



Food and Agriculture  
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Pan American  
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Organization



World Health  
Organization  
REGIONAL OFFICE FOR THE  
Americas

# REGIONAL STRATEGY TO STRENGTHEN **INFOSAN** IN THE AMERICAS





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## Acronyms

APEC	Asia-Pacific Economic Cooperation
CAHFSA	Caribbean Agricultural Health and Food Safety Agency
CaribNET	Caribbean Research and Education Network
ECPs	INFOSAN Emergency Contact Points
EMS	Event Management System
FAO	Food and Agriculture Organization of the United Nations
FBD	foodborne disease
FEPN	Food and Environmental Parasitology Network
FPs	INFOSAN Focal Points
FSE	Food Safety Emergency Response
GFN	WHO Global Foodborne Infections Network
IHR(2005)	International Health Regulations (2005)
INFOSAN	International Food Safety Authorities Network
OIRSA	Organismo Internacional Regional de Sanidad Agropecuaria
PAHO	Pan American Health Organization
RILAA	Red Interamericana de Laboratorios de Análisis de Alimentos
RIMSA XVI	XVI Inter-American Meeting at Ministerial Level in Health and Agriculture
SIRVETA	Regional Information System on Foodborne Diseases Surveillance
VTEC	Verotoxigenic <i>Escherichia coli</i>
WHO	World Health Organization

## Background and Introduction

Contamination of food leading to foodborne disease (FBD) is a significant public health issue in the Americas and around the globe. Recent estimates from the World Health Organization (WHO) for 2010 reveal that, globally, there were 582 million cases of 22 different foodborne enteric diseases and 351,000 associated deaths. In the Americas region, in a recent burden of illness study in the Caribbean, incidence rates of acute gastrointestinal illness associated with contaminated food were reported to vary from 0.65 cases/person/year to 1.4 cases/person/year, with estimated total associated costs between US\$700,000 to US\$19 million per year. The USA estimates that each year roughly 1 in 6 Americans (or 48 million people) get sick, 128,000 are hospitalized and 3,000 die of FBD with a total cost of US\$77.7 billion. In Canada, 1 in 6 Canadians (or four million people) get sick due to domestically acquired FBD each year. Also, serious outbreaks of FBD have been documented throughout the region in the past years, illustrating both the public health and social significance of these diseases. These data suggest clearly that mitigating the burden of FBD should be prioritized in the Americas.

While the public health, economic and social costs of food safety crises are significant, records regarding FBD cases are often incomplete, even in developed countries. During a period of 9 years, the Regional Information System on Foodborne Diseases Surveillance (SIRVETA) only received 6,511 reports of outbreaks in 22 countries. According to these data, around 250,000 people were affected during these outbreaks and 317 people died.

With an increase in globalization, regulatory agencies have difficulties using traditional techniques to ensure a safe national food supply. Contaminated foods that cause the aforementioned illnesses are being increasingly traded across international borders.

Data recorded in the WHO's Event Management System (EMS)<sup>1</sup> shows that from 2002 to 2014, 229 out of 1287 recorded events (23%) were either zoonotic or foodborne, with an increasing trend over the past few years. To December 2014, an accumulated total of 133 events confirmed to be foodborne in origin have been documented. INFOSAN was actively utilized during many of these events which had international implications.

The International Food Safety Authorities Network (INFOSAN), a joint initiative of the Food and Agriculture Organization of the United Nations (FAO) and WHO, functions to: promote the rapid exchange of information during food safety related events; share information on important food safety related issues of global interest; promote partnership and collaboration among countries; and help countries strengthen their capacity to manage food safety risks.

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<sup>1</sup> EMS is an online application to support surveillance, verification, assessment and response operations to acute threats to public health security. EMS supports the assessment and management of all acute public health events requiring ongoing follow-up for potential international public health implications in accordance with the IHR (2005) and where WHO assistance is being provided to a Member State.

In the Americas, the value of INFOSAN has been demonstrated during many food safety incidents over the years. Some recent examples of rapid information exchange among INFOSAN Members that was coordinated by the Secretariat include:

- Outbreaks of acute non-viral hepatitis in several countries linked to dietary supplements (OxyElite) distributed internationally; and
- Outbreaks of salmonellosis in two countries linked to products containing chia seeds imported from a third country and distributed to several additional countries.

