



RETURN BIDS TO:

RETOURNER LES SOUMISSIONS À:

Bid Receiving Public Works and Government
Services Canada/Réception des soumissions
Travaux publics et Services gouvernementaux
Canada

Pacific Region

401 - 1230 Government Street

Victoria, B.C.

V8W 3X4

Bid Fax: (250) 363-3344

REQUEST FOR PROPOSAL

DEMANDE DE PROPOSITION

**Proposal To: Public Works and Government
Services Canada**

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out therefor.

**Proposition aux: Travaux Publics et Services
Gouvernementaux Canada**

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

Comments - Commentaires

Vendor/Firm Name and Address

Raison sociale et adresse du

fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

Public Works and Government Services Canada - Pacific
Region

401 - 1230 Government Street

Victoria, B. C.

V8W 3X4

Title - Sujet FOOD SERVICES - ALBERT HEAD	
Solicitation No. - N° de l'invitation W2B03-170107/A	Date 2016-12-16
Client Reference No. - N° de référence du client W2B03-170107	
GETS Reference No. - N° de référence de SEAG PW-\$VIC-246-7150	
File No. - N° de dossier VIC-6-39117 (246)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2017-02-02	Time Zone Fuseau horaire Pacific Standard Time PST
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Kobenter, Hélène	Buyer Id - Id de l'acheteur vic246
Telephone No. - N° de téléphone (250) 508--749 (1)	FAX No. - N° de FAX (250) 363-3344
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: DEPARTMENT OF NATIONAL DEFENCE BLDG 211D PO BOX 17000 STATION FORCES VICTORIA British Columbia V9A7N2 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée See Herein	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT

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Solicitation No. - N° de l'invitation
W2B03-170107/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur
Vic246

Client Ref. No. - N° de réf. du client
W2B03-170107

File No. - N° du dossier
VIC-6-39117

CCC No./N° CCC - FMS No/ N° VME

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THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT

PART 1 - GENERAL INFORMATION

1.1 Introduction

The bid solicitation is divided into seven parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;
- Part 3 Bid Preparation Instructions: provides Bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;
- Part 5 Certifications and Additional Information: includes the certifications and additional information to be provided;
- Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by Bidders; and
- Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Annexes include the Statement of Work, the Basis of Payment, the Insurance Requirements, the Security Requirement Checklist, the DND Food Quality Standards, the DND Food Safety and Defence Program, the DND Food Safety and Defense System, the DND National Standardized Cycle Menu (NSCM), the DND NSCM Recipe Book, the Electronic Payment Instruments, the Federal Contractors Program for Employment Equity – Certification, and any other annexes

1.2 Summary

1.2.1 The Department of National Defence (DND), requires qualified contractor(s) to provide food services to its operations at the Canadian Forces Base (CFB) Esquimalt – Albert Head Training Centre, Victoria BC Canada, in accordance with the requirement detailed in this bid solicitation.

This requirement includes the purchase of food supplies and ingredients, cooking, serving to authorized personnel, and clean-up of the dining facilities and equipment.

Operations are continuous during the summer operations (June, July, and August) with estimated daily requirements ranging between 15 and 875 ration strengths. Food service requirements outside of summer operations will be on an as-and-when requested basis, and for a variable number of diner strengths.

The initial contract period is twelve (12) months from date of award with the irrevocable option to extend the term of the contract by up to two (2) additional one (1) year periods under the same conditions.

The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.

1.2.2 There are security requirements associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, Bidders should refer to the Industrial Security Program (ISP) of Public Works and Government Services Canada (<http://ssi-iss.tpsgcpgwsc.gc.ca/index-eng.html>) website.

1.2.3 The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), and the Agreement on Internal Trade (AIT).

1.2.4 There is a mandatory site visit associated with this requirement

It is mandatory that the Bidders or representative of the Bidder visit the work site. Arrangements have been made for mandatory site visit to be held at Albert Head Training Centre, Metchosin, approximately 30 km (45 minutes) by road southwest of downtown Victoria BC Canada on January 18, 2017. The site visit will begin at 13:00 Pacific Standard Time (PST) in Kitchen Building H1015.

Bidders must communicate with the Contracting Authority no later than January 12, 2018 14:00 PST to confirm attendance and provide the name(s) of the person(s) who will attend. LATE REGISTRATIONS WILL NOT BE ACCEPTED. Bidders will be required to sign an attendance sheet. Bidders should confirm in their bid that they have attended the site visit. Bidders who do not attend the mandatory site visit or do not send a representative will not be given an alternative appointment and their bid will be declared non-responsive. Any clarifications or changes to the bid solicitation resulting from the site visit will be included as an amendment to the bid solicitation

1.2.5 The Federal Contractors Program (FCP) for employment equity applies to this procurement; see Part 5 – Certifications and Additional Information, Part 7 – Resulting Contract Clauses and the annex titled *Federal Contractors Program for Employment Equity - Certification*.

It is the responsibility of the Bidder to ensure that all addenda issued prior to solicitation closing have been obtained and addressed in the submitted bid.

Bidders intending to submit bids should obtain solicitation documents from the Government Electronic Tendering System (GETS) at <https://buyandsell.gc.ca/procurement-data/tenders>. Addenda, when issued, will be available on GETS. Bidders basing their submissions on solicitation documents obtained from other sources do so at their own risk.

For further information, please refer to the solicitation documents.

1.3 Debriefings

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days from receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the *Standard Acquisition Clauses and Conditions Manual* (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

The 2003 (2016-04-04) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Subsection 5.4 of 2003, Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days

Insert: 180 days

2.2 Submission of Bids

Bids must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation.

**** In order to reduce the size of bids received, please do not include Annexes A, C, D, E, F, G, H, and I with your submission****

Due to the nature of the bid solicitation, bids transmitted by facsimile to PWGSC will not be accepted.

2.3 Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts with FPSs, bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

Definitions

For the purposes of this clause, "*former public servant*" is any former member of a department as defined in the *Financial Administration Act*, R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

- a. an individual;
- b. an individual who has incorporated;
- c. a partnership made of former public servants; or
- d. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"*lump sum payment period*" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"pension" means a pension or annual allowance paid under the Public Service Superannuation Act (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the Supplementary Retirement Benefits Act, R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the Canadian Forces Superannuation Act, R.S., 1985, c. C-17, the Defence Services Pension Continuation Act, 1970, c. D-3, the Royal Canadian Mounted Police Pension Continuation Act, 1970, c. R-10, and the Royal Canadian Mounted Police Superannuation Act, R.S., 1985, c. R-11, the Members of Parliament Retiring Allowances Act, R.S., 1985, c. M-5, and that portion of pension payable to the Canada Pension Plan Act, R.S., 1985, c. C-8.

Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension? NO [] YES []

If so, the Bidder must provide the following information, for all FPS in receipt of a pension, as applicable:

- name of former public servant;
- date of termination of employment or retirement from the Public Service.

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with Contracting Policy Notice: 2012-2 and the Guidelines on the Proactive Disclosure of Contracts.

Work Force Adjustment Directive

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force terms of the Work Force Adjustment Directive? NO [] YES []

If so, the Bidder must provide the following information:

- name of former public servant;
- conditions of the lump sum payment incentive;
- date of termination of employment;
- amount of lump sum payment;
- rate of pay on which lump sum payment is based;
- period of lump sum payment including start date, end date and number of weeks;
- number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including Applicable Taxes.

2.4 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority by no later than January 20, 2017 14:00 PST. Enquiries received after that time may not be answered.

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.

2.5 Applicable Laws

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in British Columbia.

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the bidders.

2.6 Mandatory Site Visit

It is mandatory that the Bidders or representative of the Bidder visit the work site. Arrangements have been made for mandatory site visit to be held at Albert Head Training Centre, Metchosin, approximately 30 km (45 minutes) by road southwest of downtown Victoria BC Canada on January 18, 2017. The site visit will begin at 13:00 Pacific Standard Time (PST) in Kitchen Building H1015.

Bidders must communicate with the Contracting Authority no later than January 12, 2018 14:00 PST to confirm attendance and provide the name(s) of the person(s) who will attend. LATE REGISTRATIONS WILL NOT BE ACCEPTED. Bidders will be required to sign an attendance sheet. Bidders should confirm in their bid that they have attended the site visit. Bidders who do not attend the mandatory site visit or do not send a representative will not be given an alternative appointment and their bid will be declared non-responsive. Any clarifications or changes to the bid solicitation resulting from the site visit will be included as an amendment to the bid solicitation

PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

Canada requests that bidders provide their bid in separately bound sections as follows:

- Section I: Technical Bid (One (1) hard copy and one (1) soft copy in PDF format on USB key)**
- Section II: Financial Bid (One (1) hard copy)**
- Section III: Certifications (One (1) hard copy)**
- Section IV: Additional Information - One (1) hard copy**

If there is a discrepancy between the wording of the soft copy and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy.

Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

Canada requests that bidders follow the format instructions described below in the preparation of their bid:

- a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- b) use a numbering system that corresponds to the bid solicitation.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process Policy on Green Procurement (<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, bidders should:

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and
- 2) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

Section I: Technical Bid

In their technical bid, bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.

The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

3.1.1 Mandatory Technical Criteria

See Section 4.1.2.1 of Part 4 of the bid solicitation

3.1.2 Point Rated Technical Criteria

See Section 4.1.2.2 of Part 4 of the bid solicitation

Section II: Financial Bid

Bidders must submit their financial bid in accordance with the Basis of Payment at Annex B. The total amount of Applicable Taxes must be shown separately.

3.2.1 Mandatory Financial Criteria

See Section 4.1.3.1 of Part 4 of the bid solicitation.

3.2.2 SACC Manual Clauses

C3011T (2013-11-06), Exchange Rate Fluctuation

3.2.3 Electronic Payment of Invoices

If you are willing to accept payment of invoices by Electronic Payment Instruments, complete Annex "J" Electronic Payment Instruments, to identify which ones are accepted.

If Annex "J" Electronic Payment Instruments is not completed, it will be considered as if Electronic Payment Instruments are not being accepted for payment of invoices.

Acceptance of Electronic Payment Instruments will not be considered as an evaluation criterion.

Section III: Certifications

Bidders must submit the certifications and additional information required under Part 5.

Section IV: Additional Information

The Bidder should include the following information with its Bid. If not submitted, the Bidder must provide this information within three (3) calendar days following a request from the PWGSC Contracting Authority.

3.4.1 Procurement Business Number (PBN)

Suppliers are required to have a Procurement Business Number (PBN) before contract award. Suppliers may register for a PBN online at [Supplier Registration Information](#). For non-Internet registration, suppliers may contact the InfoLine at 1-800-811-1148 to obtain the telephone number of the nearest Supplier Registration Agent.

The Procurement Business Number of the Supplier is: _____

Bidder's Full Legal Name: _____

Type of Ownership: _____

3.4.2 List of names of all Board of Directors

Bidders who are incorporated, including those bidding as a joint venture, must provide a complete list of names of all individuals who are currently directors of the Bidder. Bidders bidding as sole proprietorship, as well as those bidding as a joint venture, must provide the name of the owner(s). Bidders bidding as societies, firms, or partnerships do not need to provide lists of names.

4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

4.1.1 Documents Required for Evaluation Purposes (MANDATORY)

The Bidder must provide the following documents with its Bid:

- a) Copy of page 1 of the bid solicitation document and related amendments duly completed and signed by the Bidder to confirm the Bidder's acceptance of all terms and conditions of the bid solicitation; and
- b) Technical bid addressing all of the mandatory technical criteria, point rated technical criteria, and instructions detailed in section 4.1.2 of Part 4 of the bid solicitation; and
- c) Financial bid addressing all of the mandatory financial criteria and instructions detailed in section 4.1.3 of Part 4 and in Annex "B" of the bid solicitation; and
- d) All Certifications required with the bid, as detailed in section 5.1 of Part 5 of the Bid Solicitation.

Failure to submit all documents required with the Bid will result in the Bidder's submission being declared non-responsive and given no further consideration.

4.1.2 Technical Evaluation

4.1.2.1 Mandatory Technical Criteria

In their technical bid, bidders must demonstrate how they meet all requirements detailed in the Statement of Work at Annex "A" and address clearly and in sufficient depth all points that are subject to the evaluation criteria listed below against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient, unless otherwise specified in the evaluation grid below. In order to facilitate the evaluation of the bid, Canada requests that bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

The Bidder must provide proof and/or verification of the Mandatory Technical Criteria herein through supporting documentation such as certificate of qualifications and letters of authenticity from industry associations, as applicable

Failure to provide supporting documentation to verify claims will result in the bid being declared non-responsive.

MANDATORY TECHNICAL CRITERIA	Complies? YES/NO	For additional information & supporting documentation, refer to page# <i>(Bidder must specify)</i>
<p>1. SITE MANAGER</p> <p>The Site Manager is the manager of the contracted staff for the whole of the requirement and responsible for overseeing all operations detailed herein, and serves as the primary point of contact for DND.</p> <p>The Site Manager may also act as the Kitchen Supervisor when the number of ration day strength is less than 150. If acting as Kitchen Supervisor, the Site Manager must be Red-Seal Certified.</p>		
<p>a) The Bidder must submit with its bid the Name, Resume and certificates of qualifications of the proposed Site Manager, and alternate, as applicable</p> <p>Proposed Individual(s) <i>(Bidder to specify)</i> (Minimum of 1 name required): <div style="text-align: right;">_____ Red Seal: Yes/No</div> </p> <p>Alternate: _____ Red Seal: Yes/No</p>		
<p>b) Site Manager Experience: The Bidder must provide examples with its bid describing the Site Manager's previous relevant experience managing a Food Services requirement of similar size and scope. A minimum of three (3) years of previous relevant experience within the past five (5) years is required.</p> <p><u>For each proposed individual</u>, the Bidder must provide with its bid details of at least one (1) contract within the past five (5) years that the person identified has worked in the position identified above.</p>		
<p>2. KITCHEN SUPERVISOR</p> <p>The Kitchen Supervisor is a qualified Red-Seal Cook employed by the Contractor to ensure overall quality and delivery of the food services at each site. A minimum of one (1) Kitchen Supervisor is required for Albert Head.</p> <p>The Kitchen Supervisor supervises the catering staff and participate in preparation and service of meals. When the total number of diners in any one ration-day equals or exceeds 150, then the Site Manager and Kitchen Supervisor may not be the same individual. The Kitchen Supervisor must be a fully qualified Red-Seal Cook.</p>		

MANDATORY TECHNICAL CRITERIA	Complies? YES/NO	For additional information & supporting documentation, refer to page# <i>(Bidder must specify)</i>
<p>a) The Bidder must submit with its bid the Name, Resume and a copy of valid Red Seal Certificate for each proposed Kitchen Supervisor, and alternate, as applicable</p> <p>Proposed Individual(s) <i>(Bidder to specify)</i> (Minimum of 1 name required): <div style="text-align: right;">_____ Red Seal: Yes/No</div> Alternate: _____ Red Seal: Yes/No</p>		
<p>b) Kitchen Supervisor Experience The bidder must provide examples with its bid describing the proposed Kitchen Supervisor(s)' previous relevant experience in a supervisory role on Contracts of a similar size and scope. A minimum of three (3) years of previous relevant experience within the past five (5) years is required.</p> <p><u>For each proposed individual</u>, the Bidder must provide with its bid details of at least one (1) contract within the past five (5) years that the person identified has worked in the position identified above.</p>		
<p>3. OTHER KITCHEN STAFF</p> <p>ALL Kitchen staff (to be assigned and/or hired) must meet ALL the minimum requirements identified below <u>prior to working on this contract</u>.</p>		
<p>a) Valid Food Safe Level 1 Certificates for all Contractor staff involved in the handling and preparation of food-stuffs.</p>		<p><i>For this criterion, a "Yes" statement from the Bidder will suffice</i></p>
<p>4. HYGIENE AND SANITATION</p>		
<p>a) Bidder must submit with its bid a minimum of three (3) Hygiene and Sanitation reports from a qualified federal or provincial or territorial or municipal inspector from contracts either run by the applicant company or where the owner of the applicant company had been in a management role.</p>		

MANDATORY TECHNICAL CRITERIA	Complies? YES/NO	For additional information & supporting documentation, refer to page# <i>(Bidder must specify)</i>
5. APPROACH AND METHODOLOGY		
a) Bidder must provide within three (3) calendar days upon request from the Contracting Authority copies of Food services standing operating procedures that will govern all food services activities and those of the staff (e.g. food storage, dish washing, preparation and cooking of meals, meal service, housekeeping, staff deployment, etc.).		<i>For this criterion, a "Yes" statement from the Bidder will suffice</i>
b) Contractor must provide within three (3) calendar days upon request from the Contracting Authority Written comprehensive hygiene, sanitation and general safety instructions (WHMIS).		<i>For this criterion, a "Yes" statement from the Bidder will suffice</i>
c) Bidder must provide with its bid a staffing plan which addresses supervision/staff/hours (e.g., number of staff and their designated positions to serve from: 1-50; 51-150; 151-250; 251-499; 500 and more		
d) Bidder must provide with its bid written and detailed statement of duties, qualifications, training and years of experience required for every type of position (cooks, waiting staff, helpers, etc.).		

4.1.2.2 Point Rated Technical Criteria

Bidders' proposals must state their approach and proposed methodology to meet the requirement, the degree of success expected, and any major difficulties that are anticipated and the measures that would be taken to rectify such problems. Bidders must ensure the proposal contains sufficient detail to demonstrate your grasp of the requirement and your competence to meet it.

POINT RATED TECHNICAL CRITERIA			
	Maximum Total Points	Points Awarded	For additional information & supporting documentation, refer to page# (Bidder must specify)
1. ORGANIZATION Overall organization of the Proposal and the Proposed Team, including:			
a) Staffing plan <ul style="list-style-type: none"> Stability of management team (years working for or with a company or manager) (maximum 20 points) The Management team is defined to be the following: Owner, Site Supervisor and Kitchen Manager Bidder's proposal clearly indicates: <ul style="list-style-type: none"> Management team working together for less than one/1 year = 0 point Management team working together for 1-4 years = 5 points Management team working together for 5-8 years = 10 points Management team working together for 9+ years = 20 points Organization chart (maximum 20 points) Organization chart evidences: <ul style="list-style-type: none"> No organization chart provided = 0 points Not all positions are clearly defined. Reporting relationships are unclear = 5 points All positions clearly defined. Reporting relationships are clear = 20 points 	40		

POINT RATED TECHNICAL CRITERIA			
	Maximum Total Points	Points Awarded	For additional information & supporting documentation, refer to page# (Bidder must specify)
b) Strategy proposed and information provided (maximum 50 points) Strategy plan and supporting documentation evidence: (Key positions are defined as: Site Supervisor and Kitchen Manager) <ul style="list-style-type: none"> No strategy provided = 0 points Some personnel capable of filling key positions to ensure service is provided as required = 30 points Many personnel capable of filling all key positions to ensure service is provided as required. Sufficient staffing pools available to cover absences and surge feeding for all necessary staff (key positions, cooks, food service attendants and any other necessary staff) = 50 points 	50		
Sub Total	90		
2. CORPORATE EXPERIENCE For the purpose of Corporate Experience, and unless otherwise stated, each year of a multi-year Contract will be considered a separate contract Details of three (3) Contracts completed in past 5 years : Include: a) a description of the work; b) Letter of reference, appreciation or commendation;			
Contract #1 Size: Less than 50 diners – 0 point; between 50- 250 diners – 20 points, 251 or more - 40 points Scope: table service – 0 point; cafeteria service - 20 points; table and cafeteria service – 40 points	80		

POINT RATED TECHNICAL CRITERIA			
	Maximum Total Points	Points Awarded	For additional information & supporting documentation, refer to page# (Bidder must specify)
Contract #2 Size: Less than 50 diners – 0 point; between 50- 250 diners – 20 points, 251 or more - 40 points Scope: table service – 0 point; cafeteria service - 20 points; table and cafeteria service – 40 points	80		
Contract #3 Size: Less than 50 diners – 0 point; between 50- 250 diners – 20 points, 251 or more - 40 points Scope: table service – 0 point; cafeteria service - 20 points; table and cafeteria service – 40 points	80		
Letters of reference/appreciation/commendation (20 points per letter). For this criterion, only one letter per multi-year Contract qualifies for points.	60		
Sub Total	300		
3. MANAGERIAL AND STAFF QUALIFICATIONS <i>Note: Unless otherwise stated, the bidder must only be evaluated based on the “best” proposed staff/resources for each criterion.</i>			
a) Years of relevant experience of the Site Manager with Food Service Contracts of a similar size, scope and duration. Experience: 0-3 years: 0 point (Mandatory), 4 years: 10 points, 5 years: 20 points, 6 years: 30 points, 7 years: 40 points, 8 years: 50 points, 9 years: 60 points, 10 years: 70 points, 11 years: 80 points, 12 years: 90 points, 13+ years: 100 points.	100		

POINT RATED TECHNICAL CRITERIA			
	Maximum Total Points	Points Awarded	For additional information & supporting documentation, refer to page# (Bidder must specify)
b) Years of relevant experience of the Kitchen Supervisor in a supervisory position with Food Service Contracts of a similar size, scope and duration. Experience: 0-3 years: 0 point (Mandatory), 4 years: 10 points, 5 years: 20 points, 6 years: 30 points, 7 years: 40 points, 8 years: 50 points, 9 years: 60 points, 10 years: 70 points, 11 years: 80 points, 12 years: 90 points, 13+ years: 100 points <i>The proposed individual for Kitchen Supervisor cannot also be proposed for a Cook position under item c) below.</i>	100		
c) Years of relevant experience and the education level of proposed cook(s) (other than the proposed Site Manager and Kitchen Supervisor) : Experience: 1-3 years: 10 points, 4 years: 20 points, 5 years: 30 points, 6 years: 40 points, 7+ years: 50 points Education: Professional Cook, Level I cook - 10 points Professional Cook, Level II cook - 30 points Red Seal Professional Cook, Level III - 50 points	100		
d) Unskilled Positions (waiting staff, helpers, etc.): Experience: 10 points per 3 years, combined maximum of 60 points <i>If multiple individuals are proposed, the aggregate of their experience must be evaluated under this criterion.</i>	60		
Sub Total	360		
TOTAL SCORE	750		
<i>Minimum Pass (50%) = 375 points</i>			

4.1.3 Financial Evaluation

4.1.3.1 Mandatory Financial Criteria

- a) Bidders must submit their financial bid using the financial evaluation tables and instructions provided at Annex B - Basis of Payment. The total amount of Applicable Taxes must be shown separately.
- b) Bidders must submit firm prices and/or rates for all service categories and for each period of the contract (including option years) detailed in the financial evaluation tables. A financial bid addressing only a portion of the requirement will be declared non-responsive.

Failure to meet any of the above instructions and mandatory financial evaluation criteria will result in the Bidder's bid being declared non-responsive and given no further consideration.

4.1.3.2 Evaluation of Price

The price of the bid will be evaluated in Canadian dollars, Applicable Taxes excluded, FOB Destination, Canadian customs duties and excise taxes included.

4.1.3.3 Calculation of Evaluated Bid Price

See Annex B – Basis of Payment

4.2 Basis of Selection – Highest Combined Rating of Technical Merit and Price

1. To be declared responsive, a bid must:
 - a) comply with all the requirements of the bid solicitation; and
 - b) meet all mandatory criteria; and
 - c) obtain the required minimum of *375 points overall* for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 750 points.
2. Bids not meeting (a), (b), and (c) will be declared non-responsive.
3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 60 % for the technical merit and 40 % for the price.
4. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 60 %.
5. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 40 %.
6. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
7. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.

The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 60/40 ratio of technical merit and price, respectively. The total available points equals 100 and the lowest evaluated price is \$45,000 (45).

Basis of Selection - Highest Combined Rating Technical Merit (60%) and Price (40%)				
		Bidder 1	Bidder 2	Bidder 3
Overall Technical Score		98/100	75/100	92/100
Bid Evaluated Price		\$55,000.00	\$50,000.00	\$45,000.00
Calculations	Technical Merit Score	98/100 x 60 = 58.80	75/100 x 60 = 45.00	92/100 x 60 = 55.20
	Pricing Score	45/55 x 40 = 32.73	45/50 x 40 = 36.00	45/45 x 40 = 40.00
Combined Rating		91.53	81.00	95.20
Overall Rating		2nd	3rd	1st

PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

Bidders must provide the required certifications and additional information to be awarded a contract.

The certifications provided by Bidders to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare a bid non-responsive, or will declare a contractor in default if any certification made by the Bidder is found to be untrue, whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Contracting Authority will render the bid non-responsive or constitute a default under the Contract.

5.1 Certifications Required with the Bid

Bidders must submit the following duly completed certifications as part of their bid.

5.1.1 Integrity Provisions - Declaration of Convicted Offences

In accordance with the *Ineligibility and Suspension Policy* (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Bidder must provide with its bid the required documentation, as applicable, to be given further consideration in the procurement process.

5.2 Certifications Required Precedent to Contract Award and Additional Information

The certifications and additional information listed below should be submitted with the bid but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Failure to provide the certifications or the additional information listed below within the time frame specified will render the bid non-responsive.

5.2.1 Integrity Provisions – Required Documentation

In accordance with the *Ineligibility and Suspension Policy* (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.

5.2.2 Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list available at the bottom of the page of the Employment and Social Development Canada (ESDC) - Labour's website (http://www.esdc.gc.ca/en/jobs/workplace/human_rights/employment_equity/federal_contractor_program.page?&_ga=1.229006812.1158694905.1413548969#afed).

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list at the time of contract award.

Canada will also have the right to terminate the Contract for default if a Contractor, or any member of the Contractor if the Contractor is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list during the period of the Contract.

The Bidder must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification, before contract award. If the Bidder is a Joint Venture, the Bidder must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture

5.2.3 Additional Certifications Precedent to Contract Award

5.2.3.1 Status and Availability of Resources

The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with similar qualifications and experience. The Bidder must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Bidder has proposed any individual who is not an employee of the Bidder, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability.

5.2.3.2 Education and Experience

The Bidder certifies that all the information provided in the résumés and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and accurate. Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting contract.

5.2.3.3 Workers Compensation Certification - Letter of Good Standing

The Bidder must have an account in good standing with the applicable provincial or territorial Workers' Compensation Board.

The Bidder must provide, within three (3) calendar days following a request from the Contracting Authority, a certificate or letter from the applicable Workers' Compensation Board confirming the Bidder's good standing account. Failure to comply with the request may result in the bid being declared non-responsive.

PART 6 – SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1 Security Requirements

1. Before award of a contract, the following conditions must be met:
 - (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
 - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
 - (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
2. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
3. For additional information on security requirements, Bidders should refer to the Industrial Security Program (ISP) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.

6.2 Financial Capability

SACC Manual clause A9033T (2012-07-16) Financial Capability

6.3 Insurance Requirements

6.3.1 Insurance Certification - Letter from Insurance Broker

The Bidder must provide a letter from an insurance broker or an insurance company licensed to operate in Canada (Foreign-based Bidders must provide a letter from an insurer with an A.M. Best Rating no less than "A-") stating that the Bidder, if awarded a contract as a result of the bid solicitation, can be insured in accordance with the Insurance Requirements specified in Annex C.

If the information is not provided in the bid, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

PART 7 - RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from the bid solicitation.

7.1 Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work at Annex A.

7.1.1 Food Services Ordering Process

All Work to be performed under the Contract will be on an "as and when requested basis" using the Daily Meal Forecast (Refer to Appendix 10 of Annex A) or similar DND form.

The Work described in the Daily Meal Forecast must in accordance with the scope of the Contract and the applicable Basis of Payment as specified in the Contract.

The Contractor must not commence work until a Daily Meal Forecast authorized by DND has been received by the Contractor. The Contractor acknowledges that any work performed before a Daily Meal Forecast has been received will be done at the Contractor's own risk.

7.2 Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

7.2.1 General Conditions

2035 (2016-04-04), General Conditions – Higher Complexity - Services, apply to and form part of the Contract.

7.3 Security Requirement

7.3.1 The following security requirements (*SRCL and related clauses provided by ISP*) apply and form part of the Contract.

1. The Contractor must, at all times during the performance of the Contract, hold a valid **Designated Organization Screening (DOS)**, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
2. The Contractor personnel requiring access to sensitive work site(s) must EACH hold a valid **RELIABILITY STATUS**, granted or approved by CISD/PWGSC.
3. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
4. The Contractor must comply with the provisions of the:
 - (a) Security Requirements Check List and security guide (if applicable), attached at Annex D;
 - (b) Industrial Security Manual (Latest Edition).

7.4 Term of Contract

7.4.1 Period of the Contract

The period of the Contract is for twelve (12) months from date of Contract award (*Commencing date and ending date of period will be inserted at time of contract award*).

7.4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to two (2) additional one (1) year period(s) under the same conditions

Option Year 1: From _____ to _____
Option Year 2: From _____ to _____

The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least thirty (30) calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

7.4.3 Delivery Points

Delivery of the goods and services will be made to delivery point(s) specified at Annex A of the Contract

7.5. Authorities

7.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Hélène Kobenter
Supply Specialist
Public Works and Government Services Canada
1230 Government Street, Suite 401
Victoria, British Columbia Canada V8W 3X4
Telephone: (250) 508-7491
E-mail: Helene.Kobenter@pwgsc-tpsgc.gc.ca

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

7.5.2 Project Authority

The Project Authority for the Contract is:

(Inserted at time of contract award)

The Project Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Project Authority; however, the Project Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

7.5.3 Contractor's Representative *(As specified in the Bidder's bid)*

Name: _____

Title: _____

Organization: _____

Address: _____

Telephone: ____-____-____

Facsimile: ____-____-____

E-mail address: _____

7.6 Proactive Disclosure of Contracts with Former Public Servants *(if applicable – Refer to section 2.3 of Part 2)*

By providing information on its status, with respect to being a former public servant in receipt of a Public Service Superannuation Act (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with Contracting Policy Notice: 2012-2 of the Treasury Board Secretariat of Canada.

7.7 Payment

7.7.1 Basis of Payment

The Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work specified in the authorized Daily Meal Forecast (Appendix 10), as determined in accordance with the Basis of Payment in Annex B, to the limitation of expenditure specified in the authorized Daily Meal Forecast.

Canada's liability to the Contractor under the authorized Daily Meal Forecast must not exceed the limitation of expenditure specified in the authorized Daily Meal Forecast. Customs duties are included and Applicable Taxes are extra.

No increase in the liability of Canada or in the price of the Work specified in the authorized Daily Meal Forecast resulting from any design changes, modifications or interpretations of the Work will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been authorized, in writing, by the Contracting Authority before their incorporation into the Work.

7.7.2 Limitation of Expenditure

1. Canada's total liability to the Contractor under the Contract for all authorized Daily Meal Forecasts, inclusive of any revisions, must not exceed the sum of \$ _____ (*Amount inserted at contract award*). Customs duties are included and Applicable Taxes are extra.
2. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
 - a. when it is 75 percent committed, or

- b. four (4) months before the contract expiry date, or
 - c. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,
whichever comes first.
- 3. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

7.7.3 Limitation of Price

Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work, unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

7.7.4 Multiple Payments

Canada will pay the Contractor upon completion and delivery of portions of the Work in accordance with the payment provisions of the Contract if:

- a. an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b. all such documents have been verified by Canada;
- c. the Work delivered has been accepted by Canada.

7.7.5 SACC Manual Clauses

A9117C (2007-11-30) T1204 - Direct Request by Customer Department
C0100C (2010-01-11) Discretionary Audit - Commercial Goods and/or Services
C0710C (2007-11-30) Time and Contract Price Verification

7.7.6 Electronic Payment of Invoices – Contract

(As specified by the Bidder at Annex J - Electronic Payment Instruments)

The Contractor accepts to be paid using any of the following Electronic Payment Instrument(s):

- a. Visa Acquisition Card;
- b. MasterCard Acquisition Card;
- c. Direct Deposit (Domestic and International);
- d. Electronic Data Interchange (EDI);
- e. Wire Transfer (International Only);
- f. Large Value Transfer System (LVTS) (Over \$25M)

7.8 Invoicing Instructions

- 1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions.
- 2. The Contractor must submit semi-monthly invoices (Refer to Appendix 13 of Annex A) to DND for services rendered under the Contract for the periods from the first to the fifteenth and from the sixteenth to the last day of each month. Invoices will be based on the information contained in the Certified Daily Ration Entitlement Statement (Refer to Appendix 9 of Annex A) and the Daily Meal Forecast (Refer to Appendix 10 of Annex A) authorized by DND.

Each invoice must be supported by:

- a. a copy of the Daily Meal Forecast authorized by DND;
 - b. a copy of the time sheets to support the time claimed;
 - c. a copy of the release document and any other documents as specified in the Contract;
 - d. a copy of the invoices, receipts, vouchers for all eligible reimbursable expenses.
3. Invoices must be distributed electronically as follows:
- a. One (1) copy must be forwarded to DND for certification and payment along with all supporting receipts for reimbursable expenses.
 - b. One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

7.9 Certifications

7.9.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Contractor in its bid or precedent to contract award, and the ongoing cooperation in providing additional information are conditions of the Contract and failure to comply will constitute the Contractor in default. Certifications are subject to verification by Canada during the entire period of the Contract.

7.9.2 Federal Contractors Program for Employment Equity - Default by the Contractor

The Contractor understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Contractor and Employment and Social Development Canada (ESDC)-Labour, the AIEE must remain valid during the entire period of the Contract. If the AIEE becomes invalid, the name of the Contractor will be added to the "FCP Limited Eligibility to Bid" list. The imposition of such a sanction by ESDC will constitute the Contractor in default as per the terms of the Contract.

7.9.3 SACC Manual Clauses

A0285C (2007-05-25), Workers Compensation

7.10 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in _____. *(Name of province or territory as specified by the bidder in its bid, if applicable).*

7.11 Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- (a) the Articles of Agreement;
- (b) the general conditions 2035 (2016-04-04), General Conditions – Higher Complexity – Services;
- (c) Annex A, Statement of Work;
- (d) Annex B, Basis of Payment;
- (e) Annex C, Insurance Requirements;
- (f) Annex D, Security Requirements Check List;
- (g) Annex E, DND Food Quality Standards;
- (h) Annex F, DND Food Safety and Defense Program;
- (i) Annex G, DND Food Safety and Defense System;
- (j) Annex H, DND National Standardized Cycle Menu (NSCM);
- (k) Annex I, DND NSCM Recipe Book;
- (l) the Contractor's bid dated __ *(PWGSC will insert at time of award)*.

7.12 Foreign Nationals (Canadian Contractor OR Foreign Contractor)

SACC Manual Clause A2000C (2006-06-16) Foreign Nationals (Canadian Contractor)

SACC Manual Clause A2001C (2006-06-16) Foreign Nationals (Foreign Contractor)

7.13 Insurance Requirements

The Contractor must comply with the insurance requirements specified in Annex C. The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.

The Contractor is responsible for deciding if additional insurance coverage is necessary to fulfil its obligation under the Contract and to ensure compliance with any applicable law. Any additional insurance coverage is at the Contractor's expense, and for its own benefit and protection.

The Contractor must forward to the Contracting Authority within ten (10) calendar days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. For Canadian-based Contractors, coverage must be placed with an Insurer licensed to carry out business in Canada, however, for Foreign-based Contractors, coverage must be placed with an Insurer with an A.M. Best Ratings no less than "A-". The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

7.14 Specific Individuals *(As specified by the Bidder in its Technical Bid)*

The Contractor must provide the services of the following individual(s) to perform the Work as stated in the Contract: *(As specified by the Bidder in its technical bid)*

Site Manager: _____ Alternate: _____

Kitchen Supervisor: _____ Alternate: _____

7.14.1 Replacement of Specific Individuals

See section 8 of the general conditions 2035 identified under Section entitled "General Conditions" of the Contract.

Solicitation No. - N° de l'invitation
W2B03-170107/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur
Vic246

Client Ref. No. - N° de réf. du client
W2B03-170107

File No. - N° du dossier
VIC-6-39117

CCC No./N° CCC - FMS No/ N° VME

7.15 SACC Manual Clauses

A9019C (2011-05-16) Hazardous Waste Disposal

A9062C (2011-05-16) Canadian Forces Site Regulations

B7500C (2006-06-16) Excess Goods

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1. Requirement

To provide Food Services for the Department of National Defence, at Albert Head, Victoria BC in accordance with the specifications herein.

1.1 Period of Contract

The period of the contract is twelve (12) months from date of award with the irrevocable option to extend the term of the contract by two (2) additional one (1) year periods under the same conditions.

The Work is to be performed during the period of mid-June to end-August inclusive and 'as and when required' from September to May.

1.2 Definitions

The following definitions apply to the content of the Statement of Work:

- a. **Between Meal Allowance (BMA):** is a supplement authorized for personnel engaged in operational exercises, arduous work and/or exposure to extreme heat or cold, when the diners are precluded from obtaining a refreshment from their designated camp work area, dining facility, non-public food outlet, self-help canteen on camp or in a commercial outlet. BMA, which is 5% of the ration day, will comply with the Between Meal Food Entitlement Table at Appendix 6;
- b. **Cadet Training Centre (CTC):** A period during the summer months of June, July, August when diner strength is consistently over 500. See Appendix 8 for opening and closing dates.
- c. **Cafeteria Service:** A method of serving food wherein:
 - (1). the diners collect their meals at the serving counter;
 - (2). tables are set with necessary condiments and accessories but not with cutlery, crockery, or glassware; and
 - (3). the diners return their meal tray with cutlery, crockery, glassware, and leftovers to a specified area for drop-off; the drop-off area may be a rack, series of racks or table(s). The Contractor is responsible for taking the items off the meal tray, separating the requisite recyclables, organic waste and non-recyclables and processing the cutlery, crockery, glassware and tray through the dishwashing and sanitizing process;
- d. **Catering:** From time to time, catering service is requested for special functions, Mess Dinners or coffee breaks at Albert Head;
- e. **Catering Staff:** The Contractor's employees engaged to perform the work;
- f. **Client:** The base, unit or group seeking food services for its personnel;
- g. **Contingency Feeding:** includes, but is not limited to the provision of meal service outside of normal operating hours in existing locations or the provision of meal service at locations not specified in the Statement of Work. Contingency feeding is typically required on short notice;

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- h. **Contract Management Team (CMT):** Consists of a representative from Base Foods, the Contract Supervisor and a selected representative, who will be present at Albert Head as required;
- i. **Contractor (Caterer):** The organization responsible for provision of food services, which are the subject of this Statement of Work;
- j. **Crown:** The Government of Canada;
- k. **Crown Paid:** Refers to food services which are paid for by the Crown;
- l. **Customer:** The individual consuming food;
- m. **Department of National Defence (DND):** For the purpose of this Contract, DND refers to CFB Esquimalt;
- n. **Diner Forecast:** The forecasted number of personnel entitled to receive meals at a given location for a given meal or day;
- o. **Diner Strength:** The total number of personnel entitled to receive meals;
- q. **Dispersed Meals:** Meals, hot or cold, provided in the form of box lunches or bulk insulated containers for consumption away from dining facilities. Dispersed meals may also include fresh, uncooked rations to be cooked by the client away from the dining facility and/or mix of cooked/uncooked rations at the Client's direction. The Contractor must quote separately for a dispersed meal surcharge (if any); The Dispersed Meal Pattern is included at Appendix 2;
- r. **Entitlement:** The amount of food that a Customer may consume which is Crown Paid, expressed as a dollar value, for a specific Entitlement Period;
- s. **Entitlement Period:** The period of time for which a Customer is granted an Entitlement;
- t. **Food Services Contract:** The provision of meals where the Contractor provides the food services staff and managerial services using DND equipment and facilities;
- u. **Food Services Contract Incident Register:** A register for Incident Reports raised by the CMT or the Contract supervisor documenting the Contractor's deficiencies is recorded with confirmation that satisfactory corrective measures were taken by the Contractor within ten (10) calendar days of the incident. The Catering Contract Incident Register form can be found in Appendix 14B;
- v. **Food Services Inspector (FSI):** Appointed by the Client to liaise with Contractor regarding day-to-day Contract implementation in accordance with the Canada Food Guide for Food Service Industry <http://www.hc-sc.gc.ca/fn-an/food-guide-aliment/index-eng.php>;
- w. **Full Table Service:** A method of dining room service wherein:
- (1). diners are seated at tables previously set with cutlery, crockery glassware, and condiments in the accepted Mess Dinner fashion;
 - (2). the entire meal is served; and
 - (3). tables are cleared by the Catering Staff;

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- x. **Kitchen Supervisor:** A qualified Red-Seal Cook employed by the Contractor to ensure overall quality and delivery of the food services at each site. The Kitchen Supervisor manages the daily kitchen operations. The Kitchen Supervisor manages the hiring of Cooking Staff and Serving Staff.
- y. **Limited Table Service:** Combination of table/cafeteria service wherein:
- (1). dining tables are set w/ cutlery, crockery, glassware & condiments in accepted restaurant fashion;
 - (2). diners collect their meals at the serving counter; and
 - (3). the diners return their meal tray with cutlery, crockery, glassware, and leftovers to a specified area for drop-off; the drop-off area may be a rack, series of racks or table(s). The Contractor is responsible for taking the items off the meal tray, separating the requisite recyclables, organic waste and non-recyclables and processing the cutlery, crockery, glassware and tray through the dishwashing and sanitizing process;
- aa. **Mess Dinners:** Formal meals using Full Table Service. Fine crockery, glassware, linens and cutlery (provided by DND) will be used. Mess Dinners are 5 course meals with additional coffee and cheese plate post meal service;
- cc. **Preventative Medical Technician (P Med Tech):** Function is to inspect, investigate and report on environmental health, hygiene and sanitation, pest control, occupational health matters, perform preventative medicine control procedures, advise on all preventative medicine aspects, carry out epidemiological investigations and advise on communicable disease control measures, initiate preventative medicine control measures in emergency and disaster response situations, liaise with other health authorities, instruct military and civilian personnel on preventative medicine matters, operate and maintain a wide variety of equipment from pest control to high tech computerized occupational health testing equipment, perform extensive administrative procedures and technical report writing. Inspection reports, based on the Sanitation Evaluation Checklist, Appendix 11B, will be prepared by the P Med Tech and authorized by a Medical Doctor before being actioned to the affected site. Copies of any P Med Inspection Reports must be provided to the Contractor and the CMT;
- dd. **Projected Annual Number of Meals:** The projected number of regular meal days, dispersed hot meals, and box lunches to be used for the purposes of development of proposals by the proponents and to be used by PWGSC for financial evaluation purposes only. This number does not represent a commitment by Canada and is only an estimation of the number of meals which may be requested by DND against this contract. Refer to Appendix 16;

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- ee. **Ration:** A total of food for three meals provided to one authorized person for one day. In the context of catering Contracts, the term ration also encompasses all the activities associated with the provision of these meals. Whenever less than three (3) meals are provided to a given diner, the meals have the ration value stated in Annex B – Basis of Payment.
- ff. **Sandwich Bar:** A stand-alone service point for the lunch meal where diners may have made-to-order sandwiches prepared and served by the Contractor, or made available self-serve. The Contractor must provide serving staff dedicated to the Sandwich Bar Lunch Services, Monday to Friday. Not required on weekend services or Breakfast and Supper Services;
- gg. **Self-Serve Meals:** See “Cafeteria Service” in Definitions 1.2c;
- hh. **Service Requirements:** With the exception of Dining-In functions, Mess Dinners and special luncheons, the Contractor must dispense hot food items from the main steam line adjacent to the kitchen during normal Cafeteria Service. When the numbers of diners exceed 150 persons, the Contractor must also dispense hot food items from a secondary steam line upon request by the Client;
- ii. **Site Manager:** the Contractor representative, or designate, responsible for the overall management of the Contract at each site and acts as the Contractor’s primary liaison with the CMT.
- jj. **Special Luncheons:** Meals served using Limited Table Service. Tables are set with linens, cutlery, water glasses and jugs, and meals are collected by the diners at a steam line. Standard menu items are dispensed by the Contractor to the diners;
- kk. **Specifications:** Contract specifications for the Supply of Food Services or Food and Food Services;
- ll. **Standard Daily Entitlement:** The dollar value of the prepared food items contained in the Standard Meal Entitlement Pattern (appendix 2) to be provided to a Customer by the Contractor. This dollar value must cover associated operating costs;
- mm. **Standard Meal Item Availability:** Appendix 3, lists the number of types and varieties of choices that must be offered for each meal component (category of food items) of the Standard Meal Entitlement Pattern. The Standard Meal Item Availability is also a tool used to measure how well a food services operation provides “meals that meet diner expectations for nutritional quality and variety according to the guidelines of the “Canada’s Food Guide to Healthy Eating”. In this context, variety is not essentially determined by the number of choices provided at a meal, but by the variety of choices offered from meal to meal and from day to day over a representative period (week or month). The Standard Meal Item Availability drives the menu of a food services operation. Therefore, it is one of the most visible standards that characterize any CF/DND food services operation and that demonstrate to clients and diners the application of common standards amongst CF DND funded Food Services operations in a static or deployed environment. Therefore, it must be applied consistently to set diner expectations at a sustainable level.
- nn. **Technical Authority:** The person will be the Technical Authority as listed in the Contract, the individual appointed by DND for oversight of all aspects of the Contract and to act as the primary client contact for the Contractor. The Contract Supervisor is available to give

specialist advice to ensure that Contract specifications are observed, provides the Caterer with administrative advice, and assists in interpreting the specifications as related to food, food services, sanitation and hygiene. The Contract Supervisor is part of the CMT;

- oo. **Term:** The length of the Contract between DND and the Contractor; and
- pp. **Uncooked Food Supplies:** Uncooked food supplies or a combination of uncooked/cooked food supplies are required from time to time for the purposes of provisioning units or activities which will prepare or complete preparations of their own meals outside of normal food service operations;
- qq.. **Workplace Refreshment (WR):** a refreshment available in the workplace in a bulk issue for self-preparation and service for personnel who are precluded from obtaining refreshments from a non-public facility or self-help canteen on camp or from a commercial outlet. Items provided will be in accordance with the Workplace Refreshment Entitlement Table (see Appendix 7).

1.3 Background

- a. Historically, DND has contracted with commercial catering Contractors to provide food services in accordance with its assigned budget and the authorized ration strength for this base.
- b. DND is seeking proposals from qualified Contractors to provide food services at DND, Albert Head, Victoria, BC for an initial term of one (1) year plus the option to extend for an additional two (2) – one (1) year periods.

1.4 Expectations

Food service operations for Albert Head must satisfy the following expectations:

- a. be customer focused within the parameters of the SOW;
- b. provide flexible and responsive support to military activities;
- c. provide a good variety of nutritious, wholesome, tasty food choices that are well prepared to the CAF Food Safety and Defence Program, preferences and cooking styles;
- d. have continuous quality improvement;
- e. provide competitive pricing;
- f. provide timely and courteous service;
- g. reduce administration through automation; and
- h. be cost effective.

2. Service Requirements

2.1 Standard Requirements

The Contractor must provide prepared meal items and other food items in accordance with the approved cycle menu at Appendix 5 and Standard Meal Item Availability Table - Appendix 3. The Contractor must acquire, prepare, and cook sufficient quantities of quality, wholesome food items to feed entitled personnel three (3) meals per day in accordance with the Daily Meal Forecast (see appendix 10). Using meal and menu mix forecasting techniques, adequate quantities of each item must be prepared to ensure that, as much as possible, the last diner has the same choice as the first. Diner serving sizes must meet the Minimum portion Size Standard detailed in Appendix 4.

2.2 Cafeteria Service

The dining hall(s) must be Cafeteria Service only, with the exception of Dining-In functions, Mess Dinners and special luncheons. The Contractor must dispense hot food items from the main steam line adjacent to the kitchen during normal Cafeteria Service. When the numbers of diners exceed 150 persons, the Contractor must also dispense hot food items from a secondary steam line upon request by the Client;

a. Mess Dinners:

An estimate of up to ten (10) formal military Mess Dinners may be required each calendar year. These meals normally, but not exclusively, replace the normal evening meal for that specific day. The Contractor must be advised of a Mess Dinner fourteen (14) calendar days in advance and a fixed number of attendees, 24 hours prior to the event. It is anticipated that the food costs for a mess dinner will approximate that of what would be a regular supper ration, however, DND shall remain entitled to demand additional food items for Mess Dinners. The Contractor will be reimbursed for the differential food item cost(s) in accordance with Annex B - Basis of Payment. These costs must be identifiable and justified by receipts. Cost of cleaning linens used for the provision of Mess Dinners will be the responsibility of DND, as provided elsewhere in the specifications;

b. Receptions:

There is a requirement for up to nine (9) receptions each calendar year that will be held for special occasions and graduation ceremonies. Receptions will require cheese trays, fruit trays, canapés (such as sausage rolls, quiche and other foods not subject to continuous refrigeration), cake, and both hot and cold beverages and will be in addition to the regular meal requirement for that day. The Contractor shall be advised of the requirement fourteen (14) calendar days prior to the event. The Contractor is responsible for all material and condiments related to the provision and service of these receptions including paper products. The Contractor will be reimbursed for the reception service charges in accordance with Annex B - Basis of Payment

c. Barbecues (BBQ):

There is a requirement for up to seven (7) BBQ events each calendar year where diners will pick up raw food provided by the Contractor and cook it using the BBQ facilities on site. The Contractor shall be advised of the requirement seven (7) calendar days prior to the event. It is anticipated that the food costs for a BBQ reception will approximate that of a lunch or supper ration. User groups on ration strength shall have the opportunity to take their normal lunch or supper meal as a BBQ. The Contractor must provide and prepare meals of equivalent value and serving size to that provided in dispersed meals. BBQ receptions are considered to be dispersed meals and associated paper products shall be included. If DND requests food items that result in increased cost, the Contractor will be reimbursed for the differential food item cost(s) in accordance with Annex B - Basis of Payment. These differential costs must be identifiable and justified by receipts.

2.3 Requirements for Specified Limited Table Service

The requirements for specified limited table service are:

- a. Commanding Officer's Table: During the operation of the CTC, this table shall normally accommodate up to eight (8) people, with linens, cutlery, water glasses and jugs pre-set for the lunch and supper meal from Monday to Friday only. Diners will collect their meals from the serving counter and the table will be cleared by the Contractor's staff;
- b. Special Luncheons: Occasionally held throughout the year. Tables for groups, with linens, cutlery, water glasses and jugs pre-set for the lunch meal only. Diners will collect their meals from the serving counter and the table will be cleared by the Contractor's staff; and
- c. Provision of the above Specified Limited Table Service(s) shall be provided without surcharge over the daily meal rate as stated at Annex B. Cost of cleaning linens used for the provision of Mess Dinners shall be the responsibility of DND, as provided elsewhere in the specifications;

2.4 Scope of Services

The Contractor must provide catering services (food and labour) to DND at Albert Head by:

- a. purchasing and maintaining rations, paper products (minimum 30% post-consumer recycled content, where possible), cleaning supplies (green cleaning products e.g. eco-labelled or Green Seal-certified products, where possible), with the exception of cleaning and dishwasher chemicals provided by DND;
- b. cooking;
- c. serving; and
- d. providing maintenance cleaning.

2.5 Constraints

The Contractor has the exclusive Contract for Albert Head for food service operations at DND with the exception of Catering and unforeseen operational requirements as laid out in para 3.3. DND reserves the right to utilize the services of another catering company if the Contractor is unable to meet its operational requirements.

3. Meal Services

3.1 Expectations

The Contractor must operate sufficient food service locations in order to ensure ease of access to food services by Customers. The recommended locations and service styles must provide a high level of customer-focused innovation while being cost effective. Proponents may propose any variety of service formats and styles which they believe will accomplish this objective.

3.2 Operational Hours

a. Summer Operations (1 July – 31 August)

Monday to Saturday

Early Breakfast 0430 hrs to 0530 hrs (Subject to request by Client)

Breakfast: 0630 hrs to 0830 hrs

Lunch: 1115 hrs to 1345 hrs (Can shorten hours dependent on diner forecast)

Supper: 1700 hrs to 1830 hrs

Late Supper: 1830 hrs to 1930 hrs (Subject to request by Client)

Sunday:

Early Breakfast: 0430 hrs to 0730 hrs (Subject to request by Client)

Brunch: 0730 hrs to 1030 hrs

Lunch: 1115 hrs to 1345 hrs

Supper: 1700 hrs to 1830 hrs

Late Supper: 1830 hrs to 1930 hrs (Subject to request by Client)

b. Winter Operations (1 September – 30 June)

7-Days per Week

Breakfast: 0700 hrs to 0800 hrs

Lunch: 1130 hrs to 1330 hrs

Supper: 1700 hrs to 1800 hrs

c. Meals service must be available seven days per week. Dispersed meals may be required on a daily basis (continuous during CTC, and periodically throughout the balance of the year).

d. Meals shall be served at the following location: Albert Head Kitchen. Unless otherwise specified the style of service is cafeteria service with self-serve salad, dessert, condiment and beverage bars;

- e. DND reserves the right to amend meal service hours, upon a minimum of 48 hrs notice to the Contractor. Breakfast, lunch, and supper hours may be extended on either side of the normal operational hours as required, with 48 hrs notice to the Contractor. During the summer hour meal timings can change due to operational requirements of Clients. (Hours which are subject to request by Client).
- f. Operations are continuous during the operation of the CTCs (June, July, and August). During the remainder of the year, meal-service is on-demand, and for a variable number of diner strengths. The Contractor shall be given minimum seven (7) calendar day's notice of an upcoming service requirement during CTC operations. Confirmed diner strength shall be provided by DND 48 hours in advance of the service request. Outside of CTC operations (September to May), the Contractor must respond with "best efforts" should the above notices be less than fourteen (14) calendar days for any requirements. The Performance Standards as described in paragraphs 6.1 to 7.1 shall apply with the length of in-advance Diner Strength notice to the Contractor.

