

Oiva smileys are an indication of food safety



Oiva is a system that communicates the results of food control to consumers. Inspection results are published online as Oiva reports, which indicate the level of the company's food safety by means of smileys. A smiling Oiva tells that everything is okay from the consumer's viewpoint.

GENERAL ON OIVA

The Oiva system covers all food stores and kiosks, as well as restaurants, cafeterias, snack kiosks, fast food establishments, pubs, lunchrooms and mass caterers. Oiva will be expanded gradually to all food businesses by the year 2015.

Oiva is coordinated by the Finnish Food Safety Authority Evira, but the inspections are carried out by municipal food control authorities. In addition to the publishing of inspection results, the objective of Oiva is to harmonise control and to increase the transparency of the activities of food business operators and authorities. Oiva encourages food businesses to focus efforts on food hygiene and product safety.

Food laws have not been amended, but Oiva is based on currently valid requirements. In day-to-day life, Oiva is best visible by consumers having access to the published Oiva reports.

SEARCH FOR RESULTS AT OIVAHYMY.FI

The control results can be found online in the form of Oiva reports, which are published of all the inspections carried out by the municipal food controls authorities in each locality. When the inspectors have drawn up the report of their visit, it is posted on the oivahymy.fi site within about one week.

At present, the posting of published Oiva reports for display at the entrance of the company is voluntary, but will become compulsory on 1 January 2014.



This is how you read Oiva reports

- **Check all the smileys given to the company.** The overall grade of the most recent inspection is based on the lowest grade. However, there may be several smiling smileys in the report and just one lower grade.
- **Read the written Oiva remarks.** The inspectors record their findings as Oiva remarks. They provide information on why the grade isn't excellent.

OIVA REPORT AND GRADES

The level of food safety is indicated by means of four smiley grades: excellent, good, to be corrected and poor. The appearance of the Oiva report and the grades are consistent across the country. A smiling Oiva tells that everything is okay from the consumer's viewpoint.

An Oiva report contains several smileys, as a smiley grade is given for each inspection point. The overall result of the inspection is determined on the basis of the lowest grade of all the points. Just one discrepancy can reduce or compromise food safety.

For a more accurate idea of the level of the company's food safety, read the Oiva remarks listed in the report and check all the smiley faces given, since many of them can be smiling. The remarks are written in Finnish and Swedish i.e. the language used during the inspection.

OIVA EVALUATION SCALE

Inspectors base their evaluations on the following general grade descriptions:



EXCELLENT

Operations comply with requirements.



GOOD

There are small issues with the operations, which do not impair food safety or mislead consumers.



TO BE CORRECTED

There are issues with the operations, which impair food safety or mislead consumers. These issues must be rectified within a deadline set.



POOR

There are issues with the operations, which jeopardise food safety or considerably mislead consumers. These issues must be rectified with immediate effect.

OIVA AND INSPECTIONS

Inspections are as a rule conducted without prior notice, because they are intended to be inspections of the current operation of the company. If a lower grade of "to be corrected" or "poor" has been given to the company for some inspection points, the municipal inspector will always carry out a follow-up inspection. The grade remains valid until the inspector concludes in the follow-up inspection that the discrepancy has been rectified. A new Oiva report is then published that indicates possible improvements.

Oiva reports have been published on inspections carried out in companies since 1 May 2013. Municipal health inspectors inspect companies according to the control plans of each municipality just like before. The control plan specifies different inspection frequencies for different companies. This means that it may take quite a while before the Oiva report of a certain service facility or store appears online on the Oiva site. However, all Finnish food businesses will gradually be entered in the search service.

What Oiva is:

- Oiva communicates the control results of food establishments to consumers.
- Oiva is used by municipal food control authorities to assess the food safety of the companies.
- Inspection results regarding retail and service facilities are published on the oivahymy.fi website whenever inspections are carried out by food control authorities.
- Oiva will be expanded gradually to all food businesses by the year 2015.

What Oiva is not:

- Oiva does not present assessments of the level of customer services or other services, or of the taste of food.
- Oiva does not amend legal requirements or provide interpretations of provisions.
- The matters covered in the inspections are always the same.
- All Finnish food businesses are not inspected simultaneously. Thus, it may take quite a while before the Oiva report of a certain company appears online.

Further information in Finnish and Swedish can also be found at www.oivahymy.fi

Ask for more information about Oiva from your own municipality.

