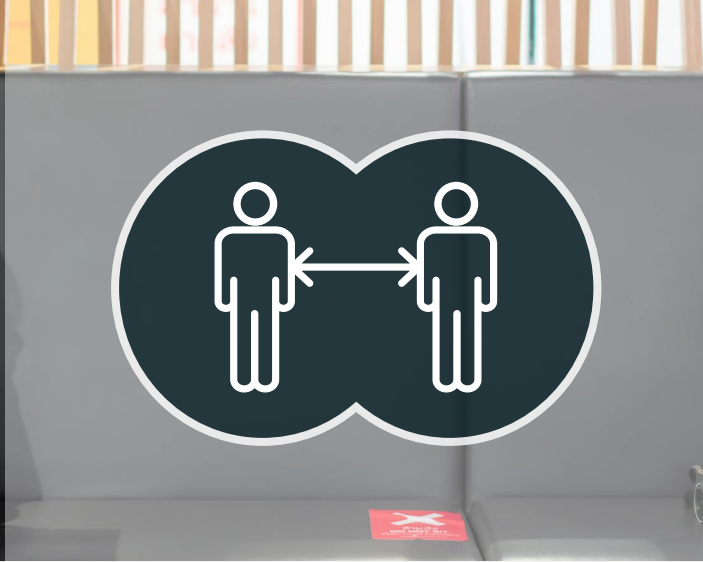




FOOD EQUIPMENT CLIENT NEWSLETTER

SUMMER 2020



TOUGHING IT OUT Right now, every company is trying to say the right things to an anxious customer. Yet the best intentions can become nothing more than empty words if best practices aren't followed—especially when it comes to hygiene and employee safety. Don't be that company.

All food equipment manufacturers are going through challenging times. The secret is to keep going because the last place you want to be is stuck. Through the thick and thin of a nervous marketplace, we're here to help you move forward.

It doesn't matter what part of the world you call home. Whatever and wherever the need is:

Contact your account manager, call **1.800.NSF.MARK** or email us at foodequipmentinfo@nsf.org.



GET THE TOOLS YOU NEED FOR A PANDEMIC ECONOMY

Plan A is now in the rearview mirror. It's time to move on to plans B, C, D and beyond. Even though things won't ever really get back to "normal," it's important that you get back to business.

Designs still need to be reviewed.

Sanitation requirements for equipment must continue to be met.

Confidence in workplace safety has to be restored.

Rise up to the challenge. Our forward-thinking services can help address your most urgent needs now. At the same time, they can help you manage the risks and changes that lie ahead. Part of being resilient is also being innovative. We can help you there too with our own ingenuity and resourcefulness.

See what's in our toolkit by [downloading](#) our fact sheet of services.

WARNING SIGNS: CALIFORNIA PROPOSITION 65

Every time a California-specific regulation emerges, a chorus of groans echoes across manufacturers, distributors and retailers — not because they lack a commitment to safety but because the regulations can be difficult to interpret. The state’s Safe Drinking Water and Toxic Enforcement Act of 1986, better known as California Proposition 65 (Prop 65), is no different. Originally created as a reaction to the discovery of pollutants contaminating the California water supply, Prop 65 now covers all kinds of commercial and consumer products (think textiles, shoes, food equipment, packaging, food, etc.). It has gone from a drinking water law to a consumer right-to-know law.

A right to know what? According to Prop 65, citizens of California should know if a product could expose them to significant amounts of chemicals known to cause cancer or reproductive harm. There are no surprises about what chemicals used as a product ingredient or material have to be tested, but there are a lot of them. California’s Office of Environmental Health Hazard Assessment (OEHHA) maintains a list of almost 1,000 of these Prop 65 chemicals that was updated earlier this year. If you’re a food equipment manufacturer (our favorite kind of people), the law applies to all materials—not just the food contact materials—that are part of your equipment. Manufacturers and distributors are required to put warning labels on products if they contain any chemical of concern.