3.3 Unforeseen Operational Requirements

In the event that, due to emergency operational requirements, food services are required outside of the proponent's proposed hours of operation and result in identifiable additional cost to the Contractor, the Contractor will be reimbursed in accordance with Annex B - Basis of Payment.

Exceptions to the above are as follows:

- a. ;
- b. Receptions; and
- c. Mess Dinners.

3.4 Requirement for additional nourishment

Operational requirements may result in diners needing extra nourishment under specific situations. DND may request an increase in portion size and quantity of food (as detailed at Appendix 4) based on a percentage of the certified daily ration entitlement. This increase shall be implemented using a daily average so that each diner has received the desired increase over a full ration day. The percentage of the increase will be applied to the cost of a full ration day as indicated at Annex B.

4. Other Services

4.1.1 Dispersed Meals

The Contractor must provide Dispersed Meals in accordance with an approved cyclical menu (Appendix 5). The Contractor must prepare and issue hot bulk meals in the quantity requested and in accordance with an approved menu that complies with the Standard Meal Entitlement Pattern for Dispersed Meals at Appendix 2 and the following:

a. Only foods which retain their appearance and form with travel and which hold their temperature at safe levels for reasonable periods of time in accordance with the *Food Safety Code of Practice for Canada's Foodservices Industry* are to be used. A card indicating the amount per serving (e.g. pork chops - 1, boiled potato - 2, cookies - 2) is to accompany each issue. Adequate quantities of each menu item must be prepared to ensure that the last diner has the same choice as the first.

b. Insulated food containers will be supplied to the Contractor by the requesting unit at least two (2) hours before meals are due to be picked up. Inserts for insulated food containers are to be maintained, cleaned and sanitized by the Contractor. The Contractor is responsible for all other material and condiments related to the provision and service of these meals including paper products unless otherwise advised. Where possible, the Contractor will be advised by DND/Project Authority of requirement 48 hours in advance of pick-up; and

c. To provide and issue, at the time and place requested, quality, individual cold-box meals in the quantity requested and in accordance with the approved cycle menu at Appendix 5. The Contractor is responsible for all packaging materials related to the provision and service of these meals. Each box meal is to be time and date stamped when completely assembled and stamped in French and English with:

*"Consumption shall be within four hours unless refrigerated" and
"Doit être consommé dans les quatre heures, sauf si réfrigéré".*

Meals are to be held under refrigeration until pick-up. Holding times and temperatures must be in accordance with the *Food Safety Code of Practice for Canada's Foodservices Industry*. Meals are to be picked up by unit and/or individual at each specified food service location. Where possible, the Contractor is to be advised by DND/Project Authority of a requirement 48 hours in advance of pick-up.

4.2 Workplace Refreshment:

Workplace refreshments to be provided in bulk form for self-preparation and service by personnel precluded from obtaining refreshments from a non-public source or self-help canteen on camp or from a commercial outlet. Items provided will be in accordance with the Workplace Refreshment Entitlement Table at Appendix 7. The number of Workplace Refreshments to be provided as advised by the Project Authority. The cost of Workplace refreshment must be included in the cost of a full ration day indicated at Annex B

4.3 Catering

From time to time, the Contractor may be requested to provide food services not otherwise described in this Statement of Work for special functions at various locations at Albert Head. This includes catering to such events as formal mess dinners, receptions, VIP coffee breaks, luncheons, sports days, birthday party, etc. The type of function being catered will determine the menu and style of service being provided. Generally, orders will be placed with a minimum of seven (7) days advance notice; however, last minute requirements may arise and the Contractor will be asked to respond to the best of its ability in such cases. This service will be provided on a non-exclusive, as required basis. The Contractor will be paid in accordance with the labour charges and additional food charges provisions detailed in the Basis of Payment at Annex B. Costs must be identifiable and justified by receipts and time sheets.

4.4 Payment for other services

Other services pertaining to catering and traditions will be additional to the contract price, on an as required basis in accordance with the basis of payment at Annex B.

5. Contractor's Responsibilities

- a. The Contractor must provide prepared meal items and other food items in accordance with the approved cycle menu at Appendix 5, and Standard Meal Item Availability Table at Appendix 3. The Contractor must acquire, prepare, and cook sufficient quantities of quality, wholesome food items to feed entitled personnel three (3) meals per day in accordance with the Daily Meal-Day Diner Forecast (see appendix 10). Using meal and menu mix forecasting techniques, adequate quantities of each item must be prepared to ensure that, as much as possible, the last diner has the same choice as the first. Diner entitlement is set out in Appendix 2 and 3. Serving sizes must meet Standard Portion Sizes detailed in Appendix 4. Preparation of food and prepared products must be in accordance with the *Food Safety Code of Practice for Canada's Foodservice Industry*.
- b. Food items must be prepared as-close-to serving time as possible, and as a guiding principle, must be made fresh from established recipes and ingredients. The use of pre-prepared "heat-&-eat" foods is highly discouraged. Changes to menu require prior approval from Food Services Technical Authority for minor modifications and Designated DND Authority for any major changes. DND will establish a process to monitor and respond to customer and Contractor requests and comments.
- c. The Contractor must also set in place a mechanism to identify unpopular items on the menu and to submit proposed alternative choices of a similar value to Designated DND Authority or the Technical Authority for approval.
- d. The Contractor must make any changes to the menu to follow the most up to date NSCM, as directed by the CMT, with 14 days' notice of changes. . NSCM third choice option may be adjusted seasonally to account for the availability of fresh seasonal food items.

5.1 Menus and Meal Pricing

- a. The Contractor is expected to offer, as a minimum, menus which conform to the Standard Meal Item Availability Table provided in Appendix 3, and to the Minimum Portion Size Standards specified in Appendix 4. Typical consumption pattern statistics are provided in Appendix 16.

b. Contractor must offer, at each meal, an all-inclusive meal based on the Standard Meal Item Availability Table provided in Appendix 3, so as to ensure that Crown paid Customers are guaranteed a full meal within the Entitlement allowance.

c. Contractor must be able to provide reasonable options to accommodate most religious beliefs, and temporary illness brought to its attention by the CMT. No special accommodation requirements will be provided without prior approval from the CMT.

5.2 Equipment and Facilities

To ensure the health and safety of workers and customers alike, all equipment is to be operated and maintained in accordance with manufacturer's instructions and operating procedures. All safety guards and safety equipment needed to operate the equipment are to be used when operating the equipment.

The Contractor's use of these facilities is limited to functions which pertain directly to servicing DND. The facilities may not be used for other purposes without the prior written consent of the Contract Supervisor.

The Contractor must:

- a. at the commencement of the contract, the Contractor must reimburse DND for the cost-value of food and paper items which may be in inventory on the day of turn-over. Contractor and DND shall mutually complete an inventory list and an extended valuation of the items. Contractor must reimburse DND for the inventory within 30 days;
- b. ensure all kitchen equipment will be listed and shortfalls will be corrected by DND;
- c. sign an inventory listing of all DND equipment;
- d. promptly advise the CMT of any equipment malfunction, lack of cleaning supplies, refrigeration failures, problems with heat, electricity, plumbing, sewage, garbage disposal;
- e. properly use the storage facilities for swill and garbage and keep the adjacent areas clean;
- f. operate, maintain and service all equipment in accordance with manufacturer's directions, to prevent any impact on the production capacity of food services equipment and installations.
- g. use safety guards and safety equipment at all times. Manufacturer's instructions, operating manuals or standard operating procedures must be available to staff in the workplace,
- h. ensure all food services staffs operating food service equipment have been instructed on the appropriate use and methods of operating, cleaning and maintaining equipment;
- i. ensure food services personnel have personal protective equipment (PPE) in good condition and in sufficient quantities required in work area. For example, oven mitts, chain mail gloves, special purpose aprons, etc;
- j. return the facility and equipment in the same condition as when they became the Contractors responsibility, and to the satisfaction of the CMT, at the end of the Contract. The Contractor will not be liable for maintenance and repair costs to the equipment and/or buildings resulting from normal and reasonable wear and tear. The Contractor will not be required to prepare kitchen fixtures for dormant storage unless a separate Contract or extension to Contract has been negotiated to cover this work;

- k. upon expiration of the contract or early termination, transfer material and equipment inventories to DND or to a new Contractor as directed by DND. The Contractor must complete a comprehensive physical inventory of all DND materials and equipment including replacement items held by the Contractor 30 days before contract/Task Order expiration or termination. The inventory must provide sufficient information for DND to determine whether items will be transferred to a new Contractor or removed from the site;
- l. reimburse DND at the expiration of the Contract for losses, shortages or damages to equipment and facilities (in excess of 5% shortfalls) except as indicated above. The Contractor will be financially responsible for any tableware deficiencies considered by the Contract Supervisor to be attributed to the Contractor's (in)actions or negligence;
- m. at the expiration of the Contract, perform an inventory check of all DND supplied equipment with the Contract Supervisor or designated alternate. The deficiencies must be recorded and recovery action must be taken prior to the Contractors departure. DND will provide the Contractor with a written release against further inventory shortages; and
- n. properly use the equipment and materials provided for box lunch and field meal service by DND.

Specified in Appendix 15, are a detailed list of equipment available for use by the Contractor on-site at the DND facility. In addition to the items listed at Appendix 15, there are male and female washrooms in the facility for Contractor use. There are sufficient numbers of pots, pans, and other required small wares. Diners use crockery, trays and regular cutlery for in house dining and dispersed meals must be prepared and staged by the Contractor for pick up at this location.

5.3 Food

The Contractor is responsible for the purchase, receipt, storage, use and safekeeping of food from the time of delivery until it is consumed. Food shall remain Contractor property until consumed or disposed of.

Foodstuffs procured for use in the provision of meals and refreshments are to be consistent with the purchase standards set out in existing government and DND standards where and when applicable. This includes CAF Food Quality Specifications (FQSS) as per annex D. Where standards do not exist, the Contractor is responsible for purchasing food products that are consistent with the "good" quality standards defined for CAF/DND Food Services.

Foodstuffs procured for use in the provision of meals and services are to be distributed in a refrigerated vehicle or containers to locations so as to maintain proper holding temperatures and to prevent possible contamination in accordance with the *Food Safety Code of Practice for Canada's Foodservice Industry*.

In accordance with the *Food Safety Code of Practice for Canada's Foodservice Industry*, the Contractor must operate and maintain secure, pest-free food storage facilities including facilities for dry goods, frozen and chilled food supplies. The Contractor must implement responsible receiving procedures for food supplies. Stockholdings must be sufficient to meet the feeding requirements between two delivery periods. Stock management must optimize the quality and freshness of food stocks, minimize spoilage and waste, and ensure the cost control and security of food stocks.

5.4 Small Wares and Linen

- a. The Contractor is responsible for maintaining the original supply of small wares and linens to the satisfaction of the Contract Supervisor throughout the term of the Contract. Upon the completion of the Contract, the Contractor must return the original inventory of small wares and linens in its original condition and quantities to DND. In the case of equipment, crested wares and silver, this is subject to a normal wear and tear margin of 5%. In the case of linens, Contractor must return them in the condition in which it was received, less normal wear and tear. DND shall pay for the cleaning of linens as they are used, however, the Contractor is responsible for ensuring:
 - i) linens are used only for authorized DND service as outlined in the Contract; and
 - ii) the Contractor must remain responsible for ensuring that proper inventory counts of linens sent-out for cleaning, are subsequently returned.
- b. All equipment is to be serviceable on return. The Contractor will not be held responsible for changes in conditions and/or quantities of materials or equipment resulting from normal wear and tear or through occurrences beyond the Contractor's control. Crockery and flatware must be replaced on a continual basis; therefore, large discrepancies in numbers will not be accepted unless the Contractor can prove that they were beyond his control.

5.5 Cleaning and Sanitation

The responsibilities of the Contractor with respect to the normal and customary cleaning of the food services facilities must be as follows (Refer to Appendix 11, Appendix 11A, Appendix 11B, and Appendix 12):

- a. Kitchens and Serveries: Maintaining all areas of the kitchens and serveries, including floors, walls, windows (inside only), and equipment serving the food services in a clean and sanitary condition to a height of three meters; and
- b. Dining Areas: Cleaning of all dining areas including floors, carpet vacuuming, walls to a height of three meters, windows (inside only), tables, chairs and garbage bins. Periodic spills during service hours are immediately cleaned up by Contractor.

5.6 Miscellaneous

The following standards apply:

- a. Refuse and Recycling: The Contractor is responsible for transporting bagged garbage and items destined for recycling relating to the food services to the collection area(s) designated by the CMT;
- b. Long Distance Telephone Charges: The Contractor is responsible for any long distance telephone charges associated with the operation of the food services or made by its personnel;
- c. Reporting: The CMT, or CMT designate (normally the Contract Supervisor), will be the day-to-day contact for the Contractor for overseeing technical aspects of the Contract, quality assurance, and to act as a liaison for Customers;

-
- d. Regular Consultation: The Contractor's Site Manager must meet regularly with the Contract Supervisor on a mutually agreed date and time, to discuss day-to-day operating issues;
- e. Direct Supervisor: The Site Manager's direct supervisor must meet monthly with the Contract Supervisor and the CMT for the first six months of the contract and as requested by the Contract Supervisor thereafter, to discuss all matters pertaining to the performance of this Contract;
- f. Incident Reports: Contractor must provide these reports as stated herein. (Refer to Appendix 14A and 14B);
- g. Audits: The Contractor will be subject to periodic general service, quality, safety and sanitation audits of the facilities by representatives of DND. The Contractor will be required to provide documentation to Food Svcs as per requirements in the Food Safety & Defense Program. Upon reasonable notice, the Contractor must ensure that its representative is available in connection with such audits. DND will be the judge of the adequacy and completeness of performance and will notify the Contractor of conditions requiring modification or improvement. The Contractor must remedy such deficiencies to the satisfaction of DND within a reasonable time frame agreed upon by DND and the Contractor. The Contractor is subject to inspection at any time. The contractor must be prepared to host unscheduled P Med Tech inspections; and

List of references for mandatory compliance:

- Food Safety Code of Practice for Canada's Foodservice Industry (www.crfa.ca)
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- Sanitation Code for Canada's Food Service Industry (www.crfa.ca)
- Canada's Food Guide to Healthy Eating (<http://hc-sc.gc.ca/fn-an/food-guide-aliment/index-eng.php>)
- Canada Labour Code, (<http://laws-lois.justice.gc.ca/eng/acts/L-2/page-1.html>)
- Canada Occupational Health and Safety Regulations, (<http://laws-lois.justice.gc.ca/eng/regulations/SOR-86-304/index.html>)
- Canadian Food Inspection Agency (CFIA) Regulations and Policy (<http://www.inspection.gc.ca/food/non-federally-registered/safe-food-production/guide/eng/1352824546303/1352824822033>)
- Food Safety & Defense System (see attached document)
- Food Safety & Defense Program (see Annex H)
- Food Quality Specifications (see annex E)

Any changes to policies, including above references, will be discussed with the Contractor and reflected in the contract.

6. Performance Standards

6.1 In-house Dining

The following standards apply:

- a. Minimum rates of service are: each diner is served within ten (10) minutes of accessing the dining room during peak diner flow periods, and within five (5) minutes outside of peak periods. Where meal service includes items cooked to order, diners must not wait longer than five (5) minutes between arriving at the service counter and receiving their meal order;
- b. All menu items must be available throughout the meal period a minimum of 90% of time;
- c. Healthy cooking methods are practiced a minimum of 90% of the time, using standardized recipes for healthy cooking, and they are incorporated in a least one of the main course choices to ensure that healthy choices are available at each meal;
- d. Identify and resolve issues related to non-conformity of the approved menus to ensure a minimum of 95% compliance and successfully address unpopular menu choices no later than the beginning of the next menu cycle a minimum of 90% of the time;
- e. Rates of service must be met for peak periods a minimum of 90% of the time and outside of peak periods a minimum of 95% of the time. Rates of service must also be met for cook to order items a minimum of 90% of the time;
- f. Meal service schedule as listed above is to be met at least 90% of the time;
- g. A major (more than ten (10) minutes) delay in the commencement and/or delivery of meal service will be tolerated only when it results from circumstances outside of the control of the Contractor. Minor delays (less than ten (10) minutes) must occur on no more than three (3) occasions in one calendar month;
- h. All food preparation, storage and related areas and equipment are to be maintained to the standard of the *Food Safety Code of Practice for Canada's Foodservices Industry* 100% of the time; and
- i. Tasty and appealing meals are to be available in the quantity requested and prepared in accordance with approved cyclical menu and Appendix 5, at a minimum of 95% of the time when 48 hours notification is provided, or in accordance with Appendix 5, at a minimum of 90% of the time when less than 48 hours notification is provided.

6.2 Dispersed Meals

The following standards apply:

- a. Material and condiments related to the provision and service of these meals must be available in the right quantity at a minimum of 90% of the time;
- b. The right quantity of meals must be available at the required time for pick-up at a minimum of 95% of the time when provided with 48 hours notice, or at a minimum of 90% of the time when provided with less than 48 hours notice; and
- c. The Contractor must successfully address issues about schedule adherence, food quality, quantity and safety to prevent re-occurrence as noted by the CMT.

6.3 Quality

The food services must, in all respects, be performed in an efficient, competent and professional manner satisfactory to DND. The cleanliness of the facilities and other sanitary standards must be in accordance with The Sanitation Code for Canada's Foodservice Industry prepared by the Canadian Restaurant and Foodservices Association. The officials enforcing such applicable laws and standards must be permitted to inspect the facilities or any portion thereof, or anything in connection therewith at any time during the period of the Contract. The Contractor must ensure that foods are used on a first-in, first out basis to ensure freshness.

6.4 Regulations

DND may make reasonable regulations from time to time relating to the food services, including, without limitation, regulations relating to safety, access to the premises, the time and manner of delivery of supplies, security, security checks, and use and occupancy of the facilities. The Contractor must comply with such regulations. The Contractor must ensure that the catering staff comply with orders and regulations issued by the CMT.

6.5 Hazardous Materials

The Contractor must not bring chemicals or hazardous materials onto the base except as may be necessary in connection with the food services. Any such materials must be transported, labelled, used, stored and any waste in respect thereof must be removed, all in accordance with applicable laws. Further, the Contractor must declare any such materials on Material Safety Data Sheets which must be provided to the base before transport, use or storage of any such materials on the premises. The Contractor must ensure compliance with all Workplace Hazardous Materials Information System or similar laws applicable to the food services. The Contract Supervisor must advise the Contractor as to the required location within the premises for the Material Safety Data Sheets.

6.6 Written Materials

All menus and signs provided or made visible to any Customers or potential Customers in connection with the food services must be approved by the Contract Supervisor or CMT prior to their use.

6.7 Health and safety

The Contractor must adhere to all aspects of applicable health and safety legislation. DND may require any member of the catering staff to provide a medical certificate at any time if there is an applicable medical concern related to the food services Contract. Costs and arrangements for medical examinations including X-rays and laboratory analyses are the responsibility of the Contractor.

6.8 Customer Feedback

The CMT will provide a customer feedback system and take follow-up action in accordance with incident register process detailed in appendix 14B.

7. Personnel

7.1 Personal Availability

The following standards apply:

The Site Manager and Kitchen Supervisor may be required to be available at the site fourteen (14) days prior to commencement of the contract to organize and set up operations with the CMT;

The Site Manager or qualified alternate must be available during daily meal service;

The Contractor must ensure the provision of sufficient qualified management and non-management personnel to efficiently operate the food services at all times; and

The Contractor must ensure that trained relief personnel are available to substitute for regular personnel during absence of personal for any reason whatsoever.

7.2 Contractor Responsibilities

The Contractor must:

provide an experienced Site Manager, as specified in the contract, who may also act as the Kitchen Supervisor when the total number of daily diners is less than 150. If acting as Kitchen Supervisor, the Site Manager must be Red-Seal Certified;

provide an experienced Kitchen Supervisor, as specified in the Contract, who must supervise the catering staff and participate in preparation and service of meals. When the total number of diners in any one ration-day equals or exceeds 150, then the Site Manager and Kitchen Supervisor may not be the same individual. The Kitchen Supervisor must be a fully qualified Red Seal Cook. The Kitchen Supervisor or a Red Seal qualified cook is required to taste test meals to ensure quality of meals; and

provide the catering staff to meet the CAF standards for meal production and service, hygiene, sanitation and general safety. Food service sanitation and safety specifications are outlined in Appendices 11 and 12;

provide Workplace Hazardous Materials and Information System (WHMIS) and fire prevention training to Contractors staff;

maintain personnel training, certification and qualification records on site and available for inspection by the CMT;

provide all personnel with clean, consistent and appropriate uniforms in sufficient quantities to permit a daily change. The Contractor is responsible for laundering these uniforms. The Contractor is responsible for the cleanliness and tidiness of the catering staff. At a minimum, the uniform must include a head covering, shirt or blouse, or pants. Uniform components must be coordinated and professional in appearance. The Contractor must ensure the use of the approved uniforms by its staff at all times. Personnel must also be provided with appropriate Personal Protective Equipment (PPE) by the Contractor, including, without limitation, disposable gloves and aprons;

instruct its personnel not to disclose, remove, photocopy or otherwise duplicate any information or assets belonging to DND found on the premises. The Contractor must at all times take all measures reasonably necessary including those set out in all instructions issued by the Contract Supervisor from time to time, for the protection of the same;

immediately give notice to the Contract Supervisor of any changes to the nature of the collective bargaining agreement between the Contractor and its personnel should this occur during the Term of the Contract. The Contractor must immediately give notice to the Contract Supervisor of any actual or potential labour dispute of which it has knowledge, which could or does threaten to delay or adversely affect the food services or other performance by the Contractor of its obligations hereunder. Notwithstanding the Contractor's right of exclusivity discussed above, the Contract Supervisor may, without incurring any liability whatsoever to the Contractor, its agents or employees, make arrangements to continue the food services by alternate means during any period of interruption.

7.3 Personnel Screening:

The Contractor will be responsible for screening all potential employees. All costs of screening are the responsibility of the Contractor. DND reserves the right to verify compliance at any time during the period of this Contract.

7.4 Mandatory Personnel Requirements:

Site Manager:

The Contractor must provide the services of a Site Manager who will be the manager of the contracted staff for the whole duration of the requirement and responsible for overseeing all operations as detailed in the contract. The Site Manager also serves as the primary point of contact for the CMT. The Site Manager may also act as the Kitchen Supervisor when the total number of daily diners is less than 150. If acting as Kitchen Supervisor, the Site Manager must be Red-Seal Certified.

The Site Manager must have a minimum of three (3) years' experience of relevant experience within the past five (5) years for food and food services contracts of comparable scope and size.

Kitchen Supervisor(s):

The Contractor must provide an experienced Kitchen Supervisor who must supervise the catering staff and participate in preparation and service of meals. When the total number of diners in any one ration-day equals or exceeds 150, then the Site Manager and Kitchen Supervisor may not be the same individual.

The Kitchen Supervisor must be a fully qualified Red-Seal Cook (<http://www.redseal.ca/trades/c.4.4k@-eng.jsp>).

A Red Seal Cook is required on the premises during production and service to monitor quality assurance in accordance to applicable references.

The Kitchen Supervisor must have a minimum of three (3) years' experience of relevant experience within the past five (5) years for food and food services contracts of comparable scope and size.

All other kitchen and catering staff:

All kitchen personnel and staff handling or serving food must hold a valid BC Food Safe Level 01 certificate or recognized equivalent from The BC Centre for Disease Control at (<http://www.bccdc.ca/NR/rdonlyres/79AF3F81-2DB7-4449-8863-BD816D757E99/0/FoodHandlerTrngCourseEquivoFS.pdf>)

All Contractor Staff

In addition to the above-noted requirements, and upon request, the Contractor must submit to the CMT the following documents for all personnel:

- a. Proof of Workplace Hazardous Material Information System (WHMIS) training;
- b. Copy of Criminal Record Check.

8. Responsibilities of DND

8.1 Existing buildings

Provide and maintain existing food service building structures to the extent that they currently exist by:

- a. maintaining all grounds in the vicinity of the food service building structures. Providing facilities in a ready and sanitary condition;
- b. providing locks, keys, window grills, bars and other safeguards for the custody of food and equipment deemed advisable by the CMT and satisfactory to the Contractor; and
- c. provide copies of standing orders, fire orders, operating and maintenance instructions for food services facilities and Contractors staff quarters;

8.2 Equipment and Small Wares

DND will:

- a. provide copies of standing orders, fire orders, operating and maintenance instruction for kitchen equipment;
- b. provide all existing equipment to the Contractor at the start of the Contract period. DND will purchase any replacement equipment required throughout the Contract period in the event that it is jointly determine that the existing equipment needs replacement. Subject to budget approval.
- c. provide all existing small wares (including crested wares and silver for mess functions) to the Contractor at the start of the Contract period.
- d. provide tableware (china, earthenware, glassware, cutlery, flatware and plastic ware) in amounts to cater to the number being fed.
- e. provide tablecloths for dining rooms, used for special functions.
- f. provide maintenance service for DND kitchen facilities equipment.
- g. ensure the Contractor and the CMT will meet at the outset of the Contract to verify the equipment and inventory. Existing equipment and small wares must be returned to DND in its original condition and quantities at the conclusion of the Contract. In the case of equipment, crested wares and silver, this is subject to normal wear and tear.
- h. at the expiration of the Contract, at DND's sole discretion, the food and paper items which are in inventory the day of the hand-over may be purchased by DND. DND retains the right to decline to purchasing the Contractor's inventory (in which case the Contractor is entitled to remove same), with no further obligations for that inventory by DND to the Contractor.

8.3 Pest control

DND will:

- a. be responsible for all pest control at the premises; and
- b. rodent/pest control compounds with equipment.

8.4 Cleaning and Sanitation

The responsibilities of DND with respect to the normal and customary cleaning of the food services facilities will be as follows:

- a. Kitchens and Serveries: DND will be responsible for maintaining all areas of existing kitchens and serveries higher than three meters and for grease traps and ventilation ducts in existing facilities;
- b. Dining areas: DND will be responsible for the cleaning of all existing dining areas above three meters, for carpet shampooing, stripping and refinishing of tile floors, and for the cleaning of window coverings. DND will also be responsible for the cleaning of public washrooms; and
- c. Refuse, Organic Waste and Recycling: DND will arrange for the removal of garbage, organic waste and recycling from the designated locations.

8.5 Building Services for Existing Operations

DND will:

- a. provide any building services including water, heat, light, electrical power, fuel for kitchen equipment, plumbing, gas and air conditioning required at existing facilities and shall be responsible for all related charges, subject to the condition that the food service operations demonstrate compliance with energy conservation measures.
- b. provide adequate storage facilities and removal services for swill and kitchen refuse.

8.6 Transportation of Goods

DND will provide drivers and vehicles for the transportation of rations and other food items from kitchen and for carrying food to field or other locations for the service of meals as required in Appendix 10.

Appendix 1 – Quality of Food Services

1. The Contractor must:
 - a. provide meals (including dispersed meals) and snacks in accordance with FQS Annex E, Menus and Menu Patterns as supplied by CFB Esquimalt Base Foods. Subject to the consent of the CMT and the Contract Supervisor, only minor modifications to the menus are acceptable, providing that no additional cost is incurred by the DND. Proposals for permanent menu item changes must be sent to the Technical Authority for review and approval. The menu patterns must be followed and comparable standards must be maintained;
 - b. ensure that all food preparation/cooking follows:
 - (1). standardized recipes;and
 - (2).
 - (3). takes place as close as possible to actual time of consumption;
 - c. conduct its services in accordance with the National Standardized Cycle Menu and the Canada Food Guide for Food Service Industry <http://www.hc-sc.gc.ca/fn-an/food-guide-aliment/index-eng.php>;
 - d. present a sufficient quantity of each menu item to satisfy the Minimum Portion Size requirements at Appendix 4. An adequate quantity of each selection on the menu must be prepared to ensure that last diners have the same choice as the first;
 - e. provide a menu board by each serving table and one outside the main door (3 Menu boards);
 - f. provide efficient and pleasant service to the diner according to the meal service schedule, contained in the requisition;
 - g. receive and store food supplies properly in accordance with "Food Safety Code of Practice", "The Sanitation Code for Canada's Food Services Industry", and ensure foods are used on a first-in, first-out basis, and minimize wastage; and
 - h. adhere to CAF Food Quality Standards (Annex E) when procuring rations.
 - i. To ensure compliance with Federal standards for food safety and food grades, as per current legislation, including the *Meat Inspection Act and Regulations*, meat inspection shall meet the **Federal** standard. The procurement of meat or meat products from provincially or municipally inspected facilities is **not** acceptable.
 - j. Meat and meat products suppliers must be licensed and inspected by the CFIA to meet the Federal standard. A list of suppliers meeting this standard can be found at Canadian Food Inspection Agency - Food of Animal Origin - Federally Registered Meat Establishments.

Appendix 2 – Standard Meal Entitlement Pattern For Dispersed Meals

Dispersed meals must be produced using foods that travel well and can tolerate being held at the required temperature for reasonable periods of time in approved CAF containers. A card indicating the amount per serving (for example, pork chop - 1; boiled potato - 2 pieces; cookies - 2) must accompany each meal.

The quantity for main protein dish and starch choice must be **10% greater** for dispersed/infrequent hot meals than for regular meals served in the dining room.

Hot meals must offer the standard items as described in Table A-2 below.

Vegetarian box lunches must contain a minimum 23-29 grams of protein, which can be achieved in a variety of ways including protein sandwich replacements (e.g. egg salad sandwich), salads (e.g. bean salad), and snacks (e.g. nuts, cheese).

Table A-1: Standard Meal Entitlement Pattern for Hot Meals

Breakfast	Lunch / Supper
Same as Regular meal pattern	Soup Main protein dish Starch item Vegetable Tossed salad, coleslaw and assorted raw vegetables Fresh fruit One prepared or baked dessert Bread or rolls and butter or margarine Two beverages Appropriate condiments

Cold meals, shall offer the standard items as described in Table A-2 below.

Table A-2: Standard Meal Entitlement Pattern for Cold Meals

Box Breakfast	Box Lunch /Supper
1 fruit (1 piece or 175 ml canned fruit) 1 juice (250 ml) Individual cereal with 250 ml milk 2 Eggs Breakfast meat (45 grams), cheese (30 grams) or yogurt (175 ml) 2 breakfast bread products. (Note: at least one bread product must be whole grain). -Condiments (Note: a breakfast wrap (115 grams) may be used in place of egg, breakfast meat and bread product.)	-2 sandwiches - 1 of sliced solid meat (90 g meat, less than 5 grams of fat and less than 1,000 mg of sodium per serving) and 1 with a mixed filling (110 grams filling) Or 1 sandwich with a mixed filling e.g. tuna, salmon, egg, etc. (110 grams filling) and 1 solid meat item with a roll (90 grams meat less than 5 grams of fat and less than 1,000 mg of sodium per serving) Or 1 cold plate with sliced meats that are from a <u>federally inspected source</u> and CFIA approved, with 2 rolls (90 grams meat) (Note: at least one bread product must be whole grain.) -Vegetable salad and assorted raw vegetables (125 ml) (Note: if salad is rice, pasta or potato, and additional serving of vegetables must also be provided.)

Box Breakfast	Box Lunch /Supper
	<p>-Condiments including at least 1 low-calorie/reduced fat condiment (e.g. mustard)</p> <p>-Fresh or canned fruit (1 piece fresh or 175 ml canned)</p> <p>-1 dessert or pocket supplement (e.g. granola bar or cookies) IAW portion size standard</p> <p>-1 milk and 1 juice (250 ml each). Milk may be substituted with another juice of a different variety. Note: canned pop and bottled water are not permitted.</p> <p>Note: potato chips and chocolate bars are not permitted.</p>

Note: The following condiments/accompaniments must be included in each box lunch:

- (1). box lunch box/bag;
- (2). plastic fork;
- (3). plastic spoon;
- (4). plastic knife;
- (5). paper napkin;
- (6). individual salt;
- (7). individual pepper;
- (8). individual mustard portion;
- (9). individual mayonnaise portion; and
- (10). vegetable sticks will have an individual ranch dressing portion.

Appendix 3 – Standard Meal Item Availability Table

Category	Meal Item Availability Standard	Definition/ Specification/ Healthier Choices based on grams, % Daily Value (DV) etc. as per product nutritional labels
BREAKFAST		
Fruit	6 - 8 varieties IAW season	May include a maximum of 2 canned and 1 dried varieties. The remainder should be ripe and cut when possible/required. Canned fruit: in fruit juice, water or light syrup. Fresh, frozen without added sugar.
1 Healthier Choice Breakfast Item	One of Hot cereal, or Muffin, Breakfast Sandwich, or Breakfast Parfait. (Counts as choice in corresponding menu category, i.e healthier choice muffin counts as one of Baked Bred Products)	Healthier Criteria: Hot cereals: 1 serving (175ml) <ul style="list-style-type: none"> Sodium: 140mg Sugar: No added sugar Sweetener: No added sweetener Fibre: Minimum of 3 grams Fat: No more than 30% of calories from fat Muffins: <ul style="list-style-type: none"> Fat: No more than 30% of calories from fat Fibre: A minimum of 2.5g Breakfast Sandwiches: <ul style="list-style-type: none"> Fat: Less than 15 g Trans fat: 5% or less of total fat Sodium: A maximum of 800 mg Fibre: A minimum of 3g Breakfast Parfait: <ul style="list-style-type: none"> Fibre: A minimum of 2g of fibre Sugar: Less than 21g (lactose accounts for approx. 12g, fruits for 4.5g and granola for 4.5g)
Entrée	Eggs any style; Cereals: 5 varieties Cold; 1 hot variety; and 1 breakfast entrée	Cooked with little or no fat. A minimum of 4 varieties must have: <ul style="list-style-type: none"> a minimum of 3 grams of fibre; a maximum of 12 g of sugar (may exceed 12 g of sugar if high fibre cereal containing dried fruit); Contains 10% or more of the DV of one of vitamin A, C E, calcium, magnesium, potassium or iron; and No more than 30% of calories from the total fat. Hot cereal with no added sugar (may include instant hot cereal mix with no sugar e.g Instant Regular Oatmeal). E.g. pancakes, French toast, waffles, etc. (during preparation use ½ whole grain or whole wheat flour or use whole grain whole wheat toast).
Meats	1 - 2 hot breakfast meats; and 2 cold meats or 1 cold meat and 1 meat spread	E.g. bacon, ham, sausage, back bacon. One meat must be: <ul style="list-style-type: none"> Lean meat (less than 5 g fat/serving or less than 10% DV for fat/serving); and Reduced sodium varieties or less than 480 mg/serving.

Cheese/Yogurt	2-3 varieties of cheese; and	To include a minimum of 2 with: <ul style="list-style-type: none"> Milk Fat (M.F.) 2% or less (Usually labelled low-fat, fat-free or made with skim milk); and At least 15% of DV for Calcium/175g.
	4 varieties of yogurt	To include a minimum of 2 with M.F. 2% or less and 10% DV of Calcium
Starch	1 - 2 breakfast starch items	E.g. baked beans, potatoes. Both choices to be prepared with little or no fat..
Vegetable	1 breakfast vegetable	E.g. sliced tomatoes, stewed tomatoes, etc.
Bread Products	1 – 3 baked products; and	E.g. bagels, English muffins, muffins, sweet buns, etc. One of 3 must be freshly baked. One must be: <ul style="list-style-type: none"> whole grain containing a minimum of 2.5 g of fibre per serving. One must be low-fat/high fibre containing: <ul style="list-style-type: none"> less than 30% of calories from fat; and a minimum of 2.5 g of fibre per serving).
	2 - 4 varieties of sliced bread	Minimum of 50% of choices offered must be: <ul style="list-style-type: none"> whole grain with a minimum of 2.5 g of fibre per slice. Choose items that list the grains as the first or second ingredient.
Beverage	3 hot beverages;	Tea (regular, decaffeinated, herbal), Coffee (regular, decaffeinated) and Hot Chocolate.
	Fruit juice: 2 - 3 varieties;	All fruit juice must be from 100% juice or juice concentrate No more than one fruit juice may have added sugar, such as cranberry cocktail. One choice must be less than 480mg sodium/250ml.
	Vegetable juice/blends: 1 - 2 varieties;	
	Dairy (2 - 3 varieties);	A minimum of one must be skim milk or 1% M.F.
	Optional: fruit flavoured drinks; and (0 - 2 varieties)	If provided, to include a maximum of 2 flavours. <ul style="list-style-type: none"> Shall contain 24 - 48 mg of vitamin C per 100 ml of ready to serve portion.
	Non-dairy beverages, up to 2 varieties, if required	Fortified Lactose-free containing calcium, vitamin D and vitamin A. E.g. soy beverage, etc. Note: <ul style="list-style-type: none"> Where potable water is available, bottled water shall not be provided; Canned soda pop, sports drinks, energy drinks, thirst quenchers, flavoured/sparkling/fortified bottled water products are not authorized; and Single item hot beverage dispenser products are not authorized.
Condiments	2 types of spreads; and	E.g. peanut butter, chocolate nut spread, cheese spread, etc.
	3 - 5 varieties jam/jellies	Offer a variety or regular and reduced sugar/fat varieties.
	plus:	Condiments should match the entrées provided.
	-honey	

	<ul style="list-style-type: none"> -syrup -butter and/or margarine -ketchup -mustard -mayonnaise -hot sauce -meat sauce (e.g. HP, Plum Sauce, BBQ sauce etc. 	
Category	Meal Item Availability Standard	Definition/ Specification/ Healthier Choices based on grams, % Daily Value (DV) etc. as per product nutritional labels
LUNCH AND SUPPER		
Soup	2 soups	One Healthier Choice IAW National Standardized Cycle Menu recipes containing: <ul style="list-style-type: none"> Maximum of 3 g of Fat (target trans fat content of less than 5% of total fat); Maximum of 480 mg of sodium (Na); and 2 g or more Fiber or at least 5% of the DV for Vitamin A or Vitamin C or iron or calcium or folate.
Crackers	1-2 types	One hearty choice (may be pre-prepared) eg: chowder. To be served with soup.
Healthier choice	Healthier Choice entrée;	One Healthier Choice IAW the NSCM recipes containing: <ul style="list-style-type: none"> Maximum of 400 Calories (kcal); Maximum of 15 grams (g) of Fat (Max 5 g Saturated Fat, 10 g unsaturated fat); and Maximum of 600 milligrams (mg) Sodium (Na).
Vegetarian Protein Choice	Vegetarian entrée; 3rd Entrée; and 3-5 varieties of sandwich fillings (optional at supper depending on location/demand/labour)	One Vegetarian choice IAW the NSCM recipes. In the event of an unforeseen substitution, a good source of protein such as dairy or egg products or other protein sources must be provided IAW Chapter 6. Local choice IAW operational reqrs and BFC 1-2 mixed filling (e.g. tuna, salmon, egg, etc). 2-3 sliced meats or one sliced meat and one meat alternative with at least 1 containing: <ul style="list-style-type: none"> Fat: No more than 15 g (meat < 5 g, fish < 8 g) Sodium: Less than 960 mg Fibre: More than 4 g . A variety of regular, low calorie/fat condiments must be available Cheese: <ul style="list-style-type: none"> at least 15% DV of calcium; and less than 20 % M.F. (labelled as low-fat, fat free or made with skim milk). 2-3 varieties of sliced bread, one must be: <ul style="list-style-type: none"> whole grain containing a minimum of 2.5 g of fibre per slice. Choose items that list the grains as the first or second ingredient.

		1-2 specialty bread , e.g. roll/bun, flat bread, sliced bread, tortilla wrap, etc. One choice must be a whole grain containing: <ul style="list-style-type: none"> a minimum of 2.5 of fibre per serving; on rotation.
Starch	2 starch items	One at either lunch or supper must be <ul style="list-style-type: none"> whole grain with at least 1.5 to 2 g of fibre, low sodium; and low-fat . NSCM recipes will meet these criteria. When two choices are offered that do not the above criteria, one must be prepared with little or no fat
Vegetables	2 cooked vegetables	At least one prepared with little or no fat or salt. Offer at least one dark green and one orange vegetable daily Mat J4 Food Svcs website provides a list of Dark Green and Orange vegetables. Vegetable mixes containing dark green or orange vegetable do not meet the criteria unless they are on the list provided on the Mat J4 Food Svcs website.
Salads	Salads	Selection of salads as per the Salad Bar standard below.
Fruit	6- 8 varieties IAW season	May include a maximum of 2 canned and 1 dried varieties. The remainder should be ripe and cut when possible/required. Canned fruit: -in fruit juice, water or light syrup. Fresh, frozen without added sugar.
Dessert	1-2 prepared desserts; 1-2 baked desserts; Optional -Ice cream/frozen yogurt (1 - 2 flavours); and Yogurt (4 flavours)	At least one healthier prepared dessert containing (according to nutrition label for prepared products) <u>Must meet at least 3 of the following:</u> Calories: <ul style="list-style-type: none"> <u>No more than 200 calories (with no more than 30% of calories from fat)</u> <u>Trans fat: A maximum of 2% of total fat</u> <u>≤ 10% calories from saturated fat</u> <u>Fibre: A minimum of 2g</u> <u>≤ 10g of sugar</u> <u>Sodium: No more than 200mg</u> <u>At least ½ serving of fruit/vegetables</u> Mat J4 Food Svcs will provide some recipes/pre-prepared products that meet these standards. At least one healthier baked dessert containing 2g fiber or more. Mat J4 Food Svcs will provide some recipes. To include a minimum of two with M.F. 2% or less and 10% DV of calcium.
Bread Products	2 - 4 varieties of sliced bread; and 1 - 2 types of specialty bread products	Minimum of 50% of choices offered must be whole grain with a minimum of 2.5 g of fibre per slice. Choose items that list the grains as the first or second ingredient E.g. bagels, pita bread etc. One choice must be whole wheat containing a minimum of 2.5 g of fibre per serving. The Mat J4 Food Svcs website provides a list of common whole grain products.

Beverage	3 hot beverages; Dairy (2 - 3 varieties); Fruit juice (2 - 3 varieties); Veg juice (1 - 2 varieties); Non-dairy beverages, up to 2 varieties, if required; Optional: fruit flavoured drinks (0- 2 varieties); and Optional: pop (0 - 4 varieties)	<p>Tea (regular, decaffeinated, herbal), Coffee (regular, decaffeinated) and Hot Chocolate.</p> <p>A minimum of one must be skim milk or 1% M.F.</p> <p>All fruit juice must be from 100% juice or juice concentrate No more than one fruit juice may have added sugar, such as cranberry cocktail.</p> <p>One choice must be less than 480mg sodium/250ml.</p> <p>Fortified Lactose-free containing calcium, vitamin D and vitamin A. E.g. soy beverage, etc.</p> <p>If provided, to include a maximum of 2 flavours.</p> <ul style="list-style-type: none"> Shall contain 24 - 48 mg of vitamin C per 100 ml of ready to serve portion. <p>If provided, to include a minimum of one low-calorie variety and a maximum of 4 flavours.</p> <p>Note:</p> <ul style="list-style-type: none"> Where potable water is available, bottled water shall not be provided; Canned soda pop, sports drinks, energy drinks, thirst quenchers, flavoured/sparkling/fortified bottled water products are not authorized; and Single item hot beverage dispenser products are not authorized.
Category	Meal Item Availability Standard	Definition/ Specification/ Healthier Choices based on grams, % Daily Value (DV) etc. as per product nutritional labels
SALAD BAR (Offered during lunch and supper meals)		
Leaf Salads	1 leaf salad without dressing; and Optional: 1 other salad that may contain dressing/ ingredients	<p>Leafy salad greens/mixes only.</p> <p>E.g. Caesar salad, garden salad, etc.</p>
Raw Vegetables	6-8	E.g. radishes, green onions, celery sticks, carrot sticks, turnip sticks, sliced cucumber, tomato wedges, mushrooms, sliced zucchini, green/red pepper, broccoli, cauliflower, etc.
Marinated and /or Starch Salad	2 Vegetable, Bean, or Lentil; and 1 Starch	<p>Ensure a variety at each meal.</p> <p>At least one choice must contain:</p> <ul style="list-style-type: none"> less than 15% of calories from saturated and trans fat/100g; Less than 7.4g fat/100g; and Less than 240mg salt/100g. <p>Some healthier choice recipes will be provided</p>
Cheese	2-3 types of cheese	<p>At least one hard choice and one soft cheese choice.</p> <p>At least one choice must contain:</p> <ul style="list-style-type: none"> Milk Fat (M.F.) 2% or less (Usually labelled low-fat, fat-free or made with skim milk); and At least 15% of DV for Calcium/175g.
Vegetarian Protein	1 vegetarian protein choice	E.g. chick peas, other legumes, egg, hummus, tofu, etc. (this is in addition to the Vegetarian Protein Choice entrée)

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Pickles/Olives	2 - 3 varieties of pickles/olives	E.g. olives, beets, onions, dill pickles, gherkin pickles, etc.
Condiments	2 types of spreads; and plus: -honey -syrup -butter and/or margarine -ketchup -mustard -mayonnaise -hot sauce -meat sauce (e.g. HP, Plum Sauce, BBQ sauce etc.	E.g. peanut butter, chocolate nut spread, cheese spread, etc. Offer a variety or regular and reduced sugar/fat varieties. No more than 3 types of meat sauce to be offered and will compliment the entrées provided. .

Appendix 3B – Snack Menu Pattern

1. Morning and Afternoon Snack:
 - a. One (1) beverage and one (1) food item per person must be served. At least two beverages and two food items must be offered and the selection must be varied from day to day;
 - b. Beverages may be tea, coffee, hot Chocolate, Chocolate milk, partially skimmed milk, fruit beverages; and
 - c. Food items may be fresh fruit, cookies, muffins, sticky/cinnamon buns, doughnuts, granola bars, cheese and crackers.

2. Evening Snack:
 - a. Beverages and two food items per person must be served;
 - b. Tea and coffee will be served as well as at least two of the following: partially skimmed milk, Chocolate milk, hot Chocolate, fruit beverage; and
 - c. Food items must include sandwich materials (see note) and a minimum of one of the following food items: fresh fruit, cookies, cakes, muffins, squares, pies, doughnuts, cheese and crackers.

NOTE: Sandwich material in bulk (butter, margarine, bread, rolls, cheese, cheese spread, cold cuts, peanut butter, jelly, jam) must be offered. Additionally the Contractor may serve (if available) cold leftovers from the day's regular service as a substitute for one of the food items during the evening snack.

Appendix 4 – Minimum Portion Size Standard

Portion Size Standard	
<i>Breakfast</i>	
Eggs, large	2 each
Ham/Back Bacon	45 g (raw)
Bacon	3 slices (40/48 slices per kg raw)
Sausages	2 each (12/500 g raw)
Hot cakes	2 X 90 ml ladles of batter
French toast	2 slices
Cereal w/milk	175 ml (cooked) plus 125 ml of milk
- hot	
- cold	Ind pkg or 250 ml plus 125 ml of milk
Cheese	30 g
Muffin	1 each (130 g)
Bagel	1 each (110 g)
Croissants	1 each (60 g)
Toast/bread	2 slices (each 35 g)
<i>Lunch and Supper</i>	
Soup	250 ml
Steaks and chops (bone in)	250g (raw)
Chicken pieces (bone-in)	275g (raw)
Steak (boneless)	225 g (raw)
Boneless meat/poultry	150 g cooked (180 g raw)
Fish (steaks, fillet)	150 g (raw)
Fish (battered)	150 g (cooked)
Stews	300 g (cooked) (250 ml ladle)
Casserole dishes	300g (cooked) (250 ml ladle)
Pasta w/ sauce (main entrée)	150 g of pasta, 175 ml of sauce
Three decker sandwich	1 each (90 g of meat total)
Hamburger	1 each (167 g raw)
Hot dog	80 g (2 ea @ 40 g or 1 ea @ 80 g)
Pizza	1 each (1/6 of a 40 cm diameter pizza) 240 g
Tacos	2 each
Burritos	1 each (150g)
Submarine (15 cm long)	1 each (90 g sliced meat or 110 g mixed filling)
Sandwich	1 each
Sandwich filling - salad	110 g
Sandwich filling - sliced meat	90 g
Sliced meat – for cold plate	90 g
Starch Item - potatoes, rice, pasta	125 g (cooked) (2 ea 125 ml spoon, 2 ea #16 scoop)
Vegetables	90 g (125 ml spoon)
Salad Items	6" bowl or 8" plate
Canned fruit	175 ml
Fresh fruit (individual)	1 each
Fresh grapes/berries/sliced fruits	125 ml or 90 g
Pudding	125 ml
Gelatin dessert	125 ml
Ice cream	125 ml
Fruit yogurt	175 ml

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Portion Size Standard	
<i>Lunch and Supper(continued)</i>	
Cake	1 piece (5 cm X 5 cm X 7 cm)
Pie	1 piece (1/8 of a 22 cm diameter pie)
Squares	1 piece (5 cm X 5 cm X 2.5 cm)
Cookies (7.5 cm diam.)	2 each
Cookies (12.5 cm diam.)	1 each
Doughnuts / Sweet Buns	1 each
Bread	1 slice (35 g)
Dinner Roll	1 each
<i>Beverages</i>	
Juice	250 ml
Milk (2%, 1%, skim, choc, non-dairy)	250 ml
Fruit Drinks	250 ml
Pop	250 ml
Hot Beverages	250 ml

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THREE WEEK BOX LUNCH CYCLE MENUS

Week #1

Monday	Tuesday	Wednesday	Thursday
Tuna Salad on Brown Smoked Turkey on White Macaroni Red Delicious Apple Oreo Cookies 2% Milk Tetra Juice Nutri-Grain Bar	Egg Salad on Multigrain Black Forest Ham on White Vegetable Sticks Fruit Cup Choc Chip Cookies 2% Milk Tetra Juice Nutri-Grain Bar	Smoked Chicken on Brown Salmon Salad on Cheese Bun Potato Orange Fudge-O Cookies 2% Milk Tetra Juice Nutri-Grain Bar	Honey Ham w/ Cheese on White Chicken Salad on Wrap Coleslaw Fruit Cup Choc Chip Cookies 2% Milk Tetra Juice Nutri-Grain Bar
Friday	Saturday	Sunday	
Smoked Turkey on Brown Tuna Salad on White Asian Noodle Granny Smith Apple Oreo Cookies 2% Milk Tetra Juice Nutri-Grain Bar	Pullman Ham on Whole Wheat Egg Salad on White Vegetable Sticks Orange Choc Chip Cookies 2% Milk Tetra Juice Nutri-Grain Bar	Crab Salad on Brown Black Forrest Ham on Keiser Potato Red Delicious Apple Fudge-O-Cookies 2% Milk Tetra Juice Nutri-Grain Bar	

Week #2

Monday	Tuesday	Wednesday	Thursday
Assorted Meat Sub Chicken Salad on Brown Asian Noodle Red Delicious Apple Oreo Cookies 2% Milk Tetra Juice Nutri-Grain Bar	Montreal Smoked on Rye Tuna Salad on Brown Vegetable Sticks Fruit Cup Choc Chip Cookies 2% Milk Tetra Juice Nutri-Grain Bar	Egg Salad on White Roast Beef on Brown Potato Orange Fudge-O Cookies 2% Milk Tetra Juice Nutri-Grain Bar	Salmon Salad on Brown Bologna w/ Cheese on Cheese Bun Coleslaw Fruit Cup Choc Chip Cookies 2% Milk Tetra Juice Nutri-Grain Bar
Friday	Saturday	Sunday	
Chicken Salad on Kaiser Salami on Multigrain Macaroni Granny Smith Apple Oreo Cookies 2% Milk Tetra Juice Nutri-Grain Bar	Tuna Salad on Wrap Smoked Turkey on White Vegetable Sticks Orange Choc Chip Cookies 2% Milk Tetra Juice Nutri-Grain Bar	Shaved Pastrami on Rye Egg Salad on Brown Potato Red Delicious Apple Fudge-O Cookies 2% Milk Tetra Juice Nutri-Grain Bar	

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Week #3

Monday`	Tuesday	Wednesday	Thursday
Roast Beef on Brown Crab Salad on White Macaroni Red Delicious Apple Oreo Cookies 2% Milk Tetra Juice Nutri-Grain Bar	Montreal Smoked on Rye Chicken Salad on Cheese Bun Vegetable Sticks Fruit Cup Choc Chip Cookies 2% Milk Tetra Juice Nutri-Grain Bar	Smoked Chicken on Wrap Egg Salad on Brown Potato Orange Fudge- Cookies 2% Milk Tetra Juice Nutri-Grain Bar	Honey Ham on Kaiser Salmon Salad on Brown Coleslaw Fruit Cup Choc Chip Cookies 2% Milk Tetra Juice Nutri-Grain Bar
Friday	Saturday	Sunday	
Smoked Turkey on White Salmon Salad on Multi- Grain Asian Noodle Granny Smith Apple Oreo Cookies 2% Milk Tetra Juice Nutri-Grain Bar	Roast Beef on Brown Chicken Salad Cheese Bun Vegetable Sticks Orange Choc Chip Cookies 2% Milk Tetra Juice Nutri-Grain Bar	Tuna Salad Kaiser Black Forest Ham Potato Red Delicious Apple Fudge-O Cookies 2% Milk Tetra Juice Nutri-Grain Bar	

Note: Use Appendix 2 Table A-2: "Standard Meal Entitlement Pattern for Cold Meals" when preparing box lunches.

