



International Organization for Standardization
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Международная организация по стандартизации

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Ref. ISO/TMB IWA 40

2020-12-22

**Invitation to an international workshop on:
Guidelines for cloud kitchen service (IWA 40)**

Dear ISO Members,

Following approval by the Technical Management Board of a proposal from The Standardization Administration of the People's Republic of China (SAC), we are pleased to invite you to a workshop to develop an International Workshop Agreement (IWA 40) on Guidelines for cloud kitchen service.

Workshop meeting dates:

Meeting 1: April 12-15, 2021

Meeting 2: June 21-23, 2021

Location: Online virtual workshop

We ask that you register for the workshop no later than **March 25, 2021** using the link included in the attached invitation.

We would be grateful if you could publicize this event in your country.

Yours sincerely,

Antoine Morin

Secretary to the Technical Management Board

Encl.:

- Invitation including registration instructions, workshop schedule and agenda for meetings
- Draft proposal for IWA 40



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INVITATION TO PARTICIPATE
ISO INTERNATIONAL WORKSHOP AGREEMENT (ISO IWA 40)
Guidelines for cloud kitchen service

The Standardization Administration of the People's Republic of China (SAC) invites all interested stakeholders to participate in an ISO International Workshop to develop of an ISO International Workshop Agreement (IWA).

The COVID-19 pandemic, which started at the beginning of 2020, is causing partial and sometimes complete shut-down of restaurants and food and beverage (F&B) outlets in many parts of the world. The catering industry arguably is one of the most affected industries; as traditional dine-in services provided by restaurants and F&B outlets, due to the shut-down, cannot function effectively, and this has forced many of them to focus more on online catering services.

The aim of this IWA is to provide an intensive management mode to ensure the catering enterprises resume business more quickly and at lower cost on the cloud kitchen, improve the service capacity of the industry, strengthen the in-deep cooperation between cloud kitchen and food delivery platform, promote digital and intelligent transformation of catering industry.

Due to Covid - 19 we have decided to have a fully digital process. The two main meeting dates will be April 12-15, 2021 and June 21 -23, 2021. These will be complemented by web meetings.

An IWA is a type of document that is developed with direct participation of stakeholders outside the traditional ISO country representation system to enable market players to negotiate in an "open workshop" environment.

To confirm your participation in the workshops, kindly register via the link provided in this document. Participation is free of charge.

Please refer to additional information below. You may also contact Jack Yao (ccpityx@163.com, or phone + 86 10 660 940 68).

We hope that you will join us in this important work!

Sincerely yours

Ms. Sara Wang
Chair ISO/IWA 40

Mr. Jack Yao
Secretary, ISO/IWA 40

Registration

To register for participation in this IWA process, please use the following link:

<http://iso40.ccpitcsc.org>

If you wish to attend the first workshop (April 12-15, 2021), then the deadline to register is **March 25, 2021**.

Please note that by registering for participation, you agree to follow ISO Code of Conduct: <https://www.iso.org/publication/PUB100397.html>

If you have any questions, please do not hesitate to contact Mr. Jack Yao (ccpityx@163.com, or phone +86 10 660 940 68).

Time schedule for the development of the IWA

This IWA will be developed digitally. Between the workshops there will be commenting via correspondence, complemented by one or more web meeting(s). The exact plan for time between the two workshops will depend on the outcome from the first workshop. After the final workshop, the text will be edited and published. The published IWA can then be purchased via national standards bodies. All the dates can be found in the list below:

- All material for the first workshop, including first draft, circulated March 20, 2021.
- Registration deadline first workshop March 25, 2021.
- First workshop April 12-15, 2021(online)
- Updating of the draft based on the discussions at the workshop, May 20, 2021.
- Commenting by participants and web meeting(s)
- Second workshop and June 21 -23, 2021 (online)
- IWA published September/October 2021

Annex 1 - About the IWA Process

ISO's International Workshop Agreements (IWAs)

The IWA model is a quick way to obtain a recognized ISO document for your work. It is designed to be a flexible model so the format and content of the IWA, and the process to obtain it, are largely decided by the proposing organization.

