



FOOD STORAGE & PREVENTION OF INFESTATION DIVISION

**MINISTRY OF INDUSTRY,
INVESTMENT & COMMERCE**

Ensuring Safety & Wholesomeness



Third Edition

May 2021

**FOOD STORAGE & PREVENTION OF INFESTATION DIVISION
MINISTRY OF INDUSTRY, INVESTMENT & COMMERCE,**

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**MESSAGE FROM THE
CHIEF FOOD STORAGE OFFICER, FSPID**

The Food Storage and Prevention of Infestation Division (FSPID) is mandated, under the Food Storage and Prevention of Infestation (FSPI) Act and Regulations, to ensure the safety and wholesomeness of all food and feed intended for commerce in the island. This division of the Ministry of Industry, Investment and Commerce carries out its mandate by monitoring food processing, storage and retail facilities. These facilities include bakeries, supermarkets, warehouses, restaurants and food wholesale facilities. The FSPID monitors ports of entry and even vehicles transporting food.

We, the staff members of the FSPID, are civil servants and are thus paid from the public purse. As a result, all food industry stakeholders and consumers are entitled to a high quality of service and must be assured that the food on their table is safe and wholesome. The Government demands that these essential services, which contribute to the health and prosperity of our nation, be conducted in a most effective and timely manner. This Citizen's Charter outlines the manner in which the FSPID staff will interact with the food industry and the general public and also states timelines for the FSPID's regulatory services. In tandem with this, the FSPID's accreditation to the ISO/IEC 17020:2012 International Standard for inspection bodies in April 2019 - the first such accreditation in Jamaica - and the current drive to be ISO 9001:2015 certified and have laboratory tests ISO/IEC 17025:2017 accredited, will enable us to achieve greater levels of customer satisfaction, our "customers" being each and every Jamaican and also visitors to our shores.

The FSPID must also be viewed as an entity which facilitates commerce. Conducting inspections, pest management operations, laboratory analyses, research, training and consultations will assist food establishments, importers and the like in being more viable and thus contribute to the country's economic growth.

With our mandate in mind, the FSPID purposes to fulfil our obligation to the nation in a professional, efficient and timely manner as outlined by this, the FSPID's Citizens' Charter.

Roy H. McNeil, DBA

THE FOOD STORAGE & PREVENTION OF INFESTATION DIVISION

The FSPID is a division of the Ministry of Industry, Investment and Commerce of Jamaica which operates under the FSPI Act and Regulations. It has specific responsibility for ensuring the safety and wholesomeness of all food and feed entering commerce. This is achieved through:

1. Inspection and pest management operations;
2. Laboratory analyses and research conducted by FSPID's laboratories;
3. Training, consultation and other means of information dissemination.

OUR MISSION STATEMENT

To provide technical and regulatory services to ensure the safety and wholesomeness of food/feed entering commerce through sound, scientific principles in a timely and professional manner.

OUR VISION STATEMENT

A division which is equipped, structured and staffed with qualified and competent persons to properly implement Government policies.

OUR QUALITY POLICY STATEMENT

The FSPID is committed to enforcing the FSPI Act and Regulations, complying with the ISO 9001:2015 standard as well as relevant local and international regulations and standards. The FSPID is committed to customer satisfaction in keeping with its Citizen's Charter and continual improvement of its quality management system.

OUR IMPARTIALITY STATEMENT

The FSPID seeks to conduct all its services (i.e. inspection, disinfestation, laboratory analyses and training and information dissemination) in an impartial manner. Whenever risks to impartiality are identified, steps will be taken to eliminate or mitigate such risks.

OUR OBJECTIVES

As the FSPID is committed to customer satisfaction, we aim to serve our stakeholders efficiently and professionally. To achieve this, the FSPID seeks to ensure that the following objectives are adhered to:

- (1) Professional and courteous behaviour;
- (2) Proper, systematic and timely conducting of inspections, analyses, pest management operations, information dissemination and other functions;
- (3) The use of current local and international guidelines and standards of food safety and quality.