This law has been around since 1986, so why am I hearing so much about this now? Prop 65 warning labels were always required for certain products; however, some businesses took liberties with the law. Then in August 2018, an update on how products had to be labeled was implemented. In addition to new visibility guidelines, products were no longer allowed to contain a generic warning message. If a label is required, it now has to include at least one Prop 65 chemical and specify if it has either a cancer-causing or reproductive harm endpoint. If a product uses a chemical (like lead) known to be both a carcinogen and reproductive toxicant, both endpoints have to be on the warning label.

What are the penalties? Enforcement of Prop 65 happens through lawsuits brought forth by the public sector (e.g. the California Attorney General) or private sector (e.g. law firms and consumer advocacy groups). The burden of proof falls on the defendant. Not surprisingly, there are those in the private sector who have turned enforcement into their own niche business built on testing random products for commonly litigated Prop 65 chemicals.

What is a food equipment manufacturer supposed to do? For some, the logical choice would be to not sell their products in California; however, as the fifth largest economy in the world, California is way too vital a market for most manufacturers to ignore. As extreme as it may seem, addressing and performing tests on every single material in the equipment is one way to go. Another option would be to just label a product without doing any testing. A third option could be to take a risk-based approach and selectively test materials to see if labelling is necessary. Whatever route is selected, given the high rates of litigation, legal considerations (like having documented test results) should be included in the decision.

Many manufacturers have strong opinions about Prop 65. To keep this a “family” article, we’ll just say NSF International has a team of Prop 65 experts ready to help with whatever level of technical services you need. Whether you want to know what to test for, need help with testing/exposure assessments or just want to vent (we’re always here to listen), you can come to NSF for all things Prop 65.





PSSST...HERE'S WHAT'S COMING TO THE KITCHEN

These are strange times, indeed.

Distilleries are making hand sanitizers, car companies have become medical ventilator manufacturers and fashion designers are now in the face mask business. The food equipment industry has been no different in its innovativeness and creativity. Even seemingly small changes can add up to big opportunities. During this global pandemic, here's how some manufacturers are turning lemons into lemonade.

Perhaps the most exciting and innovative change we're seeing is the shift toward robotic cooking and serving devices. Robots and other automated equipment can now do everything from flip burgers and cook meals to prep ingredients and serve finished food to customers. Bringing automation to the kitchen could be the gamechanger in the quest to decrease employee contact with consumable food.

Not to be outdone, beverage and ice dispenser manufacturers are also exploring and implementing ways to be touch-free. In other words, providing (new buzzword alert!) frictionless service. We've seen frictionless dispensing designs in the back-of-house for years. What's different is these options are moving into the dining area.

Forget the Michelin stars. For restaurants, it's all about showing off the hygiene. For example, we recently certified an innovative sneeze guard one of our clients quickly developed to protect self-serve beverage dispenser heads. In the coming years, we anticipate most consumer-facing restaurant machines will deploy frictionless dispensing in front-of-house applications. In addition, don't be surprised to see UV devices being used to help sanitize the inside of ice machines. How cool is that? (Pun intended.)

These front-of-house changes give restaurants the opportunity to put their sanitization in front of nervous guests, bolstering consumer confidence during these uncertain times. We can also see portable equipment, such as self-contained handwashing sinks and individual work/prep stations, becoming a necessary part of kitchen life as social distancing requirements continue to exist in the workplace.

These are strange times for all of us. Let's make the best of them together. Whether you're looking to take a giant step or make small changes, NSF can help. Now is no time to be indecisive. **Whatever you need to be nimble, innovative and competitive, our services can be tailored to help you keep up with the trends coming to the kitchen and dining area.**

NSF REG4: AN ALTERNATIVE TO WATER FITTINGS COMPLIANCE FOR THE UK

Good things come to those who wait. While there is truth to this phrase, the wait experience certainly has room for improvement. Take for example, the UK plumbing compliance process.

When a water fitting or product is installed, the manufacturer or installer must provide evidence that the fitting or product is compliant with local codes, laws, bylaws or regulations. This is also true for food equipment that is connected to a drinking water supply, such as coffee machines, drinks machines, ice machines, ovens, dishwashers and more.