In this context, the 63<sup>rd</sup> World Health Assembly adopted resolution WHA63.3<sup>2</sup>, requesting the Director General of the WHO, among others, to develop INFOSAN further through the implementation of the WHO's global strategy for food safety. The resolution called for the strengthening of the emergency function of INFOSAN as a critical component of WHO's preventive and emergency operations relative to food safety, and also called for the establishment of linkages to other relevant international organizations and networks in this area.

In the Americas, the Communicable and Health Analysis Department at the Pan American Health Organization (PAHO) developed a regional technical cooperation plan. The plan was presented and approved during the XVI Inter-American Meeting at Ministerial Level in Health and Agriculture (RIMSA XVI) in 2011 and presented during the 52<sup>nd</sup> Directing Council of PAHO in 2013. One important aspect of the plan is regional capacity building for the detection, assessment and management of food safety incidents and emergencies.

Managing safe food trade in the Americas requires an international approach and information exchange between food control authorities – INFOSAN facilitates such information exchanges. Thus, one of the strategic actions of the aforementioned plan is to support country participation in INFOSAN and its activities, including supporting timely data and knowledge transmission on food safety emergencies through the Network. In particular, the plan aims to support the establishment of agreements between National IHR Focal Points and INFOSAN Emergency Contact Points (ECPs) regarding their roles and responsibilities.

One of the outcomes of the first global meeting of INFOSAN in 2010 was an agreement to develop regional strategies for enhancing participation in INFOSAN. These strategies will address common issues faced by INFOSAN Members within the region, with the goal of strengthening the network globally.

This strategic document has been written using feedback obtained from a regional survey of INFOSAN Members conducted in September 2014 and further discussions held at the first meeting on strengthening INFOSAN and national food control systems in the Americas, held in Santiago, Chile from 23-27 September 2014. Twenty-eight out of 34 PAHO Member States attended this meeting.

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<sup>2</sup> [http://apps.who.int/gb/ebwha/pdf\\_files/WHA63/A63\\_R3-en.pdf](http://apps.who.int/gb/ebwha/pdf_files/WHA63/A63_R3-en.pdf)

## Vision

Safer food in the Americas.

## Mission

To enhance INFOSAN in the Americas by strengthening the community of practice and developing core capacities for food safety<sup>3</sup> in Member States within this region.

## Objectives

The main goals of INFOSAN are to prevent the international spread of contaminated food and foodborne disease and to strengthen food safety systems globally. With these goals in mind, INFOSAN members of the Americas defined the following objectives for their region:

- To strengthen INFOSAN as a regional health protection tool
- To build a strong community of practicing food safety regulators
- To use INFOSAN as a vehicle for sharing best practices
- To strengthen technical capacity in the area of food safety
- To communicate information on food safety in real-time during emergencies

## Strategic Themes for Strengthening INFOSAN in the Americas

In order to achieve these objectives, 5 strategic themes were defined for coordinated and collaborative action between INFOSAN Emergency Contact Points (ECPs) and Focal Points (FPs) members and the INFOSAN Secretariat:

Theme 1) INFOSAN Community Development

Theme 2) Capacity Building and Education

Theme 3) Responding Effectively to Food Safety Emergencies

Theme 4) Making Functional Links to Existing Regional Networks

Theme 5) Providing Support to Enhance INFOSAN Globally

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<sup>3</sup>Under the International Health Regulations (2005) all States Parties are required to have or to develop minimum core public health capacities to implement the IHR (2005) effectively, including those related to food safety. A checklist and indicators for monitoring progress in the development of IHR Core Capacities is available online: <http://www.who.int/ihr/publications/checklist/en/>

## Theme 1: INFOSAN Community Development

By strengthening the INFOSAN community in the Americas region, INFOSAN ECPs and FPs will be empowered to communicate directly with each other and with counterparts in other countries, without relying on the INFOSAN Secretariat. INFOSAN community development will facilitate the sharing of information, experiences and best practices among Member States, thereby meeting members' needs and encouraging multisectoral collaboration within Member States between the agri-food sector and health counterparts, including National IHR Focal Points.

**CURRENT CHALLENGE:** Many Member States, although officially members of INFOSAN, have not completed the required online registration (i.e. they cannot access the INFOSAN Community Website).

- Active engagement in INFOSAN requires members to register on the INFOSAN Community Website, launched in 2012.
- According to the latest INFOSAN Activity Report from 2013, only 15/48 (31 %) of Member States/areas/territories in the Americas have an active INFOSAN ECP registered, and 16/48 (33%) have at least one active FP registered.
- The Americas region is ranked in 5th out of six regions with respect to active membership in INFOSAN as compared to other WHO regions.