Step 1	Step 2	Step 3	Step 4	Step 5
Make the proposal	Get ISO/TMB approval	ISO/CS circulates the details of the workshop	Hold the workshop and agree the document	Publish the IWA
<p>Approach ISO Central Secretariat or any ISO member with your proposal.</p> <p>Your proposal should include:</p> <ul style="list-style-type: none"> ✓ Purpose and justification ✓ Relevant documents ✓ Lists of organizations that may be interested ✓ Indications of any ISO member body willing to act as Secretariat ✓ An estimate of the number of meetings if more than one is envisaged ✓ Details of any proposed special arrangements for distribution of the IWA <p>Note: a form is available to facilitate submitting your proposal for TMB approval.</p>	<ul style="list-style-type: none"> • ISO/CS then circulates your proposal to the ISO/TMB for approval (checking any proposed distribution arrangements with the ISO/Sec-Gen). • The TMB will also formally assign / confirm the ISO member body who will be your secretariat for the project. • The ISO member body works with the proposer to decide full details of the Workshop: <ul style="list-style-type: none"> ✓ Price (if any fee) ✓ Time/Date/Venue ✓ Format ✓ Background ✓ Doc supply ✓ Process ✓ Chair 	<ul style="list-style-type: none"> • A notification – with the full details agreed at Step 2 – is circulated to all ISO members (by ISO/CS) • ISO member bodies can then circulate the proposal as widely as possible in order to publicize it to potentially interested parties. <p>Note: Any organization or company or individual is allowed to attend.</p>	<ul style="list-style-type: none"> • At the meeting the Chair (nominated in advance) will be confirmed. • During the whole IWA process, the Chair must be impartial and seek to ensure the maximum amount of consensus possible has been achieved. • Document is drafted and circulated to the workshop participants. • This can be repeated until the Chair believes that the best possible consensus has been obtained. <p>Note: One possible mechanism is that the workshop participants work online on a dedicated Web site.</p> <p>Note: Multiple meetings can take place if necessary.</p>	<ul style="list-style-type: none"> • The final draft of the IWA is sent by the secretariat to ISO/CS. • ISO/CS formats the document – giving it the relevant ISO cover page / logo. • ISO/CS then supplies the document to all its member bodies who can supply it as they see fit. • Any special arrangements for the distribution of the IWA should be put in place here.
Start - ISO/CS will normally take less than one month to process your proposal	Maximum of three months	Three months (90 days) advance notice is required before holding the workshop.	This stage depends on the scope of the IWA. However, aim to finish in three months or less	One month

Should not take longer than 12 months – aim for less.

ISO's International Workshop Agreements (IWAs)

What is an IWA?

An IWA is an ISO document produced through a workshop meeting rather than through the full ISO technical committee process. Market players and other stakeholders directly participate in developing an IWA and do not have to go through a national delegation.

What subjects do they cover?

An IWA can be produced on any subject

Why should I choose the IWA?

An IWA will:

- Involve the main players from your target sector (public or private) and allow a sector to develop clear rules on an issue.
- Give visibility to your professional practices or reference documents (ISO is a highly recognized international body).
- Help you shape the future direction of the subject and influence any future ISO standard.
- Allow you to develop relationships within a profession or sector.
- Create understanding and co-ordination amongst your various stakeholders.
- Share best practice in a sector.
- Improve quality and interoperability.
- Lead to worldwide visibility due to ISO members' distribution networks.
- Help you to develop a members-only forum to communicate using, for example, a dedicated Web site.

Who will be involved?

Anyone can propose an IWA and anyone can participate in developing one. An ISO member body will be assigned to help you organize and run the workshop. This gives the project credibility by ensuring that the basic principles of international standardization (transparency, fairness and consensus) are applied.

