STANDARD SUMMARY PROJECT FICHE

1. Basic Information

1.1 CRIS Number: 2003/004-938-09
1.2 Title: Guides to good hygiene practice and HACCP implementation in trade (retail) sector
1.3 Sector: Internal market
1.4 Location: Slovenia

2. Objectives

2.1 Overall Objective(s):

On the basis of the European Council Directive, No. 93/43/EEC of 14 June 1993, Act Regulating the Sanitary Suitability of Foodstuffs, Products and Materials Coming into Contact with Foodstuffs was adopted in the middle of 2000 (Official Gazette of the Republic of Slovenia, Nos. 52/00 and 42/02), and in Article 17 thereof it is laid down that undertakings engaged in manufacturing and trade in foodstuffs and public supply of drinking water shall, by means of internal control, monitor and ensure health and hygiene of foodstuffs throughout all stages of manufacturing and trade (wholesale and retail).

This will enable Slovenia to achieve free movement of foodstuffs as an essential pre-condition for the completion of the EU internal market. Ensuring sanitary suitability of foodstuffs, products and materials coming into contact with foodstuffs, implies confidence in the standard of safety of foodstuffs for human consumption in the area of free movement of goods, and particularly it means achieving a high level of the so-called hygiene standard (HACCP - Hazard Analysis and Critical Control Point System) throughout all stages of preparation, processing, manufacturing, packaging, storing, transportation, distribution and offering for sale of foodstuffs to end consumers.

The reason for the introduction of this Directive is the principle of free movement of goods and approval of the policy, concerned with human health. The rules on the export of foodstuffs into the European Union stipulate unambiguously that the manufacturer, and indirectly also the market operator, shall be held responsible for non-conforming hygiene of foodstuffs, health and hygiene safety of foods.

Implementation of the principles of good hygiene practice will allow direct involvement in looking after healthy diet and health. Consumers will be able to choose healthy and safe foodstuffs.

2.2 Project purpose:

The main purpose is to obtain the market operators “Guide” to good hygiene practice and to implement HACCP through the entire trade sector (wholesale trade and distribution, retail trade). The Guide should be the basis for the practical use of hygiene practice and for the training of market operators.
2.3 Accession Partnership NPAA priority and Action plan

Reference to the AP:
The priorities relevant to this project are identified in the chapter of Internal market - Free movement of goods ("prepare the relevant administration and food operators for the implementation of EC principles of food safety")

Reference to National Programme for the Adoption of the Acquis by the end of 2002:

4.1.1 Free Movement of Goods

Reference to the Action plan:
In accordance with the Action Plan (Free movement of goods), this project will contribute to an improved coordination and effectiveness of national market surveillance bodies and prepare the relevant administration and food operators for the implementation of the EC principles on food safety. It will further strengthen market surveillance and enforcement authorities (Consumer and health protection, Agriculture).

3. Description

3.1 Background and justification:

The most important task for each market operator in foodstuffs is to provide unhindered transfer of healthy and safe foodstuffs in the entire chain from the manufacturer to end consumer. Provision shall be made for traceability of foodstuffs. This is required by numerous end consumers who are becoming more and more aware of the problems regarding safety of foodstuffs (food-borne infections are more and more common problems of dioxin, BSE, etc.).

The European Union stipulates in its Directive No. 93/43/EEC that the market operator selling foodstuffs to end consumers shall identify any step in their activities which is critical to ensure food safety (biological, chemical or physical hazards) and ensure that adequate safety procedures (HACCP Programme) are identified, maintained and controlled. When deviations or non-compliances which could be dangerous for the consumer's health are established, the market operator shall take appropriate corrective measures, including the possibility of withdrawal and/or destruction of foodstuffs, or the market operator shall stop the trade in such foodstuffs until all the risks or non-compliances have been completely removed.

Directive 93/43/EEC requires implementation of the good hygiene practice codex and the system of HACCP in trade sector: in wholesale trade and distribution of goods, transport of goods and retail trade.

In the middle of 2001 “Strategy of the Safety of Food and Foodstuffs in the Republic of Slovenia” was adopted, by which Slovenia wants to ensure the highest standards of food and foodstuffs safety in cooperation with economic operators. This is its key orientation and priority.