**CURRENT CHALLENGE:** Most information shared through the Network is only done during food safety emergencies.

- During the first INFOSAN meeting in the Americas, INFOSAN Members identified the need to share best practices on matters of food safety among national food safety authorities at national, regional and international levels.
- In this sense, INFOSAN should facilitate food safety information exchange not only during emergencies but also for non-urgent food safety issues that are specific to the Americas region.
- To date, INFOSAN communication on non-urgent food safety issues has been led by the INFOSAN Secretariat focusing mainly on global issues, and less specifically on issues of particular relevance to countries of the Americas region.

### STRATEGIC ACTIONS:

**1.1** National governments of the Americas should continue recognizing and empowering their national network of INFOSAN Members to undertake their terms of reference as defined by the INFOSAN Member's Guide<sup>4</sup>.

- All national authorities with a stake in food safety should be involved in INFOSAN through the nomination of one Focal Point per agency, as appropriate to the situation in the Member State, in addition to one Emergency Contact Point. Also important is ensuring timely issuance of (re-) designation information when a change in personnel or contact details occurs.

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<sup>4</sup> [http://www.who.int/foodsafety/fs\\_management/INFOSANOverview2013.pdf?ua=1](http://www.who.int/foodsafety/fs_management/INFOSANOverview2013.pdf?ua=1)



**1.2** Increasing active membership among INFOSAN Members in the Americas region should be a priority of the INFOSAN Secretariat.

- Once INFOSAN Members are designated by the appropriate national authority of their country, active engagement should be elicited through registration on the INFOSAN Community Website. Registration-support actions include assisting members with the registration process by developing a protocol explaining the registration process step-by-step, convening teleconferences or online discussions in case of misunderstandings, and reminding late members to register on the site.

**1.3** After registration, INFOSAN Members should be encouraged to share food safety information through facilitated discussions or other means. This will be supported by the INFOSAN Secretariat by:

- Using online video conferencing tools (e.g. WebEx) to facilitate real-time interaction between INFOSAN Members;
- Organizing periodic online meetings and setting up interactive forums on topical food safety issues;
- Continuously encouraging INFOSAN Members to update contact details, especially when a change/re-designation occurs;
- Encouraging and reminding INFOSAN Members to post useful information on food safety (including routine surveillance data); and
- Assisting, when necessary, with resource mobilization for translation of notifications in Spanish; however, countries should keep in mind that the user-interface of the INFOSAN Community Website has been translated into Spanish and discussions can occur in any language.

**1.4** Through the group function of the INFOSAN Community Website, INFOSAN Members of the Americas should facilitate the sharing of non-urgent food safety information, in addition to emergency information, that is specific to the region of the Americas, including but not limited to:

- Foodborne disease surveillance information, including food contamination data and/or important findings in public health related to food safety;
- New food safety reports, studies and/or scientific publications of regional interest;
- Documents associated with regulatory and/or guidance frameworks, as well as important standard guidelines;
- Priority food hazard combinations of regional significance;
- Regional food safety incidents and emergencies that may be of interest to other INFOSAN Members in the Americas and/or around the globe;
- Information and experiences in identifying, assessing, monitoring and following-up a specific food safety issue;
- Risk analysis resources and examples; and
- Discussion forums on topics of regional interest, including lessons learned from outbreaks of foodborne illness and/or success stories.

**1.5** Where funds allow, the INFOSAN Secretariat, in coordination with PAHO, should convene annual regional meetings to support regional food safety information exchange and foster stronger relationships between members.

- INFOSAN Members should be encouraged to explore the possibility of hosting regional INFOSAN meetings and/or workshops by engaging with senior officials in their respective organizations.
- INFOSAN Members should be encouraged to participate in regional INFOSAN meetings/workshops that are relevant to them.

## Theme 2: Capacity Building and Education

The Americas region has a strong tradition of regional trade in food commodities and many countries in the region face similar food safety problems. A sound understanding of the goal of INFOSAN, how it operates and the roles and responsibilities of the INFOSAN Emergency Contact Point and Focal Points will facilitate the participation of INFOSAN Members of the Americas in the Network. Capacity building and education will also ensure that region-specific cultural and social considerations are appropriately addressed without compromising public health goals.