Annex 2 - Agenda for the first workshop April 12-15, 2021

(online, all times in Coordinated Universal Time, UTC)

April 12, 2021 – Day 1 (11.00 - 15.00 UTC)

10.30 UTC Online meeting open for connection

1. Opening and welcoming speech (11.00 UTC)
2. Roll call of participants
3. Adoption of the agenda
4. Presentation of the ISO system, including ISO Code of Conduct
5. Presentation of the proposed IWA
6. Initial discussions
7. Summary of day 1

April 13, 2021 – Day 2 (11.00 - 15.00 UTC)

10.30 UTC Online meeting open for connection

8. Reflections from the first day
9. Development of the IWA
10. Summary of day 2

April 14, 2021 – Day 3 (11.00 - 15.00 UTC)

10.30 UTC Online meeting open for connection

11. Reflections from the second day
12. Development of the IWA
13. Summary status of discussions
14. Way forward
15. Any other business
16. Closing remarks
17. End of workshop 1 (15.00 UTC)

April 15, 2021 – Day 4 (11.00 - 15.00 UTC)

Option for more discussion if necessary

Shorter regular breaks will be included in the detailed plan for the workshop.

Annex 3 - ISO IWA APPROVED PROPOSAL

Here is the proposal for an International Workshop Agreement on the Guidelines for cloud kitchen service by the ISO TMB on October 20, 2020.

<p>Proposer</p> <p>A proposal to hold an ISO workshop for the purpose of developing one or more IWAs on a particular subject may come from any source, including ISO member bodies, liaison organizations, corporate bodies, etc. An organization that is not an ISO member body or liaison organization, or is not international in scope, shall inform the ISO member body in the country of its intent to submit such a proposal.</p> <p>SAC(China)</p>
<p>Contact details of the proposer</p> <p>Name: Ms. WANG Xi</p> <p>Email: ccpitwx@163.com</p>
<p>Title of the proposed IWA</p> <p>Guidelines for cloud kitchen service</p>

Purpose and justification:

The IWA document aims to:

- Provide a intensive management mode to ensure the catering enterprises resume business more quickly and at lower cost on the cloud kitchen;
- To help provide a detailed and operable "cloud kitchen service mode", improve the service capacity of the industry, and ensure the organizational resilience of catering enterprises;
- Strengthen the in-deep cooperation between cloud kitchen and food delivery platform;
- Promote digital and intelligent transformation of catering industry;
- Meet consumers' diversification and personalized catering consumption needs;
- Help to build a perfect takeout standard system.

Justification 1:

This IWA document is based on good practices from the catering industry of many countries in the world. With the rapid development of takeout market, cloud kitchen (also commonly known as "shared kitchen") is also riding on a growing curve. At present, many countries are actively exploring the new service type of cloud kitchen, including

- Panda Selected / Jike Alliance / Chomp Cloud (China),
- CloudKitchens / Virtual Kitchen Co / DoorDash(USA),
- Kitchens Centre / Zomato / Swiggy / Rebel Foods(India),
- Deliveroo Editions / Taster / Keatz(France),
- Deliveroo Editions / Taster / FoodStars(UK),
- Keat(Germany), Foodora/Just Eat(Canada),
- WeCook(South Korea),
- Taster/Keatz(Spain),Dahmakan(Malaysia),
- Deliveroo Editions(Singapore)
- , Kitopi(UAE),
- Cookpy / Re:Dine Ginza /Kitchen Base(Japan), and others

This shows that "cloud kitchen" will be accepted as a new service model rapidly in the world, and it will contribute to SDG12- "Responsible Consumption and Production" .