Appendix 6 – Between Meal Food Entitlement Table

BETWEEN MEAL FOOD ENTITLEMENT TABLE	
Any one of the following food and/or beverage items can be issued as one BMA IAW Portion Size Standard	
Coffee or tea, plus cream or milk, plus sugar, plus individual plain cookie pkg (oatmeal, social tea, digestive, or other plain biscuit)	
Hot Chocolate beverage mix plus individual plain cookie pkg (oatmeal, social tea, digestive, or other plain biscuit)	
Fruit beverage powder plus individual plain cookie pkg (oatmeal, social tea, digestive, or other plain biscuit)	
Iced tea mix plus individual plain cookie pkg (oatmeal, social tea, digestive, or other plain biscuit)	
Soup, individual canned or instant package plus individual soda cracker pkg	
Individual cheese pkg plus individual soda cracker pkg	
Fruit juice	
Fresh fruit (orange, apple, pear, peach, banana, etc.)	
Cereal or granola bar	
Individual higher calorie cookie pkg (shortcake, Chocolate chip, oatmeal Chocolate chip, cream-filled, fruit and nut cookies, or fig newton)	

Note: High-energy bars, sports drinks or other meal replacement beverages are not included as a standard BMA.

Appendix 7 – Workplace Refreshment (WR) Entitlement Table

Refreshments available to personnel in their workplace, up to a maximum of two issues per person per 24 hour period. The standard portion size is 250 ml per issue (reconstituted).

WORKPLACE REFRESHMENT ENTITLEMENT TABLE
Any of the following beverage items can be provided as a refreshment:
Coffee or tea, plus cream or milk, plus sugar
Hot Chocolate beverage mix
Iced tea mix
Fruit beverage powder drink mix

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Appendix 8 – Opening and Closing Dates by Location

ALBERT HEAD				
KITCHEN OPENING AND CLOSING DATES				
	Kitchen/Mess	Building	OPENING DATE/MEAL	CLOSING DATE/MEAL
A	Kitchen	1015	Year round	Year round

Appendix 9 – Certified Daily Ration Entitlement

DND Personnel (Note 1)	DINER STRENGTH (2)	RATION VALUE	ENTITLEMENT
All meals		x 1.0	
Breakfast only		x 0.2	
Lunch only		x 0.4	
Dinner only		x 0.4	
Total Ration Day Strength (3)			

Note 1:

In accordance with contract definitions, a “ration” also includes 3 snacks (for a full-day), and shall also include pro-rata provision of snacks for less-than full ration value diners.

Note 2:

Diner Strength as provided by DND in Daily Meal Forecast at Appendix 10

Note 3:

Total Ration Day Strength used to determine the applicable Firm Ration Day Charge / Pricing Tier at Annex B

Determination of Total Ration Day Strength and Ration Day Strength Category in accordance with Certified Daily Ration Entitlement

Example 1:

DND Personnel (Note 1)	DINER STRENGTH (1)	RATION VALUE	ENTITLEMENT
All meals		x 1.0	
Breakfast only	20	x 0.2	4
Lunch only	140	x 0.4	56
Dinner only	200	x 0.4	80
Total Ration Day Strength (2)			140

Example 2:

DND Personnel (Note 1)	DINER STRENGTH (1)	RATION VALUE	ENTITLEMENT
All meals	20	x 1.0	20
Breakfast only		x 0.2	
Lunch only	120	x 0.4	48
Dinner only	180	x 0.4	72
Total Ration Day Strength (2)			140

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Appendix 10 – Daily Meal Forecast

Sample of Daily Meal Forecast to be submitted to Contractor at least 48 hours in advance of meal service requested date

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CFB Esquimalt - Albert Head Ration Request Form

Unit:											
OPI / POC:											
				Fund		CC		GL		IO	
Tel:						COMMITMENT # :					
Date	Breakfast		Lunch		Supper		Dispersed Meal				
Example -	# PERs	Ex Cal	# PERs	Ex Cal	# PERs	Ex Cal	Meal Type	# of Per	Total	Disp.	
D/M/Y	60	1.5			60	1.5	BL / L	60	54	60	
									0	0	
									0	0	
									0	0	
									0	0	
									0	0	
									0	0	
									0	0	
									0	0	
									0	0	

Special Instructions:

--	--	--	--	--	--	--	--	--	--	--	--

DEMANDED BY (OPI) SIGNATURE : _____ Date: _____

AUTHORIZED BY (CO) SIGNATURE : _____ Date: _____

CONTRACT MANAGER SIGNATURE: _____ Date: _____

Legend:

1. Extra Calories - state 1.5 or 2 Rations. This will determine if you require more than then 1 serving size.
2. Minimum Charge for diners is 15 personnel.
3. Dispersed Meal - BL for Boxlunch or HB for Haybox Meal and B for Breakfast, L for Lunch, S for Supper.
4. BMA is to be included in Special Instructions.
5. Customer to fill out Green Shaded Area's Only.
6. If Food Requirement is over 15 days. Customer must submit two separate pages.

Appendix 11 – Sanitation and Safety Requirements

1. The Contractor must comply with the following standards of food services sanitation and safety throughout the duration of the Contract. These standards, based on the Sanitation Code for Canada's Food Service Industry, CFAO 34-12, CFAO 34-13 and Chapter 5 (Food Services Sanitation) of A-85-269-001/FP-001, CF Food Services Manual, are set out as a series of statements of fact.

2. Safe Food Handling:

a. Food Reception:

- (1). goods are free of signs of spoilage, adulteration & filth upon delivery;
- (2). frozen foods are received in the frozen state; and
- (3). perishable foods are delivered in refrigerated vehicles;

b. Food Storage:

- (1). foods are properly stored immediately upon receipt;
- (2). refrigerated foods are stored at 4°C (40°F) or lower;
- (3). frozen foods are stored at -18°C (0°F) or lower;
- (4). in the refrigerator, uncooked (raw) foods are stored on the shelf below the cooked (prepared) food items;
- (5). all foods are covered and stored on racks or pallets 15 cm (6 inches) from the floor;
- (6). dry foods are stored in a clean, well ventilated area; and
- (7). fridge/freezers are equipped with a calibrated thermometer and temperatures are recorded daily;

c. Food Preparation:

- (1). food preparation is done in quick, efficient manner;
- (2). food is prepared just in time for service;
- (3). separate cutting boards/utensils are used for cooked and raw foods;
- (4). foods are thawed under refrigeration;
- (5). foods are kept out of the "Danger Zone" 4-60°C (40-140°F) as much as possible;
- (6). hot foods are held at 60°C (140°F) or higher;
- (7). cooked meats/poultry are held at 60°C (140°F) for no more than two hours (batch cooking is the norm);
- (8). cooked meats/poultry are held at 4°C (40°F) for no more than seventy-two hours;
- (9). fresh meat/poultry which has been cooked, chopped or minced is used within two days;
- (10). fresh meat cuts are held at 4°C (40°F) or less for no longer than five days;
- (11). cooked fish is held a 2°C for no more than two days;

-
- (12). fresh eggs are not served uncooked;
 - (13). fresh eggs are stored at 4°C;
 - (14). milk and milk products are stored at 4°C or lower;
 - (15). outdated food/drink items are discarded;
 - (16). custards, fillings and puddings are held at 4°C for no more than two days, if not served under refrigeration, leftovers are discarded;
 - (17). food mixtures containing poultry, eggs, meat, fish or other potentially; hazardous items are held at 4°C for no more than one day;
 - (18). cooked fruits/vegetables are held at a temperature of 4°C for no more than 48 hours while open cans of the same are held for no more than 72 hours;
 - (19). fresh fruits and vegetables are stored under refrigeration;
 - (20). open fats and oils are stored under refrigeration; and
 - (21). prepared foods are dated prior to storage.

3. Personnel:

a. General:

- (1). all staff must be given training in sanitation procedures prior to the start of commencing work in support of this Contract;
- (2). all staff handling and/or preparing food are to be Food Safe Level 1 qualified;
- (3). follow-up in-service sessions are held throughout the Contract so as to maintain a high standard in compliance with the regulations as defined herein and in the sanitation code; and

b. Personal Hygiene:

- (1). personnel appear to bathe daily and use deodorant;
- (2). hair and beards are clean and covered by a hair net and or hat;
- (3). hands are washed frequently - prior to starting work, after using the toilet facilities, after any type of break, after coughing, sneezing or touching the face, after handling raw foods and before handling potentially hazardous foods;
- (4). correct hand washing procedures are followed;
- (5). fingernails are kept short, clean and neatly trimmed;
- (6). ladles, lifters, tongs and scoops are used when handling foods;
- (7). hands are not used as serving tools;
- (8). plastic gloves are worn when employees have a cut, burn or abrasion on their hands; and
- (9). personnel are not eating foods in the kitchen and/or serving areas;

c. Uniforms:

- (1). Neat and clean uniforms are worn by all foodservices personnel;

- (2). professional laundering service for the staff uniforms is provided by the Contractor.

4. Equipment

a. Equipment cleaning standards:

- (1). all food contact surfaces used for the preparation, service, display or storage of food, except cooking surfaces are cleaned and sanitized after each use;
- (2). cooking surfaces used throughout the day are kept free of waste food material or grease and are scraped and cleaned after each use;
- (3). all other surfaces are cleaned at regularly scheduled intervals;
- (4). special attention is directed to the cleaning and sanitizing of cutting/chopping boards and meat slicers. These items are cleaned and sanitized after each use;
- (5). large equipment is cleaned after each use, while equipment which is used less frequently is cleaned and sanitized before and after each use;
- (6). small equipment such as can openers, mixers and kitchen knives are cleaned and sanitized on a regular basis; and
- (7). the exterior surfaces of all equipment, serving areas and utensils are cleaned regularly and kept free of all marks, spills and debris; and

- b. Equipment Cleaning Schedule: A cleaning schedule is to be employed by the Contractor. A guide is available - refer to Appendix 11A attached.

5. Facilities:

a. General:

- (1). doors and screen are kept closed to prevent the entrance of insects and rodents;
- (2). floors are kept free of spills and debris at all times;
- (3). staff locker/washrooms are kept clean and adequately supplied with hand soap, nail brushes, paper towels, etc;
- (4). hand-washing facilities are kept clean and stocked with soap, nail brushes and paper;
- (5). mops, brooms, buckets and cleaning supplies are available in adequate quantity and are properly stored when not in use;
- (6). racks are used for the drying and storage of all pots and utensils; and
- (7). walls, especially those behind sinks and cooking or mixing equipment and shelves used for air drying, are cleaned and sanitized regularly;

-
- b. Dining Room/Serving Area:
- (1). dining tables are cleared and washed immediately after each meal;
 - (2). chair and table legs are washed on a weekly basis;
 - (3). floors are swept after meal service and kept free of marks, spills and debris;
 - (4). floors are washed as required but at least daily;
 - (5). cold and hot serving equipment is cleaned after each meal and checked for proper temperatures before each meal; and
 - (6). condiment containers are cleaned regularly;
- c. Dishwashing/Pot Washing:
- (1). this area is cleaned after each meal;
 - (2). dishwasher cleaned and descaled as outlined in the cleaning schedule; and
 - (3). dishwasher temperatures are checked regularly to ensure temperatures of 60-70°C (140-150°F) and 80-90°C (176-194°F) are met for wash and rinse cycles;
- d. Garbage
- (1). garbage is removed from the kitchen/dining area as required and at end of each meal period;
 - (2). wet garbage (swill/organic waste) is placed in compost bins which are kept covered and stored in a garbage refrigerator or in a suitable place until pick-up;
 - (3). dry garbage is stored in garbage bags;
 - (4). broken glass etc. is placed in separate containers;
 - (5). all garbage containers are covered when not in immediate use; and
 - (6). cans are cleaned and sanitized inside and out after each meal, in an area separate from food production or food storage;
- e. Dry Storage:
- (1). all dry storage areas are kept neat, clean and organized;
 - (2). storage containers, shelves and floors are cleaned regularly; and
 - (3). all open food containers are tightly covered and elevated from the floor surface;
- f. Preparation/Production:
- (1). this area is kept clean and sanitized at all times;
 - (2). all food scraps are discarded rapidly and food is not left standing out at room temperature;
 - (3). all equipment in this area is cleaned and sanitized as per posted cleaning schedules;
 - (4). hoods and vents are cleaned as required;
 - (5). overhead pipes, windows, ceiling and walls are cleaned regularly; and
 - (6). floors are kept free of spills at all times;

g. Refrigerators/Freezers:

- (1). foods are organized, all food is covered;
- (2). time expired leftovers and/or spoiled food items are discarded;
- (3). spills, food debris, empty containers etc., are not visible; and
- (4). floors are washed daily;

h. Hallways:

- (1). hallways are kept clean and clear of all debris and empty cartons/boxes;
- (2). floors are swept and mopped daily; and
- (3). walls and baseboards are cleaned regularly.

Appendix 11A – Basic Equipment Cleaning Instructions and Schedule

WHAT	HOW	WHEN
Ranges	Scrape deposits off grill top using blunt scraper	Daily
	Clean debris from grease trap/tray.	
	Polish grill surface & wipe w/a cloth	
	Oil grill lightly using salad oil	
Bake/roast ovens	Clean boiled over foods immediately.	Daily
	Brush and wipe out oven area.	
	Clean outside of ovens with detergent and a soft brush or cloth.	
	Clean with oven cleaner as directed.	
Deep fat Fryer	Cool fat and drain the fryer.	After each use (AEU)
	Filter fat by passing thru a mechanical filter or a cloth filter.	
	Clean baskets/strainer/entire fryer w/ hot water & detergent. Rinse well.	
	When ready to use refill with filtered fat and top up with fresh fat	
Mixers	Remove parts, wash, rinse and sanitize in the pot wash area	AEU
	Clean the stationary base parts.	
Tilting Skillet	Wash outside and inside fryer with hot water and detergent.	AEU
	Rinse surfaces with warm water and flush with a sanitizer	
Steam Cooker	Wash kettle immediately after use.	Daily
	clean inside & out w/ mild detergent	
	Rinse well, and sanitize	
Steam Table	clean pans, tops and sides with a mild detergent, rinse and sanitize	AEU
	Remove any particles and drain the water.	
	Remove scale on the inside of the water bath using a de-scaling compound	Weekly
Dish Washer	Open drain valves and empty tanks.	AEU
	Clean strainers and wipe excess water around the machine area	
	Scrub inside's tanks around pipes and outside area with brush	After supper
	Clean nozzles & detergent dispensers	
	Leave machine open to air	
	De-scale inside of machine	Weekly
Slicer	Unplug machine, remove parts	AEU
	Wash, rinse and sanitize	
	Clean remainder of machine	
Vegetable Peeler	Remove hopper cover & abrasive disc	AEU
	Clean with water and a stiff brush	
	Rinse and replace cover and disc	
	Clean trap	

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WHAT	HOW	WHEN
Rotary Toaster	Brush out crumbs & clean retain tray	After breakfast
	Wipe and clean exterior surface.	
Can Openers	Wash, rinse and sanitize	Daily
	Clean & remove debris from blade	
Juice Dispenser	Clean handles, faucets, drip trays storage tanks, covers and all exterior surfaces	After each meal (AEM)
Milk Dispenser	Clean and sanitize all dispenser parts	AEM
	Wipe clean interior surfaces	
	Clean milk spills immediately	
Coffee Urns	Rinse w/ hot water before use	Weekly
	Brush inside with hot water	
	Rinse until water runs clean	
	Clean faucet and pipe leading to the centre of the urn	
	Use a de-stainer as directed	
	De-scale water jacket monthly	

Appendix 11B – Sanitation Evaluation Checklist

Camp/Organization >		DATE	
Carried out by >		TIME	
TASKS		COMPLETED	Comments
1	Table tops are clean		
2	Condiment containers are clean		
3	Floors are free of debris and spills		
4	Beverage dispenser drip trays are clean		
5	Steam table/serving areas is clean		
6	Hot foods are covered in steam table		
7	Dessert/cold food items are properly displayed/refrigerated		
8	Appropriate serving utensils available on serving line & buffet		
	KITCHEN AREA		
9	a) Counter/preparation area(s) are clean		
	b) Cutting Board(s) are clean		
	c) Meat slicer(s) are clean		
	d) Deep fat fryer(s) are clean		
	e) Pots, dishes and utensils are clean		
	f) Walls are clean		
	g) Floor are clean		
10	Traffic areas are free from clutter		
11	Fridge/freezer temperatures are recorded		
12	Store rooms are well organized and food is safely stored		
13	In fridges, all food items are properly covered and dated		
14	Foods are not left out at room temperature		
15	Garbage containers are all covered		
16	Wet/dry garbage cans in preparation areas emptied frequently		
17	Doors have intact screens-are kept closed when not in use		
	PERSONNEL		
18	Staff are dressed in clean uniforms		
19	Hairnets/hats are used by staff		

Appendix 12 – Hygiene and Sanitation (CFAO 34-13)

GENERAL

1. The spread of certain infectious diseases may be attributed to inadequate hygiene practices or conditions in food service areas. The measures contained in this order are designed to prevent the spread of these diseases and must be observed by military personnel, civilian Contractors and civilian employees who are employed as food services personnel in DND establishments.

DEFINITIONS

2. This order "food services personnel" means those persons who are employed in:
- the handling, processing, serving or storage of food; or
 - the cleaning of food service areas or food dispensing equipment.

CONSTRUCTION

3. A satisfactory standard of sanitation in food services shall begin with a building that is properly designed and constructed to be free of conditions that are hazardous to food and service. This includes the planning of space to provide adequate room for each operation and adequate separation of operations to reduce the possibility of food contamination.

4. Floor shall be constructed of a smooth, slip-resistant, non-absorptive and non-flaking or peeling material. The flooring surface material should be carried up the wall for at least six inches. Any floor that is cleaned by water flushing or receives water discharges must be suitable sloped to a drain.

5. Wall and ceiling surfaces must be of hard, smooth non-absorbent and easily cleaned material that is capable of withstanding high humidity conditions. Joints must be tight and sealed to eliminate harbourages for insects.

6. An adequate supply of potable hot and cold water must be provided. Steam supplies, where used directly on food or food contact surfaces, must be clean and non-toxic. The use of live steam produced by the central heating plant is not recommended for this purpose since the steam cannot be guaranteed clean or non-toxic. Potable water lines must be separate from, and installed so as to prevent any cross-connection with sewage or non-potable water lines.

7. Floor drains must be trapped, vented and sealed into the floor surface and should be provided with grilles which can be easily removed to allow cleaning.

8. Adequate lighting must be provided for all food service areas. The recommended levels of illumination for these areas are contained in Annex A to CFMO 40-60.

9. Ventilation systems must conform to fire regulations and be designed so as to prevent a back flow of contaminating material on to food or food preparation surfaces from vents or hoods. Air intakes should be designed to prevent the entrance of dirt, dust and insects. Filters must be removable and cleaned at regular intervals, and systems must be kept free of grease and dust accumulation.

10. Washrooms and personnel locker or changing rooms must be structurally separated from food storage, handling, preparation and serving areas. Separate facilities must be provided for male and female personnel.

11. Staff washrooms must have an adequate supply of hot and cold water, soap, nail brushes, and single service disposable towels or an approved hand drying device.

GARBAGE DISPOSAL

12. Food wastes and garbage are a source of food contamination and odors and attract insects and rodents. Since these wastes must be handled, stored or removed in such a way as to prevent food contamination or nuisances, the following measures must be taken.

- a. Food services establishments should be provided with refrigerated garbage storage rooms, otherwise adequately ventilated and screened garbage rooms must be made available;
- b. Garbage must be held in leak-proof, non-absorptive, easily-cleaned containers with tight fitting lids, garbage cans should be lined with plastic garbage bags to facilitate cleaning; and
- c. Adequate facilities must be provided for washing and sanitizing garbage containers after each use. Whenever possible a can washer-sterilizer unit should be installed.

PEST CONTROL

13. The prime consideration in the prevention of insect or rodent infestation in food service areas is cleanliness. Infestation will occur in food service areas unless particular attention is paid to building maintenance, garbage disposal, cleaning and sanitizing, and storage of food.

14. The following measures, in addition to those prescribed at paragraphs 5, 9, 12, 16, 17 and 26, must be taken to prevent insect or rodent infestation:

- a. Cleanliness in all areas, including corners and behind the equipment, is mandatory;
- b. All food must be properly covered and stored; and
- c. Tight fitting window screens and self-closing screen doors must be provided for all food service areas during the fly season.

15. If insect or rodent infestation occurs, the following measures apply:

- a. Cleanliness must be emphasized. Chemical control by the use of pesticides will not be effective unless the infested premises are kept scrupulously clean; and
- b. Pest control procedures must be carried out in accordance with CFAO-34-46 & CFMO 36-03.

EQUIPMENT AND UTENSILS

16. All equipment and utensils must be of a design that is easily cleaned and be constructed of an approved material that is durable and resistant to corrosion.

17. The following measures must be observed in the installation and maintenance of equipment:

- a. Non-mobile equipment must be either sealed onto the floor or mounted on legs with a minimum six-inch clearance between the floor and the base of the equipment. The sides

& back of this equipment must be either sealed into adjacent walls or installed with an eight-inch clearance to enable cleaning; and

- b. Wooden topped preparation tables, meat blocks and cutting boards must be kept clean and in good repair. Items with splits or open cracks must be repaired or replaced. Locally made plywood cutting boards must not be used.

18. All chipped or cracked plastic ware or crockery, and other utensils or heavy equipment items which have surface damage rendering them difficult to sanitize must be replaced. Plastic ware which lost the glaze finish must be replaced.

19. Personnel must not carry their filed utensils into static dining rooms: they must use the plates and cutlery normally provided in these facilities.

CLEANING AND SANITIZING

20. Since food is easily contaminated it is imperative that:

- a. all equipment and utensils be cleaned and sanitized at regular intervals;
- b. all food-contact surfaces be cleaned and sanitized after each use;
- c. cooking surfaces be kept free of waste food material and be scraped and cleaned daily on completion of use;
- d. infrequently used or stored equipment be cleaned and sanitized before use; and
- e. utensils and equipment, when sanitized, be air dried and stored in a clean place to prevent recontamination.

21. One of the following methods of washing and sanitizing must be used for all food and beverage dishes and other equipment.

- a. Mechanical Dishwashing Method:
 - (1). remove all food debris by pre-washing or scraping.
 - (2). the wash water must contain the detergent provided by DND and be maintained at a temperature between 120°F (49°C) and 140°F (60°C.); and
 - (3). rinse water must be maintained at a min temperature of 180°F or 82°C;
- b. Manual Dishwashing Method:
 - (1). normally, three-compartment sinks or sanitary containers will be provided where space limitations prohibit the installation of three-compartment sinks, two two-compartment sinks may be used with the prior approval of NDHQ/Surgeon General;
 - (2). remove all food debris by pre-washing or scraping;
 - (3). wash the utensils in the first sink or container, using the detergent supplied by Contractor. The water must be maintained at a minimum temperature of 110°F or 44°C;

- (4). in a three-compartment unit rinse the utensils in clean water in the second sink or container. The water must be maintained at a minimum temperature of 110°F or 44°C. In a two compartment unit the second sink must be used for both the clean water rinse and as a sterilization compartment and the sterilization procedure must be the same as prescribed in subparagraph (5);
- (5). Sterilize in the third sink or container by:
 - a. immersing the utensils for at least two minutes in a solution of not less than 100 ppm available chlorine (see subparagraph c(1)) or for at least 30 seconds in a quaternary ammonium solution (see subparagraph c(2)), and in either case the solution must be maintained at a minimum temperature of 100°F or 44°C;
 - b. immersing the utensils for at least two minutes, using a wire basket, in clean water maintained a minimum temperature of 180°F or 82°C; and
 - c. oversized and Electrical Equipment: Equipment that cannot be processed in accordance with subparagraphs a or b, e.g. oversized equipment or electrical appliances, must be cleaned with a warm detergent solution, sanitized and rinsed with clear water.

22. The following are recommended as sanitizing agents:

- a. Chlorine solution. A 100 ppm (parts per million) available chlorine solution is produced by adding one half ounce of ten percent sodium hypochlorite (NSN 6810-21-572-1850) to a gallon of cool water.
- b. Quaternary Ammonium solution. A satisfactory sanitizing agent may be produced by adding two ounces of quaternary ammonium compound (NSN 6505-21-570-2100) to a gallon of cool water.

23. Regardless of the dishwashing method used, the sanitizing of dishes and other utensils must meet the recognized public health standards. The plate count must not exceed 100 bacteria per article when tested in accordance with the Standard Plate Testing Utilizing the "swab" technique.

24. Normally, after sanitizing, the equipment and utensils must be air dried. However, where air drying is not possible, dish towels may be used, but it is essential that the towels be clean and used for this purpose only.

FOOD HANDLERS

25. As food services personnel can be carriers of disease organisms which contaminate food the following precautions must be taken:

- a. Civilians who are employed to prepare or handle food must be examined in accordance with CFAO 34-12; and
- b. Food services personnel who incur a common cold, sore throat, gastro-intestinal upset, skin rash or an infected cut or sore must;

- (1). report to the person in charge of food services, and

(2). be removed from food handling duties until approval has been obtained from a medical authority for their return to duty.

26. A high standard of personal hygiene is essential to prevent the transmission of infectious diseases through food. In order to maintain this standard, food services personnel must adhere to the following:

- a. While on duty they must wear clean outer garments provided for food service activities; however, this working dress must not be worn outside the food service establishment;
- b. They must avoid handling food with their hands, ladles, lifters, tongs or scoops should be used;
- c. Smoking, combing hair, applying cosmetics and changing clothing in food service areas are prohibited;
- d. All personnel with hair longer than collar length must wear a hair net. Beards worn by civilian food handlers must be kept short, clean and neatly trimmed; and
- e. Personnel must thoroughly wash their hands prior to starting work, and also after using the toilet facilities, handling raw foods, using a handkerchief, coughing or sneezing.

STORAGE AND REFRIGERATION

27. Food that does not require refrigeration or frozen must be stored:

- a. in clean, well-ventilated, rodent-proof areas;
- b. on racks or pallets with a minimum of six inches clearance from the floor to facilitate cleaning and pest control; and
- c. in unbroken packages or in closed containers to prevent insect contamination.

28. All refrigeration units such as domestic and walk-in refrigerators, deep freezers, cold top tables and sandwich displays must be maintained as follows:

- a. The interior surfaces, racks, and trays must be kept clean;
- b. Racks, shelves and trays must be of corrosion-resistant metal;
- c. Cooling coils must be defrosted regularly on units that are not equipped with automatic defrosting devices;
- d. Proper temperatures must be maintained; and
- e. An indicating thermometer, readily accessible for reading, must be located in each refrigerator, deep freeze and refrigerated food display counter.

29. Perishable foods, both cooked and uncooked, when not actually being used in the preparation of meals or being served, must be stored in accordance *Food Safety Code of Practice for Canada's Foodservices Industry*.

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30. During meal preparation and service, cold foods must be kept below 45°F (7°C) while hot foods must be maintained at a minimum of 140°F (60°C). Leftover food must be cooled rapidly to 45°F (7°C), loosely covered to prevent contamination, and stored in the refrigerator. Maximum storage periods for leftover foods must confirm to recommended food service industry standards.

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Appendix 13 – Contractor's Monthly Invoice

The Contractor's invoice will be supplied by DND. The format will be on a monthly basis, individualizing each Food Service Request (Appendix 10). Below is an example of the DND invoice.

CONTRACTORS MONTHLY INVOICE

NAME OF
CAMP/ESTABLISHMENT:

Food Services - Albert Head
Kitchen

CONTRACT
NO:

GST #:

FIN CODE:

Invoice No:

NAME OF CONTRACTING
FIRM:

BILLING PERIOD FROM :

TO:

FSR #	Group	Date	Gross Amount	TOTAL
201608AH	Cadets	11/08/2016	\$3,225.00	\$3,225.00
		-	\$0.00	\$0.00
		-	\$0.00	\$0.00
		-	\$0.00	\$0.00
		-	\$0.00	\$0.00
		-	\$0.00	\$0.00
TOTALS:				\$3,225.00
CREDIT				\$0.00

GROSS AMOUNT OWED TO
CATERER:

\$3,225.00

SUBTOTAL: \$3,225.00

5 % GST : \$161.25

TOTAL \$3,386.25

\$3,386.25

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Appendix 14 - Contract Incident Reporting

Appendix 14A – Catering Contract Incident Report

TO: Site MANAGER		INCIDENT REPORT	#
DATE AND TIME OF OBSERVATION		date>	time>
CAMP/ORGN		KITCHEN	
OBSERVATION(S)>			
OBSERVED BY	NAME	SIGNATURE	APPOINTMENT
		X	
		date>	time>
RECEIVED BY RESIDENT MGR		date>	time>
SIGNATURE OF RESIDENT MANAGER		<i>Copy is held on file at</i>	
X			

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Appendix 14B – Catering Contract Incident Register

TO: Site MANAGER		INCIDENT REPORT	#
DATE AND TIME OF OBSERVATION		date>	time>
CAMP/ORGN		KITCHEN	
OBSERVED BY	NAME	RANK	POSITION
OBSERVATION(S)>			
Site MGR advised Verbally/In writing by		date>	time>
SIGNATURE		NAME	RANK / POSITION
X			
<i>Copy received by</i>			
RES MGR X		date>	
OBSERVED CORRECTIVE ACTION TAKEN BY CONTRACTOR			
SIGNATURE		NAME	RANK / POSITION
X			
ADMINISTRATIVE PROCEDURES INITIATED			
SIGNATURE		NAME	RANK / POSITION
X			

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Appendix 15 – List of Kitchen Equipment Cost

Small Wares – includes pans, utensils,
bowls, knives etc. – 40k

ALBERT HEAD

Major Equipment – includes ovens,
stoves, steam lines and dish washer –
450K

Appendix 16 – Annual Rations Forecast 2016/2017

Appendix 16A – Food Services Rations Forecast 2016/2017

Total RCIS Ration (Sep – Jun)				3,500	
Air Cadet Summer Training Center					
End-June to End-August				25,000	
Other Users (Sep-Jun)				5,000	
Total Rations Forecast – All Users				33,500	

Appendix 16B – Individual Dispersed Meals Forecast 2016/2017

RCIS Individual Dispersed Meals (Sep-Jun annually)				100	
Air Cadet Summer Training Center					
May					
June				4200	
July				4200	
Aug					
Other Users				1000	
Total Individual Dispersed Meal*				9500	
- All Users					

*Appendix 16B rosters individual dispersed meals. These meals are included in the Ration Days forecast (Appendix 16A). During the Cadet Summer Training Center service, approximately 90% of the Dispersed Meals are for lunches.

Appendix 17 – Night Snack Food Entitlement Table

The night snack must be available in the Dining Facility in accordance with the following table and the portion size standard

NIGHT SNACK FOOD ENTITLEMENT TABLE	
All of the following food and/or beverage items must be available as a night snack:	
Coffee or tea, plus cream or milk, plus sugar Hot chocolate beverage mix Iced tea mix Milk	
Soup, and soda crackers Bread, spreads (peanut butter, cheese spread, jam, etc.)	
Fresh fruit (orange, apple, pear, banana, etc.)	
Snack (e.g. muffin, breakfast bar, cookies, granola bar)	

ANNEX "B" - BASIS OF PAYMENT

Instructions (will be removed from resulting contract):

1. Bidders must submit their financial bid using the financial evaluation tables provided in this Annex.
2. Bidders must submit firm pricing for each period of the contract, including option years 1 and 2.
3. Failure to provide pricing for a service category, for a contract period, or failure to use the financial evaluation tables provided below will result in the bidder's financial bid being declared non-responsive and given no further consideration.
4. Estimated annual forecast provided is for financial evaluation purposes only and does not represent a commitment from Canada.
5. Financial bids will be evaluated in accordance with the evaluation procedures detailed under Part 4 of the solicitation document.

Pricing must be in Canadian Dollars and must include all associated delivery/shipping, labour, material, and food costs for all service categories indicated below for the provision of Food and Food Services as specified in Annex A, Statement of Work.

All Work to be performed under the Contract will be on an "as and when requested basis" using the Daily Meal Forecast (Refer to Appendix 10 of Annex A) or similar DND form.

The Work described in the Daily Meal Forecast must in accordance with the scope of the Contract and the applicable Basis of Payment as specified in the Contract.

The Contractor must not commence work until a Daily Meal Forecast authorized by DND has been received by the Contractor. The Contractor acknowledges that any work performed before a Daily Meal Forecast has been received will be done at the Contractor's own risk.

Applicable Taxes (GST/HST) are extra.

No other charges will be allowed.

1. Period of the Contract

The initial period of the contract is twelve (12) months from date of award with the irrevocable option to extend the term of the contract by two (2) additional one (1) year periods under the same conditions.

The Work is to be performed during the period of mid-June to end-August inclusive and 'as and when required' from September to May.

Initial Contract Period: From _____ to _____ *(Dates inserted at time of Contract award)*

Option Year 1: From _____ to _____

Option Year 2: From _____ to _____

The pricing for Option Years 1 and 2 will be subject to the Contract period extension being exercised under section 7.4.2 of Part 7 of the Contract.

2. Ration Values

The following ration values apply to each meal included in the Firm Ration Day Charge.

Table 2	Ration Day Strength Value
Breakfast, Lunch and Dinner	x 1.00
Breakfast only	x 0.20
Lunch only	x 0.40
Dinner only	x 0.40

In accordance with contract definitions, a 'ration' also includes three (3) snacks (for a full day), and must also include pro-rata provision of snacks for less-than full ration value diners.

3. Firm Ration Day Charge

The Contractor must offer a Firm Ration Day Charge, which includes all costs associated with the provision and service of breakfast, lunch, supper, and three (3) snacks for one (1) eligible DND Personnel.

Firm Ration Day Charges are inclusive of all labour, shipping, and food costs.

Any fraction of a Ration Day above a Ration Day Strength Category tier shall be deemed to be in higher category. For example, a day with a 50.5 Ration Day Strength shall be considered as in the 51 to 150 tier and the Contractor shall charge accordingly.

The percentage of an increase in portion size and quantity of food as detailed in section 3.4 of Annex A will be applied to the Firm Ration Day Charge stated below after determination of the applicable Total Ration Strength and Ration Day Strength Category.

Refer to Appendix 9 at Annex A for determination of applicable Ration Day Strength Category based on Daily Meal Forecast.

Table 3	Annual Forecast 33,500	Firm Ration Day Charge (per Person)			
Ration Day Strength Category	Est. Ration Days	Contract Period Ending _____	Option Year 1 Ending _____	Option Year 2 Ending _____	Evaluated Total
(a) – (b)	(c)	(d)	(e)	(f)	(c) * [(d)+(e)+(f)]
15 - 50	5,000	\$	\$	\$	\$
51 - 150	3,000	\$	\$	\$	\$
151 - 250	2,000	\$	\$	\$	\$
251 - 499	3,500	\$	\$	\$	\$
500 and above	20,000	\$	\$	\$	\$
3) Subtotal – Estimated Firm Ration Day Charges – Albert Head					\$

4. Dispersed Meal Surcharge

Dispersed meals must be charged as an additional cost to the Firm Ration Day Charge stated in Table 3, and must be charged on a per meal basis regardless of extra calorie and additional nourishment requirements.

Table 4		Dispersed Meal Surcharge (\$/Meal)			
	Annual Forecast				
	Est. # of Dispersed Meals	Contract Period Ending _____	Option Year 1 Ending _____	Option Year 2 Ending _____	Evaluated Total
	(c)	(d)	(e)	(f)	(c) * [(d)+(e)+(f)]
	9,500	\$	\$	\$	\$
4) Subtotal – Estimated Dispersed Meal Surcharges – Albert Head					
\$					

5. Reception Service Charge

There is an estimated nine (10) receptions annually

Reception Pricing must be inclusive of all applicable labour, transportation, food costs, condiments and associated paper products.

Table 5		Annual Forecast	Firm Reception Service Charge (per Person)		
Reception Personnel Strength	Est. Number of Receptions	Contract Period Ending _____	Option Year 1 Ending _____	Option Year 2 Ending _____	Evaluated Total
(a) – (b)	(c)	(d)	(e)	(f)	(c) * [(d)+(e)+(f)]
25 - 50	4	\$	\$	\$	\$
51 - 100	1	\$	\$	\$	\$
101 - 150	0	\$	\$	\$	\$
151 - 250	0	\$	\$	\$	\$
251 and above	5	\$	\$	\$	\$
5) Subtotal – Estimated Reception Service Charges – Albert Head					\$

6. Mess Dinner Service Surcharge

There is an estimated ten (10) Mess Dinners annually. Mess Dinner pricing is inclusive of applicable labour costs, and must be on a per person basis. As Mess Dinners normally replace a regular supper, the pricing is for the incremental labour costs associated with the set-up, the requirement for full table service, and the tear-down. As per the Statement of Work, the cleaning of linens shall remain the responsibility of DND.

Mess Dinner Service is as an additional cost to the Firm Ration Day Charge stated in Table 3.

Table 6		Annual Forecast	Firm Mess Dinner Service Surcharge (Per Person)		
Est. total # of diners	Est. # of Mess Dinners	Contract Period Ending _____	Option Year 1 Ending _____	Option Year 2 Ending _____	Evaluated Total
(b)	(c)	(d)	(e)	(f)	(b) * (c) * [(d)+(e)+(f)]
240	10	\$	\$	\$	\$
6) Subtotal – Estimated Mess Dinner Service Surcharges – Albert Head					\$

7. Additional Labour Charges

Additional labour charges attributable to additional preparation, time and extended or special meal hours for dine-in buffets, and other social/operational functions, must be subject to the following rates. This rate shall not apply to Mess Dinners.

Additional Labour is defined as that labour which exceeds two (2) hours of service, when the function is served in lieu of a meal, OR all labour when the entire function is for an event served outside of the Operational Hours.

Such requests for additional labour must be at the request of DND.

The number of servers and length of function will be negotiated with the authority in charge of the function and billed to the same.

Table 7	Annual Forecast	Firm Hourly Rate (per Person)			
		Contract Period Ending _____	Option Year 1 Ending _____	Option Year 2 Ending _____	Evaluated Total
	Est. # of Additional Hours (c)	(d)	(e)	(f)	(c) * [(d)+(e)+(f)]
	200	\$	\$	\$	\$
7) Subtotal – Estimated Additional Labour Charges – Albert Head					
\$					

8. Additional Food Charges

In the provision of service of Mess Dinners, BBQs, and other social functions falling outside of the Firm Ration Day Charge, the Contractor shall receive a firm mark-up percentage as specified below on all food items provided at the request of DND. The Contractor is responsible for providing all relevant invoices to support the food charges to be reimbursed.

Table 8	Annual Forecast	Firm Mark-Up rate (%)		
		Contract Period Ending _____	Option Year 1 Ending _____	Option Year 2 Ending _____
	Est. food charges before mark-up			
	(c)	(d)	(e)	(f)
	\$4,000	_____ %	_____ %	_____ %
8) Subtotal – Estimated Additional Food Charges – Albert Head				
\$				

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Note 1:
If the Mark-up rate offered is 2% for the Contract Period (d), 4% for Option Year 1 (e), and 5% for Option Year 2 (f), the evaluated total will be

$$= [(b) * [(1+(d))]] + [(b) * [(1+(e))]] + [(b) * [(1+(f))]]$$

$$= [\$4,000 * [(1+(2/100))]] + [\$4,000 * [(1+(4/100))]] + [\$4,000 * [(1+(5/100))]]$$

$$= [\$4,000 * 1.02] + [\$4,000 * 1.04] + [\$4,000 * 1.05] = \$4,080 + \$4,160 + \$4,200 = \$12,440$$

Total Evaluated Bid Price for Albert Head for the entire period of the contract (including option years 1 & 2) will be the sum of Sub-totals 3), 4), 5), 6), 7) and 8)

ANNEX "C" - INSURANCE REQUIREMENTS

C.1. Commercial General Liability Insurance

1. The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than **\$2,000,000** per accident or occurrence and in the annual aggregate.
2. The Commercial General Liability policy must include the following:
 - a. *Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.*
 - b. Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
 - c. Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
 - d. Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
 - e. Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
 - f. Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
 - g. Employees and, if applicable, Volunteers must be included as Additional Insured.
 - h. Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
 - i. Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
 - j. Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of policy cancellation.
 - k. If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
 - l. Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.

-
- m. All Risks Tenants Legal Liability - to protect the Contractor for liabilities arising out of its occupancy of leased premises.
 - n. Non-Owned Automobile Liability - Coverage for suits against the Contractor resulting from the use of hired or non-owned vehicles.
 - o. Litigation Rights: Pursuant to subsection 5(d) of the Department of Justice Act, S.C. 1993, c. J-2, s.1, if a suit is instituted for or against Canada which the Insurer would, but for this clause, have the right to pursue or defend on behalf of Canada as an Additional Named Insured under the insurance policy, the Insurer must promptly contact the Attorney General of Canada to agree on the legal strategies by sending a letter, by registered mail or by courier, with an acknowledgement of receipt.

Send to:
Senior General Counsel,
Civil Litigation Section,
Department of Justice
234 Wellington Street, East Tower
Ottawa, Ontario K1A 0H8

A copy of the letter must be sent to the Contracting Authority. Canada reserves the right to co-defend any action brought against Canada. All expenses incurred by Canada to co-defend such actions will be at Canada's expense. If Canada decides to co-defend any action brought against it, and Canada does not agree to a proposed settlement agreed to by the Contractor's insurer and the plaintiff(s) that would result in the settlement or dismissal of the action against Canada, then Canada will be responsible to the Contractor's insurer for any difference between the proposed settlement amount and the amount finally awarded or paid to the plaintiffs (inclusive of costs and interest) on behalf of Canada

C.2. Automobile Liability Insurance

1. The Contractor must obtain Automobile Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than **\$2,000,000** per accident or occurrence.
2. The policy must include the following:
 - a. Third Party Liability - \$2,000,000 Minimum Limit per Accident or Occurrence
 - b. Accident Benefits - all jurisdictional statutes
 - c. Uninsured Motorist Protection
 - d. Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of cancellation.

C.3. All Risk and Property Insurance

The Contractor must obtain All Risks Property insurance while the Government Property is under its care, custody or control, and maintain it in force throughout the duration of the Contract, in an amount of not less than **\$500,000.00**. The Government's Property must be insured on replacement cost (new) basis.

1. Administration of Claims: The Contractor must notify Canada promptly about any losses or damages to Government Property and monitor, investigate and document losses of or damage to ensure that claims are properly made and paid.
2. The All Risks Property insurance policy must include the following:
 - a. Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority at least thirty (30) days written notice of policy cancellation.
 - b. Loss Payee: Canada as its interest may appear or as it may direct.
 - c. Waiver of Subrogation Rights: Contractor's Insurer to waive all rights of subrogation against Canada as represented by the Department of National Defence and Public Works and Government Services Canada for any and all loss of or damage to the property however caused.

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ANNEX “D” – SECURITY REQUIREMENTS CHECKLIST

(Starts on next page)



Government
of Canada

Gouvernement
du Canada

Contract Number / Numéro du contrat

W2B03-170107

Security Classification / Classification de sécurité

RELIABILITY

SECURITY REQUIREMENTS CHECK LIST (SRCL)

LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE

1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine		DND		2. Branch or Directorate / Direction générale ou Direction		RCN/CFB Esquimalt	
3. a) Subcontract Number / Numéro du contrat de sous-traitance				3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant			
4. Brief Description of Work / Brève description du travail Provide Food Services at Albert Head Kitchen							
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?						<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?						<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
6. Indicate the type of access required / Indiquer le type d'accès requis							
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)						<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.						<input type="checkbox"/> No Non	<input checked="" type="checkbox"/> Yes Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?						<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès							
Canada <input type="checkbox"/>		NATO / OTAN <input type="checkbox"/>		Foreign / Étranger <input type="checkbox"/>			
7. b) Release restrictions / Restrictions relatives à la diffusion							
No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>		All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>		No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>			
Not releasable À ne pas diffuser <input type="checkbox"/>							
Restricted to: / Limité à: <input type="checkbox"/>		Restricted to: / Limité à: <input type="checkbox"/>		Restricted to: / Limité à: <input type="checkbox"/>			
Specify country(ies): / Préciser le(s) pays:		Specify country(ies): / Préciser le(s) pays:		Specify country(ies): / Préciser le(s) pays:			
7. c) Level of information / Niveau d'information							
PROTECTED A PROTÉGÉ A <input type="checkbox"/>		NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>		PROTECTED A PROTÉGÉ A <input type="checkbox"/>			
PROTECTED B PROTÉGÉ B <input type="checkbox"/>		NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>		PROTECTED B PROTÉGÉ B <input type="checkbox"/>			
PROTECTED C PROTÉGÉ C <input type="checkbox"/>		NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>		PROTECTED C PROTÉGÉ C <input type="checkbox"/>			
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>		NATO SECRET NATO SECRET <input type="checkbox"/>		CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>			
SECRET SECRET <input type="checkbox"/>		COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>		SECRET SECRET <input type="checkbox"/>			
TOP SECRET TRÈS SECRET <input type="checkbox"/>				TOP SECRET TRÈS SECRET <input type="checkbox"/>			
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>				TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>			



PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?

Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS?

☒ No ☐ Yes
Non Oui

If Yes, indicate the level of sensitivity:

Dans l'affirmative, indiquer le niveau de sensibilité :

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?

Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?

☒ No ☐ Yes
Non Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel :

Document Number / Numéro du document :

PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

- | | | | |
|---|---|---|--|
| <input checked="" type="checkbox"/> RELIABILITY STATUS
COTE DE FIABILITÉ | <input type="checkbox"/> CONFIDENTIAL
CONFIDENTIEL | <input type="checkbox"/> SECRET
SECRET | <input type="checkbox"/> TOP SECRET
TRÈS SECRET |
| <input type="checkbox"/> TOP SECRET - SIGINT
TRÈS SECRET - SIGINT | <input type="checkbox"/> NATO CONFIDENTIAL
NATO CONFIDENTIEL | <input type="checkbox"/> NATO SECRET
NATO SECRET | <input type="checkbox"/> COSMIC TOP SECRET
COSMIC TRÈS SECRET |
| <input type="checkbox"/> SITE ACCESS
ACCÈS AUX EMPLACEMENTS | | | |

Special comments:

Commentaires spéciaux :

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.

REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?

Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail?

☐ No ☒ Yes
Non Oui

If Yes, will unscreened personnel be escorted?

Dans l'affirmative, le personnel en question sera-t-il escorté?

☒ No ☐ Yes
Non Oui

PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?

Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS?

☒ No ☐ Yes
Non Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?

Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC?

☒ No ☐ Yes
Non Oui

PRODUCTION

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?

Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ?

☒ No ☐ Yes
Non Oui

INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?

Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS?

☒ No ☐ Yes
Non Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?

Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale?

☒ No ☐ Yes
Non Oui



Government
of Canada

Gouvernement
du Canada

Contract Number / Numéro du contrat

Security Classification / Classification de sécurité

RELIABILITY

PART C - (continued) / PARTIE C - (suite)

For users completing the form **manually** use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.

Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form **online** (via the Internet), the summary chart is automatically populated by your responses to previous questions.

Dans le cas des utilisateurs qui remplissent le formulaire **en ligne** (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL	SECRET	TOP SECRET	NATO RESTRICTED	NATO CONFIDENTIAL	NATO SECRET	COSMIC TOP SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET
				CONFIDENTIEL		TRÈS SECRET	NATO DIFFUSION RESTREINTE	NATO CONFIDENTIEL		COSMIC COSMIC TRÈS SECRET	A	B	C	CONFIDENTIEL		TRÈS SECRET
Information / Assets Renseignements / Biens Production																
IT Media / Support TI																
IT Link / Lien électronique																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?

La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No
Non

☐ Yes
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?

La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No
Non

☐ Yes
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

ANNEX "E" - DND FOOD QUALITY STANDARDS

Food products supplied and used for the food services provided against this Contract must meet or exceed the DND Food Quality Specifications (FQS). The DND Food Quality Specifications can be downloaded from the www.buyandsell.gc.ca/tenders website using solicitation numbers E6TOR-13RM06 to E6TOR-13RM37 or the links provided below.

FQS #	Item	Link	Solicitation Number
2	Beef	https://buyandsell.gc.ca/procurement-data/tender-notice/PW-TOR-033-6530	E6TOR-13RM06/A
34	Bread and Baked Products	https://buyandsell.gc.ca/procurement-data/tender-notice/PW-TOR-033-6529	E6TOR-13RM07/A
26	Butter and Margarine	https://buyandsell.gc.ca/procurement-data/tender-notice/PW-TOR-033-6528	E6TOR-13RM08/A
14	Canned Fruits	https://buyandsell.gc.ca/procurement-data/tender-notice/PW-TOR-033-6527	E6TOR-13RM09/A
15	Canned Vegetables	https://buyandsell.gc.ca/procurement-data/tender-notice/PW-TOR-033-6526	E6TOR-13RM10/A
36	Cereal	https://buyandsell.gc.ca/procurement-data/tender-notice/PW-TOR-033-6525	E6TOR-13RM11/A
19	Cheese	https://buyandsell.gc.ca/procurement-data/tender-notice/PW-TOR-033-6524	E6TOR-13RM12/A
28	Coffee & Tea	https://buyandsell.gc.ca/procurement-data/tender-notice/PW-TOR-033-6523	E6TOR-13RM13/A
33	Condiments & Condiment Sauces	https://buyandsell.gc.ca/procurement-data/tender-notice/PW-TOR-033-6522	E6TOR-13RM14/A
17	Dehydrated Vegetables	https://buyandsell.gc.ca/procurement-data/tender-notice/PW-TOR-033-6521	E6TOR-13RM15/A
16	Dried Fruit	https://buyandsell.gc.ca/procurement-data/tender-notice/PW-TOR-033-6520	E6TOR-13RM16/A
1	Eggs and Egg Products	https://buyandsell.gc.ca/procurement-data/tender-notice/PW-TOR-033-6519	E6TOR-13RM17/A
9	Fish and Seafood	https://buyandsell.gc.ca/procurement-data/tender-notice/PW-TOR-033-6518	E6TOR-13RM18/A
37	Flour & Cake, Pancake and Waffle Mixes	https://buyandsell.gc.ca/procurement-data/tender-notice/PW-TOR-033-6517	E6TOR-13RM19/A
10	Fresh Fruit	https://buyandsell.gc.ca/procurement-data/tender-notice/PW-TOR-033-6516	E6TOR-13RM20/A

FQS #	Item	Link	Solicitation Number
11	Fresh Vegetables	https://buyandsell.gc.ca/procurement-data/tender-notice/PW-TOR-033-6515	E6TOR-13RM21/A
12	Frozen Fruit	https://buyandsell.gc.ca/procurement-data/tender-notice/PW-TOR-033-6514	E6TOR-13RM22/A
13	Frozen Vegetables	https://buyandsell.gc.ca/procurement-data/tender-notice/PW-TOR-033-6511	E6TOR-13RM23/A
35	Fruit Juices	https://buyandsell.gc.ca/procurement-data/tender-notice/PW-TOR-033-6513	E6TOR-13RM24/A
31	Herb and Spices	https://buyandsell.gc.ca/procurement-data/tender-notice/PW-TOR-033-6512	E6TOR-13RM25/A
29	Ice Cream and Sorbets (Sherbet)	https://buyandsell.gc.ca/procurement-data/tender-notice/PW-TOR-033-6510	E6TOR-13RM26/A
5	Lamb	https://buyandsell.gc.ca/procurement-data/tender-notice/PW-TOR-033-6509	E6TOR-13RM27/A
23	Legumes (Pulses)	https://buyandsell.gc.ca/procurement-data/tender-notice/PW-TOR-033-6508	E6TOR-13RM28/A
18	Milk and Dairy Products	https://buyandsell.gc.ca/procurement-data/tender-notice/PW-TOR-033-6507	E6TOR-13RM29/A
21	Pasta and Noodles	https://buyandsell.gc.ca/procurement-data/tender-notice/PW-TOR-033-6506	E6TOR-13RM30/A
30	Pie Fillings and Pie Fruits	https://buyandsell.gc.ca/procurement-data/tender-notice/PW-TOR-033-6505	E6TOR-13RM31/A
4	Pork	https://buyandsell.gc.ca/procurement-data/tender-notice/PW-TOR-033-6504	E6TOR-13RM32/A
6	Poultry	https://buyandsell.gc.ca/procurement-data/tender-notice/PW-TOR-033-6503	E6TOR-13RM33/A
22	Rice	https://buyandsell.gc.ca/procurement-data/tender-notice/PW-TOR-033-6502	E6TOR-13RM34/A
25	Shortenings Fat and Oils	https://buyandsell.gc.ca/procurement-data/tender-notice/PW-TOR-033-6501	E6TOR-13RM35/A
27	Sugars and Preserves	https://buyandsell.gc.ca/procurement-data/tender-notice/PW-TOR-033-6500	E6TOR-13RM36/A
3	Veal	https://buyandsell.gc.ca/procurement-data/tender-notice/PW-TOR-033-6499	E6TOR-13RM37/A

<https://buyandsell.gc.ca/procurement-data/search/site/E6TOR-13RM> General Search.

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ANNEX “F” - FOOD SAFETY AND DEFENCE PROGRAM (FDSP)

(Starts on next page)



Food Safety and Defence Program

Food Safety and Defence System

Current Version: 1.1. Original Release date: January 2015. Current Released date:
October 2016 by: SJS/J4 Food Services.

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1.0 Food Safety and Defence System

1. The five main elements of the CAF Food Safety and Defence System (FSDS) are Food Safety Policy, Food Safety Practices, Food Safety Training, Food Safety within Food Services Operations, and Continuous Improvement. This publication outlines the Food Safety Practices covered within the [FSDS](#). Thus, this program-level document is intended to serve as a companion to the FSDS and not as a standalone publication.
2. The food safety practices outlined within this publication are based on the Canadian Food Inspection Agency (CFIA) Food Safety Enhancement Program (FSEP), which was adjusted for CAF Food Services operations. In addition, the Canadian Restaurant and Foodservices Association (CRFA) Food Safety Code of Practice for Canada's Foodservice Industry is a good companion publication to this program document. However, the material contained within this document and the [FSDS](#) – the parent publication to this document - will take precedence over the CRFA Code should there be conflicting information between the two publications.