Foodstuffs: Based on the adopted Act Regulating the Sanitary Suitability of Foodstuffs, Products and Materials Coming into Contact with Foodstuffs and the Agricultural Act, a series of implementing regulations will have been gradually adopted by the end of 2002, by which legal basis will be ensured for implementing the free movement of goods, as well as for the protection of public health and that of the consumers. Adoption of the legislation on specific (agricultural)
food products will enable Slovenia to trade in foodstuffs that meet the additional requirements, prescribed in horizontal and vertical directives referring to foodstuffs. Several implementing regulations are planned to be adopted, and are to enter into force by the end of June 2002, which also include the rules on hygiene of foodstuffs.

The Act, Articles 17 and 37, lays down that undertakings engaged in manufacturing and trade in foodstuffs and public supply of drinking water shall, by means of internal control, monitor and ensure health and hygiene of foodstuffs throughout all stages of manufacturing and sale. Internal control shall be implemented on the basis of the system of HACCP, allowing identification of microbiological, chemical and physical agents, which may pose a risk to human health, implementation of appropriate measures and implementation of constant control at those points (critical control points) in manufacturing and sale of foodstuffs where such risks may occur.

3.2 Linked activities:

The project within FM'99, Transposition of Foodstuffs in Health (SL9906.01.01.7) is the predecessor to the currently proposed project

3.3 Results:

A model of a good hygiene practice guide and implementation of the system of HACCP will enable Slovenian market operators engaged in the sale of foodstuffs, to provide the Food Safety and improve consumers’ confidence in healthy food and consequently in protection of consumer’s health; it will also ensure traceability of foodstuffs from purchasing to sale to the consumer and intermediate control of these products.

The quantity of unhealthy products is expected to be reduced already during their production, and there will be fewer complaints from the market, buyers’ confidence in food manufacturers and market operators will increase, the organisation of the manufacturing process and sale of these products will improve (thorough cleaning of business premises, appropriate hygiene of the employees, etc.). The consumer will be able to choose healthy products.

The preparation, processing, packaging, storing, transportation, distribution, handling and offering for sale or supply of foodstuffs shall be carried out in a hygienic way.

3.4 Activities:

- Prepare a model of a “guide” to good hygiene practice in the entire trade sector (wholesale trade and distribution, retail trade) Prepare a model of HACCP plan in wholesale trade, distribution of goods in retail trade. On the basis of a model every market operator will have to prepare their own HACCP plan which will have to be implemented.
- Training of the market operators staff will be carried out on the basis of the sample model in accordance with the guide to good hygiene practice and the reference model from HACCP plan:

  - organise consultations for the management personnel in trade, where the problems of the reorganisation of undertakings arising from the implementation of good business practice and the HACCP (human resource, organisational and financial investments in outlets, which are required for that) will be presented;
- organise consultations for operative trade personnel (people who are engaged in purchasing, transport and sale of merchandise), where the implementation of the good hygiene practice and the system of HACCP in trade sector will be shown practically;

A model of the HACCP plan is a document, which will be prepared on the basis of seven general HACCP principles. The plan lays down the procedures that market operators have to take into account and follow in order to control hazards, which are important for ensuring food safety during the supply or sale of goods to end consumers.

Seven HACCP System principles:

1. prepare and conduct hazard analysis for each individual product ingredient at each stage, from the manufacturer to the end consumer, which may endanger product safety, and define preventive measures;
2. identify general critical control points;
3. define critical limit values, ensuring that the critical control points are under control;
4. define the system of monitoring critical control points;
5. define corrective measures when the control shows incorrectness or deviations from the critical control points;
6. introduce and implement documented procedures;
7. implement verification procedures to ensure the efficiency of HACCP;

A list of general critical control points is to be identified and defined in the course of the project.

Critical control points are the points, stages or processes, on the basis of which market operators will, by means of appropriate control measures, prevent, eliminate or reduce potentially dangerous hazards (biological, chemical or physical).

The Guide will define preventive measures in case a hazard is identified in a foodstuff or in relation to it, which may pose a risk to consumer’s health if ingested.

Preventive measures are actions or activities, carried out by market operators in order to ensure control of individual type of hazard. These measures will help eliminate or reduce the potential hazards.