**CURRENT CHALLENGE:** Many members do not know how to use the INFOSAN Community Website or are unsure of when to use it

- Prior to the meeting, almost 20% of the participants reported never using the INFOSAN Community Website, and among current users, most report only logging in when an Alert or a Notice is posted by the INFOSAN Secretariat, not on a regular basis.
- In this sense, all INFOSAN Members expressed the need to become more comfortable with all the functions available on the Community Website.
- INFOSAN Members of the Americas participating in the regional meeting in Chile discussed the importance of improving their capacity in foodborne disease surveillance and outbreak response. It was agreed that INFOSAN is a network through which findings of outbreak investigations and strategies for improving FBD surveillance should be shared using the INFOSAN Community Website.

**CURRENT CHALLENGE:** INFOSAN Members are often unclear on INFOSAN's role in the context of the International Health Regulations (IHR(2005)).

- In order to effectively participate in INFOSAN, Member States of the Americas must have the ability to identify, assess, manage and communicate issues during a food safety event.
- These core capacities are integral components of a national food control system, as defined by the IHR (2005).
- In addition, the IHR (2005) require notification to the WHO of food safety events with potential international health implications.

## STRATEGIC ACTIONS:

- 2.1** Facilitate accessibility and navigation on the INFOSAN Community Website. The INFOSAN Secretariat should assist Member States in the form of technical and IT support by:
- Developing a step-by-step protocol for the use and navigation of the website, especially for newly registered INFOSAN Members;
  - Facilitating live help sessions and/or online forums to address questions; and
  - Organizing specific training initiatives that focus on the use of the INFOSAN Community Website (including webinars).
- 2.2** Educate INFOSAN Members of the Americas to know when and how to report significant food safety issues to the INFOSAN Secretariat:
- Deliver focused training initiatives organized on the criteria to report to the INFOSAN Secretariat based on the INFOSAN Members' Guide.
  - Develop additional guidance on the regional-specific information to be shared and associated 'rules of engagement'.
- 2.3** The role of different players under the IHR (2005) and through INFOSAN needs to be made clear at the country level. This should be done through national agreements between national authorities and encouraged by the INFOSAN Secretariat (see example in Members' Guide).
- 2.4** INFOSAN Members are encouraged to complete short-term missions (i.e. 2-6 months) with the INFOSAN Secretariat at WHO Headquarters to promote a better understanding of both global issues and those faced at the country level.

## Theme 3: Responding Effectively to Food Safety Emergencies

Food control systems are responsible for ensuring food business operators comply with the law and take primary responsibility for the safety of the food they produce, avoiding fraud towards consumers and guaranteeing the existence of a solid foundation for safe national and international food trade. Their basis is official and mandatory in nature and their action does not discriminate any type of food nor system that produces, processes and/or sells food. We have seen major food crises and emergencies in the past and are likely to see such events in the future. The scale of the emergency depends on the severity of the illness, the extent of the distribution and/or volume of the contaminated food, or the system's inability to effectively manage the situation. Even though public health concerns associated with foodborne illnesses remain the main motivation for institutional strengthening, international trade is also an important driver. In this sense, food crises have motivated national governments to truly realize the need to have food control systems that are able to prevent and respond to any adverse food safety situation.

Such food safety events imply high costs due to diseases, deaths, work absenteeism, economic crises in productive sectors, loss of markets, and high political costs for governments due to legitimate discontent of affected consumers, entrepreneurs and traders. Therefore, to limit the negative public health, economic and societal impacts of food safety emergencies, national

governments across various sectors must be able to detect, assess, manage and communicate food safety emergencies in a coordinated way.

While we are developing a regional strategy, this does not change the reporting process to the INFOSAN Secretariat as described in the Members' Guide; food safety events identified at a regional level can often have global implications and require centralized coordination.

**CURRENT CHALLENGE:** INFOSAN Emergency Contact Points are expected to acknowledge receipt of Information Requests within 24 hours. Many INFOSAN ECPs do not respond to Information Requests within the 24hr-window due to the lack of provision of updated contact information to the INFOSAN Secretariat (resulting in Information Requests being sent to invalid email addresses). Missing or inaccurate contact details for ECPs and FPs impedes the effective and centralized coordination of food safety emergency response.