1.1 Food Safety Practices

1. Food safety practices are those operations that are conducted by CAF members/DND Food Services employees to produce safe food, thereby decreasing the risk of foodborne disease to CAF diners. Each practice has a standard that must be obtained. CAF Food Safety practices are broken down into two main components: Prerequisite Programs (PRPs), which consist of basic food safety programs that must be in place before receiving, preparing, producing or serving food; and Hazard Analysis Critical Control Point (HACCP)-based programs (HBPs), which decrease food safety hazards during food production and service activities. The PRPs and HBPs within the FSDS are presented herein.

Prerequisite Programs (PRPs).

2. PRPs are basic conditions and activities that are necessary in order to maintain a hygienic environment throughout Food Services facilities. The eight CAF PRPs illustrated in the table below will be described later in this publication.

Table 1 - CAF PRPs

CAF PRPs
1 - Internal and External Premises
2 - Purchasing/Receiving, Storage, Packaging and Transportation
3 - Equipment and Utensils
4 – Personnel
5 - Sanitation and Housekeeping
6 - Pest Control
7 - Response to Foodborne Issues
8 - Food Defence

Hazard Analysis Critical Control Point (HACCP) Based Programs [HBPs].

3. HACCP-based programs identify and assess hazards and risks associated with food production and service operations. The goal of HACCP-based programs is to decrease or eliminate food hazards (chemical, biological, physical) to a safe level for consumption.
4. The following food safety production and services practices will be monitored and recorded.

Table 2 - CAF Food Safety Production and Service Practices.

CAF Food Safety Production and Service Practices
1. Thawing
2. Cold Holding
3. Cooking
4. Hot Holding
5. Cooling
6. Service (Cold or Hot)
7. Reheating
8. Prevention of Cross-contamination

1.2 Prerequisite Programs (PRPs)

1. Prerequisite Programs (PRPs) are the basic conditions and activities that are necessary in order to maintain a hygienic environment throughout Food Services facilities. The implementation of these PRPs within CAF/DND food services operations will mitigate the risk of introducing food safety hazards through either the work environment or operational practices.
2. The PRPs outlined in this section reflect the current work environment and operational practices within CAF Food Services. PRPs must be maintained to their appropriate standards before foodservices preparation, production and/or service activities can commence. Although PRPs are simple programs that set conditions for producing safe food, if their standards are not maintained the likelihood of food contamination occurrence is high.
3. The eight PRPs identified below must be implemented within CAF Food Services operations to ensure that diners are served safe food and that the standards specified by SJS/D Foods Svcs for CAF Food Service operations are in place and practiced.

4. The above PRPs are further divided into sub-sections in the following Table.

Table 4 – PRPs for CAF Food Services Operations

Programs	Sub-Programs
PRP 1 – Internal and External Premises	PRP 1.1 – External Premises PRP 1.2 - Building (or Dining Facility) PRP 1.3 - Lighting PRP 1.4 - Ventilation PRP 1.5 - Waste and Inedible Food Waste Disposal PRP 1.6 - Sanitary Facilities PRP 1.7 - Water/Ice/Steam Quality PRP 1.8 - Plumbing and Sewage
PRP 2 - Purchasing/Receiving, Storage, Packaging and Transportation	PRP 2.1 - Purchasing/Receiving PRP 2.2 – Storage PRP 2.3 – Packaging PRP 2.4 – Transportation/ Distribution
PRP 3 – Equipment and Utensils	PRP 3.1 – Equipment PRP 3.2 – Utensils
PRP 4 - Personnel	PRP 4.1 – Illness and Injury PRP 4.2 – Personal Hygiene PRP 4.3 – Visitors
PRP 5 - Sanitation and Housekeeping	PRP 5.1 – Equipment Cleaning and Sanitizing PRP 5.2 – Utensil/Container Cleaning and Sanitizing PRP 5.3 – Internal and External Cleaning and Sanitizing
PRP 6 - Pest Control	PRP 6.1 – Pest Control Program
PRP 7 - Response to Foodborne Issues	PRP 7.1 – Food Recall from Supplier PRP 7.2 – Response to Suspected Foodborne Incident
PRP 8 – Food Defence	PRP 8.1 – Food Defence – Low Threat PRP 8.2 – Food Defence – High Threat

PRP 1 – INTERNAL AND EXTERNAL PREMISES

This PRP is broken down into the following sub-PRPs:

- PRP 1.1 – External Premises
- PRP 1.2 – Building (or feeding facility)
- PRP 1.3 – Lighting
- PRP 1.4 – Ventilation
- PRP 1.5 – Waste and Inedible Food Waste Disposal
- PRP 1.6 – Sanitary Facilities
- PRP 1.7 – Water/Ice/Steam Quality
- PRP 1.8 – Plumbing and Sewage

PRP 1.1 – External Premises

Standards

PRP 1.1.1 - Building facilities are located away from or protected against potential sources of external contaminants such as excessive dust, odours and pest infestation that may compromise the safety of food.

PRP 1.1.2 - Surroundings/roadways are free of debris and refuse, adequately drained and maintained to minimize environmental hazards.

PRP 1.2 - Building (or feeding facility)

Standards

Outside Walls/Perimeter of Building (or Dining Facility/area)

PRP 1.2.1 - Roof, air intakes, foundation, walls, doors and windows must be constructed and maintained in a manner which guards against leakage and entry of contaminants and pests.

Inside Building or Dining Facility

PRP 1.2.2 – The interior of a building or dining facility must be designed:

- a. To effectively separate incompatible operations, for example, in a feeding facility, the packaging or serving of cooked/ready-to eat products should be performed separately from the cutting of raw meat (poultry, beef, etc);
- b. To provide hygienic operations by means of a regulated flow from point of entry of the premises to the final product or service of food;
- c. To effectively prevent cross-contamination due to employee traffic pattern, food product flow and equipment;
- d. To ensure living quarters and areas where live animals are held remain separated from and do not open directly into food preparation and production areas;
- e. To ensure incoming materials (e.g., food, non-food, and packaging) are received in an area separate from food production areas;
- f. To ensure washrooms, lunchrooms and change rooms are separated from and do not open directly into Food Services preparation or production areas;

- g. To ensure separate and adequate facilities are provided for the storage of waste and inedible products, cleaning/sanitizing equipment and cleaning/sanitizing chemicals;
- h. To ensure drainage and sewage systems are equipped with functional traps and vents;
- i. To ensure floors permit liquids to drain to trapped outlets; and
- j. To ensure floors, walls, doors, windows, ceilings, overheads and other structures in rooms or areas where food is produced, stored, packaged, received or shipped are cleanable, prevent contamination, prohibit deterioration, are suitable for the activities in each area and are free of any noxious gases.

Note 1: Food Services operations contemplating building construction or major renovations must advise SJS/ D Food Svcs 4 - Facilities and Equipment who will ensure that the requirements outlined in these PRPs are taken into consideration.

Note: 2: A consult with CAF Health Services (Preventive Medicine) is also advised prior to any construction or renovations to ensure that existing Health Regulations will be adhered to.

PRP 1.3 - Lighting

Standards

PRP 1.3.1 - Lighting is appropriate such that food colour is not altered and that production and inspection activities can be effectively conducted.

PRP 1.3.2. - Light bulbs and fixtures located in areas where there is exposed food or packaging materials are either shielded or shatterproof to ensure food and food contact surfaces are protected from broken glass.

PRP 1.4 - Ventilation

Standards

PRP 1.4.1 - Filters are cleaned or replaced when required.

PRP 1.4.2 - Ventilation systems must be constructed and maintained in a manner that ensures that air does not flow from the most contaminated areas to the least contaminated areas.

PRP 1.4.3 - Where required, ambient air, compressed air or gases utilized in processing equipment that contact either food products or food packaging are appropriately sourced and treated to minimize contamination of product and packaging.

PRP 1.5 - Waste and Inedible Food Waste Disposal

Standards

PRP 1.5.1 - Food Services operations must have in place:

- a. An identification system for utensils and containers used for the collection and holding of waste and inedible/food waste materials;
- b. An established frequency of removal of inedible/food waste products during operations;
- c. If applicable, established procedures for storage of waste and inedible/food waste products;
- d. An established frequency of removal of inedible/food waste products from the establishment; and
- e. Procedures for maintenance of waste and inedible/food waste equipment (equipment must be leak proof and where appropriate, covered).

PRP 1.6 - Sanitary Facilities

Standards

Employee Facilities

PRP 1.6.1 - Washrooms have hot and cold potable running water, soap dispensers, liquid soap, sanitary hand drying equipment and supplies as well as cleanable waste receptacles.

PRP 1.6.2 - Hand washing notices are posted in appropriate areas (e.g. inside staff washrooms and change areas and at hand washing sinks).

PRP 1.6.3 – Washrooms, lunch rooms and change rooms are maintained in a manner to prevent contamination.

Hand Washing Stations

PRP 1.6.4 - Food Services operations must contain an adequate number of conveniently located handwashing stations with trapped waste pipes leading to drains. Handwashing stations must be properly maintained and supplied with hot and cold potable running

water, soap dispensers, soap, sanitary hand drying equipment (e.g. air dryer or paper towel) and cleanable waste receptacles.

PRP 1.6.5 - Hand washing notices and procedures are clearly visible at hand wash stations.

PRP 1.7 - Water/Ice/Steam Quality

Standards

PRP 1.7.1 - Food Services must ensure that water and ice meet the potability requirements of the appropriate regulatory authority. The local medical unit must be consulted regarding the frequency of water testing and Food Services staff must ensure this testing takes place at the required intervals by medical personnel (i.e. Preventive Medicine Technicians) or an authorized contractor in consultation with medical services.

PRP 1.7.2 - Where required, hoses and faucets or other similar sources of possible contamination are designed to prevent back-flow. Base/Wing CE can be consulted to assist with this assessment.

PRP 1.7.3 - Where filters must be used they are to be kept in good working order and maintained in a sanitary manner.

PRP 1.7.4 - The volume, temperature and pressure of potable water/steam are adequate for all operational and cleanup demands.

PRP 1.7.5 - Where it is necessary to store water or ice, storage facilities are adequately designed, constructed and maintained to prevent contamination.

PRP 1.8 - Plumbing and Sewage

Standards

Plumbing

PRP 1.8.1 - A plumbing system must have:

- a. Where required, hoses, taps or other similar sources of possible contamination must be designed to prevent back-flow;
- b. Backflow prevention devices:
 - (1) Must be maintained regularly and be accessible;
 - (2) Must be designed to handle liquid volume requirements of Food Services operations; and

- (3) Must not be exposed near/open to food preparation and service areas.

Sewage

PRP 1.8.2 - A sewage system must:

- a. Prevent back-up of raw sewage. If back-up of raw sewage does occur, the affected area(s) must be closed until the issue is fixed and the area is adequately cleaned and sanitized;
- b. Prevent cross-contamination:
 - (1) Between human waste and production drainage wastes in the establishments;
 - (2) Between water lines and non-potable water supply systems; and
 - (3) By ensuring non-potable re-circulated/reused/recycled water has a separate distribution system which is readily identifiable in the facility.
- c. Ensure that the sewage and the waste effluent systems do not pass directly over or through production areas unless they are controlled to prevent contamination; and
- d. Must have grease traps that are cleaned and flushed regularly.

PRP 2 – PURCHASING/RECEIVING, STORAGE, PACKAGING AND TRANSPORTATION

This PRP consists of four sub-PRPs:

- PRP 2.1 – Purchasing/Receiving
- PRP 2.2 – Storage
- PRP 2.3 – Packaging
- PRP 2.4 – Transportation/Distribution

PRP 2.1 -Purchasing/Receiving

Standards

PRP 2.1.1 - Food Services operations must have documented purchasing procedures in place to ensure that:

- a. Ingredients are ordered from suppliers/sources as per existing procurement direction (review the procurement direction in Chapter 2 of the Food Services Manual via this link): [Chapter 2](#) and, Food Quality Specifications (FQSs) (available at link): [FQS](#) and
- b. The required information on ingredients is maintained on file (e.g., specifications, letters of guarantee, and certificate of analysis).

PRP 2.1.2 - Upon receiving food from suppliers, Food Services operations must:

- a. Assess incoming ingredients, products and materials to ensure that their conditions are satisfactory and that the purchasing specifications have been met; and
- b. Ensure returned, defective or suspect products are clearly identified and isolated in a designated storage area, pending assessment to determine the appropriate disposition.

Monitoring/Corrective Actions/Record Keeping

PRP 2.1.2.1 - Visual Monitoring of Receiving Area. Before receiving any food visually check receiving area and equipment for cleanliness - free of any hazards, this includes (but is not limited to) dirt, food, cleaning supplies. If sanitation deficiencies are observed, ensure area and/or equipment are cleaned prior to food deliveries. Record results as per [Annex B](#).

PRP 2.1.2.2 - Visual Monitoring of Delivery Vehicle. Before receiving any food receiving staff will visually check the food supplier's vehicle storage areas and delivery equipment for cleanliness - free of any hazards, this includes (but is not limited to) dirt, food, cleaning supplies. If delivery vehicle and/or delivery equipment is not sanitary and as a result may have caused contamination to food, do not accept delivery from supplier, inform supervisor and document the reason for return of supplies. Record results as per [Annex B](#).

PRP 2.1.2.3 - Temperature of Food Received.
Receiving staff will assess each pallet of food with calibrated temperature thermometer or calibrated temperature gun to ensure delivery temperatures are: Refrigerated Food: 4°C (40°F) or lower; and Frozen Food: -18°C (0°F) or lower. If measured temperature does not reach the standard, do not accept food from supplier, inform supervisor and document the reason for return of supplies. Record results (temperatures as per [Annex B](#).)

PRP 2.1.2.4 - Visual Monitoring of Food.
When food is received, Receiving staff will visually check that all food is not damaged or expired, and that the food has not been tampered with. If food is damaged or expired, do not accept food from supplier, inform supervisor and

document the reason for return of supplies. If food has been tampered with inform supervisor immediately who must call security elements (Military Police). Record all results as per [Annex B](#).

PRP 2.2 - Storage

Standards

PRP 2.2.1 - Temperatures of storage areas, processing areas, refrigeration units/coolers and freezers must meet the following requirements:

- a. Refrigerated Food. All refrigerated food must be received and stored in a room/area that is 4°C (40°F) or less. Other requirements are as follows:
 - (1) One hanging thermometer shall be placed in the front by the door and one at the back of the fridge;
 - (2) Fridges must never be overloaded and food items must be stored six inches off the floor;
 - (3) Wire type shelves should be used as they allow for proper airflow. Never line shelving with packaging material as it may prevent proper airflow;
 - (4) All food must be wrapped properly or kept in closed containers which should be clearly marked with dates and contents; and
 - (5) Meat/fish/poultry/pork products must be stored away from vegetables, fruit and ready-to-eat products. The order of storing meat-like products from top to bottom is the following:
 - (a) Fish;
 - (b) Whole cuts of pork;
 - (c) Whole cuts of beef;
 - (d) Ground beef or pork; and
 - (e) Poultry.
 - (6) Regularly Scheduled cleaning of fridges, during which food items are transferred to another refrigeration unit; and
 - (7) Always use first in/first out (FIFO) method.

- b. Frozen Foods. All frozen food must be stored in a room/area that is -18°C (0°F) or less. Other requirements are as follows:
 - (1) Always use the FIFO method; and
 - (2) Defrost and clean freezer regularly. During cleaning ensure that food items are transferred to another freezer unit that is able to hold food at the temperatures noted at para b..
- c. Dry Food. Food items that do not require refrigerated or frozen storage must be kept in a clean, ventilated room(s) with adequate lighting. Humidity must be controlled to deter spoilage. Other requirements are as follows:
 - (1) Dry storage rooms should be maintained at an ambient temperature of between 10°C (50°F) and 21°C (70°F) with a relative humidity between 50% and 55%;
 - (2) Food should be kept away from direct sunlight;
 - (3) Food should be stored at a minimum of 15 cm (6 inches) from the ground;
 - (4) Food should be kept in its original packaging as much as possible. When this is not possible, food should be wrapped or stored in an air tight container to reduce spoilage and prevent pest access (e.g. insects and rodents) from contaminating food. Labels with dates must be included; and
 - (5) Dry storage areas are regularly cleaned (regularly scheduled cleaning) by moving food to other areas during the process.

Monitoring/Corrective Actions/Record Keeping

PRP 2.2.1.1 - Storage Temperatures. Refrigerator and freezer charts must be completed during every shift. If it is determined that refrigerator or freezer units are not maintaining the required temperature standards, an assessment must be made to determine if the food has entered the temperature danger zone (above 4°C (40°F)). If food has entered the temperature danger zone, hold food for disposal in a separate location until authorized disposal (PMed) - Label food – DO NOT USE – FOOD SAFETY ISSUE. Record all results as per [Annex C](#).

PRP 2.2.1.2 – Visual Monitoring of Storage Areas. The cleanliness of refrigerator and freezer units and dry storage areas must be assessed during every shift. If these areas are identified as unsanitary, or if there has been a possible cross-contamination event, an additional assessment should occur. If it is determined that food items may have been contaminated, the following should

occur: hold contaminated food for disposal in separate location until authorized disposal (PMed) - Label food – DO NOT USE – FOOD SAFETY ISSUE. Rectify the possible contamination issues by cleaning the affected area and/or eliminating the possible cross-contamination issue. Record all results as per [Annex C](#).

PRP 2.2.2 - Ingredients, finished products and packaging materials are handled and stored in a manner which will prevent damage, deterioration and contamination.

Chemical storage:

PRP 2.2.3 - Non-food chemicals are stored in a dry, adequately ventilated area where there is no possibility for cross-contamination of food, packaging materials or food contact surfaces.

PRP 2.2.4 - When required for ongoing use in food handling areas, non-food chemicals are stored in a manner that prevents the contamination of food, food contact surfaces or packaging material.

PRP 2.2.5 - Non-food chemicals are mixed in clean, correctly WHMIS labelled containers (in accordance with WHMIS requirements) and dispensed and handled only by authorized and properly trained personnel (they must have the required WHMIS training).

PRP 2.3 – Packaging

(products leaving CAF Food Services facilities i.e., box lunches, hayboxes, other dispersed meals)

Standard

PRP 2.3.1 - Packaging must protect against intentional or unintentional contamination and deterioration prior to leaving a Food Services operation. Only use packaging material (food grade) that is fit for in a foodservice facility.

PRP 2.4 - Transportation/Distribution

Standards

PRP 2.4.1 - Carriers used for the transport of food must be designed, constructed, maintained and kept clean to prevent contamination, damage and deterioration of the food product. They must be also equipped, where applicable, to maintain food products in a refrigerated or frozen state.

PRP 2.4.2 – Carriers that usually transport materials or substances that might contaminate food products (e.g. petroleum) must not be used.

PRP 2.4.3 - Carriers must be loaded, arranged and unloaded in a manner that prevents outside contaminants from entering the establishment. Also, Food Services operations must prevent damage and contamination of the finished product, ingredients and incoming materials that come in contact with the product or are used in preparing the product.

PRP 2.4.4 - During transport, all food is to be covered in appropriate containers. With the exception of those hazardous materials identified in PRP 2.4.2, where conveyers and/or containers have been used for transporting anything other than food, there must be effective cleaning/disinfecting of conveyers and/or containers between loads to avoid the risk of contamination. High-risk foods (e.g., raw poultry) must be kept separate from other food items to reduce the potential for cross-contamination.

PRP 2.4.5 - Food that is being transported must be kept out of the temperature danger zone (4°C (40°F) to 60°C (140°F)). Cold food that is being transported must be kept at 4°C (40°F) or lower, and hot food must be kept at 60°C (140°F) higher. Food that is being transported must be consumed within two hours from time of departure from the Food Services operation to time of service. The two exceptions to this rule are: boxed lunches – may be held under refrigeration for up to four hours; and hayboxes – may be held for up to four hours if charged (pre-heated).

Monitoring/Corrective Actions/Record Keeping

PRP 2.4.1.1 - Transporting Time and Temperature. If food that is being transported is not consumed in the allowable time, hold food for disposal in separate location until authorized disposal (PMed) - Label food – DO NOT USE – FOOD SAFETY ISSUE. [Annex D](#) must be filled out for each type of food that is distributed from CAF Kitchens. Half of the Annex is kept by the kitchen distribution staff and half goes with the food that is being transported.

PRP 2.4.1.2 - Visual Monitoring of Transportation Vehicle. Kitchen distribution staff must inspect the vehicle (or transportation method) that will be transporting food. Upon inspection, the storage area of the vehicle must be clean and free of contaminants. If there is a risk of food contamination during transport due to possible contamination from a transportation vehicle, kitchen distribution staff should not allow the food to be transported. [Annex D](#) must be filled out for each type of food that is distributed from CAF Kitchens. Half of the Annex is kept by the kitchen distribution staff and half goes with the food that is being transported.

PRP 3 – EQUIPMENT AND UTENSILS

This PRP consists of two sub-PRPs:

PRP 3.1 – Equipment

PRP 3.2 – Utensils

PRP 3.1 - Equipment

Standards

PRP 3.1.1 – Major equipment is designed, constructed and installed to ensure that:

- a. It meets Canadian regulatory standards;
- b. It is capable of delivering the requirements of the sanitation program;
- c. It is accessible for staff or contractors to clean, sanitize, maintain and inspect and easily disassemble for those purposes;
- d. Contamination of the product and food contact surfaces is prevented during operations;
- e. It permits proper drainage and where appropriate, it is connected directly to drains; and
- f. It is smooth, non-corrosive, non-absorbent, non-toxic and free from pitting, cracks and crevices (food contact surfaces).

PRP 3.1.2 – To minimize risk of contamination from minor equipment such as pots and pans:

- a. Do not cook or store food for long periods of time in aluminum cookware as it becomes warped and/or pitted;
- b. Do not use scratched or uncoated copper cookware to cook or store food;
- c. Do not store foods that are highly acidic, such as stewed rhubarb or stewed tomatoes, in stainless steel or aluminum containers;
- d. Do not use plastic bowls or wrap in the microwave unless they are labelled as microwave safe;
- e. Avoid visibly damaged, stained or unpleasant smelling plastics and containers. Never heat or store food in plastic containers that were not intended for food; and
- f. Do not use silicone cookware at temperatures above 220°C (428°F) as it will melt if exposed to high temperatures. Use caution when removing hot foods from flexible silicone cookware, as the food may slide.

PRP 3.1.3 - Food Services operations must implement a documented Preventative Equipment Maintenance Program which includes:

- a. A list of equipment that may impact on food safety requiring regular maintenance;
- b. A preventative maintenance schedule or frequency of preventative maintenance activities;
- c. The maintenance procedures to perform each preventative maintenance task; and
- d. Using the Canadian Forces Food Services Equipment Inventory and Maintenance Database in both static and operational environments to track equipment inventory and maintenance throughout its life cycle. This program must be downloaded on a computer. The Canadian Forces Food Services Equipment Inventory and Maintenance Database can be found at the following link:

[Database](#)

PRP 3.1.4 - Food Services operations must implement a documented Equipment Calibration Program which includes:

- a. A list of equipment monitoring (like temperature probes) and controlling devices that require regular calibration;
- b. A calibration schedule or frequency of calibration activities;
- c. The calibration procedures to perform for each calibration task. Calibration procedures can be found in the *Food Safety Code of Practice for Canada's Foodservice Industry*; and
- d. Records demonstrating that the calibration tasks have been completed.

PRP 3.2 - Utensils

Standards

PRP 3.2.1 - Utensils must be constructed of non-toxic materials, must not present a foreign material hazard that could contaminate the food, must be easy to clean and sanitize, and be dishwasher safe.

PRP 4 - PERSONNEL

This PRP consists of three sub-PRPs:

- PRP 4.1 – Illness and Injury
- PRP 4.2 – Personal Hygiene
- PRP 4.3 – Visitors

PRP 4.1 - Illness and Injuries

Standards

4.1.1 - Personnel Health Status

- a. Food Services personnel must advise management when known to be suffering from a disease that is likely to be transmitted through food;
- b. No person is permitted to work in a food handling area when he or she is known to be suffering from or is a carrier of a disease likely to be transmitted through food;
- c. Food Services managers have both the right and an obligation to remove food handlers from their work area if they show signs of illness and/or injury that may contaminate food (for civilian workers, their specific collective agreement should be reviewed before taking action); and
- d. Employees with open cuts or wounds must not handle food or food contact surfaces unless the injury is completely protected by a secure waterproof covering and will not contaminate the food.

PRP 4.2 - Personal Hygiene

Standards

PRP 4.2.1 - Food Services operations must have a documented Food Handler Hygiene Program that is briefed to all Food Services personnel which includes, but is not limited to:

- a. The correct hand washing/sanitizing method;
- b. Correct use of clean protective clothing, hair coverings, gloves, footwear. Protective clothing used in Food Services operations must not be worn to or from work;

- c. Prohibited practices at the establishment such as wearing jewellery, except alliances rings (example – wedding rings) and medical alert bracelets, during work and no communication devices in production and service areas;
- d. Correct use of utensils and equipment;
- e. Appropriate storage of personal effects to prevent cross-contamination;
- f. Where required, restricted access to areas of the facilities by specific employees to prevent cross-contamination (example – flight feeding areas);
- g. When required, procedures to prevent contamination due to the process flow, employee flow, product flow, equipment or incompatible operations; and
- h. When required, procedures to prevent cross-contamination during production. For example: Glass control and breakage procedures, procedures to follow when a product falls on the floor or when a product is exposed to dripping condensation.

Note: A draft Food Handler Hygiene briefing can be found at [Annex F](#).

PRP 4.2.2 – Hand washing must occur:

- a. Immediately before handling food, ingredients, packaging materials and/or touching food contact surfaces;
- b. After using the toilet;
- c. After coughing; sneezing; blowing or wiping the nose; touching ears, nose, eyes, mouth, hair, the face, or infected cuts, boils or pimples;;
- d. After each absence from the work station for breaks and eating;
- e. After handling incompatible food products, raw materials, potentially hazardous materials such as garbage or cleaning chemicals or touching non–food contact surfaces such as light or control switches;
- f. After picking up objects off the floor;
- g. After smoking;
- h. After handling money;
- i. Any other time hands become soiled or contaminated; and
- j. When the Food Services Management deems it necessary

PRP 4.3 -Visitors

Standard

PRP 4.3.1 - Hygienic practices for visitors and contractors must be communicated and enforced. Visitors and contractors must be made aware of all restricted access areas within the Food Services production area as applicable. All visitors must first report to the designated Food Services supervisor or manager before entering the operational areas of the kitchen. The Food Services supervisor or manager should then explain the pertinent food safety rules to all visitors.

PRP 5 – SANITATION (includes cleaning)

This PRP consists of two sub-PRPs:

PRP 5.1 – Equipment Cleaning and Sanitizing

PRP 5.2 – Utensil/Container/Cutting Board Cleaning and Sanitizing

PRP 5.1 - Equipment and Building (Food Services operation) Cleaning and Sanitizing

Standards

5.1.1 – A cleaning program is important in ensuring that high standards of cleanliness in all food areas are achieved and maintained. This can be achieved by adhering to a written cleaning schedule. This must include

- a. The Cleaning Schedule for the Area or for specific pieces of equipment - Instructions for cleaning specific areas or pieces of equipment which includes the following information relative to the task:
 - (1) Job description;
 - (2) Cleaning materials and chemicals to be used (in accordance with manufacturer's instruction); and
 - (3) Safety precautions.
- b. The cleaning schedule is to state how often a specific area or piece of equipment is to be cleaned and who is responsible for checking that all cleaning tasks have been completed to a satisfactory standard. General information concerning the cleaning of food equipment, surfaces and the

material structures, including a list of cleaning equipment and agents used in food areas/kitchens/galleys/mess can be found at [Annex G](#).

- c. Food Services Managers are to implement a cleaning schedule that relates to all food areas within their department. A schedule detailing the frequency of routine cleaning tasks must be produced for each facility. The cleaning schedule is to be contained within Food Services Standing Operating Procedures and communicated to all personnel (e.g. by displaying the schedule on a notice board). A matrix showing the frequency, details of the task, type of cleaning required and a signature block is considered the most useful layout and should be readily available for Food Services workers to follow and sign off. A signature block should also be included for a supervisory check.

PRP 5.1.2 - Deep Cleaning of Food Services and Protective Equipment. All galleys/kitchens and associated areas are to be deep cleaned. Food Services managers are to ensure that deep cleaning contracts are adequate to meet the tasks required. Examples of equipment requiring deep cleaning contracts includes: fire suppression systems, fridge/freezer cooling systems, air filter systems, etc. The frequency of cleaning will be dependent upon the pace of operations and the relevant equipment's Operation and Maintenance (O&M) manual, and is determined by the Food Services Manager with input from Base CE/PWGSC as necessary.

PRP 5.2 - Utensil/Container/Cutting Board Cleaning and Sanitizing Standards

PRP 5.2.1 - Utensils and containers must be cleaned and sanitized after each use, either via a dishwasher or the three sink method (See [Annex H](#)). It is suggested that all utensils and containers be cleaned and sanitized using an industrial dishwasher if available. Also, prep knives and cutting boards should be put through a dishwasher as these items have a greater chance of contaminating large amounts of food. Lastly, slicers must be thoroughly cleaned in-place as per manufacturer's instructions after each use.

PRP 5.2.2 - Single use utensils and containers must be disposed of after initial use, reuse is strictly prohibited.

PRP 6 – PEST CONTROL

PRP 6.1 – Pest Control Program

PRP 6.1 - Pest Control Program Standards

PRP 6.1.1 - Food Services operations must have a documented Pest Control Program in place which includes, but is not limited to:

- a. Where applicable, the name of the pest control company or the name of the person contracted for the pest control program;
- b. The name of the person at the establishment assigned responsibility for pest control;
- c. A schedule or frequency of pest control activities; and
- d. If pest control is not provided by a contractor or other agency, pest control procedures for the exterior and interior of the establishment must include:
 - (1) The pest control activities to be performed;
 - (2) The chemicals required for the effective implementation of the pest control program;
 - (3) The methods for proper handling and application of pest control chemicals;
 - (4) The type and location of pest control devices;
 - (5) Corrective actions to be taken for non-compliant situations observed during pest control activities; and
 - (6) Records to be kept by the CAF Food Services organization.

PRP 6.1.2 - Food that is contaminated by pests must be disposed of. Preventive Medicine must be alerted to any contamination of food by pests, and approve disposal when required.

PRP 7 – RESPONSE TO FOODBORNE ISSUES

PRP 7.1 – Food Recall from Supplier

PRP 7.2 – Response to Suspected Foodborne Incident

PRP 7.1 - Food Recall from Supplier

Standards

PRP 7.1.1 - All staff employed in Receiving must subscribe to recalls from the Canadian Food Inspection Agency (CFIA). To obtain the necessary email recall notifications from

CFIA apply online at:

http://www.inspection.gc.ca/english/util/listserv/listsube.shtml?foodrecalls_rappelsaliments

In addition, Base/Wing Food Services Officers, Deputy Food Services and Kitchen/Galley Managers should receive CFIA Recall updates and ensure staff take the necessary actions when a recall occurs. Upon receipt of a recall, receiving personnel (or others in the chain of command if receiving personnel are not available) must:

- a. Investigate if food supply has been affected by the recall. This requires receiving staff to check all storage areas and recent food orders;
- b. If recalled food is found in any area in the kitchen (storage production, prep, and service areas) it must be immediately removed and held for investigation, returned to the supplier or disposed of as directed. Before any disposal of food, any questionable food must be approved for disposal by Preventive Medicine;
- c. If recalled food is not disposed of, it must be held in a separate area away from the production/service or storage areas to avoid cross-contamination. The recalled items must be covered and labelled: RECALLED FOOD – NOT FOR USE;
- d. Determine whether any of the affected food has been used in dispersed and flight meals, and advise applicable units immediately; and
- e. Write a report immediately of any recalled product that was found stating its type, amount, lot number and location. This report must be sent to the Food Services Manager, Kitchen Manager and others as directed.

PRP 7.2 - Response to Reported Suspected Foodborne Incident Standards

PRP 7.2.1 - The kitchen/galley manager must record the suspected foodborne complaint(s) from the diner(s). The following details must be recorded:

- a. Name, Rank, Initials, Unit, Address and Phone Number of person;
- b. What food item(s) the person(s) suspects that made them ill;
- b. Why the person(s) suspects that food from the CAF location made them sick;
- c. When they consumed the suspect food (s) and started feeling ill; and
- d. Any symptoms of illness.

The manager/supervisor must then advise the diner to go to the closest medical facility. The kitchen manager should send the above information to the closest CAF Medical Services Unit. The kitchen manager should inform their Chain of Command and the closest CAF Medical Services Unit about the suspected incident. Lastly, the kitchen/production manager should follow up with the CAF Medical Services to see if new information is available in relation to the suspected foodborne complaint.

PRP 8 – FOOD DEFENCE

Food Defence

Explanation of Food Defence - Food Defence involves the precautions taken to prevent intentional contamination of food or the food supply by individuals, groups or organizations that want to cause harm to the CAF. It differs from general food safety in that food safety relates to the unintentional contamination of food. Although food defence is a separate concept from Food Safety, food defence measures need to be incorporated into the CAF FSDS to ensure they are practiced by CAF Food Services personnel.

Components of Food Defence

There are four different areas that a Food Services organization must focus upon to ensure adequate food defence measures are in place. These are:

- a. Food Supply – This includes the origin of food (example - food suppliers) used in Food Services operations. This also includes receiving of food during resupply activities;
- b. Personnel – Personnel that work directly in the Food Services operations (Food Services staff) must be trustworthy to ensure that they will not intentionally contaminate food. Therefore, proper security clearances must be obtained to work in a Food Services operation including contracted Food Services personnel;
- c. Physical Security – There must be adequate physical security within Food Services buildings and Food Services areas so that unfriendly individuals or groups are not able to gain access. Areas that are not constantly observed must be secured; and
- d. Visitors – Visitors include individuals who do not work directly for the Food Services operations, such as other Base/Unit personnel, contractors, etc. Extra

measures must be established to ensure adequate security levels are obtained or the requisite supervision is established.

PRP 8.1 - Food Defence Measures Based on Threat Levels

CAF has two food defence levels, Level 2 Low-threat and Level 1 High-threat.

8.1.1 - Food Defence Level 2 – Low Threat.

When there is no known or potential threat to Food Services, CAF Food Services operations will adopt Food Defence Level Two.

Standards

PRP 8.1.1 - Food Defence Level 2 – Low Threat: A Food Services operation, at a minimum, must always have the following food defence measures in place:

- a. Food Supply – In Canada, food suppliers should provide assurances that they have adequate food defence measures in place. When receiving deliveries from food suppliers, Food Services operations must observe all unloading activities. This means watching the food supplier during the entire delivery process. In addition, receiving personnel must inspect all food deliveries for any signs of tampering or adulteration of food. If tampering or adulteration is suspected, military security elements (Military Police) must be alerted immediately;
- b. Personnel – All personnel working in Food Services operations must have a minimum of an Enhanced Reliability check performed. If they do not have this security clearance they cannot work in Food Services operations;
- c. Physical Security – A Physical Security Survey of all Food Services locations must be requested from local Military Police. They will be able to provide specific security measures that should be put in place. At a minimum, doors to the production areas of the Food Services operations should always be locked to prevent access by individuals that do not work for the Food Services operation. Controlled access to the production areas must be maintained. In addition, all storage areas should be under constant observation. When constant observation is not obtainable, storage areas must be locked. There must be controlled access for diners to the serving and seating areas. Dining room hours should dictate when the doors (access for diners) are open; outside of dining room hours, these doors should be locked. During dining room hours, diners must show a valid ration card or military/civilian identification to Food Services staff before entering the service and seating areas; and

- d. Visitors – All visitors, when entering the Food Services operational areas, must first report to a Food Services manager/supervisor. All visitors must have adequate security clearance to travel into or work within the Food Services operational areas or must be escorted and observed by Food Services staff for the duration of their visit.

8.2.1 - Food Defence Level 1 – High Threat.

When there has been an incident or heightened awareness to potential threats, following discussing with the Chain of Command and CAF security elements (Military Police, Intelligence, Base Defence Force, etc.), Food Services operations must adopt Food Defence Level 1.

Standards

PRP 8.2.1 – Food Defence Level 2 – High Threat: The first action during high threat situations is to discuss the issue with the Chain of Command and speak with local security elements. A food defence plan should be agreed upon by all of the above parties and put in place as soon as possible. Technical Guide 188 - The US Army Food and Water Vulnerability Assessment Guide from the US Army Center for Health Promotion and Preventive Medicine should be considered when developing a Food Defence Plan. This is a NATO controlled document (NATO Restricted); therefore, its content will not be discussed in this manual. This manual can be obtained from SJS/D Food Svcs 5 upon request if required.

1.3 HACCP Based Programs (HBPs)

1. HACCP Based Programs (HBPs). After employing adequate Prerequisite Programs (PRPs), HACCP Based Programs (HBPs) will further decrease the risk of food hazards during productions, and service activities. Like PRPs, these activities will be verified (checked, inspected, audited), but also monitored. HBPs will be monitored by frontline workers who will conduct tests to ensure that the food safety practices that have been put in place are working correctly.
2. CAF HBPs. There are 8 CAF Food Services HBPs. Like PRPs, HBPs have a similar numbering system as they are divided into Programs and Standards (Monitoring/Corrective Actions/Record Keeping) that must be achieved (Table 5).

Table 5 - CAF HBPs

CAF Food Safety Production and Service Practices HBPs)
HBP 1. Thawing
HBP 2. Cold Holding

HBP 3. Cooking
HBP 4. Hot Holding
HBP 5. Cooling
HBP 6. Service (Cold or Hot)
HBP 7. Reheating
HBP 8. Prevention of Cross-contamination

HBP 1 – THAWING

When thawing food, attention must be given to the thawing method that is being utilized. Contamination when thawing can occur through contact with surrounding environment, Food Services staff or from other food. In addition, proper thawing methods ensure that food is thawed so that it does not increase microbial growth to an unsafe level. When thawing, food handlers must ensure that food is kept out of the temperature danger zone and covered to prevent contamination.

Standards (Monitoring/Corrective Actions/Record Keeping)

The four approved methods of thawing food are:

1. Thawing in a Refrigerator at 4°C (40°F) or lower (this is the best method);
2. Thawing under Cold Water – Product being thawed must be completely submerged in potable water that is moving (cold running water);
3. Thawing as a Part of the Cooking Process – Product being thawed must be cooked so that it reaches the proper internal temperature (See HBP 3 – Cooking); and
4. Thawing using a Microwave – When food is thawed using this method it must be cooked immediately to the correct internal temperature (See HBP 3 – Cooking).

HBP 1.1 – Critical Control Point 1 – Thawing Temperature: During the thawing process the food that being thawed must not go above 4°C (40°F) at any time. The shift supervisor will take temperatures with a hand thermometer while food is being thawed. If the food goes above 4°C (40°F) hold food for disposal in separate location until authorized disposal (PMed) - Label food – DO NOT USE – FOOD SAFETY ISSUE. Record all results as [Annex N](#).

HPB 1.2 – Visual Monitoring of Thawing Processes: The shift supervisor will visually monitor thawing operations to ensure that one of the approved methods of thawing is being used, and that the food being thawed is covered and free of contaminants. If food has been contaminated, hold contaminated food for disposal in separate location until

authorized disposal (PMed) - Label food – DO NOT USE – FOOD SAFETY ISSUE.
Record all results as per [Annex N](#).

HBP 2 – COLD HOLDING

Standards (Monitoring/Corrective Actions/Record Keeping)

HBP 2.1 - Critical Control Point 2 - Cold Holding Temperature: Using a hand thermometer Food Services Staff must monitor cold food being held to ensure that it is kept at 4°C (40°F) or lower and it is held no longer than two hours. If food that is being held goes above 4°C (40°F) or is held longer than two hours, hold food for disposal in separate location until authorized disposal (PMed) - Label food – DO NOT USE – FOOD SAFETY ISSUE.. Record all results as per [Annex I](#).

HBP 2.2 - Visual Monitoring of Holding Processes: Food Services staffs must visually ensure that food is being held at a cold temperature so that there is no possibility of cross-contamination via other types of food, the environment and personnel (food handlers and diners). If food has been contaminated, hold contaminated food for disposal in separate location until authorized disposal (PMed) - Label food – DO NOT USE – FOOD SAFETY ISSUE. Record all results as per [Annex I](#).

HBP 3 – COOKING

Standards (Monitoring/Corrective Actions/Record Keeping)

HPB 3.1 – Critical Control Point 3 – Cooking Temperature: Using a hand thermometer, Food Services staff must measure internal temperatures for every batch of food that is being cooked. The following internal temperatures must be reached¹:

- a. Poultry:
 - i. Poultry pieces: 74°C (165°F)
 - ii. Whole poultry: 85°C (185°F)
 - iii. Ground poultry: 74°C (165°F)
- b. Mixed Food (casseroles, meals with gravy, eggs, mayonnaise, milk): 74°C (165°F) or higher;
- c. Whole Cuts (Beef, Lamb, Pork) and Fish: 70°C (158°F) or higher;

¹ These are the CFIA recommended internal temperatures at time of writing. As these temperatures may change with new scientific evidence or technology, food service workers are encouraged to remain current with the recommended Government of Canada (e.g., CFIA) internal food temperatures.

- d. Ground meats and meat mixtures (Beef, Pork, Fish): 71°C (160°F) or higher; and
- e. Eggs: 63°C (145°F) or higher.

Note: After measuring, if the correct internal temperatures are not reached, continue cooking until correct internal temperature is obtained. Record all results as per [Annex J](#).

HPB 3.2 - Visual Monitoring of Cooking Processes: Food Services staff must visually check food being cooked to ensure that there is no possibility of cross-contamination from other types of food, the environment and personnel (food handlers and diners). If food has been contaminated, hold contaminated food for disposal in separate location until authorized disposal (PMed) - Label food – DO NOT USE – FOOD SAFETY ISSUE. Record all results as per [Annex J](#).

HBP 4 – HOT HOLDING

Standards (Monitoring/Corrective Actions/Record Keeping)

HBP 4.1 - Critical Control Point 4 - Hot Holding Temperature: Using a hand thermometer, Food Services staff must verify the temperature of hot food that is being held to ensure that it is kept over 60°C (140°F) and that it is held for no longer than two hours. If food that is being held goes below 60°C (140°F) or is held longer than two hours, hold food for disposal in separate location until authorized disposal (PMed) - Label food – DO NOT USE – FOOD SAFETY ISSUE. Record all results as per [Annex K](#).

HBP 4.2 - Visual Monitoring of Holding Processes (hot, cold, room temperature): Food Services staffs must visually check the hot food being held so that there is no possibility of cross-contamination from other types of food, the environment and personnel (food handlers and diners). If food has been contaminated, hold contaminated food for disposal in separate location until authorized disposal (PMed) - Label food – DO NOT USE – FOOD SAFETY ISSUE. Record all results as per [Annex K](#).

HBP 5 – COOLING

Standards (Monitoring/Corrective Actions/Record Keeping)

HPB 5.1 – Critical Control Point 5 – Cooling Temperature and Time: During the cooling process and using a hand thermometer, Food Services staff must measure internal temperatures for all food that is being cooled. The following temperatures must be obtained in the specified time:

- a. Food must be cooled from 60°C (140°F) to 20°C (68°F) within two hours; and
- b. Cooled from 20°C (68°F) to 4°C (40°F) within four hours.

Note: If food that is being cooled goes above the proper cooling temperatures and/or it takes longer than the specified time, hold food for disposal in separate location until authorized disposal (PMed) - Label food – DO NOT USE – FOOD SAFETY ISSUE. Record all results as per [Annex L](#).

HPB 5.2 - Visual Monitoring of Cooling Processes: Food Services staff must visually ensure the food that is being cooled there is no possibility of cross-contamination from other types of food, the environment and personnel (food handlers and diners). If food has been contaminated, hold contaminated food for disposal in separate location until authorized disposal (PMed) - Label food – DO NOT USE – FOOD SAFETY ISSUE. Record all results as per [Annex L](#).

HBP 6 – SERVICE

Standards (Monitoring/Corrective Actions/Record Keeping)

HBP 6.1 - Critical Control Point 6. - Holding (Cold, Hot) Temperatures: Food handlers serving food must take and record food temperatures when food has been put on the line or in the buffet area. Food served or being served must be measured with a thermometer at least twice during serving hours. If food has entered the temperature danger zone (between 4°C (40°F) and 60°C (140°F), hold contaminated food for disposal in separate location until authorized disposal (PMed) - Label food – DO NOT USE – FOOD SAFETY ISSUE. Record all results as per [Annex I](#) (Cold Holding – CCP 2) and [Annex K](#) (Hot Holding – CCP 4).

HBP 6.2 Visual Monitoring of Serving Processes: Shift supervisor must check service operations at least twice each meal hour to ensure that food is being refreshed as required and there are no cross-contamination issues occurring. If food has been contaminated, hold contaminated food for disposal in separate location until authorized disposal (PMed) - Label food – DO NOT USE – FOOD SAFETY ISSUE and Shift IC must record any deviations in Annex N [*FSDS: Pp. 135*].

HBP 7 – REHEATING

Standards (Monitoring/Corrective Actions/Record Keeping)

Note: If leftover (surplus) food will be stored for future service, it must first be cooled (see HBP 5 - Cooling) then stored at the proper temperature (see HBP 2 – Cold Holding).

HBP 7.1 Critical Control Point 7 – Reheating Temperature: After reheating, food handlers must use a hand thermometer to measure internal temperatures for every batch of food that is being reheated. For reheated foods, an internal temperature of 74°C (165°F) or higher must be reached within two hours of taking the food from storage. After measuring, if the correct internal temperatures are not reached, continue cooking until the correct internal temperature is obtained. Record all results as per [Annex J](#).

HBP 7.2 Visual Monitoring of Leftover/Reheating: Leftover (surplus) food that is reused must be consumed within 24 hours. Therefore, leftovers must be labelled according to when they were first used. When using leftovers, Shift Supervisors and Food Services staff must visually check that the leftover food is used within 24 hours (from original use) and that there has been no contamination of leftovers during the cooling, storing and reheating processes. If leftover food has been contaminated or has not been used within 24 hours (from original use), hold contaminated food for disposal in separate location until authorized disposal (PMed) - Label food – DO NOT USE – FOOD SAFETY ISSUE. Record all results as per [Annex J](#).

HBP 8 – PREVENTION OF CROSS-CONTAMINATION

Standard (Monitoring/Corrective Actions/Record Keeping)

HP 8.1 Food Services managers, supervisors and staff must assess each of their kitchens or Food Services operations for cross-contamination risk areas. This assessment must be conducted when opening a new kitchen and/or feeding operation and should be re-assessed on a monthly basis. Any of the assessed cross-contamination issues within each kitchen should be mitigated with preventive measures. Examples of some prevention measures are:

- a. Separate raw from finished or ready to eat (RTE) products;
- b. Use structural segregation - physical barriers, walls or separate buildings;
- c. Use access controls and include requirements to change into required work wear; and
- d. Establish traffic patterns or equipment segregation - people, materials, equipment and tools (including use of dedicated tools). Initial assessments should be conducted of all kitchens and Food Services operations as per [Annex M](#). After each assessment, mitigation prevention strategies must be put in place. Each month kitchen facilities or Food Services operations should be reassessed for cross-contamination issues and [Annex M](#) updated.

1.4 Food Safety and Defence Monitoring and Verification

1. Monitoring and Verification activities include checks, inspections and audits to ensure that the FSDS in place is working properly. Therefore, monitoring and verification activities will confirm that the food safety policies, procedures and standards are being followed and practiced by Food Services workers from the receiving of food to disposal. More fulsome information regarding monitoring and verification activities can be found in the CAF [FSDS document](#).

Monitoring

2. Food safety monitoring serves to verify and validate food safety practices by using planned observations or measurements to determine if the food safety practices in place are within food safety standards. For example, verifying the internal temperature of cooked foods to ensure the recommended internal temperature to decrease or eliminate pathogens has been reached. The FSDS-mandated monitoring activities (and their respective template forms) are covered in great detail within the FSDS; readers are encouraged to refer to the FSDS document for additional information.

Table 6 – Monitoring Activities

Activity	What is Monitored/ Check/Verified	Who Conducts the Activity	When the Activity is Conducted	Results Recorded
Monitoring Activities				Annex and page in FSDS
Receiving	1. Visual Monitoring of Receiving Area 2. Visual Monitoring of Delivery Vehicle 3. Measure Temperature of Food Received 4. Visual Monitoring of Food	Receiving staff	1. Before each delivery. 2. Before unloading food. 3. Each pallet frozen/refrigerated food (or part of). 4. All incoming food and non-food.	Annex B
Storage	1. Measure Storage Temperatures 2. Visual Monitoring of Storage Areas	Measuring - frontline staff Shift supervisor or designate	One every shift	Annex C
Transport of Food	1. Measure Transporting Time and Temperature 2. Visual Monitoring of Transportation Vehicle	Kitchen food distribution (dispersed or catering) staff	Every time food leaves the Food Services operation	Annex D
Thawing	1. Measure Thawing Temperature	Shift supervisor or designate	During thawing procedures.	Annex N

	2. Visual Monitoring of Thawing Processes			
Cold Holding	1. Measure Cold Holding Temperature 2. Visual Monitoring of Holding Processes	Frontline cooks	When conducting cold holding procedures	Annex I
Cooking	1. Measure Cooking Temperatures 2. Visual Monitoring of Cooking Processes	Frontline cooks	Measure/monitor every batch of food being cooked	Annex J
Hot Holding	1. Measure Hot Holding Temperature 2. Visual Monitoring of Holding Processes	Frontline cooks	When conducting hot holding procedures	Annex K
Cooling	1. Measure Cooling Temperature and Time 2. Visual Monitoring of Cooling Processes	Frontline cooks	During cooling processes.	Annex L
Service (Cold or Hot)	1. Measure Holding (Cold, Hot) Temperatures 2. Visual Monitoring of Serving Processes	Civilian supervisor, military supervisor or designate	Measure cold and hot products twice every meal hour. Shift supervisor must check service operations at least twice each meal.	Annex I for Cold Annex K for Hot Annex N
Reheating	1. Measure Reheating Temperature 2. Visual Monitoring of Leftover/Reheating	Frontline cooks	Measure and visual monitor the reheating of leftovers.	Annex J
Prevention of Cross-contamination	1. Monitor and Assess Possible Cross-contamination Issues	Frontline supervisors, Kitchen Supervisors and Base/Unit Food Services Management	Initial Monitoring/Assessment of each Food Services operation. Reassessment required on monthly basis.	Annex M

Verification

3. In addition to monitoring, food safety verification involves activities like food safety checks, inspections and audits, all of which serve to ensure that the food safety system in place is working correctly. While monitoring is usually completed by front line staff/supervisors, verification is typically completed by the leadership at various levels or by specially trained individuals/teams. There are five levels of food safety verification within CAF Food Services. Along with Preventive Medicine Inspections from CAF Health Services (which provides another level of food safety assurances), verification activities by Food Services personnel or outside agencies are required at various frequencies to ensure the food safety system is working correctly. The five levels of

Verification (along with Preventive Medicine Inspections and the auditing of Food Supplier/Manufacturer) are outlined in Table 7. The [FSDS](#) provides extensive information (to include template forms) on the mandated-Verification activities.

Table 7 – CAF Food Services Food Safety Verification Levels

Conducted By	Type of Audit	Method	Frequency	Reviewed By	Results Recorded Annex & Page in FSDS
Shift Supervisor	Level 1 Verification – Food Safety Checks (Internal First Party)	Quick Checks (inspection)	Every Shift	Kitchen Supervisors	Annex N
Kitchen Supervisor	Level 2 Verification – Food Safety Inspections (Internal First Party)	Full Inspection and ATP-B	Once per month	Base Food Services Managers	Annex O
Base Food Services Managers	Level 3 Verification – Food Safety Audits (Internal First Party)	Full Audit	Every three months	Environmental Commanders or Strategic Level	Annex P
Environmental Command or Strategic Level	Level 4 Verification – External Food Safety Audits (External Second Party)	Full Audit and ATP-B	Every one to two years	Third Party Auditors	Annex Q
Organizations outside DND	Level 5 Verification – External Third Party	Food Safety System Audit	Every five years	Strategic Level	

1.5 Training

1. Personnel involved within the food supply, production and service chain, regardless of their rank or if they are military or civilian Food Services workers must undertake food safety training in order to ensure a minimum competency to decrease the risk of food contamination. The level of training must relate to the actual job of the individual and the type of food they handle. The training requirement must therefore be based upon assessed risk. Consequently, all food handlers and others working in Food Services must obtain a minimal acceptable level of training.

2. All food handlers, including new Food Services managers, must have a basic knowledge of food safety. Within the FSDS, Basic Food Safety training will also include yearly refresher training, and for military personnel, basic food monitoring activities will be provided. Thus, Basic Food Safety Training is the minimum accepted level of food safety training for CAF/DND food service personnel.

