspection of Food	100. Referral - Plan Check	220
210	90. Cooking Temperatures	101. Referral - Other Agency or Department	221
211	91. Cooling Methods	FOOD PREPARATION - STATUS	
212	92. Holding Temperatures	102. No Food Preparation Observed at Time of Inspection	222
213	93. Thawing / Thawing Methods	103. No Potentially Hazardous Foods	223
214	94. Reheating	MISCELLANEOUS	
215	95. Other (Specify):	104. Letter Grade / Score Card - Replacement	224
<b>BULLETINS / ADVISORIES DISTRIBUTED TO OPERATOR</b>		105. Public Notice - Replacement	225
216	96. Food Facility Information Packet (Packet Date):	106. Other:	226
217	97. Summary of Advisory Bulletins	107. Other:	227
WATER TEMPERATURE AT ( <u>SPILL, DISPOSAL</u> ): _____ °F		108. VOLUNTARY FOOD DISPOSAL: TOTAL _____ LBS.	228
SANITIZER TYPE		Meat lbs Dairy lbs Canned Goods lbs	
Chlorine	Quaternary Ammonia	Seafood / Fish lbs Produce lbs Eggs lbs	
Iodine	Other:	Poultry lbs Nuts / Grains lbs Misc. lbs	

POINT DEDUCTIONS PER SECTION	SECTION I	SECTION II	SECTION III	TOTAL	FINAL SCORE:	SCORE / GRADE			SCORE
					(100 - Total Deductions)	A	B	C	< 70
						90 - 100	80 - 89	70 - 79	

POSTING OF THE FINAL SCORE / GRADE IS REQUIRED IN THOSE CITIES THAT HAVE ADOPTED COUNTY ORDINANCE 97-0071

- Failure to correct the violations by the compliance date may result in additional fees of \$ \_\_\_\_\_ for each additional re-inspection.
- Your signature on this form does not constitute agreement with its contents. You may discuss the contents of this report or your grade with the department by contacting the supervisor at the Environmental Health Office indicated on page one of this report. Until such time as a decision is rendered by this department, the contents of this report and the grade shall remain in effect.
- If you are not satisfied with your score or grade on this report, you may be eligible for an Owner Initiated Inspection which may result in a change in your grade. Contact your Environmental Health office indicated on page one of this report within 3 business days for eligibility determination. The current fee for this inspection is \$ \_\_\_\_\_ and the REQUEST MUST BE MADE NO LATER THAN \_\_\_\_\_.

SECTION VI: TEMPERATURE CONTROL CHART - POTENTIALLY HAZARDOUS FOODS

TYPE OF FOOD	F	PROCESS / HOLDING	LOCATION	TIME / METHOD	VIOL.	ACTION TAKEN	LBS.
A							
B							
C							
D							
E							

See Reverse Side For The General Requirements That Correspond To Each Violation Listed Above

It is improper and illegal for any County officer, employee or inspector to solicit bribes, gifts or gratuities in connection with performing their official duties. Improper solicitations include requests for anything of value such as cash, discounts, free services, paid travel or entertainment, or tangible items such as food or beverages. Any attempt by a County employee to solicit bribes, gifts or gratuities for any reason should be reported immediately to either the County manager responsible for supervising the employee or the Fraud Hotline at (800) 544 - 6861 or www.lacountyfraud.org. YOU MAY REMAIN ANONYMOUS