CUSTOMER SERVICE

The following are customer service standards which all the FSPID staff will adhere to:

Telephone Etiquette

- Staff will seek to answer the telephone within **four rings**.
- Employees will answer the telephone politely and professionally and state the name of the organization or unit as may be applicable.
- Persons with enquiries should not have to interface with more than **two employees**.
- Persons will not be put on hold for more than **two minutes**. If this is not possible, we will ascertain the caller's telephone number and return the call as soon as possible.

Customer Visits

- In order to avoid unnecessary delays and processing at the FSPID Kingston office gate, security personnel will be informed when visitors are expected.
- For pre-arranged visits, persons will be seen at agreed times. If there is a delay, an explanation will be provided.
- If appointments have to be cancelled, individuals will be notified as soon as possible.

- Attempts will be made to see unexpected visitors within **20 minutes**. If this is not possible (and the individual(s) are not unable to wait), an appointment, if warranted, will be scheduled for another time.
- If appointments need to be postponed, another appointment will be scheduled and an apology given for any inconvenience caused.

Correspondence

- Letters will be acknowledged **within five working days** of receipt and a response time given. If the time frame is not adhered to, a full explanation and apology will be given in writing.
- Facsimiles and e-mails will be acknowledged **within three working days**.

General

- FSPID staff will be courteous and provide helpful service.
- Basic training in customer service will be provided for all staff members.
- Staff members will carry their identification cards and give their name and office contact information upon request.
- The public will be informed of policy and price changes in advance where feasible, but **no later than 10 working days** after implementation.
- Every unit of the FSPID will be accessible to the public and other staff members during regular office hours (i.e. 8:30 a.m. to 5 p.m., Mondays to Thursdays and 8:30 a.m. to 4 p.m. on Fridays).
- Comments from the public will be actively sought and system changes made where necessary to encourage efficiency and accountability.

PROCESSING OF INFORMATION

- All relevant staff are briefed with regard to documentation, record keeping and complaint handling procedures as outlined in the FSPID's Quality Management System (QMS) Manual and other FSPID procedural manuals.

COMPLAINT PROCEDURES

- The FSPID has procedures within its QMS for addressing complaints or other information. These procedures are defined and published in the FSPID QMS Manual and are relevant for all staff members.
- Clients with complaints will be treated with courtesy and will be asked to make complaints known in writing (as per the Complaint Form in the FSPID QMS Manual). The complaint form may be downloaded from the FSPID website.
- Complaints will be dealt with impartially, regardless of the status of the person who makes the complaint or that of the person(s) whom the complaint was made against.
- All information, including personal details, will be treated in a confidential manner.
- All attempts will be made to address complaints **within 10 working days**. If this is not possible, an apology and a full response time shall be given. Persons kept informed of progress during this time.
- Information on complaints, the number of complaints, speed of resolution and the outcomes will be recorded.
- Regular review of information systems will be conducted to ensure accountability and transparency.
- Complaint systems will be used to improve services and increase public awareness and satisfaction.
- If still not satisfied after FSPID complaint procedures have been exhausted, you may contact:

The Permanent Secretary
Ministry of Industry, Investment and Commerce
4 St. Lucia Avenue, Kingston 5
Tel: (876) 968-7116, 968-8726

- If still not satisfied, you may contact:

The Senior Director
Standards & Monitoring Unit
Citizen's Charter/Customer Service Unit

Cabinet Office
2A Devon Road, Kingston 10
Tel: (876) 929-1423

OR

The Office of the Public Defender
22-24 Duke Street, Kingston
Tel: (876) 922-7089

BILLING & PAYMENTS

- FSPID will pay amounts outstanding **within 30 days** of receipt of invoices. This, however, depends on the availability of funds.
- Invoices for FSPID services will be issued **within 15 working days** after the services have been provided.
- For some services (contact the FSPID in this regard), organizations/persons will be allowed **30 days** after the issuance of invoices to settle amounts outstanding to the FSPID.