Annex A

Common Foodborne Diseases

PATHOGENIC MICRO-ORGANISMS			
PATHOGEN	<i>Salmonella enterica</i>. spp.	<i>Shigella</i> spp.	<i>Campylobacter</i> spp.
DISEASE	Salmonellosis	Shigellosis	Campylobacteriosis
INCUBATION PERIOD	6 to 72 hours	12 to 36 hours	2 to 5 days
DURATION OF ILLNESS	1-2 days (may last longer)	3 to 14 days	7 to 10 days (relapses common)
SYMPTOMS	Abdominal pain, nausea, vomiting, fever, diarrhea	Diarrhea (sometimes bloody), abdominal pain, fever, vomiting, chills, lassitude, dehydration	Diarrhea (watery or bloody), fever, nausea, abdominal pain, headache, muscle pain
SOURCE	Domestic and wild animals, humans (intestinal tract) – especially as carriers	Humans (intestinal tract), flies	Domestic and wild animals (intestinal tract)
FOODS INVOLVED	Poultry and poultry salads, meat and meat products, fish, shrimp, sliced melons, sliced tomatoes, milk, shell eggs, egg custards and sauces, and other protein foods	Salads (potato, tuna, shrimp, chicken, macaroni), lettuce, raw vegetables, milk, and dairy products, poultry, moist and mixed foods.	Unpasteurized milk and dairy products, poultry, pork, beef, lamb, non-chlorinated water
PREVENTION	Avoid cross-contamination, refrigerate food, thoroughly cook poultry to at least 85° C (185° F), rapidly cool cooked meats and meat products, avoid contamination from food handlers by practicing	Avoid cross-contamination, avoid fecal contamination from food handlers by practicing good personal hygiene, use sanitary food and water sources,	Thoroughly cook food to minimum safe internal temperatures, avoid cross-contamination.

	good personal hygiene	control flies and rapidly cool foods	
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PATHOGENIC MICRO-ORGANISMS			
PATHOGEN	<i>Escherichia coli</i> O26-O103-O111-O145-O157	<i>Listeria monocytogenes</i>	<i>Yersinia enterocolitica</i>
DISEASE	EHEC infection	Listeriosis	Yersinosis
INCUBATION PERIOD	2 to 9 days	2 to 30 days	3 to 5 days
DURATION OF ILLNESS	8 days	Indefinite, depends on treatment; high fatality rate in immuno-compromised individuals	Weeks
SYMPTOMS	Diarrhea (watery, could become bloody), severe abdominal cramps and pain, vomiting, occasional low-grade fever	Nausea, vomiting, diarrhea, headache, persistent fever, chills, backache, meningitis, abortion.	Abdominal pain, nausea, vomiting, moderate fever, mild diarrhea and increased risk for reactive arthritis
SOURCE	Animals, particularly cattle, humans (intestinal tract)	Soil, water, mud, humans, domestic and wild animals, fowl, damp environments	Swine
FOODS INVOLVED	Raw or undercooked ground beef, imported cheeses, unpasteurized milk, roast beef, dry salami, apple cider, commercial mayonnaise	Unpasteurized milk and cheese, ice cream, raw vegetables, poultry and meats, seafood, and prepared, chilled, RTE foods	Pork meat and feces contaminated drinking water.
PREVENTION	Thoroughly cook ground meat to at least 74°C (165° F), avoid cross-contamination from food handlers by practicing good personal hygiene	Use only pasteurized milk/dairy products, cook foods to proper internal temperatures; avoid cross-contamination, clean and sanitize surfaces; avoid pooling water	Thoroughly cook pork meat to at least 74°C (165°F) avoid cross-contamination of other food while handling raw meat from swine.

PATHOGENIC MICRO-ORGANISMS			
PATHOGEN	<i>Vibrio parahemolyticus</i>	<i>Vibrio cholerae</i>	<i>Clostridium perfringens</i>
DISEASE	<i>Vibrio parahemolyticus</i> gastroenteritis	Cholera	<i>Clostridium perfringens</i> gastroenteritis
INCUBATION PERIOD	8 to 24 hours	2 to 5 days	8 to 24 hours
DURATION OF ILLNESS	3 to 5 days	4 to 6 days	48 hours (may last 1 – 2 weeks)
SYMPTOMS	Abdominal pain nausea, vomiting, headache mild fever, mild self-limiting diarrhea	Abdominal pain, acute diarrhea, severe dehydration and symptoms caused by dehydration. Without treatment a mortality of 60%.	Abdominal pain, diarrhea, dehydration
SOURCE	Seafood, crustaceans and filter-feeders	Humans (intestinal tract),	Humans (intestinal tract), animals, soil
FOODS INVOLVED	Raw and insufficient heated seafood or cross-contamination from these products.	Feces contaminated drinking water, contamination by foodhandlers and seafood (crustaceans, filter-feeders)	Cooked meat, meat products, poultry, gravy, beans that have been cooled slowly
PREVENTION	Sufficient heat treatment of seafood or avoid cross-contamination	Avoid fecal contamination, health surveillance of food handlers, practicing good personal hygiene, thoroughly cook foods to a minimum safe internal temperature, use chlorinated water	Use careful time and temperature control in cooling, hold hot foods at 60°C (140°F) and reheating cooked meat, poultry and bean dishes and products to 74°C (165°F) for at least 15 seconds within two hours

PATHOGENIC MICRO-ORGANISMS			
PATHOGEN	<i>Clostridium botulinum</i>	<i>Bacillus cereus</i>	<i>Staphylococcus aureus</i>
DISEASE	Botulism intoxication	<i>Bacillus cereus</i> gastroenteritis/ intoxication	<i>Staphylococcus</i> intoxication
INCUBATION PERIOD	18 to 36 hours (may vary from 4 hours to 8 days)	½ to 6 hours (emetic type); 6 to 15 hours (diarrheal type)	½ to 6 hours
DURATION OF ILLNESS	Several days – a year	Less than 24 hours (emetic); 24 hour (diarrheal)	2 to 3 days
SYMPTOMS	Lassitude, weakness, vertigo, double vision, difficulty speaking and swallowing, constipation	Nausea and vomiting, occasional abdominal cramps and/or diarrhea, abdominal cramps, pain, nausea (diarrheal)	Nausea, vomiting, abdominal cramps, in more severe cases, headache, muscle cramping, changes in blood pressure and pulse rate
SOURCE	Soil, water	Soil and dust	Humans (skin, hair, nose, throat, infected sores), animals
FOODS INVOLVED	Improperly processed canned low acid foods, garlic-in-oil products, grilled sautéed onions in butter sauce, leftover baked potatoes, stews, meat/poultry loaves	Rice products, starchy foods (potato, pasta, and cheese products), sauces, puddings, soups, casseroles, pastries, salads (emetic); meats, milk, vegetables, fish (diarrheal)	Ham and other meats, poultry, warmed-over foods, egg products, milk and dairy products, custards, potato salads, cream-filled pastries, protein products
PREVENTION	Do not use home-canned products, use careful time and temperature control for sous vide items and all large bulky foods, purchase garlic and oil mixtures in small quantities for immediate use and keep refrigerated, cook sautéed onions on request, rapidly cool leftovers	Use careful time and temperature control and quick-chilling methods to cool foods, hold hot foods at 60 °C (140 °F) or higher; reheat leftovers to 74 °C (165 °F) for at least 15 seconds within two hours	Avoid cross-contamination from bare hands, practice good personal hygiene, exclude food handlers with skin infections from food preparation, properly refrigerate food, rapidly cool prepared food

PATHOGENIC MICRO-ORGANISMS			
PATHOGEN	<i>Norwalk and Norwalk-like viral agents</i>	<i>Hepatitis A/E virus</i>	<i>Puumala/ Hanta virus</i>
DISEASE	Norwalk Virus Gastroenteritis	Viral hepatitis	Hemorrhagic fever with renal syndrome
INCUBATION PERIOD	24 to 48 hours	2 to 6 weeks	2 to 4 weeks
DURATION OF ILLNESS	24 to 60 hours	Weeks- months	Weeks- months
SYMPTOMS	Nausea, vomiting, diarrhea, abdominal pain, headache, low grade fever	Nausea, vomiting, abdominal pain, headache, low fever, icterus.	Nausea, vomiting, diarrhea, headache, persistent fever, chills and renal failure.
SOURCE	Humans (intestinal tract)	Humans (intestinal tract)	Rodents
FOODS INVOLVED	Raw shellfish, raw vegetables, salads, water contaminated from human feces	Indirect fecal oral route or raw food, water contaminated from human feces	Food, water contaminated with excretes from rodents
PREVENTION	Obtain shellfish from approved, certified sources, avoid fecal contamination from food handlers by practicing good personal hygiene, thoroughly cook foods to a minimum safe internal temperature, use chlorinated water	Avoid fecal contamination, health surveillance of food handlers, practicing good personal hygiene, thoroughly cook foods to a minimum safe internal temperature, use chlorinated water	Pest control, sufficient field hygiene, use chlorinated water

Annex B
Food premise receiving record

Food Premise Receiving Record							
Food Premise:							
Receiving Area clean and free of hazard (Y/N)	Supplier	Condition of Delivery Vehicle Acceptable (Y/N)	Food Item(s) on Pallet	Visual Check of Food (Acceptable Y/N)	Temp of food items received (°C)	Corrective Actions	Initials
Yes	Sysco Foods	Yes – clean	Fresh produce	Yes – all appears in good condition	4 °C	None required	JS
Yes	Burnbrae Farms	Yes – clean	Eggs	Looks good	4 °C	None required	JS
Yes	Mapleleaf Foods	No – potential cross-contamination issues	Meat and meat products	No – raw meat in contact with ready-to-eat products	4 °C	Shipment rejected. Driver has contacted Supplier; a new shipment will be delivered later today.	JS
Delivery Standards							
Refrigerated food: 4°C (40°F) or less		Visual Inspection		Date:		Signature:	
Frozen food: -18°C (0°F) or less		<ul style="list-style-type: none"> Food items / packaging in good condition No expired products No evidence of pest infestation No evidence of tampering 		2 Feb 15		J Smith	

Annex C

Monthly Refrigeration / Freezer Log

[illegible]

Standards - Refrigerators: 4°C (40°F) or less; Freezers: - 18°C (0°F) or less

Annex D

Dispersed feeding record

(Standards - hot holding temp is 60 °C or greater and cold holding temp is 4 °C (40°F) or below)

[illegible]

Annex E
Thermometer Calibration Log

Thermometer Calibration Log						
Instructions: Foodservice employees will record the calibration temperature and corrective action taken, if applicable, on the Thermometer Calibration Log each a time thermometer is calibrated. The foodservice manager will verify that foodservice employees are using and calibrating thermometers properly by making visual observations of employee activities during all hours of operation. The foodservice manager will review and initial the log daily. Maintain this log for a minimum of 1 year. Calibration instructions can be found on rear of form]						
Date	Thermometer Being Calibrated	Calibration Method	Temperature Reading	Corrective Action	Initials	Manager Initials/Date
2 Feb 15	Stem thermometer	Ice Method	0 °C	None Required	JS	MW / 2 Feb 15
7 Feb 15	Stem thermometer	Ice Method	4 °C	Adjustment wrench used to adjust thermometer to 0 °C	JS	MW / 7 Feb 15

Thermometer Calibration Instructions

Thermometer Calibration 0 C° (32 F°) Method (Ice Method)

1. Fill a glass with crushed ice then water. Mix until slurry consistency is reached.
2. Put tip of thermometer into slurry without touching the side or bottom of the glass. Wait at least 30 seconds and take reading.

3. Keeping the tip of the thermometer in the slurry, if reading is not 0 C° (32 F°) adjust thermometer with adjustment tool or wrench until it reads 0 C° (32 F°). For electronic powered thermometers, hit reset button to 0 C° (32 F°) (CRFA, 2013).

Thermometer Calibration 100 C° (212 F°) Method (Boiling Water Method)*

1. Fill glass with boiling water and insert tip of thermometer without touching the side or bottom of the glass. Wait at least 30 seconds and take reading.
2. Keeping the tip of the thermometer in the boiling water, if the reading is not 100 C° (212 F°) adjust thermometer with adjustment tool or wrench until it reads 100 C° (212 F°). For electronic powered thermometers, hit reset button to adjust to 100 C° (212 F°).
3. *Note: This method should only be used if ice is not available as it may be less accurate due to different atmospheric pressures.

Annex F Food Handler Orientation Briefing

Food Handler Orientation Briefing		
Provided to:	Provided by:	
Date:	Food Premise:	
Topic*	Food Handler and Supervisor are to initial applicable column to identify if topic was covered during briefing. If no, provide rationale as to why not.	
	Yes	No
When and how to wash hands – to include demo		
Proper clothing		
Wearing of jewellery		
Hair coverings		
Use of gloves and oven mitts		
Prohibited practices		
Correct use of utensils and equipment		
Storage of personal effects		
Restricted access to areas of the facilities by specific employees		
Glass control and breakage procedures		
Procedures to follow when product falls on the floor		
<p>Required Signatures after Briefing</p> <p>I, _____, (<i>signature of person who received briefing</i>) received the above briefing from _____ (<i>briefing's signature</i>) on _____ (date).</p> <p>One copy is provided to the person who received briefing and the original must be kept on file.</p>		

***Note: Supplemental Topic briefing notes can be found in Appendix 1 to Annex F.**

Appendix 1 to Annex F

Food Handler Orientation Briefing

Supplemental Briefing Notes

Purpose: The purpose of these Supplemental Briefing Notes is to expand upon the topics covered in the Food Handler Orientation Briefing (Annex F). While not all Food Service Operations will have the same personnel orientation requirements, it is anticipated that the information contained within this Appendix, is broad enough to allow each operation to tailor this briefing to their own unique operational requirements.

Notes:

1. Handwashing Procedures

Handwashing must occur:

- a) Immediately before handling food, ingredients, packaging materials and/or touching food contact surfaces;
- b) After using the toilet;
- c) After coughing; sneezing; blowing or wiping the nose; touching ears, nose, eyes, mouth, hair, the face, or infected cuts, boils or pimples;
- d) After each absence from the work station for breaks and eating;
- e) After handling incompatible food products, raw materials, potentially hazardous materials such as garbage or cleaning chemicals or touching non-food contact surfaces such as light or control switches;
- f) After picking up objects off the floor;
- g) Any other time hands become soiled or contaminated;
- h) After smoking;
- i) After handling money; and
- j) When the Food Services Management deems it necessary (OMAFRA, 2006).

2. Handwashing Technique

The person giving the briefing will demonstrate the correct handwashing technique (as per below). The person receiving the briefing will then demonstrate the proper handwashing technique. The briefer will ensure the new person can correctly demonstrate the proper handwashing technique. The correct handwashing technique is summarized as follows:

- a) Remove hand jewellery;
- b) Roll up sleeves far enough so that wrists are exposed and sleeves do not get wet during washing;
- c) Wet hands and wrists under warm water (38°C to 43°C);
- d) Apply 3–5 ml of liquid soap;
- e) Lather soap and scrub hands well, palm to palm. Scrub in between and around fingers. Scrub back of each hand with palm of other hand. Scrub fingertips of each hand in opposite palm. Scrub each hand clasped in opposite hand. Scrub

each wrist clasped in opposite hand. Alternately, use a fingernail brush to produce lather on fingertips, hands and arms. In either instance, scrubbing must last for a minimum of 20 seconds;

- f) Rinse hands and wrists thoroughly under warm running water of sufficient volume to wash off the dirt that may have been loosened by handwashing;
- g) Dry hands well with a single-use paper towel; and
- h) To avoid recontamination, turn off water tap using the paper towel (if taps are not hands free). Never dry hands on clothes or aprons (OMAFRA, 2006).

3. Proper Clothing

When working in Food Services operations clothing/uniforms must be clean. Changing of aprons must occur when moving from one area of the Food Services operation to the other (example moving from cooking area to salad prep area). Clothes that are worn when travelling to and from work must not be worn when working in Food Services operations, this includes outer garment such as sweaters. Shoes must be clean and only worn in Food Services operations. Aprons must be removed before entering washrooms and lunchrooms/break areas.

4. Jewellery

Wearing jewellery, except alliances rings (example wedding rings) and medical alert bracelets, is strictly prohibited when working in Food Services operations.

5. Hair coverings

Hair must be covered at all times. A disposable white paper hat or black pillbox style chef hat must be worn that covers all hair or hairnet must be worn to cover all hair. Long hair should be tied up. Beards must be covered by netting.

6. Use of gloves and oven mitts

When disposable gloves are used they must be changed as when handwashing activities are required. Hands must be clean before using oven mitts. Disposable gloves should not be used with oven mitts.

7. Prohibited practices

The following practices are strictly prohibited within the Food Services operation:

- a) Personal communication devices in preparation, production or service areas unless operationally required;
- b) Smoking;
- c) Wearing false nails or nail polish;
- d) Spitting; and
- e) Horseplay.

8. Correct use of utensils and equipment

When handling utensils ensure that utensils are only grasped from the handle and not from any part that will come in contact with food. For equipment, equipment should not touch areas that are used in the production and service of food (contact with food).

9. Storage of personal effects

All personal effects, including footwear and clothing worn to and from work, must be stored away from the production, service and seating areas.

10. Restricted access to areas of the facilities by specific employees

Example – you are not allowed in the flight feeding area.

11. Glass control and breakage procedures

Ingredients and products that have glass packages must be kept to a minimum. If glass breaks all operations must stop in the affected area until all glass fragments are properly cleaned and disposed. Any food that has been contaminated by the breakage of glass must be thrown.

12. When a product falls on the floor

When a product falls on the floor anywhere in the Food Services operation it must be thrown out.

Annex G
Facility Cleaning And Sanitizing Guide

FACILITY CLEANING AND SANITIZING GUIDE						
Area / Equipment	After each use	Daily	Weekly	Periodically	Cleaning Agent	Cleaning Routine
Ceiling / Overheads	X			X	Detergent	Wash with hot water and detergent, rinse.
Cooking Range		X			Detergent + Proprietary Cleaner	Clean as you go, at end of day wash surfaces with hot water and detergent, rinse, use proprietary cleaner as necessary
Doors				X	Detergent	Wash with hot water and detergent, rinse.
Crockery / Utensils	X				Detergent	Clean in dishwasher or three sink method using hot water and detergent, rinse.
Floor / Deck		X			Detergent	Clean all spills immediately. At end of day, sweep and wash with hot water and detergent, rinse.
Food Mixer	X				Detergent	Clean with hot water and detergent, rinse.
Gravity Feed Slicer	X				Detergent + Sanitizer	Wash with hot water and detergent. Rinse with hot water, follow up with sanitizer
Kitchen / Galley / Utensils	X				Detergent	Clean in dishwasher or three sink method using hot water and detergent

Area / Equipment	After each use	Daily	Weekly	Periodically	Cleaning Agent	Cleaning Routine
Microwave Oven		X			Detergent	Clean all spills immediately. Wash with hot water and detergent, rinse.
Oven			X		Detergent + Oven Cleaner	Wash with hot water and detergent, rinse. Follow up with proprietary cleaner on all surfaces
Pots and Pans	X				Detergent	Clean in dishwasher or three sink method using hot water and detergent, rinse.
Vegetable Prep Machine	X				Detergent	Clean with hot water and detergent, rinse.
Refrigerator / Freezer units		X			Detergent + Sanitizer	Clean as you go, at end of each day wash all surfaces with hot water and detergent. Rinse with clean hot water and apply sanitizer
Sinks	X	X			Detergent + Sanitizer	Clean as you go, at end of each day scour and wash with hot water and detergent, rinse. Where sinks are used for food, equipment, and hand washing, they must be cleaned and disinfected between uses
Storage / Display Units			X		Detergent + Sanitizer	Clean all spills immediately. Wash with hot water and detergent. If used for both cooked and uncooked food, wash with hot water and detergent, rinse and apply sanitizer
Walls / Bulkhead – behind work surfaces		X			Detergent + Sanitizer	Clean as you go. Before preparing ready-to-eat food and at the end of each day, wash all surfaces with hot water and detergent, rinse with hot water and apply sanitizer

Area / Equipment	After each use	Daily	Weekly	Periodically	Cleaning Agent	Cleaning Routine
Walls / Bulkhead – high and low level			X		Detergent	Wash with hot water and detergent, rinse.
Waste Compactor			X		Detergent	Clean with hot water and detergent, rinse.
Waste Containers	X				Detergent	Clean with hot water and detergent, rinse.
Waste Disposal Unit			X		Detergent	Clean with hot water and detergent, rinse.
Windows				X	Detergent	Clean with hot water and detergent, rinse.
Wiping Cloths	X				Sterilizing Solution	Preferably use disposable cloths. If not, change cloths frequently, when not in used, clothes should be kept in a sanitizing solution. Boil or soak in sterilizing solutions at end of each day
Work Surfaces	X	X			Detergent + Sanitizer	Clean as you go. Before preparing ready-to-eat food and at the end of each day, wash all surfaces with hot water and detergent, rinse with clean hot water and apply sanitizer
Dining Tables	X				Detergent	Clean with hot water and detergent and clean with wiping cloths

Supplemental Notes:

- All food spills must be removed and areas cleaned and sanitized in a timely fashion. Do not let food spills accumulate.
- When sanitizers are used, ensure that the necessary contact period is achieved.
- Cleaning of Ceiling / Overheads may be contracted out.
- Periodically means 'as necessary'.
- JOSH Risk Assessments must be conducted prior to use of substances that are classified as toxic, harmful, corrosive, irritant, or very toxic. Prior to use, staff must be trained in the safe use of cleaning chemicals, any personal protective equipment required, and effective cleaning procedures

Annex H

Three Sink Dishwashing Method

1. **Scrape**
2. **Wash** - Detergent and Water: 45° C
3. **Rinse** - Clean Water: 45° C
4. **Sanitize*** - Hot Water or Chemical Solution
5. **Air Dry**



Sanitizer *	Concentration	Minimum Contact Time	Temperature
Hot Water	N/A	2 minutes	77° C
Chlorine Solution	100 ppm	2 minutes	45° C
Quaternary Ammonium Solution	200 ppm	2 minutes	As specified by manufacturer
Iodine Solution	25 ppm	2 minutes	45° C

Annex I
Cold Holding Temperature Log

Cold Holding Temperature Log							
Product Name Start-up Temp and Time	Date	Time	Temp	Initials	Product Location	Corrective Action	Supervisor's Review (Initial)
Chicken Salad 6 °C at 0900h	2 Feb 15	10:30 AM	4 °C	JS	Sandwich refrigerator on cook line	AM Temp Good. Afternoon temp too high. Adjusted thermostat. Checked product after 1 hour, temp ok.	MW
		2:30 PM	7 °C	JS			
		AM					
		PM					
		AM					
		PM					
		AM					
		PM					
		AM					
		PM					
Accepted cold holding temperature is 4 °C (40°F) or below							

Annex J

Cooking/Reheating Temperature Record

[illegible]

Annex K
Hot Holding Temperature Log

Hot Holding Temperature Log							
Product Name Start-up Temp and Time	Date	Time*	Temp	Initials	Product Location	Corrective Action	Supervisor's Review (Initial)
Chili Beans 58 °C at 0930h	2 Feb 15	10:30 AM	74 °C	JS	Steam table at wait station	Start-up temp of 52° C too low. Reheated chili to 74°C as required.	
		2:30 PM	65 °C	JS			
		AM					
		PM					
		AM					
		PM					
		AM					
		PM					
		AM					
		PM					
Accepted hot holding temperature is 60 °C or greater. Reheated food items must reach internal temp of 74 °C for 15 seconds.							

*It is only necessary to assess hot holding temperature twice if the product remains in hot holding for a prolonged period (as indicated in example).

Daily Cooling Log

*Food items must be cooled from 60 °C (140°F) to 20°C (68°F) within two hours and from 20°C (68°F) to 4°C (40°F) within four hours.

[illegible]

Annex M
Assessment of Potential Cross-contamination Issues

Instructions

Develop the following for each kitchen (Food Services operation):

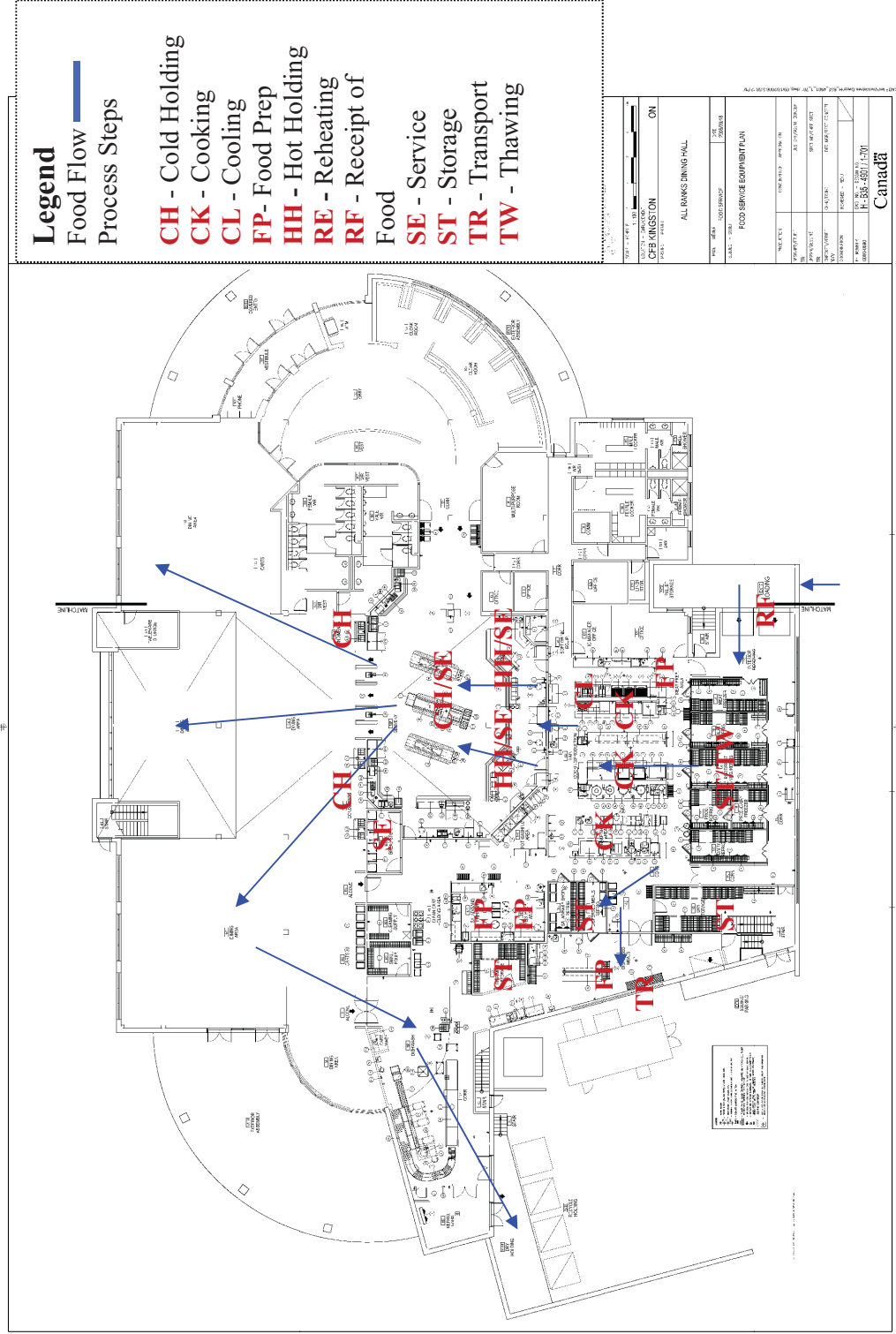
1. Using a kitchen floor plan, construct a flow diagram of flow of food from receiving to service or distribution;
2. On the flow diagram, label where each process / step takes place;
3. Circle areas where cross-contamination may occur; and
4. Assess strategies to minimize likely contamination areas that have been identified such as:
 - a. Separation of raw from finished or ready to eat (RTE) products;
 - b. Use of structural segregation - physical barriers, walls or separate buildings;
 - c. Use of access controls, including requirements to change into necessary work wear; and
 - d. Establish traffic patterns or equipment segregation - people, materials, equipment and tools (including use of dedicated tools).
5. Reassess flow diagram on a monthly basis.

NOTE: when determining potential for cross-contamination issues, assessor must use floor plan and applicable staff to conduct assessment within the kitchen or Food Services operation. Each area must be visited during the assessment.
An example of Assessment of Potential Cross-contamination Issues is illustrated on the next few pages.

Example of Assessment of Potential Cross-contamination Issues

Step 1 - Construct a flow diagram to show flow of food from receiving to service or distribution.





Step 3 - Circle areas where cross-contamination may occur.

1. Potential Problem - Meat prep area and cooking area are situated very close to each other. As insertion of a barrier is not possible, strategies to prevent cross-contamination include ensuring that both human traffic and food always flow from the meat prep area to the cooking area and not in reverse.
2. Potential Problem – Vegetable prep and salad prep areas are located in the same room. Strategies to prevent cross-contamination include the physical separation of the two operations. If a physical barrier is not possible, have staff work in either vegetable prep or salad area, but not in both.

Annex N
Level 1 Verification - Food Safety Check

Name and Rank of Shift Supervisor	Time of Shift	Date	Issue Yes or No	If Yes, Identify Issue(s)	Corrective Action Taken
Items to Check During Shift					
Conduct a thorough walk around of the Food Premise and answer the following					
Any issues with cleanliness of Premises? (Utensils and equipment, lighting (clean/adequate), waste receptacles, staff change rooms/all washrooms)	<input type="checkbox"/> Yes <input type="checkbox"/> No				
Are there any security issues? (All entries to premise, all storage areas are locked or under observation and visitor) have the required authorization to enter operational areas)	<input type="checkbox"/> Yes <input type="checkbox"/> No				
Are there any storage areas issues? (Storage areas are maintained at the right temperature, clean and well-maintain and no cross-contamination)	<input type="checkbox"/> Yes <input type="checkbox"/> No				
Are there any issues with Food Services workers? (washing their hands when required, in correct uniforms in compliance with hair requirements)	<input type="checkbox"/> Yes <input type="checkbox"/> No				
Are there any issues with temperature verifications/record keeping? <ul style="list-style-type: none"> • Appropriate thawing methods being used • Cooking temperatures monitored and records kept • Cooling temperatures monitored and records kept • Hot/Cold holding temp monitored and record kept • Reheating procedures monitored and record kept • During meal times: service area was clean and temperature monitored and record kept 	Any Issues with <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No				
Additional Observations					

Signature of Shift Supervisor _____ Date _____
 Signature Kitchen Second in Command or Unit Second in Command _____ Date _____

Appendix 1 to Annex N

Supplementary Instructions for Level 1 Verification – Food Safety Check form.

1. This form must be filled out by the shift supervisor once a day (if shifts overlap both supervisors should conduct the check together).
2. Upon completion, the form must be reviewed by the kitchen manager or his/her designate.

Key Columns:

Items to Check During Shift	Issue? (Y/N)	If Yes, Identify Issue(s)	Corrective Action Taken
(1)	(2)	(3)	(4)

Instructions for completion

- (1) This column identifies the areas of assessment for the shift supervisor and the related PRP or HPB, thereby facilitating ready access to the relevant reference.
- (2) In this column the shift supervisor will indicate if a food safety issue is present in the area of assessment through indicating *Yes* or *No*
- (3) If the shift supervisor has indicated in column 2 that a food safety issue is present, in this column, s/he will provide specific information regarding the issue, For example, *thermometer inside refrigeration unit #2 indicates the internal temperature of the refrigerator is 9 °C.*
- (4) In this column the shift supervisor will indicate what s/he did to mitigate the issue identified in column 3. For example, *service call placed to have refrigeration unit fixed, in the interim, food items in refrigeration unit #2 have been moved to refrigeration unit #3.*
- (5) In the block labelled *Additional Observations*, the shift supervisor will identify any other food safety issues or concerns and what actions were taken to mitigate these issues / concerns. Once complete, s/he will sign and date form, thereby indicating review and concurrence with the contents.
- (6) In the block labelled *Review Comments*, the Kitchen or Unit second in command will add any additional comments / concerns. Once complete, s/he will sign and date form, thereby indicating review and concurrence with the contents.

Annex O
Level 2 Verification - Food Safety Inspections

Level 2 Verification Monthly Activities (3-parts)

Note: Supplementary instructions can be found in Appendix 1 to this Annex

PART 1 - Inspection of Prerequisite Programs

PART 2 - Observation of Monitoring and Personnel Hygiene Activities

PART 3 - Sanitation Measurement (using ATP-B)

PART 1 - INSPECTION OF PREREQUISITE PROGRAMS AND RECORDS
Name and Rank of Kitchen Manager or Second in Command

			Date	
Inspection Areas (PRP references in brackets)	Food Safety Issue(s)? (Y/N)	If Yes, Identify Issue(s)	Corrective Action Taken / Required	
PRP 1 – Internal and External Premises				
1.1 External Premises	<input type="checkbox"/> Yes <input type="checkbox"/> No			
a. Perform an external walk around of feeding facility to identify any external hazards that may potentially contaminate the interior of the food service operation (PRP 1.1)				
b. Visually assess exterior walls of facility. Can rodents or pests gain entry? (PRP 1.2.1)	<input type="checkbox"/> Yes <input type="checkbox"/> No			
1.2 Internal Premises	<input type="checkbox"/> Yes <input type="checkbox"/> No			
a. Does the interior of the facility have dedicated areas for different operations [e.g. meat prep area separate from veggie prep area]? PRP 1.2.2.a.	<input type="checkbox"/> Yes <input type="checkbox"/> No			
a. Confirm that food and personnel traffic flow patterns will not facilitate cross-contamination of food items. (PRP 1.2.2. b, c)	<input type="checkbox"/> Yes <input type="checkbox"/> No			
b. Ensure that the production area is separate from non-food areas [e.g. accommodation areas or livestock holding areas] (PRP 1.2.2.d.)	<input type="checkbox"/> Yes <input type="checkbox"/> No			

c.	Verify that food is received in a separate area [e.g. away from production / service areas] (PRP 1.2.2.e)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
d.	Ensure that washrooms and change rooms are separated from production and service areas (PRP 1.2.2.f.)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
e.	Verify that waste (garbage) is appropriately stored [e.g. will not facilitate cross-contamination of food] (PRP 1.2.2.f.)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
f.	Confirm that there is adequate floor drainage to remove pooled water from Food Services areas. (PRP 1.2.2.h.)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
g.	Verify that ceiling and walls are clean and in good repair (PRP 1.2.2.i)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
1.3 Lighting				
a.	Confirm that lighting levels are adequate for work and the inspection of food. (PRP 1.3.1)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
b.	Ensure that all overhead lighting is clean and covered to prevent breakage (PRP 1.3.2)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
1.4 Ventilation				
a.	Visually assess air filters for cleanliness (PRPs 1.4.1, 1.4.2)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
b.	Ask staff if they have any air quality concerns [with respect to food services operational areas] (PRP 1.4.3)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
1.5 Garbage and Waste Disposal				
a.	Verify that easily identifiable and specific containers and utensils are used in garbage/ waste disposal (PRP 1.5.1.a)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
b.	Confirm frequency and adequacy of scheduled waste removal services throughout facility (PRP 1.5.1.b., d.)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
c.	Ensure the facility has written garbage/waste procedures (PRP 1.5.1.c.)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
d.	Assess maintenance of garbage/waste equipment. (PRP 1.5.1.e)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
1.6 Sanitary Facilities				
a.	Verify that all washrooms are clean and adequately stocked (PRP 1.6.1)	<input type="checkbox"/> Yes <input type="checkbox"/> No		

b.	Ensure that hand washing notices are posted [to include hand washing directions] (PRP 1.6.2)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
c.	Confirm that all washrooms, lunchroom and change rooms are clean and well maintained (PRP 1.6.3)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
1.7 Water/Ice/Steam Quality				
a.	Ensure that water testing occurs at the appropriate frequency [liaise with PMed to determine frequency] (PRP 1.7.1)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
b.	Verify that hoses and taps throughout the facility prevent backflow [faucets should have backflow prevention devices installed, to prevent back siphonage hoses should not be left attached to the faucet and in the sink] (PRP 1.7.2)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
c.	Confirm that if used, water filters are changed and maintained properly (PRP 1.7.3)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
d.	Verify water pressure / temperature is adequate for cleaning (PRP 1.7.4)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
e.	Confirm that water and ice storage areas are clean and not a potential source of cross-contamination (PRP 1.7.5)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
1.8 Plumbing and Sewage				
a.	Plumbing hoses and taps are preventing backflow (PRP 1.8.1.)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
b.	Identify if a sewage system backed-up occurred since the last inspection. If yes, were the affected areas closed until thorough cleaning and sanitizing occurred? (PRP 1.8.1.a.)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
c.	Visually assess if the sewage system is designed to prevent cross-contamination between sewage and production waste and potable water [e.g. lines do not cross] (PRP 1.8.1.b.c.)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
d.	Confirm that grease traps are cleaned and flushed regularly (PRP 1.8.1.b.)	<input type="checkbox"/> Yes <input type="checkbox"/> No		

PRP 2 Purchasing/Receiving, Storage, Packaging and Transportation	Food Safety Issue(s)? (Y/N)	If Yes, Identify Issue(s)	Corrective Action Taken / Required
2.1 Purchase/Receiving			
a. Confirm that ingredients are ordered from approved suppliers/sources as per Chap 2, FSM (PRP2.1.1)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
b. Verify that food orders are maintained on file (PRP 2.12)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
2.2 Storage of Food and non-food			
a. Inspect all storage units to ensure they are clean and free of contaminants (PRP 2.2)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
b. Inspect all refrigerators ensuring the following: <ul style="list-style-type: none"> • Adequate number of thermometers are present • Fridges are not overloaded • Food is well ventilated • Food is wrapped and dated as required • Food is correctly stored as per type and no cross-contamination issues are observed • Fridges are cleaned regularly • First in First out method is being used • Fridge charts are filled out during each shift (PRP 2.2.1.a., PRP 2.2.1.1, PRP 2.2.1.2) 	<input type="checkbox"/> Yes <input type="checkbox"/> No		
c. Inspect all freezers ensuring the following: <ul style="list-style-type: none"> • First in First out method is being used • Freezers are defrosted and cleaned regularly • Freezer charts are filled out during each shift • Note any additional issues (PRP 2.2.1.b PRP 2.2.1.1-2) 	<input type="checkbox"/> Yes <input type="checkbox"/> No		
d. Inspect all dry storage areas ensuring the following: <ul style="list-style-type: none"> • Humidity is not within recommended range. • Food is not exposed to direct sunlight • Food is stored off the ground (minimum 15 cm) • Food items are kept in original packaging • Dry Storage areas are clean • Regular cleaning occurs (PRP 2.2.1.c) 	<input type="checkbox"/> Yes <input type="checkbox"/> No		

2.3 Chemical Storage				
a.	Confirm that chemicals are stored in dry, well ventilated areas, with no possibility of contaminating food items (PRPs 2.2.3, 2.2.4)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
b.	Verify that mixing of chemicals is only conducted by authorized and properly trained personnel (PRP 2.2.5)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
2.4 Packaging				
	All packaging material must be of food grade quality and be used to prevent the contamination of food (PRP 2.3.1)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
2.5 Transportation/Distribution				
	Food distribution areas must be clean with no cross-contamination issues present (PRP 2.4)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
PRP 3 - Equipment and Utensils		Food Safety Issue(s)? (Y/N)	If Yes, Identify Issue(s)	Corrective Action Taken / Required
3.1 Major equipment				
	Ensure all major Food Services equipment is cleanable, easy to inspect, does not contaminate food, and permits proper drainage. Note any major equipment issues (PRP 3.1.1 a.-f.)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
3.2 Minor Equipment				
	Ensure minor equipment is not a source of cross-contamination for food. Possible signs of minor equipment problems include damaged, scratched or discoloured equipment. Note any minor equipment issues (PRP 3.1.2 a.-g.)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
3.3 Preventive Maintenance				
a.	Ensure there is a list of Food Services equipment with a preventive maintenance schedule indicating when and how maintenance tasks must be conducted (PRP 3.1.3 a.- c.)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
b.	Ensure that the Canadian Forces Food Services Equipment and Maintenance Database is being used correctly (PRP 3.1.4.c.)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
3.4 Equipment Calibration				

PRP 6 – Pest Control	Food Safety Issue(s)? (Y/N)	If Yes, Identify Issue(s)	Corrective Action Taken / Required
6.1 Pest Control Program			
a. Perform a walkthrough of the Food Services operation; are there any indications of a pest/rodent infestation? (PRP 6.1.1)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
b. Visually assess food items for signs of pest contamination (PRP 6.1.2)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
c. Review pest control operator records for the facility. Is there any indication of pest issues? If yes, is the action taken clearly identified? (PRP 6.1.1 d.(6))	<input type="checkbox"/> Yes <input type="checkbox"/> No		
PRP 7 – Response to Foodborne Issues			
7.1 Food Recalls.			
a. Confirm that all personnel in receiving and the kitchen manager subscribe to the Recall Notifications from CFIA (PRP 7.1.1)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
b. If there has been recalled food since the last inspection, were the appropriate procedures followed and was there a report produced? PRP 7.1.2	<input type="checkbox"/> Yes <input type="checkbox"/> No		
7.2. Response to Suspected Foodborne Illness incidents			
Review records of complaints from diners. Do the records document all the pertinent information and the action that was taken? (PRP 7.2.1)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
PRP 8 – Food Defence			
8.1 Food Supply			
a. Confirm that all food items are received from an approved supplier (PRP 8.1 a.)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
b. Confirm whether there has been any incidents where food was [or may have been] tampered with?	<input type="checkbox"/> Yes <input type="checkbox"/> No		

8.2 Personnel		<input type="checkbox"/> Yes <input type="checkbox"/> No		
Verify that all workers in the Food Services operation have an enhanced reliability check (PRP 8.1 b)				
8.3 Physical Security		<input type="checkbox"/> Yes <input type="checkbox"/> No		
a. Verify that a Physical Security Survey has been conducted for the Food Services operation (PRP 8.1 c.)				
b. Confirm that access to the kitchen is adequately controlled [e.g. doors locked to diners/visitors outside of meal hours, storage areas locked or constantly observed, exterior doors (e.g. back doors for staff) locked and access controlled] (PRP 8.1 c.)		<input type="checkbox"/> Yes <input type="checkbox"/> No		
8.4 Visitors		<input type="checkbox"/> Yes <input type="checkbox"/> No		
a. Verify facility 'Visitor procedure' [e.g. when visitors enter the kitchen, do they report to a kitchen supervisor first? Do visitors have the proper security clearance? If not, are they supervised by Food Services personnel for the duration of their visit?] (PRP 8.1 d)				

Signature of Kitchen Manager or Second in Command_____ Date:_____

Additional Comments by Base/Unit Food Services Officer or Brigade Chief Cook:

Signature of Base/Unit Food Services Officer or Brigade Chief Cook_____ Date:_____

The intent of Part 2 of this inspection process is two-fold: to verify that the Monitoring Records are being filled out correctly; and to observe Food Services staff during their work routine to assess compliance with both monitoring and personal hygiene practices (e.g. hand washing).

Review Level 1 Verification - Food Safety Check Records. Review five random samples of Level 1 Verification – Food Safety Check reports (Annex N) completed during the last month.

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areas (PRP 4.2.1 e.)			
f. When required, personnel were restricted from specific areas (e.g. flight feeding) (PRP 4.2.1 f.)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
g. Both food and personnel flow in the kitchen were adequate to prevent cross-contamination (PRP 4.2.1 g.)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
h. Visitors reported to the designated supervisor before entering operational areas (PRP 4.3.1)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
i. Authorized visitors followed the facility food safety rules when in operational areas (PRP 4.3.1)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Receiving of Food - Observe monitoring practices in Food Receiving Area	Food Safety Issue(s)? (Y/N)	If Yes, Identify Issue(s)	Corrective Action Taken / Required
Records: Review five random samples of Receiving Records (Annex B) completed during the last month. Ensure records for receiving food from suppliers are complete and correct. (PRP 2.1.1.1 to 2.1.1.4, Annex B)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Observe Receiving Activities: Observe food being received during a delivery* and verify the following:			
*Note: The delivery(ies) being observed should include temperature sensitive food (refrigerated and frozen food), dry food and non-food products.			
a. The Receiving Area was clean when food was received (PRP 2.1.1.1)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
b. The Receiving staff performed a visual check of the interior of the vehicle to assess the presence of food hazards (PRP 2.1.1.2)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
c. The Receiving staff checked the temperature of each pallet that was delivered (PRP 2.1.1.3)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
d. The Receiving staff inspected the incoming food for damage, expiration and signs of tampering (PRP 2.1.1.4)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
e. Staff recorded the above activities (a.-d.) (PRP 2.1.1)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Transport/Distribution of Food - Observe monitoring practices in Distribution/Dispersed Area	Food Safety Issue(s)? (Y/N)	If Yes, Identify Issue(s)	Corrective Action Taken / Required
Records: Review five random samples of Dispersed Feeding Records (Annex D) completed during the last month. Ensure records for dispersed feeding were complete and correct. (PRP 2.4.1.1, 2.4.1.2 Annex D)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Observe Issuing Activities: Observe food being received during dispersed activities and verify the following:			
a. Staff completed the Dispersed Feeding Record (Annex D)	<input type="checkbox"/> Yes <input type="checkbox"/> No		

when food was issued (PRP 2.4 Annex D)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
The dispersed feeding staff checked the cleanliness/condition of the vehicle used to transfer the food (PRP 2.4, Annex D)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Observe Thawing Activities: Observe thawing activities* conducted on the production floor and verify the following: *Note: If no thawing activities are taking place in production area, check fridge(s) that is/are used for thawing	Food Safety Issue(s)? (Y/N)	If Yes, Identify Issue(s)	Corrective Action Taken / Required
One of the four approved methods of thawing was being used (e.g., food that is being thawed never goes above 4°C) (HBP 1.1)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
When food is being thawed, it is covered and protected from possible contamination (HBP 1.2)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Cold Holding of Food - Observe Cold Holding Activities	Food Safety Issue(s)? (Y/N)	If Yes, Identify Issue(s)	Corrective Action Taken / Required
Records: Review five random samples of cold holding records (Annex I) completed during the last month. Ensure records were complete and correct. (HPB 2.1 and 2.2 Annex I)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Observe Cold Holding Activities: Observe cold holding activities, in all areas but the serving areas.			
a. Cold food was held at 4°C or less and for not longer than two hours (HPB 2.1)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
b. Cold holding activities being conducted ensured that food was not exposed to potential cross-contamination (HPB 2.2)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
c. The above activities were recorded (HPB 2.1 and 2.2)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Cooking and Reheating of Food - Observe Cooking Activities	Food Safety Issue(s)? (Y/N)	If Yes, Identify Issue(s)	Corrective Action Taken / Required
Records: Review five random samples of cooking/reheating records (Annex J) completed during the last month. Ensure records were complete and correct. (HBP 3.1, 3.2, 7.1, 7.2 Annex J)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Observe Cooking and Reheating Activities: Observe cooking activities in the production area.			
a. Production staff verified the internal temperature of each batch of food that was being cooked or reheated (HPB 3.1, 7.1)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
b. When food was being cooked or reheated it was not at risk of cross-contamination (HPB 3.2, 7.2)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
c. The above activities were recorded (HPB 3.1, 3.2, 7.1, 7.2)			

Hot Holding of Food - Observe Hot Holding Activities			
Records: Review five random samples of Hot Holding Records (Annex K) completed during the last month. Ensure records were complete and correct. (HPB 4.1 and 4.2 Annex K)		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Observe Hot Holding Activities. Observe hot holding activities, in all areas but the serving area.			
a. Was hot food being held above 60°C and not held longer than two hours? (HPB 4.1)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
b. When hot holding activities were conducted, the food was not exposed to the risk of cross-contamination (HPB 4.2)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
c. The above activities were recorded (HPB 4.1 and 4.2)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Cooling of Food - Observe Cooling Activities			
Records: Review five random samples of cooling records (Annex L) that were completed during the last month. Ensure records for cooling were complete and correct. (HBP 5.1, 5.2 Annex L)		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Observe Cooling Activities: Observe cooling activities in production.			
a. Production staff both verified the temperature of each batch of food being cooled and monitored the time in each temperature zone (HPB 5.1)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
b. Food being cooled was not exposed to potential contaminants (HPB 5.2)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
c. The above activities were recorded (HPB 5.1, 5.2)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Service of Food - Observe Service Activities			
1. Records. Review five random samples of service records (Annex I and K) that were completed during the last month. Ensure records for service are complete and correct. (HBP 6.1, 6.2 Annexes I and K)		<input type="checkbox"/> Yes <input type="checkbox"/> No	
2. Observe Service Activities. Observe service activities in serving areas.			
a. Hot food was being held above 60°C and not held for longer than two hours (HBP 6.1)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
b. Cold food was being held at 4°C or less and not for longer than two hours (HBP 6.1)	<input type="checkbox"/> Yes <input type="checkbox"/> No		

c. During service there was not a possibility of cross-contamination in food being held at cold, hot and room temperature (HBP 6.2)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
d. The above activities were recorded (HPB 6.1, 6.2)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Check Prevention of Cross-contamination Assessment			
Was there a completed Prevention of Cross-contamination Assessment for your food service location? If not, conduct an assessment with management staff. If an assessment has been conducted, reassesses with management staff and update if needed (HBP 8.1 Annex M	<input type="checkbox"/> Yes <input type="checkbox"/> No		

Other Observations by Kitchen Manager or Second in Command

Signature of Kitchen Manager or Second in Command _____ Date: _____

Additional Comments by Base/Unit Food Services Officer or Brigade Chief Cook

Signature of Base/Unit Food Services Officer or Brigade Chief Cook _____ Date: _____

PART 3 – Sanitation Assessment (using ATP-B)

Note: Supplementary instructions can be found in Appendix 1 to this Annex

Background and Instructions for completion of ATP-B assessment forms

- 1. Background.** ATP-B rapid tests are a tool to assist with the evaluation of the overall cleanliness of Food Services operations. The objective of this testing is to get a general feel for the overall effectiveness of sanitation/cleanliness measures.
- 2. Testing Method.** Follow the manufacturer's direction. (Most likely, use a zigzag pattern in east to west and then north to south direction while applying pressure and rotating the swab). The swab will then be placed into a collection tube (mixed with reagents) and shaken. The collection tube will then be inserted into luminometer for measurement).
- 3. Pass/Fail Rates.** The pass rate for cleanliness is set at less than 301 Relative Light Units (RLU) and the critical failure rate is set at above 1000 RLU. The critical failure rate assessment (Column 4, Critical Fails %) is used to further emphasize areas that require more attention in relation to sanitation measures.

Step 1 - Conduct 50 ATP-B Tests (**smaller Bases/Wing 25 ATP-B tests/month**) at the following times:

- 1. During a Shift Testing** – Conduct 25 ATP-B Tests during a shift. The areas tested should be in locations where staff should have cleaned as per the cleaning schedule. Do not test areas/equipment/utensils that are in process of being used. Suggested areas where to test are included below in the ATP-B Rapid Test Results Talley Sheet. Other areas could be tested based on suspected problems areas.
- 2. After Shift Testing Period** – Conduct 25 ATP-B Tests after a shift (preferable at the end of the day or before the food service operation begins). Suggested areas where to test are included below in the ATP-B Rapid Test Results Talley Sheet. Other areas could be tested based on suspected problems areas.

ATP-B Rapid Test Results Tally Sheet

Base:						Date:
Name / Rank of Kitchen Manager / Second in Command:						Time:
Sample Number	Equipment or Area Tested	Time / Date of Test	Area visually clean? (Y/N)	Description of Equipment or Location Tested	Relative Light Units (RLU) Recorded	
1	Food Prep Area/ Sinks					
2	Food Prep Area/Sinks					
3	Food Prep Area/Sinks					
4	Food Prep Area/Sinks					
5	Food Prep Area/Sinks					
6	Food Prep Area/Sinks					

7	Food Prep Area/Sinks				
8	Food Prep Area/Sinks				
9	Food Prep Area/Sinks				
10	Food Prep Area/Sinks				
11	Cutting boards, knives or slicers				
12	Cutting boards, knives or slicers				
13	Cutting boards, knives or slicers				
14	Cutting boards, knives or slicers				
15	Cutting boards, knives or slicers				
16	Cutting boards, knives or slicers				
17	Cutting boards, knives or slicers				
18	Cutting boards, knives or slicers				
19	Cutting boards, knives or slicers				
20	Dining tables				
21	Dining tables				
22	Dining tables				
23	Dining tables				
24	Dining tables				
25	Dining tables				
26	Dining tables				
27	Dining tables				
28	Dining tables				
29	Production equipment				
30	Production equipment				
31	Production equipment				
32	Production equipment				
33	Production equipment				
34	Production equipment				
35	Production equipment				
36	Production equipment				
37	Pots, Plates or Serving Trays				
38	Pots, Plates or Serving Trays				
39	Pots, Plates or Serving Trays				
40	Pots, Plates or Serving Trays				
41	Pots, Plates or Serving Trays				
42	Pots, Plates or Serving Trays				
43	Pots, Plates or Serving Trays				

44	Fridges/Freezers (coils and handles)				
45	Fridges/Freezers (coils and handles)				
46	Fridges/Freezers (coils and handles)				
47	Fridges/Freezers (coils and handles)				
48	Fridges/Freezers (coils and handles)				
49	Fridges/Freezers (coils and handles)				
50	Fridges/Freezers (coils and handles)				

**Step 2 – After the 50 Tests are taken the test results should be summarized in the table below:
Summary of ATP-B Rapid Test Results**

Category	Number of Samples Taken	Pass Rate (%)	Critical Fails (%)	Average RLU per Category (RLU)	Highest Recorded Values in each Category (RLU)
Food Prep Areas					
Cutting Boards, Knives and Slicers					
Dining Room Tables					
Production Equipment					
Pots, Plates or Serving Trays					
Fridges/Freezer s Handles and Fan Vents					
All Categories Overall Totals					

General Comments from Kitchen Manager or Second in Command (use Summary of Results to identify problem areas)

Trend Analysis by Kitchen Manager or Second in Command: (Compare the current ATP-B results with those obtained during the last three months. Are there differences between months? Are there any negative or positive trends, if so why?)