**CURRENT CHALLENGE:** During food safety emergencies, the majority of information shared with the INFOSAN Secretariat is submitted by regional offices and not from INFOSAN Members themselves. Often, the INFOSAN Secretariat is required to request information from members after media surveillance picks up an emergency event. In order for INFOSAN to function effectively as a regional and global health protection tool, it is imperative that ECPs and FPs are proactive in sharing with the INFOSAN Secretariat, information about food safety events with potential international implications before media coverage occurs.

**CURRENT CHALLENGE:** INFOSAN is not recognized or acknowledged within most national regulatory frameworks. The absence of official frameworks detailing INFOSAN participation results in many INFOSAN Members having their response actions limited and/or members are not empowered by national governments to take actions and fulfill duties to protect public health in accordance with INFOSAN protocols.

## **STRATEGIC ACTIONS:**

- 3.1** Implementation and assignment of generic or shared email address for each INFOSAN ECP that is monitored by a team of duty officers to ensure continuity of coverage when personnel changes occur. For example, each INFOSAN Member State should create a generic email address like *food.emergency@domain.gov* that can be monitored during both work and after hours.
- 3.2** The INFOSAN Secretariat should develop a mobile version (i.e. smart phone application) of the INFOSAN Community Website in order to improve timely dissemination and/or receipt of Alerts.
- 3.3** Member States should establish a regulatory framework that acknowledges the role of INFOSAN activities in national food safety protocols and positions INFOSAN within the structure of public institutions where INFOSAN ECPs and FPs are located.
  - Publicize the work of INFOSAN to raise the Network's profile within the Americas and ensure national governments understand the role that INFOSAN plays in facilitating food safety domestically and internationally.

**3.4** Strengthen in-country coordination and information exchange to facilitate proactive information sharing with the INFOSAN Secretariat.

- Development of Food Safety Emergency Response plans for national level coordination can have many benefits including improved transparency in response processes.

**3.5** Considering the number of authorities typically involved in food safety and the close relationship between INFOSAN and the IHR(2005), it is essential that in-country INFOSAN/IHR communications and processes be standardized to the extent possible. INFOSAN ECPs and IHR NFPs should be strongly encouraged to meet and discuss methods of improving coordination and communication among these parties during food safety emergencies. Formal agreements should be established between the INFOSAN ECP and the IHR NFPs that clearly define the responsibilities of each authority during a food safety emergency.

## Theme 4: Making Functional Links to Existing Regional Networks

The impacts of food safety issues are felt well beyond public health, with ramifications in the agriculture, commerce and international trade sectors. Because food safety management transcends physical borders, it must be integrated within horizontal partnerships between countries and international networks. Active and strong collaborative networks in food safety management in the Americas will contribute to capacity development at the national level.

To date, PAHO's technical cooperation in food safety management has helped strengthening functional links between existing regional and global networking systems on matters of food safety management. This cooperation has facilitated the exchange of critical information on food safety and technology, developed common methodologies and protocols, promoted the sharing of best practices, created regional markets for laboratory reagents, and mobilized resources (financial, human and material). Information and experiences regarding food safety management have been shared not only throughout the region but also around the globe. Peer learning and interaction occur within these collaborative networks, thereby creating a global network of food practitioners who communicate with each other on a regular basis. Together, these networks encourage equity, reliability, accessibility to technology, and quality control of food safety management systems in the Americas.

**CURRENT CHALLENGE:** Although many regional networks exist, overlaps occur with respect to objectives and functions. Interfacing INFOSAN with existing regional networks would help facilitate smoother communication and better functioning.

### STRATEGIC ACTIONS:

**4.1** The INFOSAN Secretariat should identify points of contact for coordination for each regional network and determine the nature of potential collaboration with INFOSAN. Access to the INFOSAN Community Website should be granted for relevant points of contact. The participants of the different regional networks should be shared.

**4.2** INFOSAN should formulate agreements to ensure information-sharing among existing regional networks and to avoid duplication of functions, noting the development of other food safety networks within the Americas (see Annex 2). Such an approach can be led by the INFOSAN Secretariat but will require support from all Member States of the Americas who are involved in other networks.

**4.3** Member States should support INFOSAN's integration within regional networks by facilitating information exchange among networks, assisting in educating members of other networks about the role of INFOSAN and inviting these members to collaborate with INFOSAN at regional meetings and vice versa. Common areas of work and collaborative projects should be identified in such settings to create synergy.

