

RWS Restricted

Food Safety Requirements for Vendors

References to “RWS” shall be construed to mean Resorts World at Sentosa Pte. Ltd. and its subsidiaries and affiliates, which includes but is not limited to Tamerton Pte. Ltd., DCP (Sentosa) Pte. Ltd., Resorts World Properties Pte. Ltd. and Resorts World Properties II Pte. Ltd.

1. All vendors are expected to uphold hygiene and cleanliness of food products that are manufactured in their establishment. Vendors are responsible for ensuring that the food products adhere to the Sale of Food Act (Cap. 283), including all subsidiary legislation and any subsequent amendments thereto, and relevant product specifications, Certificate of Analysis (“COA”) and microbiological standards. Vendor will be liable for RWS’ service recovery expenses arising from food product contamination of any kind that is found to have originated from manufacturers’/suppliers’ premises or equipment.
2. Vendor’s premises must possess at least Singapore Food Agency (“SFA”) ‘Bronze’ licensing* with Food Safety Management System (“FSMS”). In the event that a vendor does not possess the minimum SFA ‘Bronze’ grading, RWS may grant a waiver of this requirement on a case by case basis. However, all vendors must, at the minimum be Hazard Analysis Critical Control Point (“HACCP”) certified (or the equivalent).

** The current hygiene grading framework of ‘A’, ‘B’, ‘C’ or ‘D’ will be phased out by late 2020 and will be replaced with the new Food Hygiene Recognition Scheme, which is scheduled to commence from Year 2021 onwards.*

3. Vendor shall notify RWS should an event occur whereby its licensing grade has been downgraded due to its premises being implicated in a food incident or suspended under the Points Demerit System due to multiple hygiene infringements (e.g. SFA ‘Gold’ to ‘Silver’, ‘Silver’ to ‘Bronze’, ‘Bronze’ to none).

Certification & Documentation Requirements

4. Vendor must be able to produce certificates and documents based on RWS’ requirements. At the minimum, the certificates below and documents should be provided to RWS upon request:
 - Food Safety System Certification such as ISO 22000 Certification or GFSI Certification. These certifications must be provided along with the corresponding audit reports;
 - HACCP & Quality Monitoring Plans and all quality records relevant to the material
 - Documentation as required by SFA as follows:
 - List of Approved Suppliers
 - Supplies Receiving Form
 - Daily Temperature Monitoring Record (Chiller)
 - Daily Temperature Monitoring Record (Freezer)
 - Daily Cleanliness Check of Premise (Before Start of Operation)
 - Daily Cleanliness Check of Premise (After Operation Time)
 - Maintenance Check of Premises, including pest control inspection
 - Daily Food Handlers Health Status Record
 - Staff Food Hygiene Training Record

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5. Additionally, RWS may request the following certificates:
 - COA: Analytical results of the testing that is carried out on the material batch/lot before delivery to RWS. They confirm that a specific delivery has the agreed analytical values. Analytical methods should meet RWS' requirement (i.e. as indicated in material specifications).
 - Religious Certifications: Issued by the relevant religious authorities/organization.
 - Certificate of Origin/Source: This states the origin of the material.
 - Local or Regional applicable certificates such as Declaration on Genetically Modified Organisms ("GMO") and Natural Certification.

Product Labelling & Traceability

6. All food products must be properly labelled, batched or date marked with packaging declaration.
7. Vendor must have in place product recall capability with procedures in place to identify and rapidly recall affected products.

Packaging & Storage

8. Vendors must communicate all necessary information on storage conditions and is expected to follow the First-Expiry-First-Out ("FEFO") principle.
9. The packaging material must be suitable, clean, free from undesirable odors, no loose foreign object and must not taint the materials that they pack.

Product Shelf-Life

10. All food products must have a minimum of 50% shelf life remaining on the day of delivery with production and expiry dates clearly indicated on the packaging and on the delivery note/invoice.

** For products with no expiry dates such as fresh whole fruits and vegetables, please ensure these products comply with agreed product specifications and quality before delivery.*

11. In circumstances where a vendor imports, stores and supplies a food product on request specifically for RWS, then the minimum 50% shelf life requirement may be waived. However, this will be considered on a case by case basis.
12. In circumstances where a vendor outsources any food product(s) that they do not produce, this must be declared to RWS. In such cases, all food products must be sourced from vendors having at least SFA 'Bronze' licensing with FSMS.

Transportation Requirements

13. Vendors shall proactively notify RWS in the event that the food products are supplied by alternative sites and subcontractors without prior agreement. Vendors must evaluate and assess to ensure compliance with local regulations and must be fit for the same purpose, authentic and produced without adulteration.

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14. Chilled product must be transported in a vehicle with refrigeration facilities at 1-4°C. The maximum acceptable food temperature upon delivery is 7°C, failing which the consignment will be rejected.
15. Frozen product must be transported in a freezer truck at -18°C. The maximum acceptable food temperature of upon delivery is -12°C, failing which the consignment will be rejected.
16. All food delivery vehicles must be clean, well maintained, fitted with a temperature display gauge and meet all food safety requirements. Separate food delivery vehicles should be used for raw and finished products.
17. Vendors must ensure delivery staff are in proper dress code, ie. no slippers, no shorts, or untidy with potential risk of cross contamination at the point of delivery.

Personnel

18. Vendors shall define, implement and document good practices relevant to all personnel, employees, agency, staff, contractors and visitors to ensure that personal activities are not a source or vector of product contamination.

General

19. RWS reserves the rights to audit vendor food preparation or manufacturing plants when relevant.
20. RWS reserves the rights to request for updated product specifications, COA and external test reports in the event of food incidents or allegations relating to contaminants.
21. Where required, vendors must comply with religious requirements for Halal foods. For certification of Halal products or ingredients, vendors must engage a credible Halal certification body. The Vendors must also ensure that the certification is performed according to the requirements of Halal. Packaging materials must be verified for the absence of hidden ingredients.