Justification 2:

Cloud kitchen made a significant contribution to the recovery of traditional catering industry. It provided an important guarantee for the resumption of production during the epidemic. Affected by the epidemic, Restaurants suffered huge losses. Cloud kitchen makes the traditional catering enterprises turn to take out and cosequentially reduces the loss of restaurants. Actually cloud kitchen is more suitable for the fast pace living style and space. This IWA document is one part of catering industries reform and we are convinced that it will make the catering industry better meet consumer's needs on the time and space of eating. Therefore, this should be an

improvement over the current situation, and adoption of cloud kitchen will be more likely to enable us to achieve SDG3 - "Health and Happiness".

Justification 3:

The development and effective implementation of cloud kitchen requires new technology, new ideas and new methods, and the success of this will support the digital and intelligent transformation of the catering industry. This IWA document is also a guideline for sharing and cooperation among catering enterprises on cloud kitchen, and will, in our opinion, make catering enterprises more resilient and productive. New technology, new ideas and new methods will promote technological progress and social development, and contribute to SDG11- "Sustainable Cities and Communities" .

Justification 4:

At the same time, the development and implementation of cloud kitchen will provide more convenient and low-cost business opportunities for SMEs, contribute to the inheritance of handicraft and cooking culture, and promote startups for young people, women and the elderly. The standardization of cloud kitchen will protect the interests of stakeholders on the cloud kitchen, but it will also improve the quality of services and opportunities and contribute to SDG8 - "Decent Work and Economic Growth" .

Does the proposed IWA relate to or impact on any existing work in ISO committees?

Yes No

Please list any relevant documents and/or ISO committees

TC 34/SC 17 Management systems for food safety

TC 283 occupational health and safety

ISO 22000 Food safety management

ISO 45001 Occupational health and safety management systems

T/CCPITCSC 045-2020 Specification for sharing kitchen service, published by CCPIT

Commercial Sub-council

T/CCPITCSC 036-2019 Food takeaway service - Specification for information description of food products, published by CCPIT Commercial Sub-council

T/CCPTICSC 007-2017 Specification for takeaway delivery service, published by CCPIT Commercial Sub-council

Relevant stakeholders (list of organizations that may be interested)

China (Panda Selected, Chomp Cloud, Jike alliance)

France (Deliveroo Editions, Taster, Keatz)

USA (CloudKitchens, Virtual Kitchen Co, DoorDash, Kitchen United, The Food Corridor, Commercial Kitchen 305, Zuul kitchen, Zume, REEF Technology, Sprig)

India (Kitchens Centre, Zomato, Swiggy, Rebel Foods, Box8, Freshmenu, WowMomo, Hoi Food, InnerChef, Faasos, Holachef)

United Kingdom (Deliveroo Editions, Taster, FoodStars)

Germany (Keatz)

Japan (Cookpy, Re:Dine Ginza, Kitchen Base)

Korea (WeCook)

Canada (The Food Corridor)

Spain (Taster, Keatz)

Malaysia (Dahmakan)

Singapore (Deliveroo Editions)

United Arab Emirates (Kitopi)

Member body willing to act as secretariat

SAC(CHINA)

Number of meetings to be held (if more than one is envisaged) and proposed dates
Workshop, Beijing, China, 24th-26th Oct. 2020

Annexes are included with this proposal (give details)

[Click here to enter text.](#)

Annex 4 – The draft of the IWA 40

1 Scope

This document provides guidelines on terms, principles, processes and practices to be put in place in order to meet the quality and standard required of cloud kitchen service.

This document is applicable to catering industry.

NOTE Refer to Annex A for supplementary information on ISO standards.

2 Normative References

There are no normative references in this document.

3 Terms and Definitions

For the purposes of this document, the terms and definitions as outlined by the ISO and IEC sources apply:

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <http://www.iso.org/obp>
- IEC Electropedia: available at <http://www.electropedia.org/>

3.1

cloud kitchen

- Provide centralized, standardized and digitized catering hardware and software supporting facilities and/or site resources for multiple virtual restaurants (3.3) to share resources for food, beverage and catering operations.