Signature of Kitchen Manager or Second in Command_____ **Date:**_____

Additional Comments by Base/Unit Food Services Officer or Brigade Chief Cook

Signature of Base/Unit Food Services Officer or Brigade Chief Cook_____ **Date:**_____

Appendix 1 to Annex O

PART 1

Instructions for completion of Level 2 Verification - Food Safety Inspections form

1. This form must be completed monthly by the Kitchen Manager or Second in Command.
2. This form must be reviewed by the Base/Unit Food Services Officer or Bde Chief Cook.
3. Firstly, the Kitchen Manager or Second in Command must fill in his his/her name and date
4. Completion of Table:

Inspection Areas (1)	Food Safety Issue(s)? (Y/N) (2)	If Yes, Identify Issue(s) (3)	Corrective Action Taken / Required (4)
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- a. Column (1) – This column indicates key inspection areas.
 - b. Column (2) – In this column, the Kitchen Manager or Second in Command will identify whether a food safety issue exists in this area.
 - c. Column (3) – In this column, the Kitchen Manager or Second in Command supervisor will identify the specific food safety issue.
 - d. Column (4) – In this column, the Kitchen Manager or Second in Command will identify the corrective action taken to mitigate the food safety issue.
5. The final block allows the Kitchen Manager or Second in Command to identify any additional food safety concerns observed during the inspection [to include corrective action taken].
 6. Upon completion, the Kitchen Manager or Second in Command will sign the inspection report, indicating completion, and pass it on to the Base/Unit Food Services Officer or Bde Chief Cook for their review.
 7. The Base/Unit Food Services Officer or Bde Chief Cook will then review the inspection report and identify any additional concerns, or simply provide comment.
 8. The Base/Unit Food Services Officer or Bde Chief Cook will then sign/date to indicate review of the inspection report.

PART 2

Instructions for completion of the Observation of Monitoring and Personnel Hygiene Activities Form

1. This form must be completed monthly by the Kitchen Manager or Second in Command.
2. This form must be reviewed by the Base/Unit Food Services Officer or Bde Chief Cook.
3. Firstly, the Kitchen Manager or Second in Command must fill in his/her name and date
4. Completion of Table:

Inspection Areas (1)	Food Safety Issue(s)? (Y/N) (2)	If Yes, Identify Issue(s) (3)	Corrective Action Taken / Required (4)
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- a. Column (1) – This column indicates key inspection areas.
 - b. Column (3) – In this column, the Kitchen Manager or Second in Command will identify whether a food safety issue exists in this area.
 - c. Column (4) – In this column, the Kitchen Manager or Second in Command supervisor will identify the specific food safety issue.
 - d. Column (4) – In this column, the Kitchen Manager or Second in Command will identify the corrective action taken to mitigate the food safety issue.
5. The final block allows the Kitchen Manager or Second in Command to identify any additional food safety concerns observed during the inspection [to include corrective action taken].
 6. Upon completion, the Kitchen Manager or Second in Command will sign the inspection report, indicating completion, and pass it on to the Base/Unit Food Services Officer or Bde Chief Cook for their review.
 7. The Base/Unit Food Services Officer or Bde Chief Cook will then review the Observation of Monitoring and Personnel Hygiene Activities report and identify any additional concerns, or simply provide comment.
 8. The Base/Unit Food Services Officer or Bde Chief Cook will then sign/date to indicate review of the Observation of Monitoring and Personnel Hygiene Activities report.

PART 3

Instructions for completion of the ATP-B assessment forms

1. This form must be completed monthly by the Kitchen Manager or Second in Command.
2. This form must be reviewed by the Base/Unit Food Services Officer or Bde Chief Cook.
3. First, the Kitchen Manager or Second in Command must fill in his/her name and date.
4. Completion of Rapid Test Results Tally Sheet:

(1) Sample Number	(2) Equipment or Area Tested	(3) Time / Date of Test	(4) Area visually clean? (Y/N)	(5) Description of Equipment or Location Tested	(6) Relative Light Units (RLU) Recorded
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- a. Column (1) – This signifies the sample number you will assign to the sample e.g., Food Prep Area (FPA) 1, FPA 2, FPA 3... etc.;
 - b. Column (2) – This identifies the category being assessed. Category and equipment of areas tested may be changed by management;
 - c. Column (3) – Enter the date and time of each test;
 - d. Column (4) – Indicate if the specific equipment or area is visually clean, yes (Y) or no (N);
 - e. Column (5) – Describe the equipment or area being tested; and
 - f. Column (6) – Record the Relative Light Units (RLU) from the measured area.
5. Using the information from the ATP-B Rapid Test Results Tally Sheet the Kitchen Manager or Second in Command must complete the Summary of ATP-B Rapid Test Results as follows:

(1) Category	(2) Number of Samples Taken	(3) Pass Rate (%)	(4) Critical Fails (%)	(5) Average RLU per Category	(6) Highest Recorded RLU in each Category
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- a. Column (1) – This signifies the category that was being evaluated;
- b. Column (2) – State the number of samples taken as per the category;
- c. Column (3) – Take the number of passes (less than 301 RLU) per each specific category and divide by the number of total test for the same category and multiply by 100, which will give the pass rate percentage;

- d. Column (4) – Take the number of critical fails (more than 1000 RLU) per each specific category and divide by the number of total test for the same category and multiple by 100 which will give the critical fail rate percentage;
 - e. Column (5) – Add all RLU results for each specific category together and divide by the number of tests from the same category. This will provide the average RLU per category (RLU).
 - f. Column (6) – Provide the highest RLU result for each category.
6. The Kitchen Manager or Second in Command will provide comment regarding trouble areas that were identified in the Summary of ATP-B Rapid Test Results and note any action taken or action that needs to be taken.
7. The Kitchen Manager or Second in Command will provide comment comparing the current results with the last three months' ATP-B results and identify/explain any trends or continued problem areas.
8. Once the ATP-B Result with comment are completed, the Kitchen Manager or Second in Command will sign to indicate PART 3 - Sanitation Measurement (using ATP-B) has been completed.
9. The Base/Unit Food Services Officer or Brigade Chief Cook will then state other comments and other actions were taken. Lastly, the Base/Unit Food Services Officer or Brigade Chief Cook will sign/date that they have reviewed the Sanitation Measurement (using ATP-B) form.

Annex P

Level 3 Verification

Level 3 Verification – Base/Unit Food Safety Audits

Level 3 Verification – Quarterly Activities (2-parts)

Note - Supplementary instructions can be found in Appendix 1 to this Annex

Part 1 – Review of Level 2 Verification (Food Safety Inspections)

Part 2 – Audit of Prerequisite Programs

Part 1 – Review Level 2 Verification - Food Safety Inspections

Base/Unit	Base/Unit and or Deputy Food Service Officer	Date
Review Level 2 Verification. Review five random samples of Level 2 Verification – Food Safety Inspections (Annex O) that were completed during the last three months. Note below the five top issues that have been noted from the reviewed records.		
1. Issue –		
2. Issue –		
3. Issue –		
4. Issue –		
5. Issue –		
Comment if Level 2 Verification is occurring and if Food Safety Inspections are generally complete and correct.		

Part 2 – Audit Prerequisite Programs

Food Safety Compliance Issue Coding

Critical (C) - Major errors in the food safety system were detected: Product(s) contamination is likely. Address issue(s) immediately.

Major (M) - Errors in the food safety system were detected. Product(s) contamination is possible. Address issue(s) promptly.

Satisfactory (S) - No observed issues.

Observation (O) – Comments provided to improve the system.

Items to Check During Quarterly Audit (one every three months)	Refs	Issue Compliance Code [C,M,S,O]	Identify Issue(s)	Corrective Action Taken	Environmental Food Services Officer Comments
Prerequisite Programs. Conduct a walkthrough of all kitchen / Food Services operation areas [to include building exterior]. Note any areas of non-compliance and the corrective action(s) taken.					
PRP 1 – Internal and External Premises					
1. External Premises: Perform an external walk around of the facility to identify any external hazards that may potentially contaminate the interior of the food service operation. Visually assess exterior walls of the facility for potential pest access areas and/or potential sources of contamination	PRP 1.1				
2. Internal Premises: Conduct a thorough walkthrough of the Food Services operation. Note any internal issue(s) and in particular the following:	PRP 1.2 to PRP 1.8				
a. Confirm that work flow and personnel traffic flow patterns do not facilitate cross-contamination of food items	PRP 1.2 a.-c.				
b. Ensure walls, floor, ceilings are intact and clean so not to aide in cross-contamination	PRP 1.2 d.-i.				
c. Ensure lighting is adequate and light sources (e.g. bulbs) are shatterproof or shielded	PRP 1.3				

Items to Check During Quarterly Audit (one every three months)	Refs	Issue Compliance Code [C, M, S, O]	Identify Issue(s)	Corrective Action Taken	Environmental Food Services Officer Comments
d. Ensure the ventilation system is working and filters are changed when required. Note as filter change outs are a CE function this may require contacting B/W CE	PRP 1.4				
e. Check that garbage and waste disposal (internal and contracted) occur at the necessary frequency. Assess the flow of garbage in the facility and ensure there are no opportunities for cross-contamination with non-waste food items	PRP 1.5				
f. Verify that washrooms, lunchrooms and change rooms are clean and adequately stocked	PRP 1.6				
g. Ensure that water, ice and steam do not present potential sources of contamination to food items, that the supply is adequate (hot and cold) and that there is adequate water pressure	PRP 1.7				
h. Verify if there have been any reported plumbing issues during the reporting period. If yes, what actions were taken and what actions will be taken to prevent reoccurrence	PRP 1.8				
PRP 2 - Purchasing/Receiving/Storage/Packaging Transport (this will be covered in the next section)					
PRP 3 – Equipment and Utensils					
1. Equipment:					
a. Ensure all major and minor equipment is clean, well maintained and not a source of contamination for food items.	PRP 3.1 PRP 3.1.1, 3.1.2				

Items to Check During Quarterly Audit (one every three months)	Refs	Issue Compliance Code [C, M, S, O]	Identify Issue(s)	Corrective Action Taken	Environmental Food Services Officer Comments
b. Ensure maintenance program is in place and that the CAF Food Services Equipment and Maintenances Database is being used correctly.	PRP 3.1.3				
c. Review calibration records for completeness and correctness.	PRP 3.1.4				
d. Ensure utensils will not contaminate food through either structural or maintenance deficiencies.	PRP 3.1.4				
PRP 4 – Personnel					
1. Personnel Hygiene Records: Review a sample of the Personnel Hygiene Records (Annex F) to ensure they are being completed. Have all Food Services staff received the briefing?	PRP 4.2.1 Annex F				
PRP 5 – Sanitation					
1. Cleaning Schedule: Ensure that an adequate cleaning schedule is in place.	5.1.1				
PRP 6 – Pest Control					
1. Pest Control Records: Review pest control records to identify if there have been any pest issues since last reporting period.	PRP 6.1.1 d. (6)				
PRP 7 – Response to Foodborne Illness					
1. Foodborne Illness: Check if there have been any reports from diners who suspected that food from your location made them sick. If yes, what action(s) were taken by Food Services staff?	7.1.3				

Items to Check During Quarterly Audit (one every three months)	Refs	Issue Compliance Code [C, M, S, O]	Identify Issue(s)	Corrective Action Taken	Environmental Food Services Officer Comments
PRP 8 Food Defence					
1. Verify that all Food Services worker have a minimum enhanced reliability check	PRP 8.1 b.				
2. Confirm whether a Physical Security Survey been conducted for the food services operation	PRP 8.2				
HACCP-Based Programs (includes some PRP areas).					
Walk the route from where food is received within the Food Services operation to where it is finally served, disposed of and/or dispersed.					
1. Personnel Hygiene Practices: While conducting audit activities observe if correct personal hygiene practices are being followed, this includes, but is not limited to, the following:	PRP 4.2.1				
a. Proper handwashing;	PRP4.2.1a				
b. Clean work clothing, hair is covered	PRP4.2.1b				
c. Prohibited jewellery not being worn	PRP4.2.1c				
d. Correct use of utensils and equipment	PRP4.2.1d				
e. Personal effects not being used (e.g., phones)	PRP4.2.1e				
f. Human traffic flow and the flow of food is not a potential source of cross-contamination for food items	PRP4.2.1g				
g. Unauthorized visitors are not present in the Food Services operational or prohibited area. If visitors are authorized, ensure they follow all food safety rules	PRP 4.3.1				
h. Observe staff for any signs of illness or uncovered open cuts/wounds	PRP 4.1.1				

Items to Check During Quarterly Audit (one every three months)	Refs	Issue Compliance Code [C, M, S, O]	Identify Issue(s)	Corrective Action Taken	Environmental Food Services Officer Comments
2. Receiving: Perform a walkthrough of the receiving area and verify the following:					
a. Check the exterior areas outside of the receiving area for cleanliness and presence of potential hazards to food or personnel.	PRP 2.1.1				
b. Verify that the receiving area is clean and there are no possible contamination issues	PRP 2.1.1				
c. Review a sample of the receiving records for the past three months (suggest two records from each month). Confirm that they are both complete and correct	PRP 2.1.1				
d. Confirm that Receiving staff are receiving CFIA food recalls. Verify that staff are aware of actions to take in the event of a recall to include recording procedures	PRP 7.1.1				
3. Storage: Follow the food flow from receiving to storage areas. Check all refrigerated, frozen and dry storage areas.	PRP 2.2.1				
a. Verify refrigerator storage areas are clean, temperature monitoring charts are present and complete and that there is no potential for cross-contamination.	PRP 2.2.1				
b. Verify freezer storage areas are clean, temperature monitoring charts are present and complete and that there is no potential for cross-contamination.	PRP 2.2.1				

Items to Check During Quarterly Audit (one every three months)	Refs	Issue Compliance Code [C, M, S, O]	Identify Issue(s)	Corrective Action Taken	Environmental Food Services Officer Comments
c. Verify dry storage areas are clean, humidity is within acceptable parameters, food items are stored at least 15cm off the floor and that there is no potential for cross-contamination.	PRP 2.2.1				
d. Verify that cleaning supplies are separated from food and non-food items to ensure no potential for cross-contamination.	PRP 5.1.1				
4. Prep Areas: Follow the flow of food from the storage areas to the prep areas (pre-production).					
a. Ensure that prep areas are clean and that they are cleaned on a regular basis IAW the Food Services operation's cleaning schedule	PRP 3.1.1				
b. Check that there are no potential cross-contamination issues in prep areas.	PRP 2.2.5				
5. Production Area: Follow food flow from the prep areas to the production areas.					
a. Ensure all major and minor equipment is clean, well maintained and not a source of contamination for food items.	PRP 5.1.1.				
b. Verify that temperature monitoring charts are present (and in use) on the production refrigerators. Perform a visual assessment of the refrigeration units to evaluate the potential for contamination of food items.	PRP 2.1.1				
c. Verify that there are no cross-contamination issues occurring in the Production Area.	PPR 8.1				

Items to Check During Quarterly Audit (one every three months)	Refs	Issue Compliance Code [C, M, S, O]	Identify Issue(s)	Corrective Action Taken	Environmental Food Services Officer Comments
d. Cooking/Reheating: Confirm that cooking/reheating records (Annex J) are complete and correct. Verify that staff are taking temperatures at the right time and that no cross-contamination issues are occurring.	HPBs 3.1, 3.2 Annex J				
e. Cold and Hot Holding: Confirm that hot and cold holding records (Annex I and K) are complete and correct. Ensure that there are no cross-contamination issues occurring during holding operations.	HPBs 2.1, 2.2, 4.1, 4.2 Annex I and K				
f. Thawing: Observe thawing activities to verify that one of the four approved methods of thawing is being used. If no thawing activities are occurring, ask shift supervisor to describe how thawing is normally accomplished and to identify the area where thawing activities generally occur (most likely in thawing or production fridge).	HPBs 1.1, 1.2				
g. Cooling Activities: Observe cooling activities to verify the proper cooling methods are being used. Ensure the food being cooled does not enter the temperature danger zone and food is covered to prevent cross-contamination. Check cooling records (Annex L).	HPBs 5.1, 5.2 Annex L				
6. Service Area: Follow food from the production area to the services area(s).					

Items to Check During Quarterly Audit (one every three months)	Refs	Issue Compliance Code [C, M, S, O]	Identify Issue(s)	Corrective Action Taken	Environmental Food Services Officer Comments
a. Ensure that hot and cold records are complete and correct (Annex I and K).	HPB 6.1 Annex I, K				
b. Observe staff during meal service. Verify that there are no cross-contaminations or temperature abuse situations occurring during service and that personal hygiene infractions are not occurring.	HBP 6.2				
7. Transportation/Distribution Areas: Follow the flow of food from the production area to the distribution / transport area (i.e., the area where food items, (e.g. hayboxes) leave the kitchen to be sent to another location). This includes dispersed areas of the Food Services operation.					
a. Verify that the distribution area is clean and that there are no cross-contamination issues are occurring.	PRP 2.4				
b. Confirm that appropriate packing material is used to prevent cross-contamination.	PRP 2.3.1				
c. Ensure that dispersed feeding records (Annex D) are complete and correct.	PRP 2.4.1 Annex D				
8. Waste/Garbage Disposal: Follow the flow of food from the production and service areas to the waste and/or garbage disposal area.					
a. Confirm that waste and garbage is disposed of in a timely manner from the Food Services operational areas IOT reduce potential for contamination of food	PRP 1.5.1				

Items to Check During Quarterly Audit (one every three months)	Refs	Issue Compliance Code [C, M, S, O]	Identify Issue(s)	Corrective Action Taken	Environmental Food Services Officer Comments
b. Confirm that waste and garbage is stored correctly before being picked up from the Food Services operation. Ensure that it is stored in an appropriate area and at the right temperature to prevent cross-contamination of food, non-food, equipment, utensils and/or the facility itself	PRP 1.5.1				
9. Prevention of Cross-contamination Assessment: Review your Prevention of Cross-contamination Assessment. If the assessment is not relevant or there has been change in the Food Services operation, reassess the Prevention of Cross-contamination Assessment.	HBP 8.1 Annex M				
a. Confirm the assessment is still relevant. Identify whether the Food Services operation has changed since the last Level 3 Audit.					
10. Handwashing: During a staff coffee or meal break observe staff washing their hands. Comment on the total percentage of staff that you observe washing their hands after meal or break time.	PRP 4.2.2				

Additional Observations by Base/Unit and or Deputy Food Service Officer:

Name of Base/Unit and or Deputy Food Service Officer _____ **Date:** _____

Additional Comments by Environmental Food Services Officer:

Name of Environmental Food Services Officer _____ **Date:** _____

Appendix 1 to Annex P

Supplementary Instructions for Level 3 Verification – Food Safety Check form.

3. This form must be completed quarterly by the by Base/Unit and/or Deputy Food Services Officer.
4. Upon completion, this form must be submitted to the Environmental Command Food Services Officer for his/her review and comments.
5. First, the Base/Unit and or Deputy Food Services Officer must enter his/her name and the date.
6. The Base/Unit and/or Deputy Food Services Officer must first review the last three Level 2 Verifications – Food Safety Inspection reports. S/he must identify the top five issues within the three reports and provide a general comment about the completeness and correctness of the Level 2 Verification activities.
7. Following this record review, the Base/Unit and/or Deputy Food Services Officer can commence Part 2- Audit Prerequisite Program review.
8. Instructions for completion of Part 2 – Audit Prerequisite Program review form:

Key Columns:

(1) Items to Check During Quarterly Audit (one every three months)	(2) Refs	(3) Issue Compliance Code [C,M,S,O]	(4) Identify Issue(s)	(5) Corrective Action Taken	(6) Environmental Food Services Officer Comments
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Instructions for completion

- a. Column (1) – This column provides questions on what is to be assessed by the Base/Unit and or Deputy Food Services Officer.
 - b. Column (2) – This column provides the reference of what is being assessed.
 - c. Column (3) – The Base/Unit and or Deputy Food Services Officer determines the level of compliance reached (critical, major, satisfactory or observation) for each item.
 - d. Column (4) – The Base/Unit and or Deputy Food Services Officer explains the food safety issue(s) found.
 - e. Column (5) – The Base/Unit and or Deputy Food Services Officer states what he or she did to solve the food safety issue or what future action needs be conducted.
 - f. Column (6) – The Environmental Food Services Officer will insert his/her comments here.
7. Upon completion, the Kitchen Manager or Second in Command will identify any other food safety issues observed and the corrective actions taken.
 8. Once the inspection is complete, the Base/Unit and or Deputy Food Services Officer will email the Level 3 Verification report to their respective Environmental Food Services Officer.

9. Upon receipt, the Environmental Command Food Services will review the completed form and provide comments on critical and major issues found by the Base/Unit and or Deputy Food Services Officer in Column (6) of the form.
10. In addition, the Environmental Food Services Officer will provide any additional comments at the end of the audit and return it to the Base/Unit and or Deputy Food Services Officer for filing.

Annex Q

Level 4 Verification

Level 4 Verification – Environmental or Strategic Food Safety Audits (3-parts)

Note – Supplementary instructions can be found in Appendix 1 to this Annex

Part 1 – Review of Level 3 Verification (Base/Unit Food Safety Audits)

Part 2 – Review of Audit Prerequisite and HACCP Based Programs

Part 3 - Sanitation Measurement (using ATP-B)

Part 1 – Review of Level 3 Verification – Base/Unit Food Safety Audits

Base/Unit

Date

Review Level 3 Verification: Review the Level 3 Verification audits completed during the last year (Annex P).

Note below the five top issues from the reviewed records.

1. Issue –

2. Issue –

3. Issue –

4. Issue –

5. Issue –

Comment if Level 3 Verification is occurring and whether the audits are generally complete and correct.

Part 2 – Audit Prerequisite and HACCP Based Programs

Food Safety Compliance Issue Coding

Critical (C) - Major errors in the food safety system were detected: Product(s) contamination is likely. Address issue(s) immediately.

Major (M) –Errors in the food safety system were detected: Product(s) contamination is possible. Address issue(s) promptly.

Satisfactory (S) –No observed issues.

Observation (O) –Comments provided to improve the system.

Items to Check During Quarterly Audit (one every three months)	Refs	Issue Compliance Code [C,M,S,O]	Identify Issue(s)	Environmental or Strategic Food Services Officer Comments	Base/Unit Corrective Action(s) Taken
Prerequisite Programs. Conduct a walkthrough of all kitchen / Food Services operation areas [to include building exterior]. Note any areas of non-compliance and the corrective action(s) taken.					
PRP 1 – Internal and External Premises					
1. External Premises. Perform an external walk around of the facility to identify any external hazards that may potentially contaminate the interior of the food service operation. Visually assess exterior walls of the facility for potential pest access areas and/or potential sources of contamination	PRP 1.1				
2. Internal Premises Conduct a thorough walkthrough of the Food Services operation. Note any internal issue(s) and in particular the following: -work flow and personnel traffic flow patterns do not facilitate cross-contamination of food items -walls, floor, ceilings are intact and clean so not to aide in cross-contamination -Lighting is adequate and light sources (e.g. bulbs) are shatterproof or shielded -Ventilation system is working and filters are changed when required. -Check that garbage and waste disposal (internal and contracted) occur at the necessary frequency -Verify that washrooms, lunchrooms and change rooms are clean and adequately stocked -Ensure that water, ice and steam do not present potential sources of contamination to food items, that the supply is adequate (hot and cold) and that there is adequate water pressure -Verify if there have been any reported plumbing issues during the reporting period. If yes, what	PRP 1.2				

actions were taken and what actions will be taken to prevent reoccurrence							
PRP 2 - This will be covered in the next section							
PRP 3 – Equipment and Utensils							
Check major and minor equipment for wear and cleanliness. Ensure equipment maintenance program is in place and the CAF Food Services Equipment and Maintenance Database is being used. Check calibration records. Check utensils for wear /cleanliness.	PRP 2						
Items to Check During Quarterly Audit (one every three months)	Refs	Issue Compliance Code [C,M,S,O]	Identify Issue(s)	Environmental or Strategic Food Services Officer Comments	Base/Unit Corrective Action(s) Taken		
PRP 4 – Personnel							
Verify that Personal Hygiene Records have been filled out correctly. Compare the number filled out to the number of staff employed in the kitchen / Food Services operation.	PRP 4						
PRP 5 – Sanitation							
Ensure that an adequate cleaning schedule is in place.	PRP 5						
PRP 6 – Pest Control							
Check pest control records to see if there have been any pest issues since last reporting period. Is there an adequate pest contractor in place? If no contractor is used, review pest control written procedures.	PRP 6						
PRP 7 – Response to Foodborne Illness							
Ask the kitchen manager if there have been any diner reports of foodborne illness	PRP 7						

b. If time permits, observe food being received and comment on procedures.	PRPs 2.1					
Items to Check During Quarterly Audit (one every three months)	Refs	Issue Compliance Code [C,M,S,O]	Identify Issue(s)	Environmental or Strategic Food Services Officer Comments	Base/Unit Corrective Action(s) Taken	
3. Storage						
Check all refrigerated, frozen and dry storage areas that fridge charts are complete for every shift that all storage areas are clean, and there are no cross-contamination issues occurring.	PRP 2.2, HBP 8					
4. Prep Areas						
Check that prep areas are clean or are cleaned when required and no cross-contamination issues are occurring.	PRP 5, HBP 8					
5. Production Area						
a. Review five (5) samples of the following temperature charts from the past year and ensure that they are complete and correct. -Hot and Cold Holding -Cooking/Reheating and Cooling	HBP's 2 - 5 Annexes I - L					
b. Verify that there are no cross-contamination issues occurring in the Production Area and that the production area is cleaned when required.	HBP's 2,3,4,5 and 8					
c. Thawing: Observe thawing activities to verify that one of the four approved methods of thawing is being used. If no thawing activities are observed, ask shift supervisor to show where thawing activities are	HPB's 1 and 8					

occurring.						
Items to Check During Quarterly Audit (one every three months)	Refs	Issue Compliance Code [C,M,S,O]	Identify Issue(s)	Environmental or Strategic Food Services Officer Comments	Base/Unit Corrective Action(s) Taken	
d. Observe production area activities during the production activities. Comment on any food safety compliance issues.	HBP 1, 2,3,4,5 and 8					
6. Service Area.						
a. Ensure that hot and cold records are complete and correct.	HPB 6					
b. Observe staff during meal hour. Verify that there are no cross-contaminations or temperature abuse situations (e.g. as a result of food left unattended) occurring during the meal hour. Verify that personal hygiene infractions are not occurring.	HBP 6 and 8					
7. Transportation/Distribution Areas						
a. Verify that distribution areas are clean and that there are no cross-contamination issues occurring. Check that dispersed feeding records are complete and correct.	PRP 2.4 HPB 8 Annex D					
b. Verify that proper packing material is used to prevent cross-contamination.	PRP 2.3 HBP 8					
c. Observe dispersed meal or catering pick-up activities, comment on any compliance issues.	PRP 2.4					
Items to Check During Quarterly Audit (one every three months)	Refs	Issue Compliance Code	Identify Issue(s)	Environmental or Strategic Food Services Officer	Base/Unit Corrective Action(s) Taken	

Signature: _____ Date: _____

PART 3 - Sanitation Measurement (using ATP-B)

Conduct ATP-P Testing using the same testing protocol as found in Level 2 Verification.

Background and Instructions for completion of ATP-B assessment forms

1. Background. ATP-B rapid tests are a tool to assist with the evaluation of the overall cleanliness of Food Services operations. The objective of this testing is to get a general feel for the overall effectiveness of sanitation/cleanliness measures.
2. Testing Method. Follow the manufacturer's direction. (Most likely, use a zigzag pattern in east to west and then north to south direction while applying pressure and rotating the swab). The swab will then be placed into a collection tube (mixed with reagents) and shaken. The collection tube will then be inserted into luminometer for measurement).
3. Pass/Fail Rates. The pass rate for cleanliness is set at less than 301 Relative Light Units (RLU) and the critical failure rate is set at above 1000 RLU. The critical failure rate assessment (Column 4, Critical Fails %) is used to further emphasize areas that require more attention in relation to sanitation measures.

Step 1 - Conduct 50 ATP-B Tests at the following times:

1. **During a Shift Testing** – Conduct 25 ATP-B Tests during a shift. The areas tested should be in locations where staff should have cleaned as per the cleaning schedule. Do not test areas/equipment/utensils that are in process of being used. Suggested areas where to test are included below in the ATP-B Rapid Test Results Talley Sheet. Other areas could be tested based on suspected problems areas.
2. **After Shift Testing Period** – Conduct 25 ATP-B Tests after a shift (preferable at the end of the day or before the food service operation begins). Suggested areas where to test are included below in the ATP-B Rapid Test Results Talley Sheet. Other areas could be tested based on suspected problems areas.
3. Record the results in the following table

ATP-B Rapid Test Results Tally Sheet

Base:					Date:
Name / Rank of Env/Strat Food Services Officer:					Time:
Sample Number	Equipment or Area Tested	Time / Date of Test	Area visually clean? (Y/N)	Description of Equipment or Location Tested	Relative Light Units (RLU) Recorded
1.	Food Prep Area/ Sinks				
2.	Food Prep Area/Sinks				
3.	Food Prep Area/Sinks				
4.	Food Prep Area/Sinks				

5.	Food Prep Area/Sinks				
6.	Food Prep Area/Sinks				
7.	Food Prep Area/Sinks				
8.	Food Prep Area/Sinks				
9.	Cutting boards, knives or slicers				
10.	Cutting boards, knives or slicers				
11.	Cutting boards, knives or slicers				
12.	Cutting boards, knives or slicers				
13.	Cutting boards, knives or slicers				
14.	Cutting boards, knives or slicers				
15.	Cutting boards, knives or slicers				
16.	Cutting boards, knives or slicers				
17.	Cutting boards, knives or slicers				
18.	Cutting boards, knives or slicers				
19.	Dining tables				
20.	Dining tables				
21.	Dining tables				
22.	Dining tables				
23.	Dining tables				
24.	Dining tables				
25.	Dining tables				
26.	Dining tables				
27.	Production equipment				
28.	Production equipment				
29.	Production equipment				
30.	Production equipment				
31.	Production equipment				
32.	Production equipment				
33.	Production equipment				
34.	Production equipment				
35.	Pots, Plates or Serving Trays				
36.	Pots, Plates or Serving Trays				
37.	Pots, Plates or Serving Trays				
38.	Pots, Plates or Serving Trays				
39.	Pots, Plates or Serving Trays				
40.	Pots, Plates or Serving Trays				
41.	Pots, Plates or Serving Trays				

42.	Pots, Plates or Serving Trays				
43.	Fridges/Freezers (coils and handles)				
44.	Fridges/Freezers (coils and handles)				
45.	Fridges/Freezers (coils and handles)				
46.	Fridges/Freezers (coils and handles)				
47.	Fridges/Freezers (coils and handles)				
48.	Fridges/Freezers (coils and handles)				
49.	Fridges/Freezers (coils and handles)				
50.	Fridges/Freezers (coils and handles)				

Step 2 – After the 50 Tests are taken the test results should be summarized in the table below:

Summary of ATP-B Rapid Test Results

Category	Number of Samples Taken	Pass Rate (%)	Critical Fails (%)	Average RLU per Category (RLU)	Highest Recorded Values in each Category (RLU)
Food Prep Areas					
Cutting Boards, Knives and Slicers					
Dining Room Tables					
Production Equipment					
Pots, Plates or Serving Trays					
Fridges/Freezers					
Handles and Fan Vents					
All Categories Overall Totals					

ATP-B Observations Environmental or Strategic Food Services Officer:

Signature of Environmental Food Services Officer _____ Date: _____

Return ATP-B Comments by Base/Unit Food Services Officer:

Signature of Base/Unit Food Services Officer _____ Date: _____

Appendix 1 to Annex Q

Supplementary Instructions for Level 4 Verification – Environmental Food Safety Audits Instructions

Step 1

The auditor (either the Environmental or Strategic Food Services Officer) will complete Part 1 and Part 2 of the audit. Informal audit results should be provided to the audited Base or Unit prior to departing.

Step 2

Once the Level 4 Audit is complete, it will be sent formally from the Environmental or Strategic Food Services Officer (the one who completed the audit) through the Chain of Command to the Base/Unit.

Step 3

The Base/Unit that that was audited must then fill in Column 6 Base/Unit Comments (corrective action(s) taken) within Part 1 for any Critical or Major food safety issues found during audit. Actions that have rectified, or will rectify, critical or major compliance issues must be noted by the Base or Unit Food Services Officer. In addition, Base/Unit Food Services Officers must comment in area provided in Part 3 (ATP-B Summary Results) regarding the ATP-B results and their action(s) to rectify any identified sanitation issues or gaps.

Step 4

The Base/Units Food Services Officers must return their comments (Step 3) to the Command or Strategic Food Services Officer who initially conducted the audit through their Chain of Command within 60 days from when the formal audit was signed by auditor.

Annex R

Monitoring and Verification Matrix

This document summarizes who and when Food Services personnel or other organizations need to complete monitoring and verification activities.

Activity	What is Monitored/ Check/Verified	Who Conducts the Activity	When the Activity is Conducted	Where are the results Record
Monitoring Activities				
Receiving	1. Visual Monitoring of Receiving Area 2. Visual Monitoring of Delivery Vehicle 3. Measure Temperature of Food Received 4. Visual Monitoring of Food	Receiving staff	1. Before each delivery. 2. Before unloading food. 3. Each pallet frozen/refrigerated food (or part of). 4. All incoming food and non-food. One every shift	Annex B
Storage	1. Measure Storage Temperatures 2. Visual Monitoring of Storage Areas	Measuring - frontline staff Shift supervisor or designate		Annex C
Transport of Food	1. Measure Transporting Time and Temperature 2. Visual Monitoring of Transportation Vehicle	Kitchen food distribution (dispersed or catering) staff	Every time food leaves the Food Services operation	Annex D
Thawing	1. Measure Thawing Temperature 2. Visual Monitoring of Thawing Processes	Shift supervisor or designate	During thawing procedures.	Annex N
Cold Holding	1. Measure Cold Holding Temperature 2. Visual Monitoring of Holding Processes	Frontline cooks	When conducting cold holding procedures	Annex I
Cooking	1. Measure Cooking Temperatures 2. Visual Monitoring of Cooking Processes	Frontline cooks	Measure/monitor every batch of food being cooked When conducting hot holding procedures	Annex J Annex K
Hot Holding	1. Measure Hot Holding Temperature 2. Visual Monitoring of Holding Processes	Frontline cooks		
Cooling	1. Measure Cooling Temperature and Time 2. Visual Monitoring of Cooling Processes	Frontline cooks	During cooling processes.	Annex L
Service (Cold or Hot)	1. Measure Holding (Cold, Hot) Temperatures 2. Visual Monitoring of Serving Processes	Civilian supervisor, military supervisor or designate	Measure cold and hot products twice every meal hour. Shift supervisor must check service operations at least twice each meal.	Annex I for Cold Annex K for Hot Annex N (for supervisor)

Reheating	1. Measure Reheating Temperature 2. Visual Monitoring of Leftover/Reheating	Frontline cooks	Measure and visual monitor the reheating of leftovers.	Annex J
Prevention of Cross-contamination	1. Monitor and Assess Possible Cross-contamination Issues	Frontline supervisors, Kitchen Supervisors and Base/Unit Food Services Management	Initial Monitoring/Assessment of each Food Services operation. Reassessment required on monthly basis.	Annex M
Verification Activities				
Level 1 Verification – Food Safety Checks	Quick Assessment of Prerequisite Programs, Monitoring Activities	Shift Supervisor	Once every shift	Annex N
Level 2 Verification – Food Safety Inspections	All PRPs will be inspected along with all monitoring records. Sanitation verified by visual observation and ATP-B. Food safety practices observed such as personal hygiene and monitoring activities.	Kitchen Manger or his/her Second in Command	Once a month	Annex O
Level 3 – Verification – Base/Unit Food Safety Audits.	Quick inspection of facilities and equipment and Food Services records. Observe food safety practices that performed by kitchen staff.	Base Food Services Officers and Deputy Food Services	Quarterly (four/year)	Annex P
Level 4 – Verification – Environmental /Strategic Food Safety Audits	All PRPs and HACCP-Based Programs (HBPs) will be audited. ATP-B will also be used.	Food Services Environmental or Strategic Level Food Services	Once every one to two years.	Annex Q
Level 5 – Verification – Third Party Auditors	Third Party auditors help determine if the food safety system is working correct and are meeting food safety needs of the CAF.	Third Party Auditors	Once every five years	N/A
Preventive Medicine (PMed) Inspections	Inspection of Food Services operation in relation to possible health issues.	PMed Technicians/Health Services	Once every month (Health Services to determine)	PMed Formal Report
Food Supplier/Manufacturer Audits	Audits of Food Supplier/Manufacturer	Veterinarians or persons with meaningful amounts of academic training in food safety and quality management systems, as well as sufficient experience	As required on domestic and international operations.	NATO AMedP 4.5 of STANAG 2556

		doing food safety audits.		
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ANNEX “G” - FOOD SAFETY AND DEFENCE SYSTEM

(Starts on next page)

Canadian Armed Forces (CAF) Food Safety and Defence System



Current version: 1.1 – January 2016
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1.0 GENERAL

1.1 General

1.2 Legal Requirements

1.1 General

1. The information contained in this document applies to food safety and food defence in CAF Food Services operations. The policy, standards and procedures described in this chapter applies to Army, Navy, Air Force and Chief of Military Personnel Food Services organizations and are to be applied in all food services environments, including: Static Operations, Field Feeding, Flight Feeding and Shipboard Feeding.

1.2 Legal Requirements

1. Part 1, Section 4 of the Canadian Food and Drug Act states that one cannot provide food that is a poisonous or harmful substance or unfit for human consumption. In other words, the Canadian Armed Forces has a legal obligation to produce and serve safe food to CAF members. CAF Food Services must always execute due diligence to fulfil its legal obligation to serve safe food.

2.0 CANADIAN ARMED FORCES (CAF) FOOD SAFETY AND DEFENCE SYSTEM (FSDS)

[2.1 Introduction](#)

[2.2 Responsibilities and training within the CAF FSDS](#)

2.1 Introduction

1. The CAF Food Safety and Defence System (FSDS), like any system, encompasses a group of functions within an organization that operate together towards a common goal. The elements of an effective system interact and support each other; they are interrelated and interconnected. As individual behaviours have the potential to affect the system, the system is not only process focused but people focused. An organization may have the best written standards and practices in place but if Food Services personnel are not executing the practices appropriately or at the right frequency the system will most likely fail. The five main elements of the CAF FSDS are Food Safety Policy, Food Safety Practices, Food Safety Training, Food Safety within Food Services Operations and Continuous Improvement. These five elements cannot function effectively in isolation, rather they must work together to improve food safety activities within the CAF, which in turn decreases the risk of foodborne disease to CAF diners.

2.1.1 The Five Elements of the CAF FSDS

2. The CAF FSDS consists of five elements (described below in general terms):
- a. Food Safety Policy. Food Safety Policy is the overall food safety intentions and direction of an organization as formally expressed by top management (ISO 22000:2005). The authority for food safety policy within the CAF is SJS/Director of Food Services;
 - b. Food Safety Practices. Food safety practices are those operations that are conducted by CAF members/DND Food Services employees to produce safe food, thereby decreasing the risk of foodborne disease to CAF diners. Each practice has a standard that must be obtained. CAF Food Safety practices are broken down into two main components: Prerequisite Programs (PRPs), which consist of basic food safety programs that must be place before receiving, preparing, producing or serving food; and Hazard Analysis Critical Control Point (HACCP)-based programs, which decrease food safety hazards during food production and service activities. These main components are presented below and will be described in detail in the proceeding sections:
 - (1) Prerequisite Programs (PRPs). PRPs are basic conditions and activities that are necessary to maintain a hygienic environment throughout Food Services facilities. PRPs must be maintained to an adequate standard before food production and/or service activities can commence. Although PRPs are simple programs that set conditions for producing safe food, if their standards are not maintained the likelihood of food contamination occurring is high. The eight CAF PRPs illustrated in the table below are described in detail in Section 3.

Table 1 - Canadian Armed Forces Prerequisite Programs (CAF PRPs)

CAF PRPs
1 - Internal and External Premises
2 - Purchasing/Receiving, Storage, Packaging and Transportation
3 - Equipment and Utensils
4 - Personnel
5 - Sanitation and Housekeeping
6 - Pest Control
7 - Response to Foodborne Issues
8 - Food Defence

- (2) **Hazard Analysis Critical Control Point (HACCP) Based Programs.** Within the CAF Food Safety System, HACCP-based Programs identify and assess hazards and risks associated with food production and service operations. The goal of HACCP-based programs is to decrease to a safe level for consumption, or eliminate entirely, food hazards (chemical, biological, physical). CAF HACCP-based programs focus on using correct food safety production and service practices and include operations such as cooking and cooling which are to be performed in accordance with food safety standards. Each production and service practice will be analyzed using the seven HACCP steps, which have been modified to meet CAF Food Services operations. The seven HACCP steps are as follows and will be further explained in Section 3;

Table 2 - The Seven Hazard Analysis Critical Control Point (HACCP) Steps

Step	HACCP Steps
1	Conduct Hazard Analysis
2	Identify Critical Control Points (CCPs)
3	Establish Critical Limits
4	Establish CCP Monitoring Requirements
5	Establish Corrective Actions
6	Establish Verification Procedures
7	Establish Record Keeping Procedures

- c. **Food Safety Training.** Food Safety Training provides CAF/DND Food Services personnel with the knowledge and training necessary to incorporate food safety practices into their Food Services operation. There are three categories of food safety training: Basic, Intermediate and Advanced (which will be explained in detail in Section 5 of this chapter). Each level of training corresponds to the employment level of the individual:
- (1) **Basic Food Safety Training** - Basic Food Safety Training focuses on the PRPs. All CAF/DND Food Services personnel must complete the basic level of food safety training. This training may occur at the Canadian Forces Logistics Training Centre (CFLTC), on Canadian Forces Bases, and/or at the unit level;
- (2) **Intermediate Food Safety Training** – Intermediate Food Safety Training is provided to middle managers and is concentrated on HACCP-based training. This training occurs at CFLTC; and
- (3) **Advanced Food Safety Training** - Advanced Food Safety Training is provided to senior Food Services leaders in order to facilitate

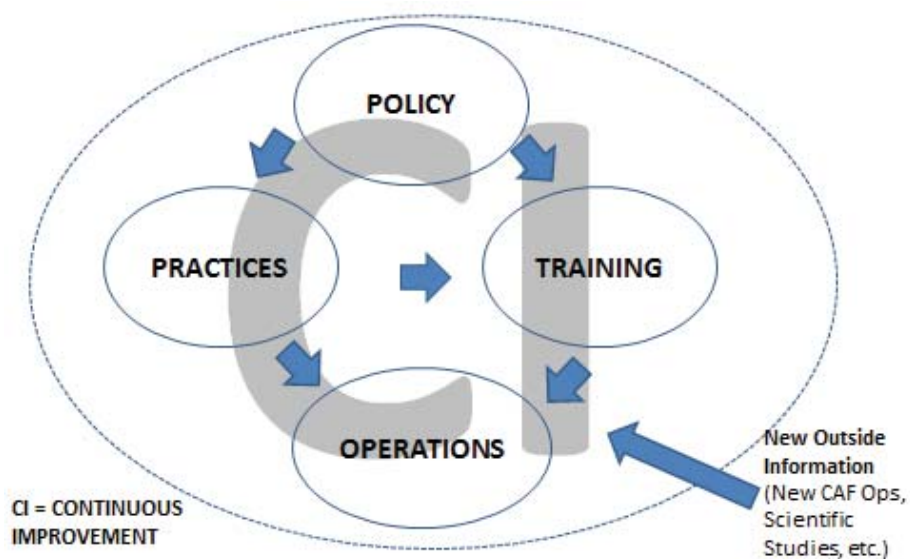
their assessment and management of the CAF food safety system. This training occurs at CFLTC (TBC);

- d. Food Safety in Operations. Food safety in operations occurs at both the individual and the systems level. Upon completion of food safety training, Food Services workers are expected to apply the knowledge gained to the Food Services operation. In addition, leaders at all levels must ensure that food safety programs and practices are both implemented and utilized at their facilities. It is expected that these food safety practices and standards be applied regardless of the equipment being used or the environment in which food is being produced and served; and
- e. Continuous Improvement. Continuous Improvement within a system is required to constantly improve the system and prevent it from becoming outdated, obsolete and/or irrelevant. Food safety practices are developed from scientific research, therefore when new scientific discoveries are made food safety practices and training may change. In addition, the CAF FSDS must adapt to changing situations while continuing to meet the food safety needs of the CAF. The system as a whole must be periodically reviewed to ensure relevancy and effectiveness.

2.1.2 The Interrelationship of Elements of the CAF Food Safety Systems

3. The five elements of the CAF FSDS must be interrelated and support one another to create an effective system. The diagram below illustrates this interconnection.

Diagram 1 – The Interrelationship between the CAF FSDS Elements



4. The above diagram illustrates the five main interrelated elements of the CAF FSDS: Food Safety Policy, Food Safety Practices (PRPs and HACCP-based), Food Safety Training, Food Safety in Operations, and Continuous Improvement. Within this system, policy provides direction for practices and required training. Practices (with standards) will drive the type of food safety training that is delivered. Following correct food safety practices supported by training will equate to safe food being produced within Food Services operations. Continuous Improvement can be driven from inside or outside elements/pressures. Elements within the system can improve (change) the other elements of the system. For example, during Food Services operations a new food safety challenge may develop which may consequently change food safety policy, practices and/or training. Likewise, new outside information such as new types of CAF operations or scientific discoveries can change any of the elements within the system which will have an effect on the other elements. For example, through scientific studies it was determined that to reduce pathogens in beef to a safe level, the internal temperature standard may have to be adjusted higher. This would result in the amendment of food safety procedures (e.g. cooking process) which in turn would affect training requirements.

2.2 Responsibilities and Training within the CAF FSDS

2.2.1 Introduction

1. CAF Food Services function at several levels (individual, tactical, operational and strategic). It must be stressed that all individuals working within the food safety system have a responsibility to exercise due diligence when it comes to ensuring safe food is produced and served to the diner. Leaders at every level must ensure that food safety is both monitored and verified. Food safety monitoring serves to verify and validate food safety practices by using planned observations or measurements to determine if the food safety practices in place are within food safety standards. For example, verifying the internal temperature of cooked foods to ensure the recommended internal temperature to decrease or eliminate pathogens has been reached. In addition to monitoring, food safety verification involves activities like food safety checks, inspections and audits, all of which serve to ensure that the food safety system in place is working correctly. Monitoring is usually completed by front line staff/supervisors, whereas verification is typically completed by the leadership at various levels or by specially trained individuals/teams. Both monitoring and verification activities must be formally recorded (written down). Lastly, within the CAF Food Safety System, Food Services personnel must be trained in food safety to an appropriate level based on their employment.

2.2.2 Food Safety Roles, Responsibilities and Training

2. The following will provide a brief description of food safety roles, responsibilities and training required at each Food Services employment level (these will be further explained in proceeding sections).

a. Individual Food Services Personnel.

- (1) Role - As stated above, all food services personnel, regardless of position or rank, must always exercise due diligence when it comes to food safety.
- (2) Responsibilities - All employees must maintain basic food safety standards (e.g. PRPs) in their daily work. Food safety monitoring and verification responsibilities will depend on where and how an individual is employed in a CAF Kitchen or organization.
- (3) Training - All new food service employees must receive basic food safety training when they begin employment in CAF Kitchens. Furthermore, all Food Services personnel must receive periodic basic food safety training (certified) and conduct refresher training on a yearly basis. Intermediate and advanced food safety training will be provided based on the specific employment of the individual.

b. Food Services Detachment or Base/Wing Food Services Shift.

- (1) Role – In addition to paragraph 6.a. above, this level must ensure that food safety practices are being conducted to the proper standards.
- (2) Responsibilities - Food Services Detachment/Shift responsibilities will include all that was described for individuals, plus monitoring and basic verification activities. All monitoring activities described in Section 3 of this document must be completed and shift checks (Level 1 Verification) must occur at the identified frequency as stated in Section 4. In addition, each work shift within a Food Services operation must have a minimum of one military cook that has a Cook Journeyman Qualification (QL 5) or one civilian cook that has the equivalent QL 5 food safety training
- (3) Training - A QL 5 cook must be trained in basic food safety along with intermediate food safety training which includes monitoring and basic verification activities (Level 1 Verification).

c. Base/Wing Food Services Kitchen/Unit Food Services Section.

- (1) Role – In addition to paragraphs 6. a. and 6.b. above, this level must ensure that within the kitchen (or unit) food safety practices are being conducted according to the proper standards.
- (2) Responsibilities - Base/Wing Food Services Kitchen/Unit Food Services Section will include all responsibilities as outlined above for individuals and detachments, plus higher level food safety verification (Level 2 Verification) which includes more in depth inspections of facilities, equipment and practices.
- (3) Training - Within the kitchen or unit there must be minimum of one military cook that has a Cook Supervisor Qualification (QL 6A) or a civilian cook that has the equivalent QL 6A food safety training. A QL 6A cook must be trained in basic food safety along with intermediate food safety training which includes monitoring and kitchen/unit verification activities (Level 2 Verification). These periodic inspections must be written and sent to higher command for review.

d. Base/Wing Food Services/Brigade Food Services.

- (1) Role – In addition to paragraphs a. to c. above, this level must ensure that food safety practices are being conducted to the proper standards on a Base/Wing or within a Brigade.
- (2) Responsibilities - Base/Wing/Brigade Food Services organizations will include all responsibilities that were described for individuals, detachments and sections plus a higher level of food safety audits (Verification Level 3) and will be the food safety subject matter expert in their respective locations. Verification Level 3 audits will be sent on a quarterly basis to Food Services Environmental Commands (ECs) for review. In addition, this level must provide feedback to their ECs (through Divisional Food Services for the CA) on a periodic basis in regards to current food safety practices and training to assist with continuous improvement of the CAF Food Safety System.
- (3) Training – Base/Wing/ Brigade Food Services managers must complete advanced food safety training which focuses on higher level audit capabilities for Bases and operations (domestic and international), as well as assessing food suppliers and Food Services contractors.

e. Food Services Environmental Commands (ECs).

- (1) Role – This level must ensure that food safety measures are being conducted to the proper standards within their environment and to act as food safety advisors for their respective commands.
- (2) Responsibilities – EC Food Services must ensure that the food safety system within their commands is functioning correctly. This is accomplished through reviewing their respective Bases/Wing/Brigade quarterly food safety reports and conducting food safety audits as required (Verification Level 4). In addition, ECs serve as food safety advisors and provide food safety data and feedback to the strategic command level to monitor the system and for continuous improvement. This data includes Level 4 Verification food safety audits and suggestions to continually improve the CAF Food Safety System. Suggestions will be reviewed and considered annually at the Food Safety Senior Advisory Council meeting. The EC level will work with the strategic command level on food safety measures and practices that are specific to each environment (Field Feeding, Flight Feeding, Shipboard Feeding and Deployed Feeding).
- (3) Training - Food Services representatives at the EC level must complete advanced food safety training which focuses on higher level audit capabilities for Bases and operations (domestic and international), and assess food suppliers and foods services contractors.

f. Strategic Command Level (SJS/ Director of Food Services).

- (1) Role – This level provides food safety policy and procedures for all of CAF Food Services and ensures that the CAF FSDS is meeting the food safety requirements of the CAF.
- (2) Responsibilities – This level promulgates food safety policy, standards and practices for CAF Food Services. Also, the Strategic Command Level conducts the highest level of verification and assessment to ensure the CAF FSDS is working correctly as it was designed. This food safety assurance could include activities such as, but not limited to, reviewing Level 4 Verification Audits conducted by the EC levels, conducting Level 4 Verification Audits and/or food safety studies. The Strategic Command Level is also responsible for Continuous Improvement of the System as whole and has the authority to change food safety policy, standards and procedures if required. These changes may be generated by continuous input from the EC level and during Food Safety Senior Advisory Council meetings. Lastly, Strategic Food Services will

assist the Canadian Forces Logistics Training Centre to develop food safety training as required;

- g. Canadian Forces Logistics Training Centre (CFLTC). Role – With respect to food safety, CFLTC will develop, provide and deliver food safety training for CAF Food Services personnel. This food safety training includes Basic (PRPs), Intermediate (HACCP-based) and Advanced (Auditing) levels of instruction. The development of food safety training will be based on the food safety policy and practices promulgated by the Strategic Food Services Command Level. Note: CFLTC is not currently providing this level training as the proposed training regime will be discussed between CFLTC and D Food Svcs in the near future; and
- h. CAF Health Services. Role – In relation to food safety, CAF Health Services promotes the health of CAF members by helping to combat foodborne disease. CAF Health Services provides another level of food safety assurance through Preventive Medicine Inspections of CAF/DND food premises. CAF Health Services is an advisor to and works with CAF Food Services to combat foodborne disease. CAF Health Services (Preventive Medicine Technicians) possess an equivalent of training as their civilian public health counterparts. At the Strategic Command Level, CAF Food Services and CAF Health Services should collaborate on food safety issues that arise and work together to continuously improve the CAF Food Safety System.

3.0 CANADIAN ARMED FORCES (CAF) FOOD SAFETY AND DEFENCE POLICY

[3.1 Introduction](#)

[3.2 CAF Food Safety Policy](#)

3.1 Introduction

1. Food safety policy is the responsibility of the Mat J4/Director of Food Services and formally expresses the strategic level's overall intentions and direction related to CAF food safety. Below is the CAF's Food Safety Policy.

3.2 CAF Food Safety Policy

1. The Director of Food Services' mission statement identifies the importance of food safety within CAF Food Services. Food safety is paramount when it comes to the production and service of food as it affects the health of CAF members. Although Food Services leaders must drive the CAF Food Safety System, all Food Services personnel have a shared responsibility in the production of safe food. CAF Food Services personnel shall always practice due diligence to decrease the risk of foodborne disease that may cause harm to CAF diners.