SERVICES CARRIED OUT BY THE F.S.P.I.D. UNITS**

***Please note that service time frames may be affected by staff workload.*

INSPECTORATE & DISINFESTATION UNIT

Being the FSPID's front-line unit, the Inspectorate and Disinfestation Unit is responsible for reducing food loss due to infestation and contamination so as to ensure that only safe and wholesome food is offered for sale to consumers.

Services Offered

1. Regulatory inspection of food and feed at ports of entry (including cargo ships) and any food storage, processing and retailing facility to ensure that food is safe

and that food areas are suitable for food storage. Other establishments where food is prepared and/or consumed, e.g. hospitals, prisons, schools, etc. may also be inspected.

2. Sampling of food and feed for analyses by FSPID's laboratory services and other approved laboratories to determine levels of infestation and contamination.
3. Disinfestation of food, feed and related facilities.
4. Regulatory fumigation of used, imported tyres to prevent the entry and establishment of the Asian tiger mosquito, *Aedes albopictus*.
5. Consultations regarding food storage and pest management to prevent, reduce or minimize infestation and contamination levels and facilitate disinfestation, inspection and compliance to the FSPI Act and Regulations.
6. Provision of certificates for damaged/contaminated food and feed cargo attesting to type and amount of damage and reason(s) for disposal for insurance purposes.
7. Fumigation and provision of fumigation certificates for durable agricultural products e.g. pimento, cocoa, cola nuts, cotton, leather, wood and craft items for export.
8. Review of pest control records of food establishments.

Service Time Frames

1. Requests for inspections and consultations will be acknowledged and an appointment made at the earliest.
2. Samples will be delivered to the FSPID laboratories **within 24 hours** of sampling.
3. Fumigation certificates will be issued **one working day** after the fumigation is completed.
4. Disinfestation activities will be conducted **within one working day** after arrangements have been finalized or as requested.

ENTOMOLOGY UNIT

This unit is responsible for verifying and ensuring the wholesomeness of durable commodities (e.g. cereals, baked products, legumes, spices) by conducting quantitative and qualitative analyses for insect fragments, insect presence (e.g. insect eggs), extraneous matter and moisture content.

Services Offered

1. Insect fragment analyses of food and feed.
2. Determination of insect infestation, insect count and insect identification.
3. Monitoring of stored product pests populations in warehouses and other food establishments.
4. Extraneous matter analyses to detect hairs, droppings and other filth.
5. Moisture content determination of commodities such as cereals and grains, or any other dry stored product.
6. Consultation with respect to drying and storage.
7. Iodine method for insect eggs infestation.
8. Bioassays of insecticides to determine their efficacy and recommended dosage rates.

Service Time Frames

1. Insect counts will be completed in **3 – 5 working days**.
2. Insect identifications will be completed in **five working days**.
3. Moisture content analyses (for cereals and cereal products) will be completed **within three working days**.
4. Extraneous matter and insect fragment analyses will be completed **within five working days**.
5. Iodine method for insect eggs infestation analysis will be completed **within five working days**.
6. Incubation analysis to detect hidden infestations will be completed in **four weeks**.
7. Customers will be given a response time for other services.

RODENT BIOLOGY & CONTROL UNIT

This unit provides technical support with the aim of reducing commensal rodent (i.e. rat and mouse) populations in and around food and feed facilities in order to control the spread of disease, damage and loss of food so that local and international standards can be met.

Services Offered

1. Rodent species identification tests.
2. Inspection and consultation with regard to rodent pest management programmes.
3. Training and information dissemination with regard to the biology and control of commensal rodents.
4. Assistance to manufacturers and importers of rodenticides by conducting laboratory and field tests to determine rodenticide efficacy.
5. Rodent pest management programmes in food manufacturing, storage and retailing facilities. Programmes for prisons, post offices, schools, hospitals, etc., may be also conducted.
6. Provision of live rodents to educational institutions and other laboratories.

Service Time Frames

1. Requests for inspections and pest control services will be acknowledged at the earliest opportunity but **no later than four working days**.
2. Requests for consultations in rodent management will be acknowledged within **four working days**.
3. Species identification tests will be completed **within three working days** after receipt and documentation of samples.
4. Bioassays for efficacy, palatability, bait preference and safety of rodenticides will be completed **within two months** after commencement of the bioassay.

