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Guidelines for virtual kitchen services



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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

International Workshop Agreement IWA 40 was approved at a series of workshops hosted by the Standardization Administration of China (SAC), in association with China Council for the Promotion of International Trade Commercial Sub-Council (CCPIT-CSC), held virtually between April 2021 and January 2022.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

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Introduction

The catering industry has traditionally evolved to meet the demands and desires of consumers for food in ever faster-paced lifestyles and to support them in their growing aspirations for a better life. However, the outbreak of the COVID-19 pandemic at the start of 2020 has caused partial and sometimes complete shut-down of restaurants and food and beverage (F&B) outlets in many parts of the world. The traditional catering industry has arguably been one of the most affected industries, as it has not been able to offer dine-in services for a long period. The pandemic has forced an increasing number of catering enterprises which previously focused on physical operations to evolve and participate in online catering services. During this period, there has been a considerable evolution in the business ideas and vocabulary used in the catering industry, with the appearance of concepts such as "contactless delivery", "employees sharing", "shared kitchen" and "virtual kitchen". The concept of a virtual kitchen is a more common business model of the comprehensive operations of virtual catering.

Unlike the characteristics of rapid scale and subversion under the traditional sharing economy, the virtual kitchen operator functions both as a catering service provider and a consultant. Because of the impact of the COVID-19 pandemic, the virtual kitchen business model has evolved into an excellent platform for traditional catering restaurants to recuperate business and further integrate into online operation more quickly and at lower cost.

The emergence of the virtual kitchen has also created new issues related to supervision which are different from those faced by the traditional catering industry. For example, in the context of intensive catering operations, how to formulate operational standards on aspects such as sharing, transparency, equipment and the facilities assembly line.

Developed in the context outlined above, this document aims to help resolve issues related supervision in virtual kitchen businesses. It is based on good practices used in the catering industry worldwide.

This document supports the implementation of the United Nations Sustainable Development Goals SDG8 (Decent Work and Economic Growth), SDG11 (Sustainable Cities and Communities) and SDG12 (Responsible Consumption and Production).