OPERATOR SIGNATURE \_\_\_\_\_

資料來源：Department of Public Health (2007)。

---

---

## 參考資料

### 香港

1. Advisory Council on Food and Environmental Hygiene. (2003) *Confirmed Minutes of the Eighteenth Meeting*. Available from: <http://sc.info.gov.hk/gb/www.fhb.gov.hk/en/committees/board/min16012004.htm> 1 [Accessed 6 May 2008].
2. Audit Commission. (2005) *Report No. 45 of the Director of Audit (Chapter 8) – The Government's Effort in Developing Sustainable Systems to Keep Hong Kong Clean*. Available from: [http://www.aud.gov.hk/pdf\\_e/e45ch08\\_summary.pdf](http://www.aud.gov.hk/pdf_e/e45ch08_summary.pdf) [Accessed 6 May 2008].
3. Food and Environmental Hygiene Department. (2001) *Consultation Paper: The Inspection and Categorization of Food Establishments*. Available from: <http://www.info.gov.hk/archive/consult/2001/food-e.pdf> [Accessed 6 May 2008].
4. Food and Environmental Hygiene Department. (2002) *The Inspection and Open Categorization of Food Establishments: Outcome of Consultation and the Proposed Way Forward*. LC Paper No. CB(2)967/01-02(05). Available from: <http://www.legco.gov.hk/yr01-02/english/panels/fseh/papers/fe0128cb2-967-05-e.pdf> [Accessed 6 May 2008].
5. Health, Welfare and Food Bureau. (2004) *Speaking note delivered by the Secretary for Health, Welfare and Food*. LC Paper No. CB(2)107/04-05(01). Available from: <http://www.legco.gov.hk/yr04-05/english/panels/fseh/papers/fe1026cb2-107-01-e.pdf> [Accessed 6 May 2008].
6. Legislative Council Secretariat. (2002) *Inspection and Categorisation of Food Establishments*. Background brief submitted to the Panel on Food Safety and Environment Hygiene. LC Paper No. CB(2)967/01-01(06). Available from: <http://www.legco.gov.hk/yr01-02/english/panels/fseh/papers/fe0128cb2-967-06-e.pdf> [Accessed 6 May 2008].
7. *Minutes of Meeting of the Panel on Food Safety and Environmental Hygiene*. (2004) LC Paper No. CB(2)289/04-05. Available from: <http://www.legco.gov.hk/yr04-05/english/panels/fseh/minutes/fs041026.pdf> [Accessed 6 May 2008].
8. *Official Records of Proceedings of the Legislative Council*. (2006) 27 October.
9. Team Clean. (2003) *Report on Measures to Improve Environmental Hygiene in Hong Kong*. Available from: [http://www.legco.gov.hk/yr02-03/english/panels/fseh/papers/tc\\_rpt/content.pdf](http://www.legco.gov.hk/yr02-03/english/panels/fseh/papers/tc_rpt/content.pdf) [Accessed 6 May 2008].

---

---

丹麥

10. Anderson, J.K. et al. (2007) New strategies for the use of microbiological examinations in food control in Denmark. *Food Control*, 18, pp.273-277.
11. Bager, J. (2004) Experience in Denmark with the publication of inspection reports on the Internet and the evaluation of businesses using a Smileys system. In: *FSA Seminar "Learning from Others"*. 6-7 September. Warwick.
12. Cannock Chase Council. (2007) *Food Hygiene "Scores on the Doors" and "Scores on the Web"*. Available from: [http://www.cannockchasedc.gov.uk/downloads/09-Food\\_Hygiene\\_Scores\\_on\\_Doors.pdf](http://www.cannockchasedc.gov.uk/downloads/09-Food_Hygiene_Scores_on_Doors.pdf) [Accessed 6 May 2008].
13. Danish Ministry of Economic and Business Affairs. (2003) *Denmark's New Consumer Policy*. Available from: <http://www.oem.dk/publikationer/html/newcons/ren.pdf> [Accessed 6 May 2008].
14. Danish Veterinary and Food Administration. (2008) *Smileys Keep Food Safety High in Denmark*. Available from: <http://www.uk.foedevarestyrelsen.dk/Inspection/Smiley/forside.htm> [Accessed 6 May 2008].
15. *Draft Report of the 22<sup>nd</sup> Meeting of the Forum of Food Law Enforcement Practitioners*. (2004) 25-26 October. Available from: [http://www.flep.org/downloads/meetings/minutes/oct\\_2004.pdf](http://www.flep.org/downloads/meetings/minutes/oct_2004.pdf) [Accessed 6 May 2008].
16. *Ministry of Food, Agriculture and Fisheries*. (2008) Available from: <http://www.uk.foedevarestyrelsen.dk/Forside.htm> [Accessed 6 May 2008].
17. *National Smiley Website*. (2008) Available from: <http://www.findsmiley.dk/da-DK/index.htm> [Accessed 6 May 2008].
18. Nielsen, A. (2006) Contesting competence – Change in the Danish food safety. *Appetite*, 47, pp.143-151.
19. Nielsen, A. & Mohl, T. (2004) *A Decade of Change in the Danish Food System*. Available from: <http://www.trustinfood.org/SEARCH/BASIS/tif0/all/wp/DDD/47.pdf> [Accessed 6 May 2008].