3.5 Lessons learned

During the project Transposition of Foodstuffs in Health, the Health inspectorate (HIRS) has acquired additional knowledge on the implementation of HACCP in catering, sale and wholesale sectors in Ireland (the contracting country). The HIRS initiated the elaboration of several documents which will assist in the implementation of the harmonised legislation - Code of practice for classification of foodstuffs and Code of practice for categorisation of premises. The Manual for Good Hygienic practice with HACCP principles is currently being elaborated. Representatives of Chamber of Commerce and Chamber of Craft are taking part in the process. The HACCP system will be obligatory for all food operators. The preparation of the above mentioned documents is therefore very important for the fulfilment of the requirements set in the Rules on Official control of Foodstuffs and Rules on Hygiene of Foodstuffs. One of the recommendations of the FVO mission, held in March 2002, was preparation of sector specific guidance notes and it is in the interest of all stakeholders involved to provide them as soon as possible. The Ministry of Health is responsible for the approval of the elaborated documents on Good Hygienic practice and HACCP system.
4. Institutional Framework

The Ministry of the Economy (MoE) has the overall responsibility for the Internal Market and will take the overall co-ordination of the project.

Implementing and Contracting Authority with the overall responsibility for the implementation of the project will be the MoE.

The Ministry of Health and the Ministry for Agriculture, Forestry and Food gave written authority for running the project under the Ministry of the Economy (MoE).

The Central Finance and Contracting Unit (CFCU) of the Ministry of Finance, acting as Implementing Agency, will be responsible for contracting and financial matters in accordance with the Practical Guide to PHARE, ISPA and SAPARD Contract Procedures.

5. Detailed Budget

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<th>Guides to good hygiene practice and HACCP implementation in trade (retail) sector</th>
<th>Investment Support</th>
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National funds will be used to cover material costs during project missions. A 0.5 annual full time equivalent (FTE) employee at the Ministry of the Economy will be available for the project, the logistics needed for the counterpart team, such as air fares, lodging, infrastructure, hiring a session hall where two consultations for the management and operative personnel in trade will be held and other material costs for expert missions, such as telecommunication services and / or rooms.

The Ministry of the Economy will ensure within the adopted budget that the materials needed for the consultations will be provided by the Slovene side on time. It is expected that no special equipment will be needed.

6. Implementation Arrangements

6.1 Implementing Agency:
CFCU, Ministry of Finance
Beethovnova 11
1000 Ljubljana, Slovenia

Responsible person:
Mr Peter Škofic, PAO
Tel: +386 1 478 6203
6.2 Implementing Authority

Republic of Slovenia
Ministry of the Economy
Kotnikova 5
1000 Ljubljana, Slovenia

Responsible person:
Mr Matjaž Logar, State Secretary for the Internal Market
Tel.: +386 1 478 3561
Fax: +386 1 478 3622

Contact person:
Ms Tanja Kurnik, State Undersecretary
Tel: +386 1 478 3524
Fax: +386 1 478 3283
e-mail: tanja.kurnik@gov.si

6.3 Contracting Authority:

Republic of Slovenia
Ministry of the Economy
Kotnikova 5
1000 Ljubljana, Slovenia

Responsible person:
Mr Matjaž Logar, State Secretary for the Internal Market
Tel: +386 1 478 35261
Fax: +386 1 478 3622

Contact person:
Mr Janez Rogelj, State Undersecretary
Tel: +386 1 478 35 02
Fax: +386 1 478 35 88
e-mail: janez.rogelj@gov.si

6.4 Final Beneficiary:

Republic of Slovenia
Ministry of the Economy
Kotnikova 5
1000 Ljubljana, Slovenia

Responsible person:
Mr Matjaž Logar, State Secretary for the Internal Market
Tel: +386 1 478 3561
Fax: +386 1 478 3622
6.5 Non-standard aspects
Not relevant

6.6 Contracts
There will be one twinning light contract in total amount of 0.15 million €.

7. Implementation Schedule

7.1 Start of tendering / call for proposals: June 2003

7.2 Start of project activities: September 2003 or at least 2 months before the expiry date of the contracting period.

7.3 Project Completion: March 2004 or at least 2 months before the expiry date of the disbursement period of the Financing Memorandum.