For products sold in the UK, the conventional way to show compliance was through WRAS (Water Regulations Advisory Scheme) approval. This route to market:

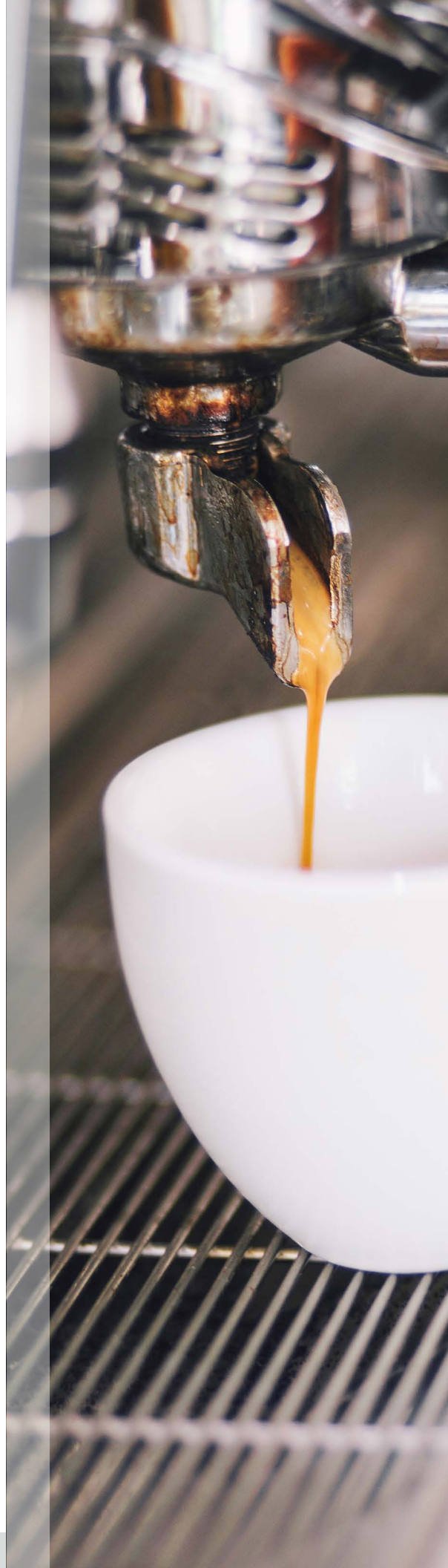
- > Requires the product to be presented on a certain date at formalized approval meetings that can delay the approval for up to six weeks
- > Has varying interpretations of the water regulations that can further delay the approval process

To address these potential delays and setbacks, NSF International launched the NSF Regulation 4 (REG4) certification scheme to provide a smoother and faster alternative to access the UK market, resolve the need for a WRAS-approval meeting and create a consistent interpretation of UK water regulations.

As an independent certification program, REG4 gives manufacturers of plumbing products, materials and any other equipment that connects to a drinking water supply an alternative to WRAS approval for demonstrating compliance with the UK's Water Supply (Water Fittings) Regulations 1999. NSF is UKAS accredited to ISO 17065 which assesses the competence and impartiality of certification bodies, and REG4 incorporates the conventional testing and site audit-based certification model used to verify UK regulatory compliance.

Certifying to REG4 helps manufacturers smoothly enter the UK market and ensures safety requirements are being met for products that come in contact with drinking water meant for public consumption. For manufacturers who use NSF's certification services for both food equipment and REG4, facility audits are done simultaneously while audit fees would be combined at a discounted price.

If you are tired of playing the waiting game, learn more about REG4 now. Watch our [webinar](#) or email us at nsfreg4@nsf.org.



GET UP AND RUNNING SOONER THAN LATER WITH REMOTE EVALUATIONS

During an annual audit, have you ever gotten cited for needing a five-year product evaluation for equipment that you didn't have in stock? Maybe your product had a design change and needed to be released ASAP? Was the equipment just too big to ship across the country or an ocean?

We get it. Evaluations can sometimes be a hassle. In the past, a physical sample had to be sent to an NSF International location for validation or it had to be reviewed with an auditor at your facility. In the here and now, we can do remote evaluations that help keep the certification process moving along while helping cut costs.

If a product evaluation is required, a remote evaluation can be a more convenient way to work through this step. All it takes is having the Zoom video conferencing app on your smartphone and a reliable WiFi signal, and the rest is a breeze!