英國

20. Chartered Institute of Environmental Health. (2004) *Publication of Hygiene Inspection Information*. Available from: <http://www.food.gov.uk/multimedia/pdfs/lg113.pdf> [Accessed 6 May 2008].

- 
- 
21. Department for Environment, Food and Rural Affairs. (2007) *Frequently Asked Questions about Environmental Information Regulations*. Available from: <http://www.defra.gov.uk/corporate/opengov/eir/faq.htm> [Accessed 6 May 2008].
  22. Derby City Council. (2008) *Food Hygiene Star Rating Scheme*. Available from: <http://www.derby.gov.uk/Environment/FoodSafety/> [Accessed 6 May 2008].
  23. *Environmental Information Regulations 2004*. Available from: <http://www.opsi.gov.uk/si/si2004/20043391.htm> [Accessed 6 May 2008].
  24. *Food Law Code of Practice*. (2006) Available from: <http://www.food.gov.uk/multimedia/pdfs/codeofpracticeeng.pdf> [Accessed 6 May 2008].
  25. Food Standards Agency. (2004) *Report on "Learning from others" food law enforcement seminar*. Available from: <http://www.foodstandards.gov.uk/multimedia/pdfs/enforcementseminarreport.pdf> [Accessed 7 May 2008].
  26. Food Standards Agency. (2006) *Development of FSA Sponsored "Scores on Doors" Pilot Schemes*. Available from: <http://www.food.gov.uk/multimedia/pdfs/pro060901.pdf> [Accessed 7 May 2008].
  27. Food Standards Agency. (2007a) *Midlands Pilot Schemes*. Available from: <http://www.foodstandards.gov.uk/safereating/hyg/scoresonthedoors/fsapilots/midlands> [Accessed 6 May 2008].
  28. Food Standards Agency. (2007b) *Scores on the Doors in England*. <http://www.foodstandards.gov.uk/safereating/hyg/scoresonthedoors/scoresengland> [Accessed 6 May 2008].
  29. Food Standards Agency. (2008a) *Paper for FSA Board*. Available from: <http://www.food.gov.uk/multimedia/pdfs/board/fsa080306.pdf> [Accessed 7 May 2008].
  30. Food Standards Agency. (2008b) *Press Release: Board agreement on Scores on the Doors*. 13 March. Available from: <http://www.food.gov.uk/news/newsarchive/2008/mar/scores> [Accessed 7 May 2008].
  31. Food Standards Agency. (2008c) UK-wide "Scores On The Doors" scheme on hygiene standards in food businesses. Available from: <http://www.food.gov.uk/news/newsarchive/2008/mar/scores> [Accessed 18 June 2008].
  32. Food Standards Agency. (Undated) *FSA Scores on the Doors pilot schemes*. Available from: <http://www.foodstandards.gov.uk/safereating/hyg/scoresonthedoors/fsapilots/> [Accessed 6 May 2008].
- 
-

- 
- 
33. Information Commissioner's Office. (2008a) *Environmental Information Regulation – the Basic*. Available from: [http://www.ico.gov.uk/what\\_we\\_cover/environmental\\_information\\_regulation.aspx](http://www.ico.gov.uk/what_we_cover/environmental_information_regulation.aspx) [Accessed 6 May 2008].
  34. Information Commissioner's Office. (2008b) *Freedom of Information Act – the Basic*. Available from: [http://www.ico.gov.uk/what\\_we\\_cover/freedom\\_of\\_information.aspx](http://www.ico.gov.uk/what_we_cover/freedom_of_information.aspx) [Accessed 6 May 2008].
  35. Leicester City Council. (2008) *SmileSafe – Putting Consumers in the Picture*. Available from: <http://www.leicester.gov.uk/your-council--services/ep/environmental-health--licensing/food-safety/smilesafe> [Accessed 6 May 2008].
  36. Perils of Eating Out. (2007) *Choice*. November. Available from: <http://www.choice.com.au/files/f131232.pdf> [Accessed 6 May 2008].
  37. Wikipedia. (2008) *Environmental Information Regulation*. Available from: [http://en.wikipedia.org/wiki/Environmental\\_Information\\_Regulations\\_2004](http://en.wikipedia.org/wiki/Environmental_Information_Regulations_2004) [Accessed 6 May 2008].
  38. Worsfold, D. (2005) Protecting consumers: A review of hygiene award schemes. *British Food Journal*, Vol. 107, No.3, pp.167-172.
  39. Worsfold, D. & Worsfold, P.M. (2007a) Evaluating food hygiene inspection schemes: "Scores on Doors" in the UK. *International Journal of Consumer Studies*, 31(6), pp.582-588.
  40. Worsfold, D. & Worsfold, P.M. (2007b) How clean is that cafe? Online hygiene inspection reports for consumers. *Journal of Foodservice*, 18, pp.93-100.
  41. Worsfold, D. & Worsfold, P.M. (2008) "Scores on Doors": hygiene disclosure schemes for consumers. *Nutrition & Food Science*, Vol. 38, No.1, pp.22-31.

