

QATAR MINISTRY OF PUBLIC HEALTH (MOPH)

Intertek Cristal customized inspection services to the hospitality industry during FIFA WC QATAR 2022 event. Unique experience.

Company

Qatar Ministry of Public Health

Region

Qatar

Intertek Solutions

Intertek Cristal - Food Safety, Environmental Health, and Safety Inspections

The FIFA World Cup Qatar 2022™ was one of the most high-profile events of the last decade, attended by more than 2.5 million people. The Qatar Ministry of Public Health (MOPH) was mandated with ensuring the safety and quality of food supplied throughout the Tournament in hotels, fan zones and stadiums with extensive food service activities in food establishments and facilities. Increased measures needed to be enforced across Safety, Health & Hygiene, and Environmental related areas to ensure the welfare and safety of visitors, players and fans alike during the tournament. Intertek Cristal was selected, as the trusted partner of the Ministry of Public Health, and awarded the contract to deliver the inspection, testing and verification program, to ensure a successful event.

“The performance of Intertek Cristal’s team throughout the tournament was a clear demonstration of their expertise and attention to detail”, says an MOPH official.



The Challenge

With more than 2.5 million workers, volunteers, fans and visitors attending the FIFA World Cup event, the Supreme Committee, together with the Ministry of Health (MOPH), were challenged to ensure health & safety and a risk free environment for all attending this major event, including the stakeholders and players.

In an event of this magnitude tremendous logistical aspects were taken into consideration for food production, delivery, service and waste disposal. Operational practices and safety measures were enforced and monitored, along with proper storage and transportation of food products. It was also important to accommodate for dietary requirements, adulteration, and allergens to prevent cross-contamination and incorrect labeling.

To prevent both foodborne and airborne infections and diseases, and cross-contamination hazards, protocols and procedures needed to be strictly adhered to. With the support and the supervision of the Intertek Cristal Inspection team, all necessary measures across all food service facilities were enforced with potential sources of risk traced, in multiple food production and service outlets.

The Solution

Intertek Cristal deployed both local and internationally outsourced auditors and inspectors to perform food safety and environmental health inspections during a 3 month period, in line with the statutory protocols provided by the Ministry of Public Health, with rigorous control and monitoring procedures for food handling, preparation, and storage processes in addition to checking if hotel facilities were within the scope of the inspection program, customised by MOPH Food Safety and Environmental health departments.

The inspections were carried out across all food outlets in Qatar including fan-zones, catering units, food-trucks, restaurants, commercial kitchens, and hotels. Inspections were subject to a risk assessment approach, based on the compatibility of the inspection level with the potential risk level associated with food and beverage operation and hotel services.

FOR MORE INFORMATION



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The Solution Cont.

Intertek Cristal's project team diligently worked around the clock to ensure smooth delivery of the project tasks, to meet and exceed the expectations of Qatar MOPH. This included:

- In-depth inspections carried out by expert Intertek Cristal inspectors, who established a solid yet smooth working relationship with the clients and organisers and fully considered the high level of standards and compliance that the MOPH yearned to achieve.
- A daily inspection reporting procedure and real-time feedback about individual sites in respect of non-compliances, together with measures for improvement identified during inspections.
- Using state of the art testing equipment provided by Intertek Cristal to carry out the food and environmental inspection with on site testing kits coupled with the use of the MOPH online inspection platform to deliver verifiable **online** reports.



The result


By incorporating the standards and rigorous processes implemented, utilising Intertek Cristal expertise together with MOPH protocols, MOPH has achieved their objectives in the following key areas:

- **Providing third party external service:** Provision of a number of Intertek Cristal Experts as a global organisation with qualified and merited inspectors in the field of Food Safety and Environmental Health, have ensured credibility and global recognition.
- **Employing best practices:** Enhanced preventive and operational food inspection measures initiated by Intertek Cristal in line with MOPH requirements.
- **Improved processes:** MOPH adapted and enhanced food safety incident management protocols and improved their food safety risk assessment capacity, which should greatly benefit MOPH in uplifting standards and food safety procedures and protocols for future events.

- **Reputation and security:** MOPH ensured that all services provided, and food supplied by various food business, are up to the safety and quality standards expected, with no significant infringements reported. This was evidently clear through the feedback received from all the concerned parties, including the Supreme Committee, FIFA, Competent Authorities, Teams, Fans, workers, and volunteers.
- **Customer confidence:** MOPH have contributed through the perfect delivery of this project with the support of Intertek Cristal to the success of this event proving to the global audience that Qatar can successfully provide a safe, healthy and secure environment to host important events.



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