

**ETHIOPIAN  
STANDARD**

**ES 6658:2021**

First edition  
xx-xx-2021

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**Restaruant services-hygiene and  
environmental health requirements**

**DRAFT ETHIOPIAN STANDARD**

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## Foreword

This Ethiopian Standard has been prepared under the direction of Technical Committee for hygiene ,sanitation and health related services (TC 205) and published by the Ethiopian Standards Agency (ESA).

The standard is ES 6658:2021, *restaurant services hygiene and environmental helath requirements* , published by Ethiopian Standards Agency(ESA).

For the purpose of this Ethiopian Standard , the adopted text shall be modified as follows:

- The phrase “International Standard” shall be read as “Ethiopian Standard” and
- A full stop (.) shall substitute comma (,) as decimal marker.

DRAFT ETHIOPIAN STANDARD

## 1. Scope

This Ethiopian standard specifies requirements of hygiene and environmental health of restaurants regarding staff, service, practice, safety and security, maintenance, cleanliness.

This requirement applicable for all restaurants whether the services are provided directly by directly by in house and/or out source

## 2. Normative references

There are no normative references in this document.

## 3. Terms and definitions

For the purposes of this document, the following terms and definitions apply.

### 3.1

#### **Accommodation service**

Provision of foods and beverage

### 3.2

#### **Buffet**

Self-service offer displaying beverages and food of which the guest can freely choose in variety and quantity

### 3.3

#### **Courtesy service**

Service offered by the bar and restaurant that enhances guest care

### 3.4

#### **Hazard analysis critical control points (HACCP)**

System which identifies, evaluates and controls hazards which are significant for food safety

[SOURCE: Codex Alimentarius]

### 3.5

#### **Restaurants**

Commercial establishment providing food and beverage services, recognized or registered as such in the applicable legislation

### 3.6

#### **VIP service**

Special privilege given to certain customer

## 4. Staff requirements

### 4.1 General requirements

Staff shall be trained and certified by recognized body particularly in food and beverage service

### 4.2 Organizational structure and definition of responsibilities

The Restaurant management shall identify and document, the chart and the job descriptions for hygiene and environmental health related jobs.

There shall be a person/department responsible for:

- 4.2.1 All staff shall be trained and certified by recognized body for their intended field of work.
- 4.2.2 monitoring the provision of the services;
- 4.2.3 identifying and recording any incident related to the provision of the services;
- 4.2.4 Initiating actions to ensure customer satisfaction in compliance with hygiene and environmental health.

### 4.3 Additional Training program

A training program shall be designed, implemented and periodically reviewed by the Restaurant management to improve staff competence, according to the identified needs. The training program shall meet the following requirements:

- 4.3.1 after recruitment of the new member of staff, a training or orientation period shall be provided;
- 4.3.2 training, such as environmental good practices, hygiene and safety issues;
- 4.3.3 Other emergency training (e.g. what to do in an emergency, evacuation plan) and basic life support (BLS) or first aid training shall be included.

### 4.4 Customer service

All staff is responsible for the quality of customer service in related with hygiene and environmental health and shall:

- 4.4.1 be clean, tidy and well groomed;
- 4.4.2 provide service promptly and diligently in accordance with the Restaurant procedures;
- 4.4.3 be identifiable; it is recommended that the staff member's name is displayed on a tag;
- 4.4.4 avoid making loud noises as much as possible or raised voices during the performance of tasks;
- 4.4.5 know how to act in case of emergency;
- 4.4.6 be aware of the tips policy defined by the Restaurant management;
- 4.4.7 be aware of any specific accommodation/arrangements available for customer with any kind of disability.

### 4.5 Services and facilities for staff

The Restaurant management shall define the services and facilities offered to staff and conform to the following:

- 4.5.1 the Restaurant management shall decide and avail the staff use uniforms and other necessary personal protective equipments as per service type; whereas for food handlers the color of uniform shall be white
- 4.5.2 The Restaurant management shall avail facilities for staffs to change clothes for their job position, the changing facilities shall be provided separate men's and women's employee locker rooms and vestibule entrances to block sightlines into the locker rooms;
- 4.5.3 There shall be bathrooms and closets with toilet paper, paper towels or hand dryers, soap or sanitizer, wastepaper baskets, pedal dustbin and hangers. Solid soap shall be avoided;
- 4.5.4 All staff facilities shall be clean and well maintained.