3.2

cloud kitchen operator

- An enterprise that provides shared management hardware resources, supply chain supporting resources, management and consulting services for the settled virtual restaurants is also called an "operator".

3.3

virtual restaurant

- The main bodies that carry out food business activities through cloud kitchens include individuals, enterprises and other organizations.

3.4

supplier

- Organizations or individuals that provide raw materials, basic equipment, software services, logistics services and other services for cloud kitchen operators and virtual restaurants settled in.

3.5

service field

- Sharing the infrastructure sites provided by the kitchen operator that can be operated by the tenants, including basic catering processing equipment, water, electricity and gas systems and other conditions necessary for the catering working environment.

4 Principles

4.1 Normative

- Operators should provide standardized infrastructure and supporting services.

4.2 Safety

- The operator should provide a safe and stable operating environment and network operating environment.

4.3 Compliance Level

- The operator should comply with the relevant regulations of the state and the industry on food safety, fire safety, consumer rights and interests protection, network safety, environmental protection, etc.

4.4 non-neoplastic

- The operator should create a centralized business environment for the settled virtual restaurants by providing resources and services such as venues, equipment and facilities.

4.5 High efficiency

- Operators should improve the efficiency of shop opening, management and operation of virtual restaurants by providing integrated services such as venues, equipment and facilities, operation management and digital product development.

4.6 Environment-friendly product

- Operators should realize resource conservation and environmental sustainable development by providing integrated, intelligent and green resources.

5 Service Process

5.1 Consumer Online Orders

- Consumers can directly place an order on the cloud kitchen, which includes many virtual restaurants.

5.2 Virtual Restaurant Accepting Orders

- Through the cloud kitchen, the virtual restaurant should accept the orders, prepare the foods according to the online information and contact the food delivery platform to get food delivery service.

5.3 Courier Picking Up Foods

Couriers should pick up the foods from the designated virtual restaurant and deliver the foods according to the order information on the food delivery platform.

5.4 Consumers Receiving Foods

- After receiving the arrival information from the courier, the consumer will pick up the foods on the designated place. Then the service is completed.

NOTE: Annex B provides an example of cloud kitchen service process.

6 Range of Services

6.1 Information provision and review

- 6.1.1 The operator should formulate rules for the registration and use of the information system of the virtual restaurants to provide guidance for the virtual restaurants to obtain information such as operation and payment.
- 6.1.2 The operator should take necessary technical measures and other measures, and audit qualifications information of the virtual restaurants.
- 6.1.3 The operator should timely feedback the audit results to the settled virtual restaurants. If the audit fails, the operator should inform the reason and modification suggestions.
- 6.1.4 The operator should regularly organize the settled virtual restaurants and relevant personnel to carry out training in registration, information filling, information acquisition, information disclosure, laws and regulations, etc. to improve the level of legal and compliant operation.
- 6.1.5 The operator should strengthen the information management issued by the settled virtual restaurants and review the shop information and meal information of the virtual restaurants.

- **6.2 Training services**

- The operator should provide pre-occupancy training for the tenants and formulate different training programs according to the types of tenants, so as to improve the quality of tenants and make them meet the occupancy standards.
- The operator should provide regular on-line and off-line training for the settled virtual restaurants to ensure the continuity and effectiveness of training and control the quality of food and service provided by the settled virtual restaurants.

6.3 Supply chain management

- The operator should match the corresponding suppliers according to the needs of the settled virtual restaurants, control the suppliers' qualifications and provide food procurement services.
- The operator should provide equipment procurement and allocation services for the settled virtual restaurants according to their needs, including new equipment, used equipment and customized equipment.
- The operator should provide food packaging materials purchasing services to the virtual restaurants according to their needs. The selection criteria of packaging materials should conform to food safety and environmental protection standards or requirements.