8. Equal Opportunities:
Equal opportunities will be fully respected in the selection of experts.

9. Environment
Not relevant.

10. Rates of return:
Not relevant.

11. Investment criteria

11.1 Catalytic effect: Not relevant

11.2 Cofinancing: The project will be co-financed by national funding.

11.3 Additionality: Not relevant

11.4 Project readiness and size: Not relevant

11.5 Sustainability: Not relevant

11.6 Compliance with state aids provision: Not relevant
11.7. Contribution to the National Development Plan: Not relevant

12. Conditionality and sequencing

The Slovene Authorities will ensure the adequate and sufficient staffing as well as the availability of the needed material for sample consultations for the project.
Annexes to project Fiche

1. Logical framework matrix in standard format
2. Detailed implementation chart
3. Contracting and disbursement schedule by quarter for full duration of programme (including disbursement period)
4. ToR
**LOGFRAME PLANNING MATRIX**

**Programme name and number**
2003/004-938-09

**Project: Guides to good hygiene practice and HACCP implementation in trade (retail) sector**

<table>
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<th>Overall Objective</th>
<th>Objectively Verifiable Indicators</th>
<th>Sources of Verification</th>
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<td>• undertakings engaged in manufacturing and trade in foodstuffs and public supply of drinking water shall, by means of internal control, monitor and ensure health and hygiene of foodstuffs throughout all stages of manufacturing and trade (wholesale and retail); • ensuring sanitary suitability of foodstuffs, products and materials coming into contact with foodstuffs.</td>
<td>• publication of the guide on good hygiene by the end of the project; • trained market operators staff by the end of the project</td>
<td>• guide published by the Ministry of the Economy with the cooperation of the Chamber of Commerce and Industry of Slovenia - Trade Association</td>
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**Contracting period expires:**
30 November 2005

**Disbursement period expires:**
30 November 2006

**Total Budget:** 0.20 million €

**Phare contribution:** 0.15 million €

**Assumptions**
- to produce a “Guide” to good hygiene practice and HACCP implementation in the entire trade sector (wholesale trade and distribution, retail trade).
- publication of the guide to good hygiene practice and the system of HACCP in trade sector in a newspaper and on the internet;
- start-up and final report of the twinning light
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<tr>
<th>Result</th>
<th>Objectively Verifiable Indicators</th>
<th>Sources of Verification</th>
<th>Assumptions</th>
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</table>
| • the preparation, processing, packaging, storing, transportation, distribution, handling and offering for sale or supply of foodstuffs shall be carried out in a hygienic way; | • guide to good hygiene practice and the system of HACCP in trade sector  
• trained staff | • report on successful implementation of the HACCP rules by the retail sector; | |
| • on the basis of the sample model – guide to good hygiene practice, management and operative trade personnel will be trained;  
• consumers’ confidence in quality, healthy and safe food;  
• protecting consumers’ health; | • harmonisation of the so-called HACCP Plans in individual trade businesses with the requirements or standards, which will base on the practical implementation of HACCP principles and other hygiene standards; these standards or requirements will be evident from the guide to good hygiene practice; | |

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<th>Activities</th>
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<th>Assumptions</th>
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| • prepare the sample model of the HACCP plan;  
• identify the so-called critical control points;  
• define preventive measures; | • Twinning light | • Unavailability of the required staff and resources |

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<th>Preconditions</th>
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<td>• Availability of staff and resources needed</td>
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## Annex 2

### Implementation time chart

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Annex 3: Contracting Schedule (sheet 1)

NB See also sheet 2 for disbursement schedule

Name of programme: Guides to good hygiene practice and HACCP implementation in trade (retail) sector

Project fiche no. 2003/004-938-09

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NB: 1. All contracting should normally be completed within 6-12 months and must be completed within 24 months of signature of FM
Annex 3: Disbursement Schedule (sheet 2)

Name of programme  Project fiche no.2003/004-938-09
Guides to good hygiene practice and HACCP implementation in trade (retail) sector

CUMULATIVE DISBURSEMENT SCHEDULE
(million €)

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NB: all disbursements must be completed within 36 months of signature of the FM
Annex 3: Contracting and Disbursement Schedule (sheet 3)

Name of programme: Guides to good hygiene practice and HACCP implementation in trade (retail) sector

Project fiche no. 2003/004-938-09

CUMULATIVE CONTRACTING and DISBURSEMENT SCHEDULE
(million €)

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NB: 1. all contracting should normally be completed within 6-12 months and must be completed within 24 months of signature of FM
2. all disbursements must be completed within 36 months of signature of FM
ANNEX 4

TERMS OF REFERENCE
TWINNING LIGHT

Guides to good hygiene practice and HACCP implementation in trade (retail) sector

1. Background Information

On the basis of the European Council Directive, No. 93/43/EEC of 14 June 1993 the Act Regulating Sanitary Suitability of Foodstuffs, Product and Materials Coming into Contact with Foodstuffs was adopted in June 2000 (Official Gazette of the Republic of Slovenia, Nos. 52/00 and 42/02), and in Articles 17 and 37 thereof it is laid down that undertakings engaged in manufacturing and trade in foodstuffs and public supply of drinking water shall, by means of internal control, monitor and ensure health and hygiene of foodstuffs throughout all stages of manufacturing and trade.