The Restaurant should provide the adaptation of the workplace if it employs a person with any kind of disability.

#### 4.6 Subcontracted services

The Restaurant management shall have a procedure for subcontracting, which shall include details of the obligations of the services being contracted, associated terms and conditions and the rules of engagement of staff. This procedure shall be followed by the responsible staff at the premises and include the following:

- 4.6.1 the Restaurant shall have a service contract with the subcontractors in compliance to hygiene and environmental health requirements;
- 4.6.2 services obtained from subcontractors shall be certified by authorized body

### 5. Service requirements

#### 5.1 Information and communication

- 5.1.1 The Restaurant shall provide other relevant information for the customer (e.g. tobacco proclamation of EFDA 1112/2011, safety precautions, pet policy, and prevention of sexual exploitation of children).

#### 5.2 General requirements

- 5.2.1 The Restaurant entrance and name shall be clearly identifiable from outside.
- 5.2.2 The access area shall be clean and illuminated.
- 5.2.3 There shall be adequate levels of lighting for safety and comfort in all public areas, light on the stairways and the landing at night.
- 5.2.4 If any symptom of communicable diseases happened in the bar and restaurant, the bar and restaurantbar and restaurant shall notify to the appropriate regulatory body.

#### 5.3 Food and beverage services

##### 5.3.1 General requirements

The Restaurant shall offer food and beverage services and during service provision it shall conform to the following requirements

- 5.3.1.1 They shall wear a clean working uniform, including non-slip shoes and socks or similar;
- 5.3.1.2 There shall be separate room for different food items preparation like meat, fruit, and fish.
- 5.3.1.3 Cuttingboard cleaning material and knives shall be separated by color.
- 5.3.1.4 To prevent cross contamination there shall be 6 color cutting board , red for meat, yellow for cooked meat, blue for fish, green for vegetable white for poultry products
- 5.3.1.5 There shall be hand washing basin in the room
- 5.3.1.6 If tables are covered, there shall be a stock for replacement during the service. In any case the surfaces shall be clean;
- 5.3.1.7 The service/table setting (i.e. glassware, tableware, cutlery, serviettes, menu or napkins) shall be replaced for each customer;

Staff shall be able to explain to the customer the content, of the dishes, whenever requested.

a) Before starting the service:

- 5.3.1.8 The equipment shall be fully operational and appropriate for the required temperature in each case (cold: 4°C or below/hot: 65 °C or above);

5.3.1.9 The tools required to serve the contents of each dish shall be food graded table ware;

5.3.1.10 food should be clearly labeled;

b) During the service:

5.3.1.11 ready-to-eat food shall be protected or covered,

5.3.1.12 presentation and hygiene of the buffet shall be maintained throughout the whole service;

5.3.1.13 the tableware used by the guest shall be removed once he/she has finished, and the table shall be cleaned.

## 5.4.5 Restaurant kitchen facilities

### 5.4.5.1 Areas of the kitchen

Depending on the food and beverages offered, the following areas shall exist and conform to the specified requirements:

5.4.5.1.1 receiving bay for raw materials

5.4.5.1.2 areas for storing non-perishable goods, refrigeration and freezing chambers

5.4.5.1.3 areas for storing non-perishable goods, refrigeration and freezing chambers;

5.4.5.1.4 Preparation area, which shall physically or temporarily differentiate the spaces for the preparation of vegetables, fish and meat. Between the development of one activity and another, linen, utensils and work surfaces shall be cleaned and disinfected with products suitable for food processing. The preparation area shall be illuminated and designed in a way that the temperature is controlled to suit the type of food being prepared;

5.4.5.1.5 hot production area, which shall have natural ventilation or a system to periodically renew the air, and meet safety conditions

5.4.5.1.6 cold production area when the bar and restaurant prepares cakes and pastries, as well as for those preparing the regular menu for celebrations or events;

5.4.5.1.7 hand washing facility and sinks of three compartment for washing utensils or washing machine

### 5.4.5.2 Kitchen requirements

The kitchen shall conform to the following:

5.4.5.2.1 it shall have the required permission issued by the relevant authorities, if any;

5.4.5.2.2 the working surfaces and kitchen tools (e.g. tables, benches, cutting boards and knives with different color for different foods) shall be suitable for food processing;

5.4.5.2.3 the working surfaces shall be flat and free from joints that facilitate the accumulation of dirt;

5.4.5.2.4 There shall be no contact between food and the floor. Items that fall or are dropped onto the floor and whose original hygienic condition is not guaranteed with treatment shall be quickly discarded and eliminated;

5.4.5.2.5 there shall be tap water in accordance with the preparation areas

5.4.5.2.6 in the preparation area, wash basins shall have an operation system (e.g. sensors, pedestal system) of the fittings with cold and hot water that ensures hygienic use, with disinfecting soap and single-use paper towels;

5.4.5.2.7 dishcloths, with the exception of single-use ones, shall not be used in the kitchen;

5.4.5.2.8 all windows and ventilation spaces shall be covered to prevent insects or rodents from entering;

5.4.5.2.9 there shall be a system for evacuating rubbish as soon as the containers are full;

5.4.5.2.10 automatically operated rubbish containers with a cover and a lining bag inside shall be provided in the different work areas;

5.4.5.2.11 there shall be freezers, cooling equipment and heating equipment (e.g. salamander boiler, hot tables, infrared lights) depending on the type of food and beverages offered;

- 5.4.5.2.12 thermometers shall be available, functional and calibrated;
- 5.4.5.2.13 there shall be a cleaning plan specifically for the kitchen
- 5.4.5.2.14 The kitchen shall have first aid kit and fire extinguisher filled with carbon dioxide
- 5.4.5.2.15 The kitchen shall have kitchen cabinet with door
- 5.4.5.2.16 The kitchen shall have pedal closed dust bins with plastic bags inside

## 6. Safety and security requirements

### 6.1 General requirements

The Restaurant management is responsible for ensuring that the proper safety measures are defined and put in place. These shall include the management of:

- 6.1.1 risk and accident prevention;
- 6.1.2 safety of people, assets, buildings and facilities;
- 6.1.3 Fire protection and management of emergencies.
- 6.1.4 Safety measures of all devices and equipment used in different areas of the bar and restaurant especially the electrical devices and equipment, drainage systems and installations (e.g. outlets, electrical dividers ...) shall be implemented.
- 6.1.5 Equipment (e.g. regular and emergency lighting, switches, power sources, tap fixtures) shall operate correctly, be safe and have no noticeable damage.
- 6.1.6 Safety equipment shall be duly signposted and shall be operative, visible and accessible.
- 6.1.7 The restaurant shall keep updated and valid certificates/records of legal inspections when applicable

### 6.2 Risk and accident prevention

The Restaurant management shall define the measures to identify, assess, reduce and control risks at the premises, and shall conform to the following:

- 6.2.1 The suitability and safety of devices and equipment available to staff and customer shall be guaranteed;
- 6.2.2 Customer shall be informed of prevention and safety measures (e.g. through signposting, documented procedures, digital screens, maps);
- 6.2.3 Specifically, the safety data sheets for toxic and dangerous products shall be available for staff.

### 6.3 Food safety

#### 6.3.1 General

The Restaurant management is responsible for the food hygiene and safety conditions at the premises and should ensure that they are operating correctly. If the restaurant serves food, there shall be a food safety system, which should be based on the HACCP principles. This shall include the strict control of food from purchase to service, for example traceability of the food, separation of food to avoid cross-contamination cooking, temperature controls, storage and display of food and staff training.

Staff shall be trained in the food safety management procedures and in their specific role.

#### 6.3.2 Personal hygiene

All food handlers shall meet the following personal hygiene conditions:

- 6.3.2.1 they shall be clean, have clean hands, and clean and trimmed fingernails; hair shall be clean and covered and long hair should be tied back;
- 6.3.2.2 they shall wash their hands before starting to work and after each break;
- 6.3.2.3 They shall not wear visible rings, earrings or piercings, bracelets or watches. When it is not possible to temporarily remove them, these items shall be adequately protected by a food grade plaster;

6.3.2.4 They shall know the allocated areas and the different types of preparation that can be carried out in each of them.

