# CRS-logo.jpg C:\Users\maria.figueroa\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Outlook\60LBWCCW\F2F Logo (2).PNG

**Farmer to Farmer East Africa**

**Volunteer Assignment Scope of Work**

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| **Summary Information** | |
| Assignment code | KE38 |
| Country | Kenya |
| Country Project | Horticulture |
| Host Organization | Stawi Foods & Fruits limited |
| Assignment Title | Hazard Analysis & Critical Control Point (HACCP) training and Certification |
| Assignment preferred dates | April / May 2015 |
| Type of volunteer assistance | Business /Enterprise development (E) |
| Type of value chain activity | Processing (P) |
| Assignment objectives | * Improve food safety and quality, and demonstrate to existing and potential customers that Stawi can deliver products within the demanded safety and quality specifications * Equip staff and management with relevant knowledge and skills necessary to produce high quality products * Guide the company towards ISO certification |
| Desired volunteer skills/ expertise | Food processing expert with experience in setting up international food quality standards and assurance programs |

1. **BACKGROUND**

The Farmer-to-Farmer (F2F) East Africa program leverages US volunteer’s expertise to assist small holder farmers and small scale processors in East Africa to improve their business practices through volunteer assignments conducted with host organizations. Through F2F, CRS improves livelihoods and nutritional status of significant numbers of low income households by: i) broadening their participation in established commodity value chains as producers and service providers; ii) strengthening community resilience to shocks such as droughts, that adversely affect livelihoods; and iii) preserving/enhancing natural resources upon which most rural communities depend. As an important corollary result, through the program CRS will also increase the American public’s understanding of international development programs and foster increased cross-cultural understanding between host countries and US volunteers.

Stawi Foods and Fruits Limited is a food processing business based in Nairobi, Kenya. The business is primarily involved in milling nutritious porridge flours that are sold in the Kenyan market. Stawi began as a banana flour processing business in 2011 in Meru where it processed and packed banana flour for sale to national supermarkets. The company later diversified its products to offer two new instant fortified porridge flours (Nurture Junior and Nurture Family). Stawi Foods and fruits is making an effort to connect with customers and provide a genuine benefit to communities by enabling targeted small-holder farmers in Meru Kenya to earn higher incomes from their produce. Stawi Foods and Fruits is part of a trend that is getting away from the model where middlemen serve their own interests, leaving farmers exploited and poor.

Stawi, just like many small-scale food processing companies in Kenya, is confronted with a myriad of challenges in improving its capacity to meet production and quality standards, which are obligatory to access foreign markets, especially the European Union - one of Kenya's largest trading partners. There is urgent need for training in food quality and safety standards, such as Hazard Analysis and Critical Control Points (HACCP). HACCP is a Food Safety methodology that relies on the identification of Critical Control Points (CCP's) in food production and preparation processes. Closely monitored CCPs will ensure that food is safe for human consumption. Stawi would like training on how to meet HACCP and ISO standards and has requested CRS for technical assistance. Having HACCP capabilities will enable Stawi to access more markets, meaning more processing markets for raw materials and more income for smallholder suppliers. Moreover, HACCP training and implementation will offer Stawi convenient solutions that will not only respond to the local and global market demands, but also help them overcome current technological problems in processing.

1. **ISSUE DESCRIPTION**

**Inadequate knowledge and skills:** The quality and safety of food intended for manufacturing or processing can be ensured by applying good manufacturing practices (GMPs) and good hygienic practices (GHPs) to food processing. When properly applied, these measures ensure quality and safety for all the processing or manufacturing steps from the receipt of raw materials to the final stage of shipping and marketing products to consumers. However, Stawi lacks adequate knowledge and skills in GMPs, GHPs and HACCP. It is with these challenges in mind that Stawi Foods and Fruits has requested technical assistance on HACCP training and the development of a quality control assurance program. The aim of this assignment is to ensure that the company can consistently achieve good quality standards and meet the quality level desired by the market. This will ensure that the processor retains loyal customers as they broaden their customer base, especially at a time when there has been a slack in the market.

**Lack of quality control program**: Small and medium sized food processors face many challenges while developing and implementing HACCP plans in their facilities. These include a lack of technical expertise in implementing food safety systems. Ensuring an acceptable level of food quality and safety is necessary to provide adequate protection for consumers and facilitate trade. Improved food quality can be achieved by implementing and monitoring quality assurance measures along the entire food chain. Everyone involved with food, from the farmer to the consumer, shares in the responsibilities to keep the food supply safe by taking the necessary precautions to keep food protected from hazards that can increase human health risks. These actions will also prevent or reduce food losses, which is especially important in those situations where food security is threatened.

1. **OBJECTIVES OF THE ASSIGNMENT**

The objective of this volunteer assignment is to build the capacity of Stawi Food and Fruit Company to improve food safety and quality standards, and demonstrate to customers that they can deliver products within the demanded safety and quality specifications. This will be achieved through evaluation of the current methods of analysis on hazards that appear during the processing and control procedures used in the plant, setting up a specific HACCP plan for the company.

The expert will facilitate training sessions for the management and staff on the principals of quality control, raw materials control, process control and finished product inspection. This will involve listing the steps in the entire process, creating a flow diagram, identifying the critical control points where quality of the finished product is most likely to be compromised, listing immediate steps which may be taken to reduce variation.