6.4 Brand design and promotion

- 6.4.1 The operator should provide brand design services to the virtual restaurants who need to settle down, including but not limited to the following information:
 - —Guide design (door head, guide plate, stickers, device design, etc.);
 - —Information space graphic design (brand wall design, business information, wall menu, etc.);
 - —Food shooting.
- 6.4.2 The operator should provide publicity and design services for the virtual restaurants who need to settle down, including background maps, posters, hinges, logo design, basic visual identification design, packaging design, etc.
- 6.4.2 The operator should regularly or irregularly design promotional activities for the settled virtual restaurants.

6.5 Transaction services

The operator should establish an online payment system for the settled virtual restaurants, and the electronic payment service should be provided by banks or non-financial payment institutions with legal qualifications.

6.6 Supervision and assessment

6.6.1 The operator should establish a food safety inspection mechanism and equip it with corresponding equipment, and should require the virtual restaurants to set up a food sample

retention system to monitor and analyze the quality of raw materials, semi-finished products, finished products and environmental sanitation of the virtual restaurants.

6.6.2 The operator should establish a regular inspection and irregular spot check system for the tenants, inspect the food hygiene, personal hygiene, cleanliness and other aspects of the tenants, and spot check the health certificates of the food practitioners of the tenants to ensure that they are valid and establish archives for good management.

6.6.3 The operator should establish an assessment mechanism for the settled virtual restaurants, and give rewards and punishments to the business behavior of the settled virtual restaurants.

6.7 logout mechanism

6.7.1 The operator should establish an exit mechanism for the settled virtual restaurants. If it meets the normal exit criteria, the operator should conduct exit settlement with the settled virtual restaurants.

6.7.2 The operator should compel the settled virtual restaurants who fail to comply with the contract or seriously violate the on-site operation standards to return.

6.8 Emergency management service

6.8.1 The emergency work of the operator should conform to the basic principles of people-oriented, prevention-oriented, unified command and timely response, and should combine self-rescue with social rescue.

6.8.2 The operator should establish an emergency plan system, including comprehensive plan, fire special emergency plan, food poisoning special emergency plan, emergency public health plan, mechanical injury disposal plan, etc.

6.8.3 The operator should provide emergency support services for the settled virtual restaurants, including but not limited to communication and information support, emergency team support, emergency materials and equipment support, technical support and logistics support, etc.

6.8.4 For emergency events caused by force majeure factors, the operator should take targeted measures to provide basic protection for the settled virtual restaurants.

7 Information Security and Protection

7.1 Information security

7.1.1 The operator should establish an information security management system and take effective security management and protection measures for the information managed by the operator and the information provided by the settled virtual restaurants.

7.1.2 The operator should take appropriate technical measures to properly preserve the information collected during the operation and take effective measures to ensure the accuracy, completeness and safety of the above information.

7.1.3 The storage time of the audit data and identity information submitted by the operators to the settled virtual restaurants should be not less than two years from the date of their last submission;

The retention time of the financial payment and other information of the settled virtual restaurants should not be less than three years from the date of the transaction.

7.1.4 The operator should provide the settled virtual restaurants with the service of inquiring their own operation information within the storage period.

7.1.5 The operator should cooperate with the relevant work carried out by the competent department of information security according to law.

7.2 Protection of privileged information

7.2.1 The operator and virtual restaurants can fulfill their obligation to protect relevant information by formulating privacy policies and signing confidentiality agreements.

7.2.2 The scope of information protection generally includes the information of settled virtual restaurants, business data, product planning, strategic planning, operation strategy, system architecture, algorithm logic, software version, internal system, financial data, organizational structure, personnel information, internal image data, etc.

7.2.3 The operator may publish the information (except as otherwise provided by laws and regulations) with the consent of the settled virtual restaurants.

7.2.4 The operator should allow virtual restaurants to access and modify personal information, including correcting inaccurate information. Users should be allowed to cancel their accounts after the exiting of the settled virtual restaurants.