Other staffs who occasionally enter the kitchen shall wear protective clothing.

### 6.3.3 Reception of food products

The restaurant shall define the delivery criteria for food products according to their type (e.g. greens, fruits, fish, meat, vegetables) and presentation (e.g. fresh, frozen, prepared) and for beverages, as well as a system for the returning of those products which do not conform to and

In the reception of products, the following issues shall be controlled:

- 6.3.3.1 Condition of the packaging;
- 6.3.3.2 expiry date or preferred consumption date;
- 6.3.3.3 Temperature.
- 6.3.3.4 The reception area for food products shall be kept clean so that the hygienic conditions required are maintained and they do not generate a risk of contamination.
- 6.3.3.5 The bar and restaurant shall ensure the safety of the food offered by the providers

### 6.3.4 Storage of food products

The following requirements shall be met:

- 6.3.4.1 food products shall be classified in the storage areas according to their type and condition (e.g. frozen, fresh, refrigerated, dry);
- 6.3.4.2 a rotation system [e.g. based on the first in, first out (FIFO) or first expires, first out (FEFO) principles] shall be implemented to ensure expired products are not being served;
- 6.3.4.3 the storage areas shall be identified; access to these areas shall be restricted to authorized personnel;
- 6.3.4.4 Area of the kitchen shall be 3m<sup>2</sup>\*3m<sup>2</sup>
- 6.3.4.5 store shall be constructed to maintain the temperature and prevent entrance of rodents and vermin
- 6.3.4.6 Store shall be free from any kind of waste
- 6.3.4.7 store shall be well ventilated and illuminated
- 6.3.4.8 Foods in bar and restaurant store shall be stored in pallet and have labeling
- 6.3.4.9 The pallet shall be placed 20cm above from the floor, 20 cm from wall, 60cm from ceiling and 50 cm between pallets.
- 6.3.4.10 Humidity of storage room should be 50-60 %

6.3.5. Storage for detergent and chemicals for cleaning purpose

- 6.3.5.1 The area shall be 4m<sup>2</sup> and above
- 6.3.5.2 The storage shall be free from rodents and vermin's
- 6.3.5.3 The storage of detergent and chemicals shall have pallet
- 6.3.5.4 The storage shall have pedal system waste collector bin
- 6.3.5.6 Storage shall have well ventilated and

## 7.1 Preparation

### 7.1.1 General requirements

In all food preparation activities, basic hygiene and conservation conditions shall be defined and respected.



The preparation area shall conform to the following requirements in all activities involving handling and preparing of food:

- 7.1.1.1 Hygiene and cleanliness shall be ensured;
- 7.1.1.2 implemented measures to avoid contamination shall be established;
- 7.1.1.3 the amount of time food is out of the refrigeration shall be limited;
- 7.1.1.4 temperatures shall be maintained so as to guarantee that bacteria do not proliferate (e.g. in cold areas a temperature of  $18\text{ }^{\circ}\text{C} \pm 3\text{ }^{\circ}\text{C}$  shall be maintained);
- 7.1.1.5 defrosting methods which ensure that the centre of the food product reaches an adequate temperature shall be used in the refrigerating chambers or under running water;
- 7.1.1.6 during the defrosting process, food shall be covered or protected, avoiding contact with the defrosting liquids;
- 7.1.1.7 defrosting at room temperature is not allowed;
- 7.1.1.8 frozen products, especially frozen vegetables, can be cooked without thawing. However, large pieces of meat or large poultry carcasses often do need to be thawed before cooking.— A refrigerator or purpose-built thawing cabinet maintained at a temperature of  $4\text{ }^{\circ}\text{C}$  or below; When thawing is carried out as an operation separate from cooking, it should be performed only in:
  - 7.1.1.9 running potable water maintained at a temperature not above  $21\text{ }^{\circ}\text{C}$  for a period not exceeding 4 h;
  - 7.1.1.10 A commercial microwave oven only when the food will be immediately transferred to conventional cooking units as part of a continuous cooking process or when the entire uninterrupted cooking process takes place in the microwave oven
  - 7.1.1.11 food shall not be refrozen once defrosted;
  - 7.1.1.12 The cutting utensils and boards shall be clearly identifiable regarding their use so as to avoid cross-contamination.
- 7.1.2 Hot production
  - 7.1.2.1 The food shall be cooked to a minimum temperature of  $65\text{ }^{\circ}\text{C}$ . If not consumed immediately (i.e. within 2 h), hot products shall be:
    - 7.1.2.2 Kept at a temperature equal to or above  $65\text{ }^{\circ}\text{C}$ ;
    - 7.1.2.3 Quickly cooled, preferably by temperature reduction (e.g. from  $60\text{ }^{\circ}\text{C}$  to  $-10\text{ }^{\circ}\text{C}$  in 2 h) and kept at refrigeration or freezing temperatures for later use, hot or cold.
    - 7.1.2.4 Reused oil shall be controlled to maintain its quality (e.g. tests, observation of color) and changed if needed.
- 7.1.2 Cold production