The F2F expert will cover HACCP principles that allow safety and quality to be built into each step within the process rather than focusing on the final step, the finished product. Specifically, the volunteer will carry out the following:

* Conduct hazard analysis and risk assessment.
* Identify critical control points in food preparation.
* Establish critical limits for each Critical Control Points (CCP).
* Establish procedures for monitoring the CCPs.
* Establish corrective action protocol for each CCP.
* Establish procedures for effective recordkeeping.
* Establish procedures for an effective verification (audit).
* Provide recommendations for actions to reduce variation and improve quality
* Start a process for Stawi Foods & Fruits company to more towards ISO certification

**Host contribution**–Stawi Foods & Fruits Company will mobilize management for the trainings to be conducted by the CRS F2F volunteer. Also the company staff will be available for the training on addition to working closely with the volunteer, during the preparations and actual trainings. The organization will provide local transport for the volunteer, training venue as well as meeting the participants travel and other related training costs.

1. **ANTICIPATED RESULTS FROM THE ASSIGNMENT**

* Enhanced safety and quality
* Increased focus and ownership of food safety by employees
* Increased buyer and consumer confidence
* Sustained and increased market access.
* Reduced operational costs.
* ISO certification

The anticipated deliverables from the volunteer assignment include:

* Developed quality control program
* Presentation on importance of food safety
* Assignment related photos
* Debriefing with USAID and in country group presentations after assignment
* Volunteer feedback
* Field trip report written, outreach activity conducted in Kenya and outreach in the US (press release and media event).

1. **SCHEDULE OF VOLUNTEER ACTIVITIES IN KENYA**

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| Day | Activity |
| Day 1 | Leave US |
| Day 2 | Arrival into Kenya. The volunteer shall be met by a cab driver, who will have a placard bearing **CRS logo**, and who will wait at the arrivals section with the placard displaying the volunteer name. The volunteer will be driven to AACC guesthouse or another hotel to be communicated prior to arrival. |
| Day 3 | Briefing meeting at CRS offices with CRS F2F staff and become fully briefed on logistics and itinerary of trip. Discuss anticipated outcomes and work plan, prepare any handouts |
| Day 4 |  |
| Day 5 | Introduction of the volunteer by CRS staff to Stawi Foods & Fruits company. Review the main objectives of the assignment and adjust the agenda for the coming days |
| Day 6 | Meeting with Stawi customers to understand their needs |
| Day 7 | Day off |
| Day 8, & 9 | The volunteer will spend time observing the processes at Stawi; evaluating the practices from raw material handling, cleaning, storage, processing, packaging, storage of finished products, dispatch and transportation of products to consumers. The volunteer will come up with a process flow diagram, identify the critical control points and give recommendations for improvement. |
| Day 10, 11,& 12 | Training on HACCP |
| Day 13 | Training on Good Manufacturing Practices (GMP) |
| Day 14 | Day off |
| Day 15 & 16 | Facilitate development of a quality control program for certification |
| Day 17 | Provide recommendations for actions to reduce variation and improve quality |
| Day 18 | Volunteer presentation to stakeholders on food safety and quality  Exit meeting between Stawi and CRS F2F |
| Day 19 | Debriefing at CRS office with USAID Mission and CRS staff. Complete Trip Report (TR), Complete out feedback from, Travel expense report. In the evening, the volunteer departs for USA |

# DESIRABLE VOLUNTEER SKILLS

The volunteer must have the following qualifications and competencies:

* Degree in Food Science and Technology
* Extensive practical experience in food processing plants, especially ISO certification
* Quality assurance experience would be preferred
* Familiarity with adult learning methodologies will be an added advantage
* Ability to advise the management on setting up of food quality testing laboratory highly desirable
* Availability for assignment timing

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1. **ACCOMMODATION AND OTHER IN-COUNTRY LOGISTICS**

While in Nairobi, the volunteer will stay at the AACC guest house is located along Wayaki Way, Westlands area of Nairobi. <http://aacc-guesthouse.com/> Tel: 254 20 4440224,4442215 Mobile: 254 710 734728. or any other hotel identified by CRS and communicated to the volunteer prior to arrival.

CRS will pay for hotel accommodation, and provide volunteer with per diems to cater for meals and other incidentals. The volunteer may get an advance which has to be liquidated before departing Kenya. For more information, please refer to country information that will be provided.

**G. RECOMMENDED ASSIGNMENT PREPARATIONS**

* CRS-F2F designs assignments with the assumption of some pre-departure preparation by the volunteer. Actual preparation time will vary based on the experience of the volunteer, as well as informational or training resources the volunteer has readily available. CRS relies on the volunteer to assess the tasks outlined in this SOW and to make his or her own judgment about how much and what kind of preparation is needed prior to arriving in Kenya.
* The volunteer should prepare materials for hand out which can be printed at CRS office in Nairobi before commencement of the assignment. Flip charts, markers, masking tapes can be obtained at CRS offices. Depending on the training venue the volunteer may use a laptop and projector for power point presentations. But if the training venue is in the community, it will be difficult to use PowerPoint.
* CRS strongly recommends that the volunteer become familiar with CRS programs in Kenya, the livestock project description, other information in the briefing pack before arrival to Kenya

1. **Key Contacts**
2. **Key Contacts**

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