## **Theme 5: Regional Support to Enhance INFOSAN functions at the global level**

INFOSAN is constantly improving the way it operates. INFOSAN aspires to being able to provide an enabling environment of communication and interaction between its members via the online platform provided by the INFOSAN Community Website. In this regard, INFOSAN members in the Americas can contribute to some of these needed improvements by helping drive the operations of the Network towards more efficient mechanisms.

**CURRENT CHALLENGES:** Managing a global network is logistically challenging and presents a significant resource burden.

**CURRENT CHALLENGES:** INFOSAN should be a member-driven network. At this time, INFOSAN suffers from passive membership within the Americas region, as well as other WHO regions. A lack of active membership hinders INFOSAN's capacity to function effectively.

### **STRATEGIC ACTIONS:**

**5.1** INFOSAN Members should support the INFOSAN Secretariat by identifying opportunities for resource mobilization and program collaboration to help drive INFOSAN operations and contribute to network improvements.

**5.2** INFOSAN Members should identify public information on food safety disseminated by national authorities' and be proactive in sharing this information on the INFOSAN Community Website, including outbreak and recall information of potential regional interest.

**5.3** The public and institutional profile of INFOSAN can be strengthened in the media as a way of highlighting the work of the Network. This could include providing examples of when INFOSAN has added value to the management of food safety events in the Americas to national and international media. This would also assist INFOSAN Members in gaining high-level support from national governments and/or other decision makers for their activities.

**5.4** Member States of the Americas should post annual reports of both their INFOSAN activities and status, based on a template given by the INFOSAN Secretariat, to help evaluate progress and monitor INFOSAN Contact Points in each Member State.

- 5.5** INFOSAN members should continue to consider and discuss potential additional features to be integrated into and/or improved on the INFOSAN Community Website.
- 5.6** INFOSAN Members should consider publishing peer-reviewed articles summarizing international food safety events that involve INFOSAN.
- 5.7** The INFOSAN Secretariat should follow-up after emergencies, asking INFOSAN Members to assess the usefulness of the information they received and if actions taken were directly in response to this information.

## Annex 1 – Action Plan 2015

Task	Target			
	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter
Regional Strategy	Draft and review	Publish online and distribute	Evaluate progress	Revise strategy if necessary
Active membership (Emergency Contact Point registered on the Community Website)	50%	60%	90%	90%
Online INFOSAN training		INFOSAN Secretariat to host 2 online webinars (1 English, 1 Spanish)	INFOSAN Secretariat to host 2 online webinars (1 English, 1 Spanish)	INFOSAN Secretariat to host 2 online webinars (1 English, 1 Spanish)
Implement online information sharing webinars by INFOFAN Members		Launch survey to gauge interest	Determine schedule and organize at least 2 online webinars from INFOFAN Members	2 online webinars from INFOFAN Members
Online simulation exercise involving INFOFAN and IHR		Planning for simulation with PAHO	1-day Online simulation exercise + evaluation	Report back results at regional meeting
2nd regional meeting	Seek Host	Confirm host	Plan meeting	Host meeting



## Annex 2 – List of Regional Food Safety Networks within the Region of the Americas

- Caribbean Agricultural Health and Food Safety Agency (CAHFSA)
- Caribbean Research and Education Network (CaribNET)
- Red Interamericana de Laboratorios de Análisis de Alimentos (RILAA)
- Organismo Internacional Regional de Sanidad Agropecuaria (OIRSA)
- Food and Environmental Parasitology Network (FEPN)
- Food and Environmental Virology Network
- Verotoxigenic Escherichia coli (VTEC) Network
- Pulsenet International
- WHO Global Foodborne Infections Network (GFN)
- Asia-Pacific Economic Cooperation (APEC)

### Annex 3 – Examples of regional discussion forum topics

- Sharing system development resources such as Food Safety Emergency Response (FSER) Plans, Standard Operating Procedures and the arrangement of the national INFOSAN emergency procedures in-country
- What are the barriers to reporting to INFOSAN without being prompted and have countries solved these issues?
- What information would INFOSAN Members like to see posted on the INFOSAN Community Website?
- Sharing of food safety emergency scenarios for testing FSER Plans.
- Exploring options for engaging policy and decision makers to gain high-level support for INFOSAN.
- How countries can prevent port-shopping following-border rejection.
- Sharing information on strengthening risk communication systems, including developing relationships with industry and consumer groups.
- How countries have established national committees to respond to food safety emergencies, including a description for membership to such committees.
- Trouble-shooting of technical and epidemiological issues.