MICROBIOLOGY UNIT

This unit conducts analyses to determine if food and feed meet local and international standards with regard to microbial contamination.

Services Offered

1. Microbiological analyses (aerobic plate, coliform, yeast and/or mould counts) of a wide variety of commodities including:
 - (a) canned products;
 - (b) processed foods;
 - (c) powdered milk and milk products;

- (d) boxed and canned juices and drinks;
 - (e) raw materials used in food processing;
 - (f) animal and pet feed;
 - (g) spices, condiments and agricultural produce (e.g. pimento, ginger, cocoa beans, turmeric);
 - (h) durable commodities (e.g. rice, corn, flour, soybean);
 - (i) damaged/contaminated cargo with regard to provision of certificates to analysis (COAs) for companies;
 - (j) bottled water;
 - (k) bottled natural coconut water.
2. Site inspections of food facilities with regard to contamination and sanitation.
 3. Consultation with respect to microbial contamination.
 4. Provision of COAs to importers and exporters.

Service Time Frames

1. Total aerobic plate counts will be completed in **2 – 5 working days**.
2. Coliform counts (plate method) will be completed in **2 – 5 working days**.
3. Coliform counts (Most Probable Number [MPN] method) will be completed in **4 – 7 working days**
4. *E. coli* counts (MPN method) will be completed in **7 – 10 working days**.
5. *E. coli* detection (plate method) will be completed in **2 – 4 working days**.
6. Yeast and mould counts and yeast viability tests will be completed in **5 – 8 working days**.
7. Mould identification tests will be completed in **5 – 8 days**.
8. Canned goods analyses will be completed in **15 working days**.
9. Mesophilic anaerobic spore counts will be completed in **three days**.
10. Thermophilic anaerobic spore counts will be completed in **5 – 6 days**.
11. Tests for fungal contamination of food will be completed in **5 – 8 days**.
12. Requests for consultations and inspections will be addressed at the earliest opportunity but **no later than four working days**.
13. COAs will be issued **within two working days** after the relevant analyses have been completed.

PESTICIDE RESIDUE/MYCOTOXIN UNIT

This unit has the responsibility of determining if food and feed contain pesticides, mycotoxins and other chemical contaminants above acceptable levels.

Services Offered

1. Chemical, pesticide and/or mycotoxin level analyses of a wide variety of test items including:

- (a) nuts and coffee beans;
- (b) canned foodstuffs of plant origin products and soups;
- (c) boxed and canned juices and drinks;
- (d) raw materials used in food processing;
- (e) animal and pet feed;
- (f) spices, condiments and agricultural produce (e.g. pimento, ginger, cocoa beans, turmeric);
- (g) fruits and vegetables;
- (h) durable commodities (e.g. rice, corn, flour);
- (i) damaged/contaminated cargo re providing certificates to insurance companies.
- (j) water.

2. Pesticide residue maximum residue limit (MRL) monitoring.

3. Rancidity testing (e.g. of cooking oil, fats).

4. Tests for contamination by sea water

5. Consultation with respect to minimizing/preventing pesticide residue and other chemical contamination.

6. Determination of pesticide and mycotoxin residues for exporters for issuance of export certificates.

7. Site inspection (including farms) of items contaminated with pesticide, chemical and/or mycotoxin residues with a view to preventing or controlling contamination.

Service Time Frames

1. Analyses will be completed **within six working days** after receipt of samples.

2. Requests for consultations and inspections will be addressed at the earliest opportunity but **no later than four working days**.

POSTHARVEST TECHNOLOGY UNIT

This unit seeks to identify techniques and methods to facilitate the reduction of post-harvest loss of perishable commodities entering commerce.