Products prepared using the cold process may be kept at refrigerated temperatures to be later served hot or cold, if they are not consumed directly.

### 7.1.3 Preservation of pre-cooked and prepared food

Prepared food shall be preserved in such a way that the quality of the food is maintained

### 7.1.4 Labeling

The Restaurant shall clearly identify the date of preparation and the name of the food when it is not easily recognizable. The restaurant should also indicate the expiry date of the prepared products.

Take away foods shall comply the following requirements

## 7.3 Waste management

7.3.1 Waste generated shall be classified and collected as per Ethiopia Standard ES xxxx

7.3.2 Each waste container shall be identified indicating the type of waste and shall be duly closed.

7.3.3 The waste bags shall be removed whenever necessary and at least once a day (e.g. external collector, waste room). If 3/4 of the garbage bin filled with waste, the waste shall be disposed.

7.3.4 If there is a waste room, it should be closed and refrigerated

7.3.5 Containers shall not cross the preparation area for waste removal when food is being elaborated.

7.3.6. The hotel shall be safe guard the solid waste final collection/storage sites

7.3.7 If the restaurant has its own water source obtained from locally available well and used for different purpose the restaurant shall ensure regularly the safety and quality of water.

## 7.4 Liquid waste management

7.4.1 Their shall be a plan for liquid waste disposal

7.4.2 Liquid waste shall be dispose in septic tank or with the system of municipal liquid waste disposal line.

7.4.3 Restaurant shall not disposed liquid waste with rainy water.

7.4.4 Restaurant shall be avail all documents related to waste disposal.

## 8 Health safety

The restaurant management is responsible for the pest control prevention system at the premises. A pest control plan shall be defined and documented by qualified staff (internal or subcontracted), according to the needs and facilities of the restaurant. Treatment records as well as a copy of the authorization and sanitary registration of the products used shall be retained.

### 8.1 Safety of buildings and facilities

The Restaurant management shall ensure the correct maintenance of the buildings

The buildings, facilities and equipment shall pose no risks to customer or staff.

## 9 Cleanliness requirements

### 9.1 General requirements

Cleaning products shall be used responsibly, respecting the instructions of the manufacturer related to both safety of people and to protection of the environment. Environmentally friendly and chlorine-free cleaning products should preferably be used, as well as microfiber cloths that reduce the amount of cleaning liquid required.

Furthermore, the following requirements shall be met:

9.1.1 cleaning tools for the bathroom shall be identified according to the use given to them;

9.1.2 Cleaning products shall retain their original labels or be visibly identified. If these need to be transferred to a smaller container, this should have an automatic dispensing system. Food receptacles that could result in accidents if mistaken shall never be used;

9.1.3 during cleaning activities and when the floor is wet, warning signposting shall be displayed to inform customer and prevent accidents;

9.1.4 housekeeping staff shall have adequate means (cleaning trolley or similar) for cleaning rooms;

9.1.5 The minimum content of cleaning storage rooms and of cleaning trolleys shall be defined.

Housekeeping staff shall report incidents (e.g. defective lights, damaged faucets) and shall keep the cleaning equipment in a suitable condition for performing its function.

## 9.2 Cleaning plan

### 9.2.3 General

A cleaning plan shall be defined, documented, implemented and maintained, allocating tasks to staff accordingly and defining the cleaning routes for the different areas of the Restaurant. This plan, drawn up either by the bar and restaurant or by a subcontractor, shall include disinfection activities where disinfection is needed (i.e. toilets, kitchens).