A technical reviewer assigned to perform the remote evaluation reaches out to you to determine a time and date that works best. During the face-to-face video call, the reviewer tells you where to point the phone camera so specific parts of the units can be reviewed. How great is this?!?! You usually do not get to see and talk to the person evaluating your product. With remote evaluations, you can have real-time technical feedback on potential issues.

"At first, I was a bit bummed because I wouldn't get to meet the NSF technical reviewer and account manager face to face here in California. Then, I could see the advantages of the remote evaluation process. It allowed our engineers, and any persons of interest, to log in to the evaluation and hear the types of questions being asked from the NSF evaluator."

Our evaluator guided us as we showed different parts of the product as she snapped pictures and made notes. It is definitely a tool that we should continue to use long after COVID-19 is under control."

Millicent Crenshaw, QA Compliance Specialist II—Cambro Manufacturing

We get it. Your company's time—and money—needs to be well spent. That's what makes remote evaluations such an attractive option for food equipment manufacturers.

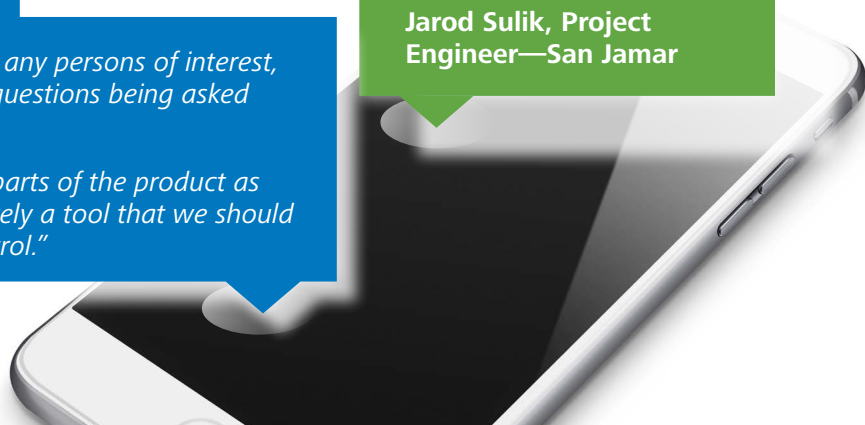
- > **No shipping costs and delayed lead times:** Why pay for shipping if you don't have to? Besides all the waiting around, there's also the possibility of freight damage.
- > **No travel expenses:** In some instances, the product is too large to ship and a technical reviewer needs to travel to your location at your expense.
- > **Quicker turnaround times:** If you have any five-year evaluations due, doing them remotely is a great way to have the evaluation completed so your equipment can remain compliant.

NSF International can perform remote evaluations for a wide variety of products and standards. We can even do prototype, concept design and pre-certification remote evaluations upon request. Rest assured, this isn't some watered down version of an evaluation.

We get it. Some people prefer in-person evaluations. NSF is still doing on-site reviews (following best practices and local/regional laws). We also know companies need to be up and running, getting products to market as soon as possible. If a remote evaluation sounds like a smart option for you, contact your account manager today.

"I found the process very straightforward using the video call app. The part I appreciated most was the ability to get feedback right away. No issues were found, but if there were, it would be very clear to me what the issue was and I would know how to get us back on track."

Jarod Sulik, Project Engineer—San Jamar





REASSURE YOUR EMPLOYEES AND CLIENTS

Businesses are reopening. Then reclosing. Yes, COVID-19 strategies were probably in place—but chances are were not independently verified by public health experts. What they should have done was “measure twice, cut once.” That’s the idea behind Checked by NSF™ (where we measure thrice).

Created by NSF International, this three-phase program is designed to help commercial, manufacturing and retail businesses around the world:

- 1 Plan and review COVID-19 protocols
- 2 Implement and operationalize their plans
- 3 Continuously improve COVID-19 controls and practices

You work directly with NSF’s public health officials to implement appropriate measures that minimize the risk of COVID-19 among your employees and guests. Learn more about our Checked by NSF™ program [here](#) or contact us at NSFservices@nsf.org.

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