Food safety culture can be defined as how and what food services workers think about food safety. CAF Food Services must ensure that the five elements¹ of the CAF FSDS are engrained in CAF food safety culture. This approach is designed to decrease the risk of foodborne disease to CAF diners. The key food safety principles for CAF Food Services are:

- a. Safe Food for CAF Diners. When conducting Food Services operations, CAF Food Services at every level must ensure that food is produced and served in a manner that will not cause injury or illness. There is nothing more important than safeguarding CAF members against foodborne disease. CAF Food Services personnel must always ensure correct food safety measures are in place to combat the risk of foodborne disease. There is also a legal obligation to serve safe food;
- b. Employee Involvement within the System. To promote and maintain a positive food safety culture, all Food Services personnel must be engaged daily in food safety measures thereby making them integral in the fight against foodborne disease. All personnel working in a Food Services capacity are responsible to maintain an adequate level of food safety within their workplace;
- c. Leadership in Driving the System. Food safety is everyone's responsibility, but leaders must drive the food safety system. This includes setting a good example for subordinates, establishing expectations, analyzing food safety measures and resolving food safety issues. Leaders must ensure that their staff are adequately trained in food safety practices and enforce practices when required;
- d. Maintenance of Food Safety Standards within Food Safety Practices. There are no grey areas when it comes to correct food practices; practices can be either completed correctly or incorrectly. Food safety standards are science-based and take into account the environment in which the food is

¹ The five elements of the CAF FSDS are Food Safety Policy, Food Safety Practices, Food Safety Training, Food Safety in Food Services Operations and Continuous Improvement.

being produced and served. Food safety practices are developed from standards. CAF Food Services operations must maintain proper food safety practices through adequate food safety training and constant support by the leadership;

- e. Appropriate Level of Food Safety Training. Food safety training provides proper instruction on food safety practices which are generated from food safety standards. The appropriate level of food safety training is based on the specific employment of CAF personnel. Basic food safety training is required by all personnel working in the CAF FSDS whereas intermediate and advanced training is provided to CAF personnel as they gain more experience and are able to take on greater leadership challenges;
- f. Collaborative Food Safety Communications. Communication of food safety issues within CAF Food Services is important, both to solve food safety issues as soon as possible and to provide lessons learned. Food safety knowledge must be shared to prevent similar issues from occurring in the future and to ensure that new practices are developed as required. Communication with organizations outside the CAF Food Services is also necessary. Through this communication, knowledge can be shared and key actors can aid in the development of food safety measures;
- g. System Measurement. The CAF FSDS must be measured to gauge food safety performance and improve the system as a whole. Leaders at every Food Services level must be capable of assessing the effectiveness of food safety practices in order to rectify food safety issues. If there is no measurement of the system, there is no way to know if it is working correctly; and
- h. Continuous Improvement. Continuous improvement must occur within a system or the system will stagnate and become ineffective. Ongoing improvement of the system can occur among the system elements or from new information acquired from outside the system. Within the system, Food Services leadership must provide feedback to higher commands on the effectiveness of food safety practices and training. From outside the system, new CAF operational parameters or scientific discoveries may also change the system.

4.0 FOOD SAFETY AND DEFENCE PRACTICES

4.1 Introduction

4.2 Types of Food Hazards

4.3 Main Factors of Causes of Foodborne Disease in Food Services Operations

4.4 Prerequisite Programs (PRPs)

4.5 HACCP Based Programs (HBPs)

4.6 HBP's

4.1 Introduction

1. The objective of this section is to specify the food safety practices and the minimum requirements (standards) for an effective food safety management system. These standards are based on the Canadian Food Inspection Agency (CFIA) Food Safety Enhancement Program (FSEP) which was adjusted for CAF Food Services operations. Additionally, the Canadian Restaurant and Foodservices Association's (CRFA's) Food Safety Code of Practice for Canada's Foodservice Industry is a good companion publication to CAF Food Safety Practices and it is referenced on occasion within this section. However, this chapter (Chapter 7) will take precedence over the CRFA Code when there is conflicting information between the two publications. This section provides a mechanism for Food Services personnel to demonstrate their ability to control food safety hazards in order to ensure that food is safe for CAF diners. In addition, it enhances the Food Services capability to achieve and maintain food safety compliance. The CAF FSDS is based on the principles of the Hazard Analysis Critical Control Point (HACCP) system which is an internationally recognized science-based food safety system that is designed to prevent, reduce or eliminate potential biological, chemical and physical food hazards. Food Services operations at the tactical level have the greatest level of control over the product and thus can have the greatest impact on the safety of the food produced and served to CAF diners. This section specifies the requirements for an effective Food Safety System that combines the following key elements to ensure the production and service of safe food:

- a. Prerequisite Programs (PRPs). PRPs are basic conditions and activities that are necessary in order to maintain a hygienic environment throughout Food Services facilities (ISO 22000:2005). PRPs must be maintained to an adequate standard before Food Services preparation, production and/or service activities can commence. The eight CAF PRPs illustrated in the table below will be described later in this section.

Table 1 - CAF PRPs

CAF PRPs
1 - Internal and External Premises
2 - Purchasing/Receiving, Storage, Packaging and Transportation
3 - Equipment and Utensils
4 – Personnel
5 - Sanitation and Housekeeping
6 - Pest Control
7 - Response to Foodborne Issues
8 - Food Defence

- b. Hazard Analysis Critical Control Point (HACCP) Based Programs. HACCP-based programs identify and assess hazards and risks associated with food production and service operations. The goal of HACCP-based

programs is to ultimately decrease or eliminate food hazards (chemical, biological, physical) to a safe level for consumption. CAF HACCP-based programs focus on using correct food safety production and service practices. This includes the following food safety production and services practices which will be monitored and recorded.

Table 2 - CAF Food Safety Production and Service Practices.

CAF Food Safety Production and Service Practices
1. Thawing
2. Cold Holding
3. Cooking
4. Hot Holding
5. Cooling
6. Service (Cold or Hot)
7. Reheating
8. Prevention of Cross-contamination

Each production and service practice will be analyzed using the seven HACCP steps, which have been modified to meet CAF Food Services operations.

4.2 Types of Food Hazards

1. For the purposes of HACCP, hazards refer to agents in or conditions of food that can cause illness, injury or death of a person. These hazards fall into three categories:

- a. **Biological Hazards (B).** Biological hazards are those caused by micro-organisms (bacteria, viruses, parasites and moulds). They are often associated with the failure of a production step (e.g., pathogen survival due to improper cooking time and temperature). Note: A further list of biological hazards can be found at [Annex A](#).
- b. **Chemical Hazards (C).** Chemical hazards include those caused by substances that:
 - (1) Are naturally derived from plants or animals (e.g., poisonous mushrooms);
 - (2) Are intentionally added to the food during the growth process or during food production. These substances are considered safe at established levels but are dangerous above these levels (e.g., sodium nitrite, pesticides);
 - (3) Contaminate the food accidentally (e.g., cleaning chemicals); and
 - (4) Cause some individuals to experience an immune system response.
- c. **Physical Hazards (P).** Physical hazards include substances not normally found in food that can cause physical injury to the person consuming the food (e.g., wood slivers, glass fragments, metal shavings, bone pieces).

4.3 Main Factors or Causes of Foodborne Disease in Food Services Operations

1. The main factors or causes of foodborne disease in Food Services operations are important to recognize as they will help assist in identifying potential threats and subsequently prevent food safety issues. The table below compares four sources of information with respect to the factors involved or that cause foodborne disease in Food Services operations. The top four causes of foodborne disease are cross-contamination, lack of temperature control/ temperature abuse, poor personal hygiene practices and unsafe food supply.

Table 3 – A Comparison of the Main Factors or Causes of Foodborne Disease to Food Services Operations (top five for each source)

Guzewich, 2000	McCabe-Seller <i>et al.</i>, 2004	Yiannas, 2009	Hutter, 2011
1. Inadequate refrigeration	1. Improper holding	1. Improper handling	1. Cross-contamination
2. Contaminated ingredients	2. Poor personal hygiene	2. Inadequate cooking	2. Inadequate temperature control
3. Infected person	3. Cross-contamination	3. Contaminated equipment	3. Food poisoning
4. Unapproved source	4. Inadequate cooking	4. Food from unsafe source	4. Personal hygiene
5. Undercooked food	5. Unsafe food source	5. Poor personal hygiene	5. Out of date stock

2. In a study conducted by the CAF in 2013, the three main causes of food contamination were found to be cross-contamination, lack of temperature control/ temperature abuse and personal hygiene issues (e.g., failure of food services workers to wash hands). This finding is similar to the main factors or causes of foodborne disease stated above; therefore, leaders must ensure they focus on these problem areas to decrease the risk of foodborne disease.

4.4 Prerequisite Programs (PRPs)

PRP 1 - Internal and External Premises;

PRP 2 – Purchasing/Receiving, Storage, Packaging and Transportation;

PRP 3 - Equipment and Utensils;

PRP 4 - Personnel;

PRP 5 - Sanitation and Housekeeping

PRP 6 - Pest Control;

PRP 7 - Response to Foodborne Issues; and

PRP 8 - Food Defence (the prevention of intentional food contamination).

4.4 Prerequisite Programs (PRPs)

1. Prior to implementing a HACCP-based program, the CAF must ensure that adequate PRPs are in place. These PRPs will mitigate the risk of introducing food safety hazards to the product through either the work environment or operational practices. The PRP requirements outlined in this section reflect the current work environment and operational practices within CAF Food Services (Whiting, 2012). The PRP requirements listed below must be practiced to ensure that the given standard is always obtained. Verification/compliance of PRPs will be discussed in Section 5 of this chapter. There are eight CAF PRPs:

- a. PRP 1 - Internal and External Premises;
- b. PRP 2 – Purchasing/Receiving, Storage, Packaging and Transportation;
- c. PRP 3 - Equipment and Utensils;
- d. PRP 4 - Personnel;
- e. PRP 5 Sanitation and Housekeeping
- f. PRP 6 - Pest Control;
- g. PRP 7 - Response to Foodborne Issues; and
- h. PRP 8 - Food Defence (the prevention of intentional food contamination).

The above PRPs are further divided into sub-sections in the following Table.

Table 4 – PRPs for CAF Food Services Operations

Programs	Sub-Programs
PRP 1 – Internal and External Premises	PRP 1.1 – External Premises PRP 1.2 - Building (or Dining Facility) PRP 1.3 - Lighting PRP 1.4 - Ventilation PRP 1.5 - Waste and Inedible Food Waste Disposal PRP 1.6 - Sanitary Facilities PRP 1.7 - Water/Ice/Steam Quality PRP 1.8 - Plumbing and Sewage
PRP 2 - Purchasing/Receiving, Storage, Packaging and Transportation	PRP 2.1 - Purchasing/Receiving PRP 2.2 – Storage PRP 2.3 – Packaging PRP 2.4 – Transportation/ Distribution
PRP 3 – Equipment and Utensils	PRP 3.1 – Equipment PRP 3.2 – Utensils

PRP 4 - Personnel	PRP 4.1 – Illness and Injury PRP 4.2 – Personal Hygiene PRP 4.3 – Visitors
PRP 5 Sanitation and Housekeeping	PRP 5.1 – Equipment Cleaning and Sanitizing PRP 5.2 – Utensil/Container Cleaning and Sanitizing PRP 5.3 – Internal and External Cleaning and Sanitizing
PRP 6 - Pest Control	PRP 6.1 – Pest Control Program
PRP 7 - Response to Foodborne Issues	PRP 7.1 – Food Recall from Supplier PRP 7.2 – Response to Suspected Foodborne Incident
PRP 8 – Food Defence	PRP 8.1 – Food Defence – Low Threat PRP 8.2 – Food Defence – High Threat

2. Each prerequisite program is divided into sub-sections, standards, monitoring requirements, corrective actions and record keeping that must be achieved:

- a. **Program** - e.g., PRP 2 Purchasing/Receiving, Storage, Packaging and Transportation;
- b. **Sub-Programs** - e.g., PRP 2.1 – Purchasing/Receiving;
- c. **Standard** - e.g. PRP 2.1.2 - Upon receiving food from supplier Food Services operations must: Assess incoming ingredients, products and materials at receiving to ensure that their conditions are satisfactory and that the purchasing specifications have been met; and
- d. **Monitoring/Corrective Actions/Record Keeping** (if applicable) - e.g., PRP 2.1.1.3. Temperature of Food Received. Receiving staff will measure each pallet of food with a calibrated temperature thermometer or calibrated temperature gun to ensure delivery temperatures are: Refrigerated Food: 4°C (40°F) or lower; and Frozen Food: -18°C (0°F) or lower. If temperature does not meet the standard, do not accept food from supplier, inform supervisor and document the reason for return of supplies. Record results (temperatures). Record results as per [Annex B](#).

Note 1: Each PRP/sub-PRP also explains the importance of each standard, outlining why each one should be maintained.

Note 2: Monitoring/Corrective Actions/Record Keeping were assessed for specific PRPs as per [Annex N](#) and will later be explained in this section.

PRP 1 - Internal and External Premises

This PRP is broken down into the following sub-PRPs:

PRP 1.1 – External Premises;

PRP 1.2 - Building (or feeding facility);

PRP 1.3 - Lighting;

PRP 1.4 –Ventilation;

PRP 1.5 - Waste and Inedible Food Waste Disposal;

PRP 1.6 - Sanitary Facilities;

PRP 1.7 - Water/Ice/Steam Quality; and

PRP 1.8 - Plumbing and Sewage.

PRP 1.1 – External Premises

Importance

Sources of food hazards outside a building or Food Services operation (e.g., excessive dust, pest infestation, airborne microbial and chemical contaminants, grease bins and garbage containers) can lead to food contamination occurring in an establishment.

Standards

PRP 1.1.1 - Building facilities are located away from or protected against potential sources of external contaminants such as excessive dust, odours, and pest infestation that may compromise the safety of food (CFRA, 2013).

PRP 1.1.2 - Surroundings/roadways are free of debris and refuse, adequately drained and maintained to minimize environmental hazards.

PRP 1.2 - Building (or feeding facility)

Importance

Appropriate maintenance of the foundation/walls of a building and the physical perimeter outside of a dining facility can reduce the potential for contamination between the outside environment and the internal food production and service areas. Proper organization of areas inside the building or dining facility will reduce potential cross-contamination issues.

Standards

Outside Walls/Perimeter of Building (or Dining Facility/area)

PRP 1.2.1 - Roof, air intakes, foundation, walls, doors and windows must be constructed and maintained in a manner which guards against leakage and entry of contaminants and pests.

Inside Building or Dining Facility

PRP 1.2.2 – The interior of a building or dining facility must be designed:

- a. To effectively separate incompatible operations, for example, in a feeding facility, the packaging or serving of cooked/ready-to eat products should be performed separately from the cutting of raw meat (poultry, beef, etc);
- b. To provide hygienic operations by means of a regulated flow from point of entry of the premises to the final product or service of food;
- c. To effectively prevent cross-contamination due to employee traffic pattern, food product flow and equipment;
- d. To ensure living quarters and areas where live animals are held remain separated from and do not open directly into food preparation and production areas;
- e. To ensure incoming materials (e.g., food, non-food, and packaging) are received in an area separate from food production areas;
- f. To ensure washrooms, lunchrooms and change rooms are separated from and do not open directly into Food Services preparation or production areas;
- g. To ensure separate and adequate facilities are provided for the storage of waste and inedible products, cleaning/sanitizing equipment and cleaning/sanitizing chemicals;
- h. To ensure drainage and sewage systems are equipped with functional traps and vents;
- i. To ensure floors permit liquids to drain to trapped outlets; and
- j. To ensure floors, walls, doors, windows, ceilings, overheads and other structures in rooms or areas where food is produced, stored, packaged, received or shipped are cleanable, prevent contamination, prohibit deterioration, are suitable for the activities in each area and are free of any noxious gases.

Note 1: Food Services operations contemplating building construction or major renovations must advise SJS/ D Food Svcs 4 - Facilities and Equipment who will ensure that the requirements outlined in these PRPs are taken into consideration.

Note: 2: A consult with CAF Health Services (Preventive Medicine) is also advised prior to any construction or renovations to ensure that existing Health Regulations will be adhered to.

PRP 1.3 Lighting

Importance

Inadequate lighting levels may deter proper inspection of food (colour) and impede adequate cleaning of facilities and equipment. It may also prevent an employee from identifying the potential for or presence of biological, chemical or physical contamination. In addition physical hazards can occur if a light bulb or light fixture breaks over exposed food, ingredients, packaging materials, or food contact surfaces.

Standards

PRP 1.3.1 - Lighting is appropriate such that food colour is not altered and that production and inspection activities can be effectively conducted.

PRP 1.3.2. - Light bulbs and fixtures located in areas where there is exposed food or packaging materials are either shielded or shatterproof to ensure food and food contact surfaces are protected from broken glass.

PRP 1.4 Ventilation

Importance

Adequate ventilation minimizes the potential for airborne contamination of food. The flow of contaminated air through an establishment can be a source of bacterial contaminants within food production areas. The correct location of air intakes, the correct size of filters, appropriate filter maintenance (e.g., filter changes) and the use of food grade gases all contribute to the prevention of airborne contamination.

Standards

PRP 1.4.1 - Filters are cleaned or replaced when required.

PRP 1.4.2 - Ventilation systems must be constructed and maintained in a manner that ensures that air does not flow from the most contaminated areas to the least contaminated areas.

PRP 1.4.3 - Where required, ambient air, compressed air or gases utilized in processing equipment that contact either food products or food packaging are appropriately sourced and treated to minimize contamination of product and packaging.

PRP 1.5 Waste and Inedible Food Waste Disposal

Importance

Clearly identified containers and utensils used for waste and inedible materials will prevent cross-contamination of edible food. Effective procedures will prevent the accumulation of waste, inedible or food waste products and the potential contamination of food handling areas. It will also minimize the attraction of pests and prevent objectionable odour, utensil misuse, and the cross-contamination of edible products.

Standards

PRP 1.5.1 - Food Services operations must have in place:

- a. An identification system for utensils and containers used for the collection and holding of waste and inedible/food waste materials;
- b. An established frequency of removal of inedible/food waste products during operations;
- c. If applicable, established procedures for storage of waste and inedible/food waste products;
- d. An established frequency of removal of inedible/food waste products from the establishment; and
- e. Procedures for maintenance of waste and inedible/food waste equipment (equipment must be leak proof and where appropriate, covered).

PRP 1.6 Sanitary Facilities

Importance

Adequate washrooms, change rooms and lunchroom facilities, in accordance with building codes, will ensure that an appropriate degree of both staff and diner personal hygiene is maintained to protect the safety of food. In addition, since personnel are a major source of contaminants, there must be enough hand-washing stations located in areas that are easy to access. These sanitizing stations are used to control the potential for cross-contamination from operational equipment and employees. Hand-washing stations and sanitizing equipment must

be properly cleaned and maintained to ensure they do not become a source of contamination.

Standards

Employee Facilities

PRP 1.6.1 - Washrooms have hot and cold potable running water, soap dispensers, liquid soap, sanitary hand drying equipment and supplies as well as cleanable waste receptacles.

PRP 1.6.2 - Hand washing notices are posted in appropriate areas.

PRP 1.6.3 – Washrooms, lunch rooms and change rooms are maintained in a manner to prevent contamination.

Handwashing Stations

PRP 1.6.4 - Food Services operations must contain an adequate number of conveniently located hand-washing stations with trapped waste pipes leading to drains. Hand-washing stations must be properly maintained and supplied with hot and cold potable running water, soap dispensers, soap, sanitary hand drying equipment (e.g., air dryer or paper towel) and cleanable waste receptacles.

PRP 1.6.5 - Hand-washing notices and procedures are posted in appropriate areas.

PRP 1.7 Water/Ice/Steam Quality

Importance

Water, ice and steam can be a source of biological or chemical contamination. Since water, ice and steam can be used for a variety of purposes, it is important that water sampling and testing to confirm potability (i.e., bacteriological quality) is performed at regular intervals. An adequate supply of potable water, with appropriate facilities and/or equipment for storage, use and distribution to prevent contamination is mandatory in a food premise, and will assist in ensuring the safety of the food.

Standards

PRP 1.7.1 - Food Services must ensure that water and ice meet the potability requirements of the appropriate regulatory authority. The local medical unit must be consulted regarding the frequency of water testing

and Food Services staff must ensure this testing takes place at the required intervals by medical personnel (i.e., Preventive Medicine Technicians) or an authorized contractor in consultation with medical services.

PRP 1.7.2 - Where required, hoses and faucets or other similar sources of possible contamination are designed to prevent back-flow.

PRP 1.7.3 - Where filters must be used they are to be kept in good working order and maintained in a sanitary manner.

PRP 1.7.4 - The volume, temperature and pressure of the potable water/steam are adequate for all operational and cleanup demands.

PRP 1.7.5 - Where it is necessary to store water or ice, storage facilities are adequately designed, constructed, and maintained to prevent contamination.

PRP 1.8 Plumbing and Sewage

Importance

As a plumbing system both brings potable water used in food production and service into a facility, and removes sewage and wastewater from a facility it is a potential area for cross-contamination. Plumbing lines have to be maintained and separated to avoid cross-contamination.

Standards

Plumbing

PRP 1.8.1 - A plumbing system must have:

- a. Where required, hoses, taps or other similar sources of possible contamination must be designed to prevent back-flow; and
- b. Backflow prevention devices;
 - (1) Must be maintained regularly and be accessible;
 - (2) Must be designed to handle liquid volume requirements of Food Services operations; and
 - (3) Must not be exposed near food preparation and service areas (CFRA, 2013).

Sewage

PRP 1.8.2 - A sewage system must:

- a. Prevent back-up of raw sewage. If back-up of raw sewage does occur, the affected area(s) must be closed until the issue is fixed and the area is adequately cleaned and sanitized; and
- b. Prevent cross-contamination:
 - (1) Between human waste and production drainage wastes in the establishments;
 - (2) Between water lines and non-potable water supply systems; and
 - (3) Such that non-potable re-circulated/reused/recycled water has a separate distribution system which is readily identifiable in the facility;
- c. Ensure that the sewage and the waste effluent systems do not pass directly over or through production areas unless they are controlled to prevent contamination;
- d. Grease traps must be cleaned and flushed regularly (CFRA, 2013).

PRP 2 – Purchasing/Receiving, Storage, Packaging and Transportation

This PRP consists of four sub-PRPs:

- PRP 2.1 Purchasing/Receiving;
- PRP 2.2 Storage;
- PRP 2.3 Packaging; and
- PRP 2.4 Transportation/Distribution.

PRP 2.1 Purchasing/Receiving

Importance

Prevention of food, ingredient and packaging material contamination begins with the control of incoming food and materials. Inadequate controls can result in product contamination, inefficient production or adulteration of the product.

Standards

- 3 Food Services operations must have documented purchasing procedures in place to ensure that:
 - a. Ingredients are ordered from suppliers/sources as per existing procurement direction (review the procurement direction in Chapter 2 of the Food Services Manual via this link:
http://admmat.mil.ca/cosmat/lbi/DFoodSvcs/Documents/Chapter2_e.pdf and; Food Quality Specifications (FQSs) (available at link: http://admmat.mil.ca/cosmat/lbi/dfoodsvcs/en/food_specifications_e.asp); and
 - b. The required information on ingredients is maintained on file (e.g., specifications, letters of guarantee, certificate of analysis);
- 4 Upon receiving food from suppliers, Food Services operations must:
 - a. Assess incoming ingredients, products and materials to ensure that their conditions are satisfactory and that the purchasing specifications have been met; and
 - b. Ensure returned, defective or suspect products are clearly identified and isolated in a designated storage area, pending assessment to determine the appropriate disposition.

Monitoring/Corrective Actions/Record Keeping

PRP 2.1.1.1 - Visual Monitoring of Receiving Area. Before receiving any food visually check receiving area and equipment for cleanliness - free of any hazards, this includes (but is not limited to) dirt, food, cleaning supplies. If sanitation deficiencies are observed, ensure area and/or

equipment are cleaned prior to food deliveries. Record results as per [Annex B](#);

PRP 2.1.1.2 - Visual Monitoring of Delivery Vehicle.
Before receiving any food receiving staff will visually check the food supplier's vehicle storage areas and delivery equipment for cleanliness - free of any hazards, this includes (but is not limited to) dirt, food, cleaning supplies. If delivery vehicle and/or delivery equipment is not sanitary and as a result may have caused contamination to food, do not accept delivery from supplier, inform supervisor and document the reason for return of supplies. Record results as per [Annex B](#);

PRP 2.1.1.3 - Temperature of Food Received.
Receiving staff will assess each pallet of food with calibrated temperature thermometer or calibrated temperature gun to ensure delivery temperatures are:
Refrigerated Food: 4°C (40°F) or lower; and Frozen Food: -18°C (0°F) or lower. If measured temperature does not reach the standard, do not accept food from supplier, inform supervisor and document the reason for return of supplies. Record results (temperatures as per [Annex B](#)); and

PRP 2.1.1.4 - Visual Monitoring of Food.
When food is received, Receiving staff will visually check that all food is not damaged or expired, and that the food has not been tampered with. If food is damaged or expired, do not accept food from supplier, inform supervisor and document the reason for return of supplies. If food has been tampered with inform supervisor immediately who must call security elements (Military Police). Record all results as per [Annex B](#);

PRP 2.2 Storage

Importance

- 5 Storing of foods in an appropriately controlled environment will reduce the potential for contamination and slow the deterioration of foods. The protection of ingredients, food containers and packaging materials during storage will prevent contamination from microorganisms, chemicals and foreign material (e.g., dust, insects, wood chips). Ingredients and finished products that are not properly rotated can reach their expiry date, thereby

increasing the risk for the consumer. In relation to chemicals, if chemicals are stored securely and separately from food items, packaging materials and food contact surfaces, contamination involving spillage, accidental use or leakage will be minimized.

Standards

PRP 2.2.1 - Temperatures of storage areas, processing areas, refrigeration units/coolers and freezers must meet the following requirements:

- a. Refrigerated Food. All refrigerated food must be received and stored in a room/area that is 4°C (40°F) or less. Other requirements are as follows:
 - (1) One hanging thermometer shall be placed in the front by the door and one at the back of the fridge;
 - (2) Fridges must never be overloaded and food items must be stored six inches off the ground;
 - (3) Wire type shelves should be used as they allow for proper airflow. Never line shelving with packaging material as it may prevent proper airflow;
 - (4) All food must be wrapped properly or kept in closed containers which should be clearly marked with dates and contents; and
 - (5) Meat/fish/poultry/pork products must be stored away from vegetables, fruit and ready-to-eat products. The order of storing meat-like products from top to bottom is the following:
 - (a) Fish;
 - (b) Whole cuts of pork;
 - (c) Whole cuts of beef;
 - (d) Ground beef or pork; and
 - (e) Poultry.
 - (6) Regular cleaning of fridges, during which food items are transferred to another refrigeration unit; and

- (7) Always use first in/first out (FIFO) method (CFRA, 2013).

Note: Posters depicting appropriate refrigerator storage of food can be found at the following link:

www.crfa.ca/resources/nfstp/posters.asp

- b. Frozen Foods - All frozen food must be stored in a room/area that is -18°C (0°F) or less. Other requirements are as follows:

- (1) Always use the FIFO method;
- (2) Defrost and clean freezer regularly. During cleaning ensure that food items are transferred to another freezer unit (CRFA, 2013); and

Note: Posters depicting appropriate freezer storage of food items can be found at the following link:

www.crfa.ca/resources/nfstp/posters.asp.

- c. Dry Food. Food items that do not require refrigerated or frozen storage must be kept in a clean, ventilated room(s) with adequate lighting. Humidity must be controlled to deter spoilage. Other requirements are as follows:

- (1) Dry storage rooms should be maintained at an ambient temperature of between 10°C (50°F) and 21°C (70°F) with a relative humidity between 50% and 55%;
- (2) Food should be kept away from direct sunlight;
- (3) Food should be stored at a minimum of 15 cm (6 inches) from the ground;
- (4) Food should be kept in its original packaging as much as possible. When this is not possible, food should be wrapped or stored in an air tight container to reduce spoilage and prevent pest access (e.g. insects and rodents) from contaminating food. Labels with dates must be included; and

- (5) Dry storage areas are regularly cleaned by moving food to other areas during the process (CFRA, 2013);

Note: Posters to facilitate the appropriate dry storage of food can be found at the following link:

www.crfa.ca/resources/nfstp/posters.asp.

Monitoring/Corrective Actions/Record Keeping

PRP 2.2.1.1 - Storage Temperatures.

Refrigerator and freezer charts must be completed during every shift. If it is determined that refrigerator or freezer units are not maintaining the required temperature standards, an assessment must be made to determine if the food has entered the temperature danger zone (above 4°C (40°F)). If food has entered the temperature danger zone, hold food for disposal in a separate location until authorized disposal (PMed) - Label food – DO NOT USE – FOOD SAFETY ISSUE. Record all results as per [Annex C](#).

PRP 2.2.1.2 – Visual Monitoring of Storage Areas.

The cleanliness of refrigerator and freezer units and dry storage areas must be assessed during every shift. If these areas are identified as unsanitary, or if there has been a possible cross-contamination event, an additional assessment should occur. If it is determined that food items may have been contaminated, the following should occur: hold contaminated food for disposal in separate location until authorized disposal (PMed) - Label food – DO NOT USE – FOOD SAFETY ISSUE. Rectify the possible contamination issues by cleaning the affected area and/or eliminating the possible cross-contamination issue. Record all results as per [Annex C](#);

- 3 Ingredients, finished products and packaging materials are handled and stored in a manner which will prevent damage, deterioration and contamination.

In relation to chemical storage

- 4 Non-food chemicals are received and stored in a dry, adequately ventilated area which is designed such that there is no possibility for cross-contamination of food, packaging materials or food contact surfaces.

5 When required for ongoing use in food handling areas, non-food chemicals are stored in a manner that prevents the contamination of food, food contact surfaces or packaging material.

6 Non-food chemicals are mixed in clean, correctly WHMIS labelled containers (in accordance with WHMIS requirements) and dispensed and handled only by authorized and properly trained personnel.

PRP 2.3 Packaging

Importance

6 Packaging of food for dispersed or catering activities must protect against cross-contamination by keeping out food hazards. In addition, the packaging itself must be made of a material that will not contaminate food.

Standard

PRP 2.3.1 - Packaging must protect against intentional or unintentional contamination and deterioration prior to leaving a Food Services operation. Only use packaging material (food grade) that is fit for its intended use.

PRP 2.4 Transportation/Distribution

Importance

Food carrying vehicles or containers that are not properly constructed, maintained or cleaned can lead to a number of hazards including physical, chemical and microbiological contaminations. Transporting food products and loads of non-compatible materials in one vehicle or container can lead to contamination of the food. When loads are not properly handled, loaded and unloaded, contamination can occur from a variety of sources.

Standards

PRP 2.4.1 - Carriers used for the transport of food must be designed, constructed, maintained and kept clean to prevent contamination, damage and deterioration of the food product. They must be also equipped, where applicable, to maintain food products in a refrigerated or frozen state.

PRP 2.4.2 – Carriers that usually transport materials or substances that might contaminate food products (e.g. petroleum) must not be used.

PRP 2.4.3 - Carriers must be loaded, arranged and unloaded in a manner that prevents outside contaminants from entering the establishment. Also, Food Services operations must prevent damage and contamination of the finished product, ingredients and incoming materials that come in contact with the product or are used in preparing the product.

PRP 2.4.4 - During transport, all food is to be covered in appropriate containers as required. With the exception of those hazardous materials identified in PRP 2.4.2, where conveyers and/or containers have been used for transporting anything other than food, there must be effective cleaning/disinfecting between loads to avoid the risk of contamination. High-risk foods (e.g., raw poultry) must be kept separate from other food items to reduce the potential for cross-contamination.

PRP 2.2.5. Food that is being transported must be kept out of the temperature danger zone (4°C (40°F) to 60°C (140°F)). Cold food that is being transported must be kept at 4°C (40°F) or lower, and hot food must be kept at 60°C (140°F) higher. Food that is being transported must be consumed within two hours from time of departure from the Food Services operation to time of service. The two exceptions to this rule are: boxed lunches – may be held under refrigeration for up to four hours; and hayboxes – may be held for up to four hours if charged.

Monitoring/Corrective Actions/Record Keeping

PRP 2.4.1.1 Transporting Time and Temperature.

If food that is being transported is not consumed in the allowable time, hold food for disposal in separate location until authorized disposal (PMed) - Label food – DO NOT USE – FOOD SAFETY ISSUE. [Annex D](#) must be filled out for each type of food that is distributed from CAF Kitchens. Half of the Annex is kept by the kitchen distribution staff and half goes with the food that is being transported.

PRP 2.4.1.2 Visual Monitoring of Transportation Vehicle.

Kitchen distribution staff must inspect the vehicle (or transportation method) that will be transporting food. The storage area of the vehicle must be clean and free of contaminants. If there is a risk of food contamination during transport due to possible contamination from a transportation vehicle, kitchen distribution staff should not allow the food to be transported. [Annex D](#) must be filled out for each type of food that is distributed from CAF Kitchens. Half of the Annex is kept by the kitchen distribution staff and half goes with the food that is being transported.

PRP 3 - Equipment and Utensils

This PRP consists of two sub-PRPs:

[PRP 3.1 Equipment; and](#)
[PRP 3.2 Utensils](#)

PRP 3.1 Equipment

Importance

In relation to Equipment Design

Well-constructed and maintained major and minor equipment will minimize the potential for biological, chemical and physical hazards. Pits, cracks and crevices can provide areas for residues to accumulate and facilitate the growth of microorganisms. Poor installation of equipment can also result in parts or areas that cannot be properly cleaned, sanitized and inspected. Equipment that cannot be adequately inspected can result in hazards not being detected. Therefore, equipment must be purchased, installed and maintained so that the sanitation program will be able to provide a clean environment to produce and serve safe food.

Note: Major equipment is attached to the building facility or kitchen, whereas minor equipment such as pots and pans are not.

In relation to Equipment Maintenance and Calibration

An effective equipment maintenance program both ensures that equipment consistently performs as intended and prevents contamination of food, ingredients or packaging materials. Controlling devices (such as temperature probes) must be accurate because they are used to monitor critical processes which impact food safety.

Standards

PRP 3.1.1 – Major equipment is designed, constructed and installed to ensure that:

- a. It meets Department of National Defence regulatory requirements;
- b. It is capable of delivering the requirements of the sanitation program;
- c. It is accessible for cleaning, sanitizing, maintenance and inspection and is easily disassembled for those purposes;
- d. Contamination of the product and food contact surfaces is prevented during operations;

- e. It permits proper drainage and where appropriate, it is connected directly to drains; and
- f. It is smooth, non-corrosive, non-absorbent, non-toxic and free from pitting, cracks and crevices (food contact surfaces).

PRP 3.1.2 – To minimize risk of contamination from minor equipment such as pots and pans:

- a. Do not cook or store food for long periods of time in aluminum cookware;
- b. Do not use badly scratched or uncoated copper cookware to cook or store food;
- c. Do not store foods that are highly acidic, such as stewed rhubarb or stewed tomatoes, in stainless steel or aluminum containers;
- d. Do not use plastic bowls or wrap in the microwave unless they are labelled as microwave safe;
- e. Avoid visibly damaged, stained or unpleasant smelling plastics and containers. Never heat or store food in plastic containers that were not intended for food; and
- f. Do not use silicone cookware at temperatures above 220°C (428°F) as it will melt if exposed to high temperatures. Use caution when removing hot foods from flexible silicone cookware, as the food may slide.

PRP 3.1.3 - Food Services operations must implement a documented Preventative Equipment Maintenance Program which includes:

- a. A list of equipment that may impact on food safety requiring regular maintenance;
- b. A preventative maintenance schedule or frequency of preventative maintenance activities;
- c. The maintenance procedures to perform each preventative maintenance task; and

- d. Using the Canadian Forces Food Services Equipment Inventory and Maintenance Database in both static and operational environments to track equipment inventory and maintenance throughout its life cycle. This program must be downloaded on a computer. The Canadian Forces Food Services Equipment Inventory and Maintenance Database can be found at the following link:
http://admmat.mil.ca/cosmat/lbi/DFoodSvcs/en/cf_food_svcs_equipment_facilities_e.asp

Note: Maintenance procedures are based on the equipment manufacturer's manual or equivalent, or operating conditions that could affect the condition of the equipment.

PRP 3.1.4 - Food Services operations must implement a documented Equipment Calibration Program which includes:

- a. A list of equipment monitoring (like temperature probes) and controlling devices that require regular calibration;
- b. A calibration schedule or frequency of calibration activities;
- c. The calibration procedures to perform for each calibration task; and
- d. Records demonstrating that the calibration tasks have been completed.

Note 1: The calibration procedures are based on the equipment manufacturer's manual or equivalent.

Note 2: A monthly calibration log template for hand thermometers is found at [Annex E](#) along with calibration instructions.

PRP 3.2 Utensils

Importance

Utensils can be a source of physical hazards that could contaminate food; therefore they must be designed to prevent wear and tear and be cleanable.

Standards

PRP 3.2.1 - Utensils must be constructed of non-toxic materials, must not present a foreign material hazard that could contaminate the food, must be easy to clean and sanitize, and be dishwasher safe.

PRP 4 - Personnel

Note: Food safety training of personnel will be discussed in Section 6 of this Chapter.

This PRP consists of three sub-PRPs:

- 4.1. Illness and Injury;
- 4.2. Personal Hygiene; and
- 4.2. Visitors.

PRP 4.1 Illness and Injuries

Importance

Food handlers infected with a communicable disease (e.g., influenza, salmonella, hepatitis A) can unintentionally contaminate food items being produced or served. This contamination of food items can subsequently transmit disease to CAF diners.

Standards

4.1.1 - Personnel Health Status

- a. Food Services personnel must advise management when known to be suffering from a disease that is likely to be transmitted through food;
- b. No person is permitted to work in a food handling area when he or she is known to be suffering from or is a carrier of a disease likely to be transmitted through food;
- c. Food Services managers have both the right and an obligation to remove food handlers from their work area if they show signs of illness and/or injury that may contaminate food (for civilian workers, their specific collective agreement should be reviewed before taking action); and
- d. Employees with open cuts or wounds must not handle food or food contact surfaces unless the injury is completely protected by a secure waterproof covering and will not contaminate the food.

PRP 4.2 Personal Hygiene

Importance

Food Services employees play a major role in the production and service of safe food. The lack of personal hygiene is a major concern in Food Services as there is the potential of workers directly contaminating food. Developing and enforcing a food handler hygiene program will reduce potential hazards and minimize contamination risks.

Standards

PRP 4.2.1 Food Services operations must have a documented Food Handler Hygiene Program that is briefed to all Food Services personnel which includes, but is not limited to:

- a. The correct hand washing/sanitizing method;
- b. Correct use of clean protective clothing, hair coverings, gloves, footwear. Protective clothing used in Food Services operations must not be worn to or from work;
- c. Prohibited practices at the establishment such as wearing jewellery, except alliances rings (example – wedding rings) and medical alert bracelets, during work and no communication devices in production and service areas;
- d. Correct use of utensils and equipment;
- e. Storage of personal effects to prevent cross-contamination;
- f. Where required, restricted access to areas of the facilities by specific employees to prevent cross-contamination (example – flight feeding areas);
- g. When required, procedures to prevent contamination due to the process flow, employee flow, product flow, equipment or incompatible operations; and
- h. When required, procedures to prevent cross-contamination during production. For example: Glass control and breakage procedures, procedures to follow when a product falls on the floor or when a product is exposed to dripping condensation.

Note: A template example of a Food Handler Hygiene Program can be found at [Annex F](#).

PRP 4.2.2 – Hand washing must occur:

- a. Immediately before handling food, ingredients, packaging materials and/or touching food contact surfaces;
- b. After using the toilet;
- c. After coughing; sneezing; blowing or wiping the nose; touching ears, nose, eyes, mouth, hair, the face, or infected cuts, boils or pimples;

- d. After each absence from the work station for breaks and eating;
- e. After handling incompatible food products, raw materials, potentially hazardous materials such as garbage or cleaning chemicals or touching non-food contact surfaces such as light or control switches;
- f. After picking up objects off the floor;
- g. After smoking;
- h. After handling money;
- i. Any other time hands become soiled or contaminated (OMAFRA, 2004); and
- j. When the Food Services Management deems it necessary

Note 1: The proper method for handwashing can be found as per [Annex F](#).

Note 2: A poster depicting effective handwashing can be found at the following link: www.crf.ca/resources/nfstp/posters.asp.

PRP 4.3 Visitors

Importance

Employees, visitors or contractors who do not follow the establishment's Food Services rules may contaminate food.

Standard

PRP 4.3.1 - Hygienic practices for visitors and contractors must be relayed and enforced. Visitors and contractors must be made aware of all restricted access areas as applicable. All visitors must first report to the designated Food Services supervisor or manager before entering the operational areas of the kitchen. The Food Services supervisor or manager should then explain the pertinent food safety rules to all visitors.

PRP 5 - Sanitation (includes cleaning)

This PRP consists of three sub-PRPs:

5.1 Equipment Cleaning and Sanitizing;

5.2 Utensil/Container/Cutting Board Cleaning and Sanitizing; and

Sanitation

Importance

Cleaning and sanitizing of food premises is carried out to remove food debris, dirt and grease from all surfaces and equipment to ensure that food safety is not compromised. It is imperative that high standards of cleaning are maintained for the following reasons:

- a. To reduce the risk of foodborne hazards (which could contain harmful bacteria) by removing food residues;
- b. To deny pests harbourage and food;
- c. To reduce the risk of foreign objects physically contaminating food;
- d. To promote hygiene awareness among Food Services personnel;
- e. To potentially eliminate risks of injury to Food Services personnel;
- f. To ensure proper chemical concentrations and/or proper chemical applications or rinsing procedures are in place to reduce the potential for chemical contamination of food items; and
- g. To deter chemical or biological contamination caused by cross-contamination from cleaning activities during operations.

PRP 5.1 Equipment and Building (Food Services operation) Cleaning and Sanitizing

Importance

A cleaning schedule for the facility, including both the equipment and the building infrastructure (external and internal), must be implemented to ensure that Food Services staff knows when, where and how to clean areas to reduce the risk of food contamination.

Standards

4.8.1. – A cleaning program is important in ensuring that high standards of cleanliness in all food areas are achieved and maintained. This can be achieved by adhering to a written cleaning schedule. Food preparation surfaces and equipment must be regularly cleaned while in use and must include:

- a. Instructions for cleaning specific areas or pieces of equipment which includes the following information relative to the task:
 - (1) Job description;
 - (2) Cleaning materials and chemicals to be used (in accordance with manufacturer's instruction); and
 - (3) Safety precautions.
- b. The cleaning schedule is to state how often a specific area or piece of equipment is to be cleaned and who is responsible for checking that all cleaning tasks have been completed to a satisfactory standard. General information concerning the cleaning of food equipment, surfaces and the material structures, including a list of cleaning equipment and agents used in food areas/kitchens/galleys/mess can be found at [Annex G](#).
- c. Food Services Managers are to implement a cleaning schedule that relates to all food areas within their department. A schedule detailing the frequency of routine cleaning tasks must be produced for each facility. The cleaning schedule is to be contained within Food Services Standing Operating Procedures and communicated to all personnel (e.g. by displaying the schedule on a notice board). A matrix showing the frequency, details of the task, type of cleaning required and a signature block is considered the most useful layout and should be readily available for Food Services workers to follow and sign off. A signature block should also be included for a supervisory check.

PRP 5.1.2 - Deep Cleaning of Food Services and Protective Equipment. All galleys/kitchens and associated areas are to be deep cleaned. Food Services managers are to ensure that deep cleaning contracts are adequate to meet the tasks required. Examples of equipment requiring deep cleaning contracts includes: fire suppression systems, fridge/freezer cooling systems, air filter systems, etc. The frequency of cleaning will be dependent upon the pace of operations and the relevant equipment's Operation and Maintenance (O&M) manual, and is determined by the Food Services Manager with input from Base CE/PWGSC as necessary.

PRP 5.2 Utensil/Container/Cutting Board Cleaning and Sanitizing

Importance

Utensils (including personal utensils, e.g., knife, fork and spoon, serving utensils, knives and slicers, etc. used in production), and containers (including plates, bowls, serving dishes, pots and pans) must be cleaned and sanitized to prevent cross-contamination.

Standards

PRP 5.2.1 - Utensils and containers must be cleaned and sanitized after each use, either via a dishwasher or the three sink method (See [Annex H](#)). It is suggested that all utensils and containers be cleaned and sanitized using an industrial dishwasher if available. Also, prep knives and cutting boards should be put through a dishwasher as these items have a greater chance of contaminating large amounts of food. Lastly, slicers must be thoroughly cleaned-in-place as per manufacturer's instructions after each use.

PRP 5.2.2 - Single use utensils and containers must be disposed of after initial use, reuse is strictly prohibited.

Note: Additional information on cleaning and sanitizing can be found in the Food Safety Code of Practice for Canada's Foodservices Industry

PRP 6 - Pest Control

[PRP 6.1 Pest Control Program](#)

PRP 6.1 Pest Control Program

Importance

Pests (e.g., insects, rodents and birds) can contaminate food, ingredients, packaging materials and food contact surfaces. Pests in or around an establishment can lead to contamination from direct contact, droppings, larvae and dead insects or animals.

Standards

PRP 6.1.1 - Food Services operations must have a documented Pest Control Program in place which includes, but is not limited to:

- a. Where applicable, the name of the pest control company or the name of the person contracted for the pest control program;
- b. The name of the person at the establishment assigned responsibility for pest control;
- c. A schedule or frequency of pest control activities;
- d. If pest control is not provided by a contractor or other agency, pest control procedures for the exterior and interior of the establishment must include:
 - (1) The pest control activities to be performed;
 - (2) The chemicals required for the effective implementation of the pest control program;
 - (3) The methods for proper handling and application of pest control chemicals;
 - (4) The type and location of pest control devices;
 - (5) Corrective actions to be taken for non-compliant situations observed during pest control activities; and
 - (6) Records to be kept.

PRP 6.1.2 - Food that is contaminated by pests must be disposed of. Preventive Medicine must be alerted to any contamination of food by pests, and approve disposal when required.

PRP 7 - Response to Foodborne Issues

[PRP 7.1 Food Recall from Supplier](#)

[PRP 7.2 Response to Suspected Foodborne Incident](#)

Response to Foodborne Issues

Importance

How and when a Food Services operation responds to a food recall situation or a suspected foodborne incident may ultimately determine the extent of the foodborne outbreak/situation. Having timely knowledge of a food recall or information from a person who suspects they contracted a foodborne disease allows Food Services operations to decrease the scope and negative impact of food contamination.

PRP 7.1 Food Recall from Supplier

Importance

Having access to federal/provincial recall information (e.g., CFIA Food Recall subscription) allows Food Services operations to rapidly verify if food has been recalled, thereby allowing for the removal of the product through one of the following mechanisms: disposal, holding for investigation, or return to the supplier

Standards

PRP 7.1.1 - All staff in receiving must subscribe to recalls from the Canadian Food Inspection Agency (CFIA). To obtain the necessary email recall notifications from CFIA apply online at:

http://www.inspection.gc.ca/english/util/listserv/listsube.shtml?foodrecalls_rappelsaliments

In addition, Base/Wing Food Services Officers, Deputy Food Services and Kitchen/Galley Managers should receive CFIA Recall updates and ensure staff take the necessary actions when a recall occurs. Upon receipt of a recall, receiving personnel (or others in the chain of command if receiving personnel are not available) must:

- a. Investigate if food supply has been affected by the recall. This requires receiving individuals to check all storage areas and recent food orders;
- b. If recalled food is found in any area in the kitchen (storage production, prep, and service areas) it must be immediately removed and held for investigation, returned to the supplier or disposed of as directed;
- c. If recalled food is not disposed of, it must be held in a separate area away from the production/service or storage areas to avoid cross-contamination. The recalled items must

be covered and labelled: RECALLED FOOD – NOT FOR USE;

- d. Determine whether any of the affected food has been used in dispersed and flight meals, and advise applicable units immediately; and
- e. Write a report immediately of any recalled product that was found stating its type, amount, lot number and location. This report must be sent to the Food Services Manager, Kitchen Manager and others as required.

PRP 7.2 Response to Suspected Foodborne Incident

Importance

Although most personnel cannot diagnose foodborne disease, if one diner suspects a foodborne disease due to dining at a CAF Food Services location the person must be taken seriously. Attention by Food Services in this matter is important to address a diner's concerns and to help determine if there has been a foodborne incident.

Standards

PRP 7.2.1 - The kitchen/galley manager must record the suspected foodborne complaint(s) from the diner(s). The following details must be recorded:

- a. Name, Rank, Initials, Unit, Address and Phone Number of person;
- b. What food item(s) the person(s) suspects that made them ill;
- b. Why the person(s) suspects that food from the CAF location made them sick;
- c. When they consumed the suspect food (s) and started feeling ill;
and
- d. Any symptoms of illness.

The manager/supervisor must then advise the diner to go to the closest medical facility. The kitchen manager should send the above information to the closest CAF Medical Services Unit. The kitchen manager should inform their Chain of Command about the suspected incident and the closest CAF Medical Services Unit. Lastly, the kitchen/production manager should periodically follow up with the CAF Medical Services to see if new information is available in relation to the suspected foodborne complaint.

PRP 8 - Food Defence

PRP 8.1 Food Defence Measures Based on Threat Levels

Food Defence

Explanation of Food Defence - Food Defence involves the precautions taken to prevent intentional contamination of food or the food supply by individuals, groups or organizations that want to cause harm to the CAF. It differs from general food safety in that food safety relates to the unintentional contamination of food. Although food defence is a separate concept, food defence measures need to be incorporated into the CAF FSDS to ensure they are practiced by CAF Food Services personnel.

Importance

Intentional contamination of food can have a devastating effect on CAF human resources. It erodes morale and confidence in the Food Safety System, but more importantly it can cause loss of life and/or a reduction in force readiness and mission capability. Food defence measures must be in place to ensure that intentional harm to the Food Safety System does not occur. Food defence measures are based on current low and high threat level situations.

Components of Food Defence

There are four different areas that a Food Services organization must focus upon to ensure adequate food defence measures are in place. These are:

- a. Food Supply – This includes the origin of food (example - food suppliers) used in Food Services operations. This also includes receiving of food during resupply activities;
- b. Personnel – Personnel that work directly in the Food Services operations (Food Services staff) must be trustworthy to ensure that they will not intentionally contaminate food. Therefore, proper security clearances must be obtained to work in a Food Services operation including contracted Food Services personnel;
- c. Physical Security – There must be adequate physical security within Food Services buildings and Food Services areas so that unfriendly individuals or groups are not able to gain access. Areas that are not constantly observed must be secured; and
- d. Visitors – Visitors include individuals who do not work directly for the Food Services operations, such as other Base/Unit personnel, contractors, etc. Extra measures must be established to ensure adequate security levels are obtained or the requisite supervision is established.

PRP 8.1 Food Defence Measures Based on Threat Levels

CAF has two food defence levels based on the threat:

PRP 8.1.1 Food Defence Level 2 – Low Threat.

(When there is no known or potential threat to Food Services, CAF Food Services operations will adopt Food Defence Level Two).

Standards

PRP 8.1.1 Food Defence Level 2 – Low Threat.

A Food Services operation, at a minimum, must always have the following food defence measures in place:

- a. Food Supply – In Canada, food suppliers should provide assurances that they have adequate food defence measures in place. When receiving deliveries from food suppliers, Food Services operations must observe all unloading activities. This means watching the food supplier during the entire delivery process. In addition, receiving personnel must inspect all food deliveries for any signs of tampering or adulteration of food. If tampering or adulteration is suspected, military security elements (Military Police) must be alerted immediately;
- b. Personnel – All personnel working in Food Services operations must have a minimum of an Enhanced Reliability check performed. If they do not have this security clearance they cannot work in Food Services operations;
- c. Physical Security – A Physical Security Survey of all Food Services locations must be requested from local Military Police. They will be able to provide specific security measures that should be put in place. At a minimum, doors to the production areas of the Food Services operations should always be locked to prevent access by individuals that do not work for the Food Services operation. Controlled access to the production areas must be maintained. In addition, all storage areas should be under constant observation. When constant observation is not obtainable, storage areas must be locked. There must be

controlled access for diners to the serving and seating areas. Dining room hours should dictate when the doors (access for diners) are open; outside of dining room hours, these doors should be locked. During dining room hours, diners must show a valid ration card or military/civilian identification to Food Services staff before entering the service and seating areas; and

- d. Visitors – All visitors, when entering the Food Services operational areas, must first report to a Food Services manager/supervisor. All visitors must have adequate security clearance to travel into or work within the Food Services operational areas or must be escorted and observed by Food Services staff for the duration of their visit.

PRP 8.1.2 Food Defence Level 1 – High Threat.

When there has been an incident or heightened awareness to potential threats, following discussing with the Chain of Command and CAF security elements (Military Police, Intelligence, Base Defence Force, etc.), Food Services operations must adopt Food Defence Level 1.

Standards

PRP 8.2.1 – The first action during high threat situations is to discuss the issue with the Chain of Command and speak with local security elements. A food defence plan should be agreed upon by all of the above parties and put in place as soon as possible. Technical Guide 188 - The US Army Food and Water Vulnerability Assessment Guide from the US Army Center for Health Promotion and Preventive Medicine should be considered when developing a Food Defence Plan. This is a NATO controlled document (NATO Restricted); therefore, its content will not be discussed in this manual. This manual can be obtained from SJS/D Food Svcs 3 upon request.

4.5 HACCP Based Programs (HBPs)

[4.5.1 Benefits of Implementing and Maintaining a HACCP-Based Program](#)

4.6 HACCP Based Programs (HBPs)

7. HACCP Based Programs (HBPs). After employing adequate Prerequisite Programs (PRPs), HACCP Based Programs (HBPs) will further decrease the risk of food hazards during productions, and service activities. Like PRPs, these activities will be verified (checked, inspected, audited), but also monitored. HBPs will be monitored by frontline workers who will conduct tests to ensure that the food safety practices that have been put in place are working correctly. An example of monitoring is taking and recording scheduled temperature checks of food after the cooking process to ensure that food hazards are eliminated or reduced to safe levels for consumption. Focusing on practices instead of assessing recipes in detail will save time as there are several different recipes within the National Standardized Cycle Menu. In addition, using HBPs provides for more flexibility as ingredients and recipes change constantly. Lastly, HBPs focus on preventing two of the main causes of foodborne disease in Food Services operations: cross-contamination and temperature abuse. The seven HACCP steps are provided in the below table.