Services Offered

1. Provides solutions to post-harvest problems confronting the exporter, retailer and farmer so that losses due to deterioration of perishables (e.g. fruits, vegetables, root crops and ornamentals) during harvesting, storage, packaging and transportation are minimized.
2. Consultations with respect to proper handling methods, treatments for extension of shelf-life, appropriate packaging techniques, storage conditions and methods, proper transportation and floor plan design of packing/treatment houses.
3. Training in post-harvest technology.
4. Research for clients requiring adapted technology as certain conditions may have to be modified to suit the local environment.
5. Keeping farmers, retailers and exporters up-to-date with technology through adaptive research.
6. Inspection of supermarkets, packing/treatment houses, fresh-cut facilities and other food storage facilities.

Service Time Frames

1. Titratable acidity and total soluble solids of fresh fruits tests will be completed within **four working days**.
2. The determination of the colouring power (spectrophotometric method) of turmeric will be completed within **four working days**.
3. Requests for inspections, consultations and training will be addressed **within four working days**.
4. Shelf-life studies and sensory evaluations will be completed within **four weeks**.

TRAINING & INFORMATION UNIT

This unit provides training and information dissemination in integrated pest management (IPM), food storage, handling and transportation and general food safety.

Services Offered

1. Designs, develops, conducts and/or coordinates training programmes, workshops, seminars, symposia, etc. for the food industry, pest control operators and the general public with regard to:
 - (a) integrated pest management in food and food-related areas;
 - (b) pesticide application (e.g. fumigation, spraying, misting, fogging and baiting) in food and food-related areas;
 - (c) the identification, biology and control of pests of food and food areas (e.g. stored product pests, rodents, cockroaches, flies);
 - (d) the proper storage, handling and transportation of food;
 - (e) inspection, sampling, sanitation, proofing and hygiene in food areas;
 - (f) the HACCP system;
 - (g) food microbiology, mycotoxins and post-harvest technology.
2. Provides/organizes consultations in the above listed areas.
3. Produces books, booklets, handouts, brochures, etc. with respect to the topics listed above and other topics having an impact on food safety.
4. Provides and facilitates in-house training of FSPID staff on various topics including IPM, factors affecting food in storage, sampling, the HACCP system, microbiology and laboratory techniques.
5. Provides FSPID staff and the food industry with the latest information with respect to pest management and food storage techniques.
6. Consultations with regard to adherence to the FSPI Act and Regulations.
7. Consultation with pest control operators/companies and food establishments in order for them to attain the required operating standards.
8. Provides technical information on the types of active ingredients of pesticides allowed for use in food and food-related areas.

9. Oversees the revision and updating of the FSPI Act and Regulations, as may be necessary.
10. Oversees the FSPID's public relations activities.

Service Time Frames

1. Training proposals will be prepared and sent (by E-mail or facsimile) **within two working days** of requests.
2. Training programmes, lectures, etc. will be delivered at mutually agreed times.
3. Requests for technical information will be addressed in **two working days**.
4. The unit is prepared to participate in exhibitions as soon as **10 working days** after requests.
5. Brochures, booklets, manuals, etc., will be written in clear, simple and easy to read language.
6. Information will be presented to users in a manner most appropriate to their needs.
7. The content and presentation of information and training programmes will be assessed regularly and feedback solicited.
8. Library services will be made available to the public **within three working days**.

THE CUSTOMER'S ROLE

In order for the FSPID to serve you, our customers, in a professional, timely and efficient manner, customers are asked to:

- Obtain copies of the FSPI Act (1958) and Regulations (1973) and amendments of 2019 and adhere to the stipulations found therein. You may download the FSPI Act and Regulations from the FSPID's website (www.fspid.gov.jm).
- Contact the FSPID for inspections of imported food shipping containers before they are opened.
- Give FSPID officers all reasonable and necessary assistance and information during inspections, sampling and disinfestation operations. Note that the FSPI Act allows FSPID inspectors to take food samples, free of cost, for laboratory analyses.
- When requesting analysis of samples, contact the FSPID laboratory services beforehand to obtain information on proper sampling, packaging and transportation methods and also the requisite documentation to be submitted.
- Visit the FSPID's website (www.fspid.gov.jm) for further information on FSPID services, contact persons, pest management information, etc.