### 9.3 Cleaning of common areas

The Restaurant shall ensure the cleaning of its common areas (e.g., corridors, stairs, parking lots, gardens, and yards, indoor and outdoor, toilets).

In general terms, the minimum cleaning frequency should conform to [Table 1](#).

Table 1 — Cleaning frequency guide

Area	Minimum frequency
Toilets	Three times a day frequently
Outdoor areas	Once a day
Other facilities and equipment	Determined by the bar and restaurant in the cleaning plan according to the needs

These stated frequencies can be decreased if there is low use of the facilities or they are clean enough.

In the same way, the frequency shall be increased when there is an intensive use of the facilities and cleanliness might not be guaranteed with the stated frequencies, or when it is proved that customer are unsatisfied with the level of cleaning.

EXAMPLE Toilets which are situated next to the lobby will probably need a higher frequency of cleaning than toilets located next to the events rooms (if those exist) when the meeting rooms are not in use. On the other hand, when the events rooms are in use the nearby toilets will probably need a higher frequency of cleaning. The same situation could be applicable to facilities next to the outdoor pool, depending on the season and the use of the pool, gardens or any other area of the bar and restaurant.

The cleaning plan shall ensure:

a) Regarding indoor common areas, that:

9.3.1 walls, floors, ceilings, furniture, mirrors, doors, panels, push buttons, decorative elements, wastebaskets and trash containers are clean;

9.3.2 the facilities are ventilated and fresh smelling;

9.3.3 areas and equipment used by the hairdresser (if any) and spa (if any) are kept clean and disinfected;

b) Regarding toilets in common areas, that:

9.3.4 the walls, floors, ceilings, furniture, mirrors, equipment, windows, decorative elements and visible parts of the faucets are clean;

9.3.5 consumables (e.g. toilet paper, soap) are replaced;

9.3.6 bags are changed and placed in the bins at least daily if they have been used, and every time it is necessary;

9.3.7 toilets are ventilated and fresh smelling;

9.3.8 Daily cleaning and disinfection records (where applicable) are kept.

c. regarding outdoor common areas, that:

9.3.9 the walls, windows and decorative elements are clean;

## **10 Deep cleaning programs**

A deep cleaning program for all rooms shall be carried out at least once a year, considering the level of occupation, seasonality and need. Mattress labeling and turning as well as curtain, carpet and window cleaning shall be included in the program, when applicable.

Frequency should be increased according to need (e.g. humidity).

DRAFT ETHIOPIAN STANDARD

## Organization and Objectives

The Ethiopian Standards Agency (ESA) is the national standards body of Ethiopia established in 2010 based on regulation No. 193/2010. ESA is established due to the restructuring of Quality and Standards Authority of Ethiopia (QSAE) which was established in 1998.

*ESA's objectives are:-*

- ❖ Develop Ethiopian standards and establish a system that enable to check whether goods and services are in compliance with the required standards,
- ❖ Facilitate the country's technology transfer through the use of standards,
- ❖ Develop national standards for local products and services so as to make them competitive in the international market.

## Ethiopian Standards

The Ethiopian Standards are developed by national technical committees which are composed of different stakeholders consisting of educational Institutions, research institutes, government or organizations, certification, inspection, and testing organizations, regulatory bodies, consumer association etc. The requirements and/or recommendations contained in Ethiopian Standards are consensus based that reflects the interest of the TC representatives and also of comments received from the public and other sources. Ethiopian Standards are approved by the National Standardization Council and are kept under continuous review after publication and updated regularly to take account of latest scientific and technological changes. Orders for all Ethiopian Standards, International Standard and ASTM standards, including electronic versions, should be addressed to the Documentation and Publication Team at the Head office and Branch (Liaisons) offices. A catalogue of Ethiopian Standards is also available freely and can be accessed in from our website.

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**International Involvement**

ESA, representing Ethiopia, is a member of the International Organization for Standardization (ISO), and Codex Alimentarius Commission (CODEX). It also maintains close working relations with the international Electro-technical Commission (IEC) and American Society for Testing and Materials (ASTM). It is a founding member of the African Regional Organization for standardization (ARSO).

### More Information?

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