The system of HACCP allows identification, assessment, taking actions and control of potentially hazardous agents in foodstuffs, which may pose a risk to human health. It is a system which provides safe production and sale of foodstuffs. Safe foodstuffs are foodstuffs which are not harmful for consumers’ health if prepared or ingested for the intended purpose.

Ingestion of foodstuffs may pose a risk to human health if biological, chemical or physical agents are present in the foodstuff. In order to be able to identify hazards, the composition and properties of raw materials and materials coming into contact with foodstuffs shall be known and good hygiene and manufacturing practices shall be followed.

Good hygiene practice is of utmost importance in the trade system, which consists of five essential elements:

1. employees in trade
2. equipment (facilities, containers, utensils)
3. environment or outlet premises
4. raw materials
5. methods (e.g. regular control and recording of temperatures in refrigerators, refrigerator and freezer chambers, glass cabinets, etc. is necessary).

Good hygiene practice trade is the basis for setting-up the system of HACCP.

The sample model of good hygiene practice codex and training, conducted by the Ministry of Economy in cooperation with PHARE, will enable individual trade businesses (wholesale trade in foodstuffs, distribution of foodstuffs and retail trade in foodstuffs) to prepare and implement the so-called HACCP programme, which will base on the principles of good hygiene practice, taking into account the group of trade sector each individual trade subject is engaged in.
2. Description of the Assignment

2.1 Beneficiary

The implementing authority is the Ministry of the Economy, which, in accordance with its basic tasks, covers also the activities related to unhindered operation of economic operators in the field of trade.

In the opinion of the Ministry of the Economy the sample model of the rules of good hygiene practice and the sample model of the system of HACCP will allow implementation of unhindered movement of foodstuffs within the EU internal market. In this was one of the most important tasks of the Republic of Slovenia in the sense of the protection of the European consumer will be fulfilled as it implies safe food – Food Safety system and consumers’ health in the entire territory of the Republic of Slovenia.

Beneficiary:

Ministry of the Economy
Kotnikova 5
1000 Ljubljana
tel.: + 386 1 478 35 24;
fax: + 386 1 478 35 88;

Contact person:

Republic of Slovenia
Ministry of the Economy
Mr Janez Rogelj, State Undersecretary
tel.: + 386 1 478 35 02;
fax: + 386 1 478 35 88;
e-mail: janez.rogelj@gov.si

2.2. Global and specific objectives

In Slovenia the Act Regulating Sanitary Suitability of Foodstuffs, Products and Materials Coming into Contact with Foodstuffs was adopted in June 2000 (Official Gazette of the Republic of Slovenia, Nos. 52/00 and 42/02—hereinafter: The Act), and in Articles 17 and 37 thereof it is laid down that undertakings engaged in manufacturing and trade in foodstuffs and public supply of drinking water shall, by means of internal control, monitor and ensure health and hygiene of foodstuffs throughout all stages of manufacturing and trade. Internal control shall be implemented on the basis of the system of HACCP, allowing identification of microbiological, chemical and physical agents, which may pose a risk to human health, implementation of appropriate measures and implementation of constant control at those points (critical control points) in manufacturing and sale of foodstuffs where such risks may occur.

Several implementing regulations are being prepared on the basis of this Act, among others the Rules on Food Hygiene, which will regulate in detail The European Council Directive on Food Hygiene, No. 93/43/EEC.

The fundamental objective of the Project, namely the sample model of the rules of good hygiene practice and sample model of the system of HACCP in trade, will allow implementing the legal
requirements in the field of providing healthy and safe foodstuffs and traceability thereof in the entire territory of the Republic of Slovenia.