### 洛杉磯

42. *California Retail Food Code*. (2007) Available from: [http://publichealth.lacounty.gov/eh/special/CalCodeSB144\\_072007.pdf](http://publichealth.lacounty.gov/eh/special/CalCodeSB144_072007.pdf) [Accessed 6 May 2008].
43. Department of Public Health. (2000) *Retail Food Inspection Guide*. Available from: <http://lapublichealth.org/eh/rfig/rfigfiles/documents2/rfigprnt.PDF> [Accessed 6 May 2008].



- 
- 
44. Department of Public Health. (2007) *Retail Food Inspection Guide Revised*. Available from: [http://lapublichealth.org/eh/RFIG/RETAIL%20FOOD%20INSPECTION%20GUIDE\\_V2007.pdf](http://lapublichealth.org/eh/RFIG/RETAIL%20FOOD%20INSPECTION%20GUIDE_V2007.pdf) [Accessed 6 May 2008].
  45. Department of Public Health. (2008a) *10-Year Review of Restaurant and Food Facility Grading Program*. Available from: [http://lacounty.info/omd/q1\\_2008/cms1\\_082885.pdf](http://lacounty.info/omd/q1_2008/cms1_082885.pdf) [Accessed 6 May 2008].
  46. Department of Public Health. (2008b) *Facility Ratings*. Available from: <http://lapublichealth.org/rating/> [Accessed 6 May 2008].
  47. Fielding, J.E. et al. (1999) Making the grade: Changing the incentives in retail food establishment inspection. *American Journal of Preventive Medicine*, 17(3), pp.243-247.
  48. Jin, G. & Leslie, P. (2003) The Effect of Information on Product Quality: Evidence from Restaurant Hygiene Grade Cards. *Quarterly Journal of Economics*, 118(2), pp.409-451.
  49. Jin, G. & Leslie, P. (2005) The Case in Support of Restaurant Hygiene Grade Cards. *Choice*, 20(2), 2nd Quarter, pp.97-102. Available from: <http://www.stanford.edu/~pleslie/Jin%20and%20Leslie%20Choices%202005.pdf> [Accessed 6 May 2008].
  50. Jin, G. & Leslie, P. (2008) *Reputational incentives for restaurant hygiene* (working paper). College Park, MD: University of Maryland. Available from: <http://www.stanford.edu/~pleslie/reputation.pdf> [Accessed 6 May 2008].
  51. Leslie, P. (2004) *Answers to Frequently Asked Questions about Restaurant Hygiene Grade Cards*. Available from: <http://www.stanford.edu/~pleslie/Restaurant%20grade%20cards%20FAQ.pdf> [Accessed 6 May 2008].
  52. *Los Angeles Country Code*. (2008) Available from: <http://municipalcodes.lexisnexis.com/codes/lacounty/> [Accessed 6 May 2008].
  53. Simon, P.A. et al. (2005) Impact of Restaurant Hygiene Grade Cards on Foodborne-Disease Hospitalizations in Los Angeles County. *Journal of Environmental Health*, 67(7), pp.32-36. Available from: <http://www.stanford.edu/~pleslie/hospitalizations.pdf> [Accessed 6 May 2008].
  54. Transparency Policy Project. (Undated) *Transparency Policies: Disclosing Restaurant Hygiene to Protect Public Health*. Available from: <http://www.transparencypolicy.net/pages/casestudies.html> [Accessed 6 May 2008].
  55. Wikipedia. (2007) *Restaurant Rating*. Available from: [http://en.wikipedia.org/wiki/Restaurant\\_rating](http://en.wikipedia.org/wiki/Restaurant_rating) [Accessed 6 May 2008].
- 
-