7.2.5 The operator should establish an emergency plan and mechanism for information security incidents.

8 Quality Control and Improvement

8.1 Service evaluation

8.1.1 The operator should provide online and offline service evaluation collection channels for the settled virtual restaurants, and the evaluation contents include but are not limited to the following information:

- Rating the facilities, environment, management and services of the operator;
- Other subjective opinions and suggestions of settled virtual restaurants.

8.1.2 The operator should provide effective channels for complaints and appeals to the tenants and protect the legitimate rights and interests of the tenants from infringement by the operator, other tenants and suppliers.

8.2 Giving Feedback

8.2.1 The operator should adopt or reject the evaluation content of the settled virtual restaurants, and should promptly inform the settled virtual restaurants of the processing results and explain the reasons.

8.2.2 The operator should regularly collect the feedback information of the settled virtual restaurants, so as to establish an effective solution mechanism for the problems reflected by the settled virtual restaurants.

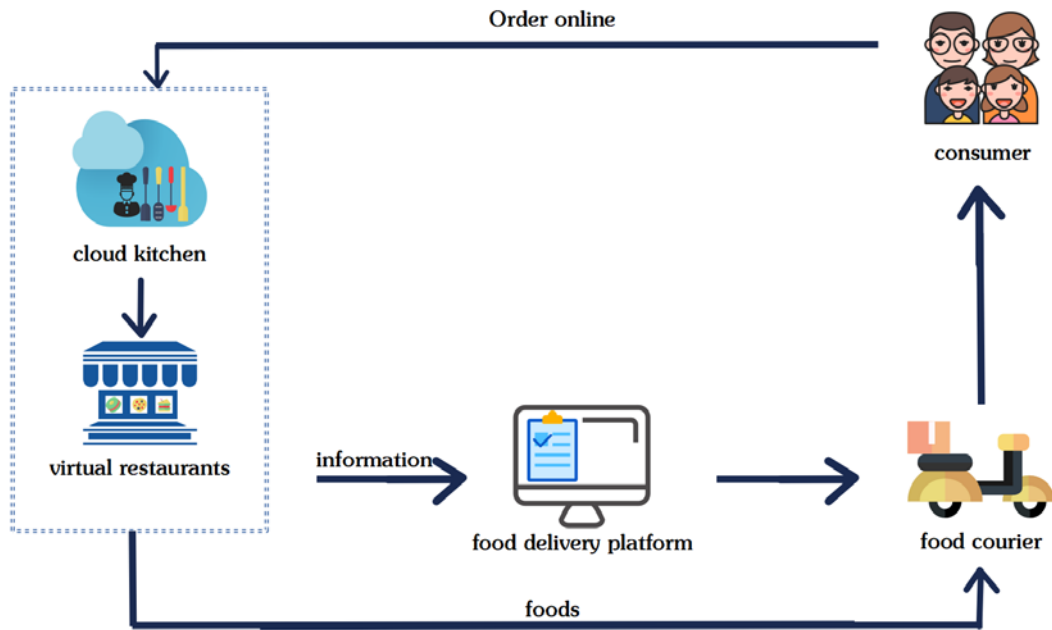
Annex A (informative)

Supplementary information on ISO standards

To understand the proper use of ISO standards that are written for guidance, it is highly recommended that users refer to <http://www.iso.org/iso/foreword.html> where relevant ISO directives, resolutions and their implications are presented.

Annex B (Informative) An Example of Service Process

The figure shows an example of cloud kitchen service process.



Bibliography

- [1] ISO 22000 Food safety management
- [2] ISO 45001 Occupational health and safety management systems
- [3] China National Standard NP 20201841-T-601 Guidelines for contactless delivery service
- [4] T/CCPITCSC 042-2020 Specification for contactless delivery service
- [5] T/CCPITCSC 036-2019 Food takeaway service - Specification for information description of food products
- [6] T/CCPTICSC 007-2017 Specification for takeaway delivery service