2.3 Requested services

- prepare a sample model of the “guide” to good hygiene practice in trade sector (wholesale trade and distribution, retail trade);
- market operators will be trained on the basis of the sample model of the good hygiene practice codex and the sample model of the HACCP programme;

When preparing sample models it is necessary to take into account the current Slovenian and European legislation, as well as international code of practice and General Principles of Food Hygiene and Hazard Analysis as well as Critical Control Point System and Guidelines for its Application, issued by FAO (Federal Agriculture Organization).

2.4 Expected results

The sample model of good hygiene practice codex and implementation of the system of HACCP will enable Slovenian market operators, who are engaged in the sale of foodstuffs, to provide the so-called Food safety or consumers’ confidence in quality, healthy and safe food, ensure traceability of foodstuffs from purchasing to the sale to the consumer and intermediate control of these products. All the requirements of the Government document “Strategy of the Safety of Food and Foodstuffs in the Republic of Slovenia”, issued in 2001, will be met.

The quantity of unhealthy products is expected to be reduced already during their production and sale, and there will be fewer complaints from the market, buyers’ confidence in food manufacturers and market operators will increase, the organisation of the manufacturing process and sale of these products will improve (thorough cleaning of business premises, appropriate hygiene of the employees, etc.), and the consumer will be able to choose quality and healthy products.

The preparation, processing, packaging, storing, transportation, distribution, handling and offering for sale or supply of foodstuffs shall be carried out in a hygienic way.

Trade sector will fully implement the rules of good hygiene practice and the system of HACCP only when the system is introduced and implemented in all Slovenian manufacturing businesses, as well as by European and other world manufacturers due to the import of foodstuffs into the Republic of Slovenia.

2.5. Budget

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<td></td>
<td></td>
</tr>
<tr>
<td>Guides to good hygiene practice and HACCP implementation in trade (retail) sector</td>
<td>0.15</td>
<td>0.15 (75 %)</td>
<td>0.05 (25 %)</td>
<td>0.20 (100%)</td>
<td>0.20</td>
</tr>
<tr>
<td>TOTAL</td>
<td>0.15</td>
<td>0.15</td>
<td>0.05</td>
<td></td>
<td>0.20</td>
</tr>
</tbody>
</table>
The Ministry of the Economy will provide office space, office support, workshop facilities and cover some materials cost during project mission. The Ministry will also cover cost of training, transportation costs and salaries for the counterpart staff in accordance with the conditions under the twinning light rules.

The Ministry of the Economy will ensure within the adopted budget that the materials needed for the sample consultations will be provided by the Slovene side on time. It is not expected that any special equipment will be needed.

3. Expert Profiles

The working language is English, therefore English speaking experts are required. It is proposed that the international expert possesses knowledge in the following fields:

• rules of good hygiene practice in wholesale trade, distribution and retail trade in foodstuffs, based on the European legislation and trade practice;
• principles of the system of HACCP and its implementation in trade sector;
• requirements, based on the experience gained during official control of the practical implementation of the Food Safety system in trade.

4. Location and Duration

The twinning light project is due to commerce in September 2003 and due to be completed in six months. Number of days for the assignments per expert:

<table>
<thead>
<tr>
<th>Activities:</th>
<th>Expert:</th>
<th>Approx. No. of Man - Days</th>
<th>€</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. to prepare the Guides to good hygiene practice and HACCP implementation in trade (retail) sector</td>
<td>Sanitary and veterinary inspector</td>
<td>2 x 25</td>
<td></td>
</tr>
<tr>
<td>2. training of management staff</td>
<td>Sanitary and veterinary inspector</td>
<td>2 x 14</td>
<td></td>
</tr>
<tr>
<td>3. Training of operative trade personnel staff</td>
<td>Sanitary and veterinary inspector</td>
<td>2 x 14</td>
<td></td>
</tr>
<tr>
<td>Total:</td>
<td></td>
<td>106</td>
<td>150,000</td>
</tr>
</tbody>
</table>

Location of the assignment: Republic of Slovenia, Ministry of the Economy, Kotnikova 5, 1000 Ljubljana, Slovenia.
5. Reporting

Start–up report is to be delivered 2 months after the signature of the contract and the final report to be delivered at the end of the project. All reports will be presented in English. Both reports, endorsed and countersigned by the beneficiary, should be delivered by the Member State project leader to the EC Delegation at the attention of:

Ms. Bettina Kotzinger, Head of Phare/Ispa Section
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1000 Ljubljana, Slovenia
Tel.: + 386 1 252 88 00
Fax: + 386 1 425 20 85