Table 5 - The Seven Hazard Analysis Critical Control Point (HACCP) Steps

Step	HACCP Steps
1	Conduct Hazard Analysis
2	Identify Critical Control Points (CCPs)
3	Establish Critical Limits
4	Establish CCP Monitoring Requirements
5	Establish Corrective Actions
6	Establish Verification Procedures
7	Establish Record Keeping Procedures

A brief description of each step is as follows:

- a. Step 1 - Conduct Hazard Analysis. Identifying any food hazards (biological, chemical, physical) that must be prevented, eliminated or reduced to acceptable levels;
- b. Step 2 - Identify Critical Control Points (CCPs). Identifying the critical control points at the step or steps at which control is essential to prevent or to reduce it to acceptable levels. CCPs are critical points in the process where a specific hazard must be controlled on the basis that no further process will adequately eradicate that hazard;
- c. Step 3 - Establish Critical Limits. Establishing critical limits at critical control points which separate acceptability from unacceptability for the prevention, elimination or reduction of identified hazards;

- d. Step 4 - Establish CCP Monitoring Requirements. Establishing and implementing effective monitoring procedures at critical control points;
- e. Step 5 - Establish Corrective Actions. Establishing corrective actions when monitoring indicates that a critical control point is not under control;
- f. Step 6 - Establish Verification Procedures. Establishing procedures, which shall be carried out regularly, to verify that the measures are working effectively; and
- g. Step 7 - Establish Record Keeping Procedures. Establish documentation and records commensurate with the nature and size of the food premise to demonstrate the effective application of the measures.

4.5.1 Benefits of Implementing and Maintaining a HACCP-Based Program

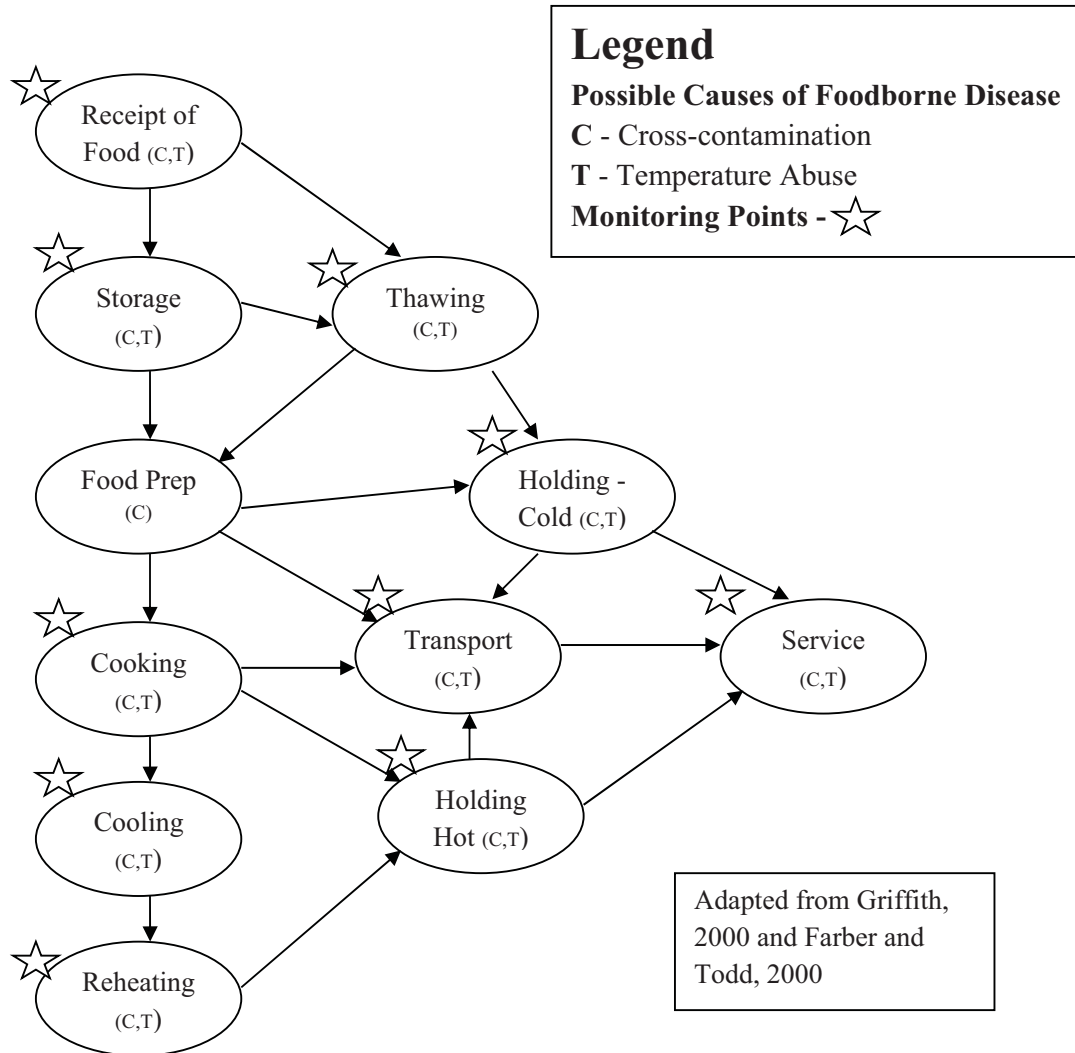
8. The benefits of employing a HACCP-based system in relation to the CAF are that it:

- a. Ensures a commitment from leaders to formally support food safety measures from receiving of food to disposal;
- b. Allows frontline workers to take ownership of the safety of the food they produce and serve;
- c. Increases diner confidence in the safety of the food being served;
- d. Aligns food safety practices with NATO partners and other allies;
- e. Improves food quality and reduces waste; and
- f. Decreases the risk of foodborne disease, thus protecting and maintaining fighting capabilities.

9. HACCP Steps in the Food Services Operations. Once adequate PRPs are in place, Food Services operations are ready to receive food as a hygienic and sanitary environment has been achieved. The first step (see next diagram below) is to receive food and materials from a food supplier. When food is received it must be checked that it has been accepted at the proper temperatures, that the food is in a proper state (and packaged correctly) and that the food supplier's delivery mechanism (most likely a truck) is clean. From receiving to the storage of food there is also a danger of cross-contamination between different types of foods (e.g. meat and vegetables). On occasion, food must be thawed prior to preparation; therefore one of the proper methods of thawing must be

used. Before cooking, food may be directly served or may require pre-preparation activities where cross-contamination issues could occur. During and after cooking activities, Food Services personnel must ensure that food is adequately cooked to kill or decrease to acceptable levels the amount of pathogens to a level safe for consumption. After food is cooked, it could be directly served, held before service or cooled and later reheated. If food is served directly to the customer it must be held at a certain temperature to inhibit pathogen growth. Likewise, food that is served cold must be held at or below a certain temperature. This includes the transportation of food, which requires that hot foods are kept hot and cold foods are kept cold. If food has to then be cooled, it must be done so by using an appropriate cooling method to deter pathogen growth. If food has to be reheated it has to be done in such a manner that pathogen growth is kept at a minimum. The following diagram illustrates the possible areas where food hazards can occur or where hazards can increase to unacceptable levels for consumption.

Diagram 1 – Flow of Food in Food Services Operations and Potential Hazards



10. Canadian Armed Forces HBPs. In addition to PRPs, CAF Food Services must focus their food safety efforts to eliminate, deter or reduce the potential risk of foodborne disease in the above steps. When looking at the above diagram, monitoring points can be determined. These monitoring points can be converted to specific HBPs for which the CAF must focus upon. The 8 CAF HPBs are illustrated in the below table. Note: some of the monitoring points are covered by PRPs.

4.6 HBPs

<u>HBP 1</u>	<u>Thawing</u>
<u>HBP 2</u>	<u>Cold Holding</u>
<u>HBP 3</u>	<u>Cooking</u>
<u>HBP 4</u>	<u>Hot Holding</u>
<u>HBP 5</u>	<u>Cooling</u>
<u>HBP 6</u>	<u>Service</u>
<u>HBP 7</u>	<u>Reheating</u>
<u>HBP 8</u>	<u>Prevention of Cross-contamination</u>

4.7 HBP's

Table 6. CAF HBPs

CAF Food Safety Production and Service Practices
1. Thawing
2. Cold Holding
3. Cooking
4. Hot Holding
5. Cooling
6. Service (Cold or Hot)
7. Reheating
8. Prevention of Cross-contamination

Note: Prevention of Cross-contamination (HBP 8) can occur in any of the process steps in the Diagram above. Therefore, a food safety tool has been developed to monitor Cross-contamination HBP 8 and will be explained at the end of this section.

1. Seven HACCP Steps in relation to CAF HBP. The above Table highlights where a food service operation must focus their efforts with respect to HBPs. There are seven HACCP steps followed in food manufacturing. These have been modified for CAF Food Services operations and are indicated in the Table 7 below.

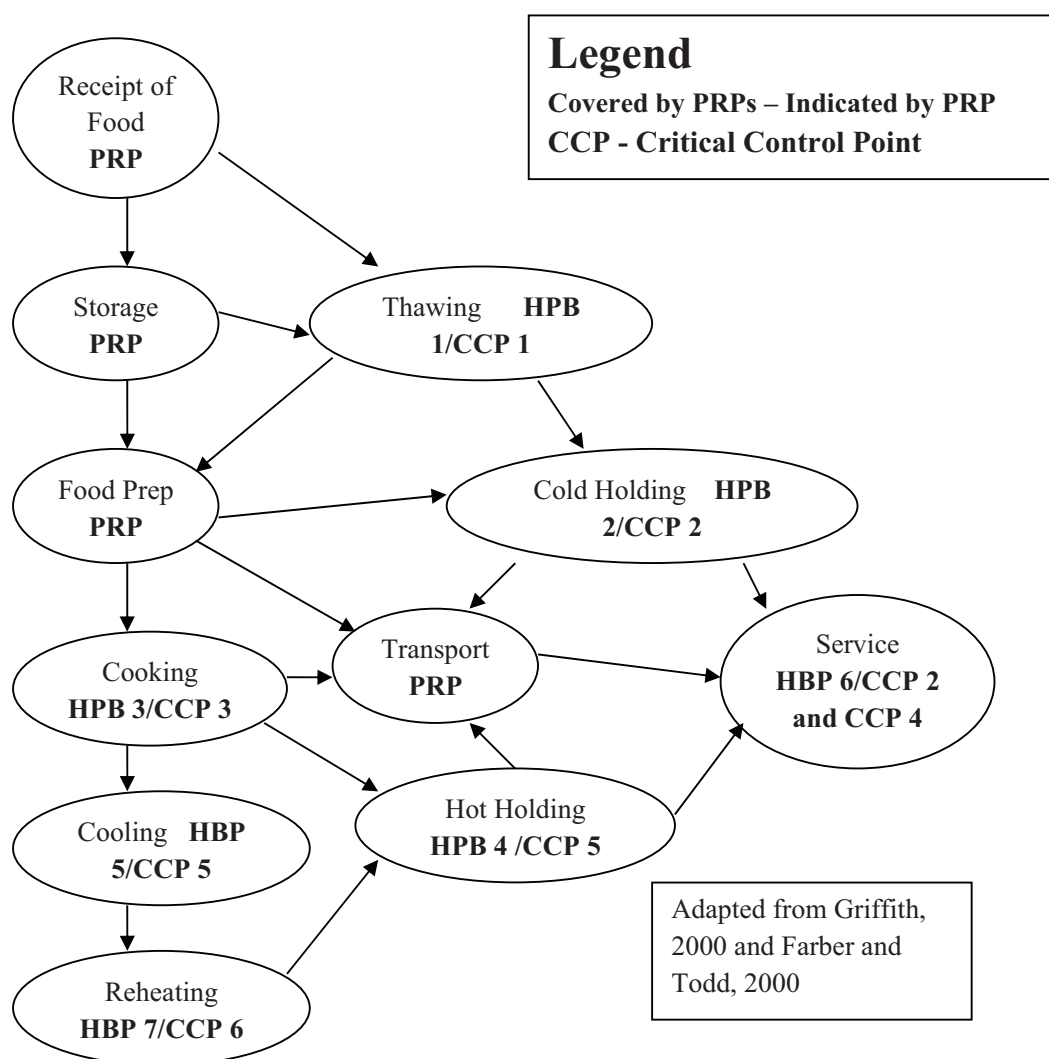
Table 7. Modified HACCP Step for the CAF Food Safety System

Step	HACCP Steps	HACCP Based Steps for the CAF Food Safety System
1	Conduct Hazard Analysis	Be aware of the factors that cause foodborne disease (cross-contamination, temperature abuse, personnel issues, etc.) for specific Food Services processes. Assess specific hazards for each HACCP Based Program (HBP).
2	Identify Critical Control Points (CCPs)	CPPs are identified for each HBP as applicable (for example whole cuts of beef must be cooked to a minimum of 70°C to decrease pathogens to safe levels for consumption).
3	Establish Critical Limits	Critical Limits are established for each HBP such as temperature checks (for example whole cuts of beef must be cooked to a minimum of 70°C or above).
4	Establish CCP Monitoring Requirements	Monitoring could consist of temperature checks and checking for cross-contamination infractions. When, where, and how monitoring occurs will be established for each HBP.
5	Establish Corrective Actions	Corrective actions are developed for each monitoring standard (for example, if a temperature check is conducted and whole cut of beef is below 70°C, put back in oven until proper temperature is reached).
6	Establish Verification Procedures	Verification takes the form of inspections/audits (which would include observing staff) to ensure the monitoring of HBP is working correctly as per the designated standard.

7	Establish Record Keeping Procedures	Paper records of results and corrective actions could be kept for HBP monitoring and verification.
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2. HACCP Analysis of each CAF HBP. The above modified HACCP-based seven steps must be used to determine hazards and the required practices and standards that must be achieved for each process step. As per Diagram 2, an analysis determined that some of the process steps can be addressed through PRPs with the remaining being addressed through HBPs. This detailed HACCP-based analysis can be found in [Annex S](#). From this analysis the importance of each HBP with their Critical Control Points (CCPs) will be explained along with the standard (s) that must be achieved. This includes the monitoring and the record keeping for each HBP. HBP verification (food safety checks, inspections and audits) will be further explained in Section 5 of this chapter.

Diagram 2 – Process Steps either Covered by PRPs or HBPs



3. CAF HBPs. Below are the eight HBPs that are explained in detail (the HACCP analysis conducted for each HBP can be found in [Annex S](#)). Below, each HBP includes an explanation of the importance of why it must be completed. Secondly, the standard(s) that must be obtained (i.e., monitoring, corrective actions and record keeping) are also provided. Like PRPs, the HBPs will have similar numbering systems as they are divided into Programs and Standards (Monitoring/Corrective Actions/ Record Keeping) that must be achieved:

- a. **Program - e.g., HBP 2 - Cold Holding;**
- b. **Standards (Monitoring/Corrective Actions/Record Keeping).** – E.g. **HBP 2.1 - Critical Control Point 2 - Cold Holding Temperature.** Using a hand thermometer Food Services Staff must monitor cold food being held to ensure that it is kept at 4°C (40°F) or lower and that it is held for no longer than two hours. If food being held goes above 4°C (40°F) or is held longer than two hours, hold food for disposal in separate location until authorized disposal is available (PMed) - Label food – DO NOT USE – FOOD SAFETY ISSUE Record all results as per [Annex I](#).

Note: Verification of each HBP will be explained in Section 5 of this chapter.

HBP 1 - Thawing

When thawing food, attention must be given to the thawing method that is being utilized. Contamination when thawing can occur through contact with surrounding environment, Food Services staff or from other food. In addition, proper thawing methods ensure that food is thawed so that it does not increase microbial growth to an unsafe level. When thawing, food handlers must ensure that food is kept out of the temperature danger zone and covered to prevent contamination.

Standards (Monitoring/Corrective Actions/Record Keeping)

The four approved methods of thawing food are:

1. Thawing in a Refrigerator at 4°C (40°F) or lower (this is the best method);
2. Thawing under Cold Water – Product being thawed must be completely submerged in potable water that is moving (cold running water);
3. Thawing as a Part of the Cooking Process – Product being thawed must be cooked so that it reaches the proper internal temperature (See HBP 5 – Cooking); and

4. Thawing using a Microwave – When food is thawed using this method it must be cooked immediately to the correct internal temperature (See HBP 5 – Cooking).

HBP 1.1 – Critical Control Point 1 – Thawing Temperature. During the thawing process the food that being thawed must not go above 4°C (40°F) at any time. The shift supervisor will take temperatures with a hand thermometer while food is being thawed. If the food goes above 4°C (40°F) hold food for disposal in separate location until authorized disposal (PMed) - Label food – DO NOT USE – FOOD SAFETY ISSUE. Record all results as [Annex N](#).

HPB 1.2 – Visual Monitoring of Thawing Processes. The shift supervisor will visually monitor thawing operations to ensure that one of the approved methods of thawing is being used, and that the food being thawed is covered and free of contaminants. If food has been contaminated, hold contaminated food for disposal in separate location until authorized disposal (PMed) - Label food – DO NOT USE – FOOD SAFETY ISSUE. Record all results as per [Annex N](#).

HBP 2 - Cold Holding

Importance

Cold food must be held out of the temperature danger zone to inhibit growth of pathogens. In addition, prevention measures must be in place to avoid cross-contamination from other types of food, the environment, and personnel (food handlers and diners).

Standards (Monitoring/Corrective Actions/Record Keeping)

HBP 2.1 - Critical Control Point 2 - Cold Holding Temperature. Using a hand thermometer Food Services Staff must monitor cold food being held to ensure that it is kept at 4°C (40°F) or lower and it is held no longer than two hours. If food that is being held goes above 4°C (40°F) or is held longer than two hours, hold food for disposal in separate location until authorized disposal (PMed) - Label food – DO NOT USE – FOOD SAFETY ISSUE.. Record all results as per [Annex I](#).

HBP 2.2 - Visual Monitoring of Holding Processes. Food Services staffs must visually ensure that food is being held at a cold temperature so that there is no possibility of cross-contamination via other types of food, the environment and personnel (food handlers and diners). If food has been contaminated, hold contaminated food for disposal in separate location until authorized disposal (PMed) - Label food – DO NOT USE – FOOD SAFETY ISSUE. Record all results as per [Annex I](#).

HBP 3 – Cooking

Importance

Food that is being cooked has to reach the proper internal temperatures to destroy or reduce harmful pathogens to safe levels for consumption. In addition, during the cooking process staff must ensure that cross-contamination from other types of food, the environment or from other food handlers does not occur.

Standards (Monitoring/Corrective Actions/Record Keeping)

HPB 3.1 – Critical Control Point 3 – Cooking Temperature. Using a hand thermometer, Food Services staff must measure internal temperatures for every batch of food that is being cooked. The following internal temperatures must be reached²:

- a. Poultry;
 - i. Poultry pieces: 74°C (165°F)
 - ii. Whole poultry: 85°C (185°F)
 - iii. Ground poultry: 74°C (165°F)
- b. Mixed Food (casseroles, meals with gravy, eggs, mayonnaise, milk): 74°C (165°F) or higher;
- c. Whole Cuts (Beef, Lamb, Pork) and Fish: 70°C (158°F) or higher;
- d. Ground meats and meat mixtures (Beef, Pork, Fish): 71°C (160°F) or higher;
- e. Eggs: 63°C (145°F) or higher.

After measuring, if the correct internal temperatures are not reached, continue cooking until correct internal temperature is obtained. Record all results as per [Annex J](#).

HPB 3.2 - Visual Monitoring of Cooking Processes. Food Services staff must visually check food being cooked to ensure that there is no possibility of cross-contamination from other types of food, the environment and personnel (food handlers and diners). If food has been contaminated, hold contaminated food for

² These are the CFIA recommended internal temperatures at time of writing. As these temperatures may change with new scientific evidence or technology, food service workers are encouraged to remain current with the recommended Government of Canada (e.g., CFIA) internal food temperatures.

disposal in separate location until authorized disposal (PMed) - Label food – DO NOT USE – FOOD SAFETY ISSUE. Record all results as per [Annex J](#).

Note: Cooking posters will be developed in the future.

HBP 4 - Hot Holding

Importance

Hot food must be held out of the temperature danger zone to inhibit growth of pathogens. In addition, preventive measures must be in place to avoid cross-contamination from other types of food, the environment and personnel (food handlers and diners).

Standards (Monitoring/Corrective Actions/Record Keeping)

HBP 4.1 - Critical Control Point 4 - Hot Holding Temperature. Using a hand thermometer, Food Services staff must verify the temperature of hot food that is being held to ensure that it is kept over 60°C (140°F) and that it is held for no longer than two hours. If food that is being held goes below 60°C (140°F) or is held longer than two hours, hold food for disposal in separate location until authorized disposal (PMed) - Label food – DO NOT USE – FOOD SAFETY ISSUE. Record all results as per [Annex K](#).

HBP 4.2 - Visual Monitoring of Holding Processes (hot, cold, room temperature). Food Services staffs must visually check the hot food being held so that there is no possibility of cross-contamination from other types of food, the environment and personnel (food handlers and diners). If food has been contaminated, hold contaminated food for disposal in separate location until authorized disposal (PMed) - Label food – DO NOT USE – FOOD SAFETY ISSUE. Record all results as per [Annex K](#).

HBP 5 – Cooling

Importance

If cooling procedures are completed correctly, pathogen growth will be reduced to a safe level and food will be safe for consumption. There are two factors that must be considered when conducting cooling activities: Temperature and Time. Food being cooled must reach the proper temperature within a set time to inhibit pathogen growth. Lastly, during the cooling process, staff must ensure that cross-contamination from other types of food, the environment or from other food handlers does not occur.

Standards (Monitoring/Corrective Actions/Record Keeping)

HPB 5.1 – Critical Control Point 5 – Cooling Temperature and Time. During the cooling process and using a hand thermometer, Food Services staff must measure internal temperatures for all food that is being cooled. The following temperatures must be obtained in the specified time:

- a. Food must be cooled from 60°C (140°F) to 20°C (68°F) within two hours;
and
- b. Cooled from 20°C (68°F) to 4°C (40°F) within four hours.

If food that is being cooled goes above the proper cooling temperatures and/or it takes longer than the specified time, hold food for disposal in separate location until authorized disposal (PMed) - Label food – DO NOT USE – FOOD SAFETY ISSUE. Record all results as per [Annex L](#).

HPB 5.2 - Visual Monitoring of Cooling Processes. Food Services staff must visually ensure the food that is being cooled there is no possibility of cross-contamination from other types of food, the environment and personnel (food handlers and diners). If food has been contaminated, hold contaminated food for disposal in separate location until authorized disposal (PMed) - Label food – DO NOT USE – FOOD SAFETY ISSUE. Record all results as per [Annex L](#).

HBP 6 – Service

Importance

When food is served it must be kept at the proper holding temperature and out of the temperature danger zone to inhibit the growth of pathogens. In addition, preventive measures must be in place to avoid cross-contamination from other types of food, the environment and personnel (food handlers and diners). Because of the nature of serving food, there is a higher possibility of diner contamination during this phase; this is particularly the case during buffet service. Extra vigilance is required when serving food to ensure that diners do not cross-contaminate the food.

Standards (Monitoring/Corrective Actions/Record Keeping)

HBP 6.1 Critical Control Point 6. - Holding (Cold, Hot) Temperatures - Food handlers serving food must take and record food temperatures when food has been put on the line or in the buffet area. Food served or being served must be measured with a thermometer at least twice during serving hours. If food has entered the temperature danger zone (between 4°C (40°F) and 60°C (140°F), hold contaminated food for disposal in separate location until authorized disposal (PMed) - Label food – DO NOT USE – FOOD SAFETY ISSUE. Record all results as per [Annex I](#) (Cold Holding – CCP 2) and [Annex K](#) (Hot Holding – CCP 4).

HBP 6.2 Visual Monitoring of Serving Processes. Shift supervisor must check service operations at least twice each meal hour to ensure that food is being refreshed as required and there are no cross-contamination issues occurring. If food has been contaminated, hold contaminated food for disposal in separate location until authorized disposal (PMed) - Label food – DO NOT USE – FOOD SAFETY ISSUE and Shift IC must record any deviations in [Annex N](#).

HBP 7 – Reheating

When reheating, especially when using leftovers, processes must be in place to ensure that food is reheated to an internal temperature such that microorganisms do not increase to unsafe levels for consumption. In addition, like other HBPs, during the reheating process staff must ensure that cross-contamination from other types of food, the environment or from food handlers does not occur.

Standards (Monitoring/Corrective Actions/Record Keeping)

Note: If leftover food will be stored for future service, it must first be cooled (see HBP 6 - Cooling) then stored at the proper temperature (see HBP 2 – Storage).

HBP 7.1 Critical Control Point 7 – Reheating Temperature. After reheating, food handlers must use a hand thermometer to measure internal temperatures for every batch of food that is being reheated. For reheated foods, an internal temperature of 74°C (165°F) or higher must be reached within two hours of taking the food from storage. After measuring, if the correct internal temperatures are not reached, continue cooking until the correct internal temperature is obtained. Record all results as per [Annex J](#).

HBP 7.2 Visual Monitoring of Leftover/Reheating. Leftover food that is reused must be consumed within 24 hours. Therefore, leftovers must be labelled according to when they were first used. When using leftovers, Shift Supervisors and Food Services staff must visually check that the leftover food is used within 24 hours (from original use) and that there has been no contamination of leftovers during the cooling, storing and reheating processes. If leftover food has been contaminated or has not been used within 24 hours (from original use), hold contaminated food for disposal in separate location until authorized disposal (PMed) - Label food – DO NOT USE – FOOD SAFETY ISSUE. Record all results as per [Annex J](#).

HBP 8 - Prevention of Cross-contamination

Importance

Cross-contamination of food from physical, chemical and biological food hazards can occur within HBPs 1-7. Visual monitoring checks have been put in place to be conducted within each of these HBP. However, there is still a requirement to make an overall assessment of the kitchen or Food Services operation for potential cross-contamination by food hazards.

Standard (Monitoring/Corrective Actions/Record Keeping)

HBP 8.1 Food Services managers, supervisors and staff must assess each of their kitchens or Food Services operations for cross-contamination risk areas. This assessment must be conducted when opening a new kitchen and/or feeding operation and should be re-assessed on a monthly basis. Any of the assessed cross-contamination issues within each kitchen should be mitigated with preventive measures. Examples of some prevention measures are:

- a. Separate raw from finished or ready to eat (RTE) products;
- b. Use structural segregation - physical barriers, walls or separate buildings;
- c. Use access controls and include requirements to change into required work wear;
- d. Establish traffic patterns or equipment segregation - people, materials, equipment and tools (including use of dedicated tools). Initial assessments should be conducted of all kitchens and Food Services operations as per [Annex M](#). After each assessment, mitigation prevention strategies must be put in place. Each month kitchen facilities or Food Services operations should be reassessed for cross-contamination issues and [Annex M](#) updated.

5.0 FOOD SAFETY AND DEFENCE VERIFICATION

[5.1 Introduction](#)

5.1 Introduction.

1. Verification includes actions such as checks, inspections and audits that ensure that the FSDS in place is working properly. Therefore, verification confirms that the food safety policies, procedures and standards are being followed and practiced by Food Services workers from the receiving of food to disposal. There is a compliance aspect to verification activities; however, verification should be used as vehicle for improvement in food safety and not as a punitive measure. Using multiple levels of verification both ensures the leadership, at all levels, is involved in the food safety system and demonstrates due diligence. It also confirms management's commitment to food safety and continuous improvement. Everyone in Food Services is responsible to improve and maintain food safety, diners demand it, but it is the Food Services leadership that drives the food safety system. Therefore, verification activities at every leadership level must occur.

Note: [Annex R](#) summarizes who and when Food Services personnel or other organizations need to complete monitoring and verification activities.

2. **Levels of Verification.** There are five levels of food safety verification within CAF Food Services. Along with Preventive Medicine Inspections from CAF Health Services (which provides another level of food safety assurances), verification activities by Food Services personnel or outside agencies are required at various frequencies to ensure the food safety system is working correctly. The five levels of Verification (along with Preventive Medicine Inspections and the auditing of Food Supplier/Manufacturer) are as follows:

- a. Level 1 Verification – Food Safety Checks. Food safety checks are to be conducted by the shift supervisor and must be completed once a day (if shifts overlap both supervisors should conduct the check together). These quick checks will verify that most Prerequisite Programs and monitoring activities are working correctly during a shift. An example of one of these checks is the examination of all storage areas to ensure that there are no cross-contamination or temperature abuse issues occurring. Any problems or deviations that have been discovered will be recorded and corrected as soon as possible. Kitchen supervisors will examine all completed Food Safety Checklists generated by the shift managers (which are signed and dated) on a daily basis. The Level 1 Verification checklist and instructions can be found at [Annex N](#).
- b. Level 2 Verification – Food Safety Inspections. Internal food safety inspections are conducted by Kitchen Managers (or second in command) at Bases/Unit locations on monthly basis. These are detailed inspections that not only examine facilities and equipment, but also sanitation levels and food safety practices. All PRPs will be inspected along with

monitoring records. The Sanitation PRP will be verified by visual observation, but also quantitatively by using Adenosine Triphosphate-Bioluminescence (ATP-B) which takes samples from surfaces to help determine overall cleanliness of Food Services locations. During food safety inspections, food safety practices such as handwashing and monitoring activities are observed. Any problems or deviations that have been discovered during food safety inspections will be recorded and corrected as soon as possible. Food Service Officers and Deputy Food Services Officers will examine all completed Food Safety Inspections generated by the kitchen manager (which are signed and dated) on monthly basis. The Level 2 Verification checklist and instructions can be found at [Annex O](#);

- c. Level 3 Verification – Base/Unit Food Safety Audits. Base/Unit food safety internal audits are conducted by the Base Food Services Officers and Deputy Food Services Officers on a quarterly basis (four times per year). These audits include both an inspection of facilities and equipment and a review of the Food Services records. The Base/Unit Food Safety Audit will also observe food safety practices that are performed by kitchen staff to ensure that not only are food safety standards known, but also that they are practiced. Any problems or deviations discovered during these food safety audits will be recorded and corrected as soon as possible. Level 3 Verification reports will be sent to the respected Food Services Environmental Command Representative which will examine all completed Base/Unit Food Safety Audits (which are signed and dated). The Level 3 Verification audits and instructions can be found at [Annex P](#);
- d. Level 4 Verification – Environmental Command/Strategic Food Safety Audits. Food Services Environmental Command (ECs) L1s or Strategic Food Services Level audits will be conducted every 1-2 years on Bases/Large Units. These will be higher level audits that will examine PRPs and HACCP-Based Programs (HBPs) to ensure that that food safety practices are being completed to the necessary standard. The Sanitation PRP will be verified quantitatively by using Adenosine Triphosphate-Bioluminescence (ATP-B) and assessing samples from food contact surfaces to assess the overall cleanliness for Food Services locations. Any critical or major problems or deviations (ones that will cause food contamination) that have been discovered during food safety audits will be addressed with the specific Base/Unit Food Services Officers. When Level 4 Verification Audits are complete a presentation to present the results of the verification will be provided to Base/Unit OPIs which include the Food Services leadership and key Base/Unit personnel as required. A formal signed audit report will be provided to the respective L1 Food Services representatives if the Strategic level is conducting the inspection. There will be a requirement for the EC Food Services representative to investigate and report back to the strategic level with critical compliance

issues found. Level 4 Audits will also assist the Strategic level to determine if new or amended food safety procedures are required within the CAF Food Safety System. The Level 4 Verification checklist and instructions can be found at [Annex Q](#);

- e. Level 5 Verification – Third Party Auditors. Third Party Auditors are organizations that are external to DND that may help in determine if the CAF FSDS is working effectively. Third Party Auditors can provide an unbiased examination of CAF food safety practices. Level 5 Audits could be conducted at Bases/Units but also can be directed towards other CAF audit levels. Audits by Third Parties should be conducted every five years to help determine if the food safety system is working adequately to meet the food safety needs of the CAF. These audit reports will be sent to the Strategic Food Services Level for review and to continually help improve the CAF Food Safety System;
- f. Preventive Medicine (PMed)/Food Premises Inspections. PMed/Food Premises Inspections for Base/Unit Food Services location should be conducted on monthly basis by CAF Health Services personnel. Note: in the future, CAF Health Services will move towards a ‘risk based’ approach to determine the frequency of PMed/Food Premises Inspections. Base/Unit Food Services supervisors and managers should take the opportunity to relay their food safety concerns during these inspections and utilize PMed/Food Premises Inspections as a way to improve the food safety system. A collaborative approach should be taken. All PMed Food Premise Inspection reports must be reviewed by Base/Unit Services Officers and Deputies and a written response of actions that were taken must be returned back to Health Services Unit who conducted the inspection. This formal response should be sent through Base/Unit leadership so that they are aware of current food safety issues and assist with needed resources to correct noted food safety issues; and
- g. Food Supplier/Manufacturer Audits. On international or domestic operations food safety audits of suppliers/manufactures must be conducted based on the Theatre risk assessments. This audit’s checklist can be found in AMedP 4.5 of NATO STANAG 2556. Currently, CAF Food Services does not have the capability to conduct these types of inspections. CAF Health Services (e.g., PMed Techs) can assist through either on-site inspections or assessments, or, through liaison with Health Services NATO allies operating in theatre.

The following is a summary of the various verification levels.

Table 1 – CAF Food Services Food Safety Verification Levels

Conducted By	Type of Audit	Method	Frequency	Reviewed By
Shift Supervisor	Level 1 Verification – Food Safety Checks (Internal First Party)	Quick Checks (inspection)	Every Shift	Kitchen Supervisors
Kitchen Supervisor	Level 2 Verification – Food Safety Inspections (Internal First Party)	Full Inspection and ATP-B	Once per month	Base Food Services Managers
Base Food Services Managers	Level 3 Verification – Food Safety Audits (Internal First Party)	Full Audit	Every three months	Environmental Commanders or Strategic Level
Environmental Command or Strategic Level	Level 4 Verification – External Food Safety Audits (External Second Party)	Full Audit and ATP-B	Every one to two years	Third Party Auditors
Organizations outside DND	Level 5 Verification – External Third Party	Food Safety System Audit	Every five years	Strategic Level

3. **Assessment of Compliance.** For Level 1 Verification - Food Safety Checks and Level 2 Verification – Food Safety Inspections noted issues will be documented along with the action taken to correct any food safety issues. For Level Verification 3 – Base/Unit Food Safety, and Level 4 Verification – Command Strategic Audits, food safety problems or non-conformities noted by the auditor will be divided into three categories: critical, major, and observations. These are explained below.

- a. Critical (C). A critical compliance issue is a condition, practice, step or procedure that if in noncompliance, presents a biological, chemical or physical hazard that can cause food to be unsafe for consumption. An

example of a critical compliance issue in relation to practices may be a Food Services worker not washing their hands or using improper thawing methods. Examples of critical findings regarding infrastructure include, but are not limited to, loss of electricity for an extended period of time, loss of potable water, or severe contamination of Food Services production and storage facilities by raw sewage or other similar contaminants. In addition, omitting a food safety practice such as the receiving staff not being aware of a food recall could also be classified as a critical compliance issue. When an issue is deemed critical, contamination of food is likely as major errors in the food safety system were detected. Critical issues must be addressed immediately;

- b. Major (M). A major compliance issue is a condition, practice, step or procedure which does not present an imminent food safety concern, yet can affect the safety or usability of the products. For example, a food safety sub-program for one area is not being implemented. A major compliance issue regarding infrastructure presents a moderate risk for physical safety and food safety, and over time may elevate to a higher risk level. Examples include deterioration of physical structures that may facilitate pest entry or physical hazards to food, inoperable refrigeration units that result in foods being improperly stored or over-packed in the few units that are operating properly. When an issue is deemed major, food contamination is possible as errors in the food safety system were detected. Major issues should be addressed as soon as possible;
- c. Observations (O). Observations document non-conformities that are not Critical or Major. Examples include: a food safety program for one area is partially implemented, but is fully implemented in other areas; one out of three refrigeration units had a broken thermometer but the refrigerator was found to be operating at the proper temperature; one employee was observed not wearing a hair restraint. An observation may represent a single occurrence that was corrected and is generally not an indicator of a chronic or systemic problem. When multiple observations are made regarding the same non-conformance, the finding is documented as a Major Critical Compliance Issue.
- d. Satisfactory (S). A mark in the “S” column indicates the item was inspected and no non-conformances were found regarding infrastructure or food safety practices.

4. **Food Safety Records.** All food safety records (monitoring and verification records) must be retained by the respective Base/Unit for not less than two years.

6.0 FOOD SAFETY AND DEFENCE TRAINING

6.1 Introduction

6.2 Levels of Food Safety Training

6.1 Introduction.

Personnel involved within the food supply, production and service chain, regardless of their rank or if they are military or civilian Food Services workers must undertake food safety training in order to ensure a minimum competency to decrease the risk of food contamination. The level of training must relate to the actual job of the individual and the type of food they handle. The training requirement must therefore be based upon assessed risk. Consequently, all food handlers and others working in Food Services must obtain a minimal acceptable level of training. Food safety training is required by all food handlers commensurate with their position within a Food Services operation.

6.2 Levels of Food Safety Training.

There are three level of Food Safety Training: Basic, Intermediate and Advanced Food Safety Training. Basic Food Safety Training (Level 1) provides training for entry level food handlers, which includes new civilian Food Services workers, apprentice cooks and new Food Services officers. All food handlers, including new Food Services managers, must have a basic knowledge of food safety. Basic Food Safety training also includes yearly refresher training, and for military personnel, basic food monitoring activities will be provided, in addition to basic food safety programs. Intermediate Food Safety Training (Level 2) includes the supervision of food safety monitoring and verification activities for both military cooks and new Food Services officers. Lastly, Advanced Food Safety Training (Level 3) encompasses higher level food audit capabilities of CAF Food Services operations and contracted Food Services operations (Note: Still need to be developed). A summary of Training Levels are provided below.

- a. Level 1 – Basic Food Safety Training. This basic level of training for food handlers is provided to all new food handlers and new Food Services Officers. Basic Food Safety Training is divided into sub-levels which includes basic training for all food handlers, yearly refresher training and additional training for new military Food Services personnel.
 - (1) Level 1a – Basic. This basic level must be obtained by all food handlers (military and civilians) and includes new Food Services Officers. This training should be provided through train-the-trainer programs or through E-learning at a Base or Unit. All new civilian food handlers will complete this basic food safety training before they start working within Food Services operations, whereas military cooks will receive their basic food safety training initially at the Canadian Forces Logistics Training Centre (CFLTC) during their QL 3 – Cook Apprentice. New Food Services Officers will receive this basic training on their initial Food Service Officers Course as part of their AIHN qualification. Lastly, Basic Food Safety will be formally certified (tested) and re-certification must happen at least every five years for all military and civilian food handlers. Level 1a – Basic Food Safety Training must teach the following topics:
 - (a) Food Safety Hazards;
 - (b) Major and Minor Equipment Design;
 - (c) Control of Hazards Following the Flow of Food;
 - (d) Sanitation;
 - (e) Pest Control;

- (f) Personal Hygiene Rules and Requirements; and
 - (g) Visitor Issues.
- (2) Level 1b - Refresher Food Safety Training. Refresher training is intended to remind food handlers of the critical food safety practices and procedures and is meant to maintain food safety knowledge between basic food safety training certification. All food handlers will complete yearly certified refresher training at their Bases or Units via an E-learning web based program. Additionally weekly food safety talks by kitchen personnel to staff will also help in maintaining food safety knowledge.
- (3) Level 1c – Enhanced Basic Food Safety Training. This training will be taught to military cooks during their initial QL 3 Apprentice Cook Course. This training includes Level 1a Basic Food Safety Training plus food safety monitoring such as taking and recording temperatures. Food safety monitoring points will be taught and practiced by cooks during their QL 3 Apprentice Cook course, opportunities for practice and skill development will continue throughout the course. For new Food Services Officers, during their initial Food Services Officer Course, monitoring points will be demonstrated by CFLTC staff so they will have some background knowledge of proper monitoring techniques. The following monitoring points will be taught during Level 1c – Enhanced Basic Food Safety Training:
 - (a) Receipt of Food;
 - (b) Storage;
 - (c) Thawing;
 - (d) Cold Holding;
 - (e) Cooking;
 - (f) Hot Holding;
 - (g) Cooling; and
 - (h) Reheating.
- b. Level 2 Intermediate Food Safety Training. Intermediate food safety training encompasses both the supervision of food safety monitoring and

food safety verification activities. For cooks, higher levels of verification are introduced commensurate of their training qualifications levels. Food Services Officers are trained in intermediate food safety during their initial Food Services Officer Course with more of an emphasis on verification activities. Level 2 Intermediate Food Safety training is conducted at CFLTC and includes the following sub levels:

- (1) Level 2a - Intermediate Food Safety Training. This training includes a more detailed instruction in foodborne disease including causes and prevention. Instruction and supervision, monitoring of activities and Level 1 Verification – Food Safety Checks are taught during this training. For cooks this training is conducted during the QL 5 Cook Journeyman Course. On the Food Services Officer Course, officers review the Level 1 Verification activities with more of an emphasis on the causes and prevention of foodborne disease;
 - (2) Level 2b – Intermediate Food Safety Training. This training focuses on Level 2 Verification – Food Safety Inspection activities, which includes not only the inspection of facilities and equipment, but observation and assessment of food safety practices along with quantitative assessment of sanitation efforts using ATP-B Testing. For cooks this training is conducted during the QL 6A Supervisor Course and for the officers during the Food Services Officers Course.
 - (3) Level 2c – Intermediate Food Safety Training. This training focuses on the Level 3 Verification – Base/Unit Food Safety Audits. For cooks this training is conducted during the QL7 Supervisor’s Course and during the Food Services Officers Course for officers. Higher assessment is required based on probability of contamination of food. This training will culminate in a briefing to higher commanders (a role play activity).
- c. Level 3 Advanced Food Safety Training (Note: Still need to be developed). Advanced Food Safety Training encompasses higher level food audit capabilities of CAF Food Services operations and contracted Food Services operations. In addition to this, food safety audits of food suppliers and manufactures will be introduced (the scope of this possible capability needs to be further assessed by CAF Food Services and CAF Health Services). Advanced Food Safety Training is completed by senior Food Services officers and senior cooks who will be part of the Food Services environmental command teams, strategic food safety auditor teams or theatre Food Services command teams who must assess food safety compliance of Bases/Wings, Brigades, Theatre operations and/or contracted food or Food Services operations.

A summary of training levels is provided below to facilitate the comparison between rank (or position) and training level.

Table 1 – Food Safety Training Requirement at Various Ranks/Positions

Training Level	Level 1 Basic			Level 2 Intermediate			Level 3 Advanced
Sub Level	1a	1b	1c	2a	2b	2c	3
Related Practices Required for Training	PRPs 1-7	PRPs 1-7	PRPs 1-7 HBP 1-7	PRPs 1-7 HBP 1-7 Level 1 Verification	PRPs 1-8 HBP 1-8 Level 2 Verification	PRPs 1-8 HBP 1-8 Level 3 Verification	PRPs 1-8 HBP 1-8 Level 4 Verification
Civilian Food Services Workers							
FOS 2s	X	X	Note 1	-	-	-	-
FOS 3s	X	X	Note 1	Note 1	-	-	-
FOS 5s	X	X	Note 1	Note 1	-	-	-
Military Cooks							
QL 3	X	X	X	-	-	-	-
QL 5	X	X	X	X	-	-	-
QL 6A	X	X	X	X	X	-	-
QL 7	X	X	X	X	X	X	
MWOs/CWOs	X	X	X	X	X	X	X
Strategic or Theatre Food Safety Auditors	X	X	X	X	X	X	X
Food Services Contract Assessors	X	X	X	X	X	X	X
Food Services Officers							
Newly Trained Food Services Officers	X	X	Note 2	Note 3	Note 4	X	-
Environmental Command Food Services	X	X	Note 2	Note 3	Note 4	X	X

Officers							
Deployed Food Services Officers	X	X	Note 2	Note 3	Note 4	X	X
Food Services Contract Assessors	X	X	Note 2	Note 3	Note 4	X	X

Note 1: Civilian food handlers will require on the job training from Base/Unit military supervisors based on position within the Food Services operation.

Note 2: Food Services Officers are required to know the safety monitoring process but will not be conducting food safety monitoring.

Note 3: Food Services Officers are required to know the Level 1 Verification process, but will not be conducting Level 1 Verification during their training.

Note 4: Food Services Officers are required to know the Level 2 Verification process and will conduct Level 2 Verification activities during their Food Service Officer Course. However, once employed on Bases as qualified Food Services Officers they will only review and comment on Level 2 Verifications.

7.0 Continuous Improvement (CI)

[7.1 Introduction](#)

[7.2 CI Strategies](#)

7.1 Introduction

Continuous improvement (CI) or continual improvement in relation to food safety can be described as improvements in the food safety system either by slow or rapid, small or large changes. CI can take many forms such as reducing food safety infractions, improving food safety training or getting frontline staff involved in the food safety system. Perfection within any system may be impossible to obtain, however improvements in the food safety system, large or small will reduce the potential for the contamination of food, which may in turn prevent a diner from becoming ill. Also, because the food safety system is a system, when one of its elements improves, the other elements of the food system will also improve. For instance, better food safety training will improve the food safety practices of frontline workers. Each Food Services organization must try to continually improve its Food Safety system, or like any system it will stagnate and become ineffective. The next section provides some ways to continually improve the CAF Food Safety System. Note: This is not an exhaustive list and Food Services organizations are encouraged to create new and innovative ways of improving the CAF FSDS for their own specific organization and also the system as a whole.

7.2 CI Strategies

CI Strategies or ideas for improving the food safety system are not only a leadership endeavour. All personnel that work in the system can contribute. Below are some strategies to encourage CI from frontline food handlers to the strategic level and everyone in between.

- a. CI for Frontline Food Handlers. Due to the nature of the business, food safety in Food Services is influenced greatly by the daily actions of frontline workers, be it civilian Food Services workers or military cooks. Some of the ways that frontline workers can improve the food safety system are as follows:
 - (1) Ensure Proper Training. Frontline workers must ensure they have the proper level of food safety training within the Food Services operation. If frontline workers are not properly trained, they should inform their supervisor as soon as possible so they can receive the proper training for their positions within the Food Services operation;
 - (2) Be a Food Safety Monitor. Food Safety monitoring, such as taking temperatures, ensures the food safety practices that have been put in place are working correctly. Some monitoring activities are exclusive to certain frontline positions; however, the prevention of cross-contamination by vigilant food handlers is just as important. All Food Services personnel should act as monitors and take action when necessary to avoid food contamination;
 - (3) Assist in the Verification Process. Although one thinks of verification (food safety checks, inspections and audits) as a

leadership responsibility, frontline workers can assist in verification activities. When conducting verification, supervisors should bring along frontline workers to assist in the process. Frontline workers can help by taking measurements or making observations. There is also mentoring activity that is ongoing between supervisor and frontline workers. The frontline worker can learn from the supervisor, and the supervisors can learn from the frontline worker as they directly produce and serve meals;

- (4) Talk about Food Safety. Frontline workers can also be teachers, not only on the floor but during meetings. Food safety discussions can be formal or informal, e.g., similar to the “Five minute safety talk” provided by foodhandlers to food handlers during staff meetings. Subjects can be specific to the Food Services operation or to food safety in general, the end result being that good food safety practices will have been emphasized.
 - (5) Become a Member of a Food Safety Committee. A monthly food safety committee could be formed and co-chaired by both military and civilian members of the Food Services team. Food Safety committees can meet once a month to discuss current food safety issues, monthly food safety inspection reports and possible ideas for improving food safety. The goal of such a committee is not to highlight problems to lay blame, but to work collaboratively to solve food safety issues and improve the food safety system as a whole. The Food Safety Committee results should be recorded as minutes and held on file in the kitchen. Important components to record include the food safety problem or issue, ideas to improve the system, including how the problem can be solved, and what resources are needed to implement the change or new idea.
- b. CI for Food Services Supervisors. Food Services supervisors play an important role in the CI process as they relay frontline issues to the Food Services management. Supervisors, especially ones that are in production or service functions, know the daily workings of the operation. Some ways that supervisors can improve the food safety system are as follows:
- (1) Proper Food Safety Training. Supervisors must ensure that they have the necessary food safety training for their position and the people they supervise. It is the supervisor’s responsibility to let management know of any gaps in food safety training and the resources needed to fill the gap;
 - (2) Verification as a CI Tool. Food safety checks, inspections and audits help ensure compliance, but more importantly are used as tools for improvement. Verification activities should not be used as

a punitive mechanism but an opportunity for learning. Verification results should be shared and discussed with staff. Supervisors could also be part of Base/Unit Food Safety Audits by assisting management during these audits. This way, the supervisors can provide both the rationale for, and potential solutions to, noted infractions;

- (3) Food Safety Leaders. A supervisor at a Base or large Unit could be designated as the Base/Unit Food Safety Supervisor as a secondary duty. This person could listen to feedback from frontline workers and supervisors in relation to food safety issues. He/she would ensure the Food Safety Committee is created, that regular committee meetings are held, and that food safety talks are conducted. In addition, the Base/Unit Food Safety Supervisor can conduct monthly Food Safety Inspections and act as the food safety training coordinator for Base or Unit personnel. Lastly, Base/Unit Food Safety Supervisors have a direct line to Food Safety Management (for food safety issues);
- c. CI for Food Safety Managers. Food Services Managers are the main change agents to improve the CAF FSDS as most of the time they can allocate the needed resources to the problem areas. Managers must always obtain input from supervisors and frontline workers when food safety problems or potential problems are identified. Some of the ways managers can improve the food safety system are as follows:
- (1) Listen. One of the best attributes of good leaders is to listen. Although managers may not be directly involved in daily Food Services operations, it is imperative they listen to their supervisors and frontline workers when food safety issues are identified. This includes reading and responding to correspondence from the Food Safety Committee, and gaining feedback at staff meetings or face to face on the floor. Many times the best workable solution to food safety problems comes from frontline workers and supervisors;
 - (2) Verification as a CI Tool. Just like supervisors, managers can use their audits as a positive change agent to improve food safety within their Base or Unit. Managers can use recorded observations to encourage correct food safety practices, and can also provide evidence to acquire needed resources. Like all levels, when environmental or strategic food safety audits are conducted management should accompany the audit team to learn from the process and explain potential reasons for any compliance issues; and

- (3) Provide Input to Better the System. Food Safety Managers should be firstly focused on improving food safety within in their own operation. However, they can also improve the CAF FSDS by providing feedback to their environmental command Food Services level. If Food Services managers have a valid concern, environmental command should relay on the issue to the strategic command level for consideration. This may result in improvements to the food safety system at the CAF/DND level.
- d. CI for the Food Services Environmental Command (EC) Levels. EC Food Services Officers must relay valid food safety issues and ideas from the Base/Unit Level to the Strategic Level. In addition, when conducting verification activities at Bases and Units, the audit should be used as a learning opportunity for all involved along with checking for food safety compliance issues. EC Level Food Services Teams should provide input to the Strategic Level on food safety concerns and practises specific to their environmental feeding regimes (field, seaboard and flight feeding) to assist changing procedures when necessary.
 - e. CI of the Strategic Food Services Level. At the strategic level, the main responsibility is to produce, promulgate and maintain food safety policy, standards and procedures. Since the CAF Food Safety Systems is a system, the strategic Food Services level must gain input from the environments to improve the system. Without this consultation, the food safety system will not be effective. The strategic level must also incorporate food safety verification activities to ensure compliance, while also determining if the system is working correctly and as it was designed. There are two other activities the strategic level must fulfill:
 - (1) Translate Feedback into Change. Each year the Strategic Level must solicit the Environmental Commands for any valid problems with the current CAF FSDS prior to a Food Services Senior Advisory Council (FSSAC). Good suggestions for improving the system would also be welcomed. This input can be generated at the environmental level, but should also come from the Base or Unit level through their respective environmental commands. During the FSSAC, problems or new ideas to improve the CAF FSDS will be discussed and changes to food safety standards and/or procedures may follow. If a change is warranted the strategic level will draft the revised standard and/or procedure and circulate it to the environmental level for final feedback. Promulgation of the changed standard and/or procedure may then occur; and
 - (2) Maintain the System. Sometimes it is worthwhile for someone outside the system to analyse the system. Personnel who are part of the system may think alike, therefore may not see any problems

with the system. Therefore the CAF FSDS should be analysed by an applicable Third Party Auditor (an organization outside the DND) with a goal of providing strategic level feedback on the effectiveness of the established system.

Annexes

<u>Annex A</u>	<u>Common Foodborne Diseases</u>
<u>Annex B</u>	<u>Food Premise Receiving Record</u>
<u>Annex C</u>	<u>Monthly Refrigeration/Freezer Log</u>
<u>Annex D</u>	<u>Dispersed Feeding Record</u>
<u>Annex E</u>	<u>Thermometer Calibration Log</u>
<u>Annex F</u>	<u>Food Handler Orientation Briefing</u>
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<u>Annex I</u>	<u>Cold Holding Temperature Log</u>
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<u>Annex L</u>	<u>Daily Cooling Log</u>
<u>Annex M</u>	<u>Assessment of Potential Cross-contamination Issues</u>
<u>Annex N</u>	<u>Level 1 Verification – Food Safety Check</u>
<u>Annex O</u>	<u>Level 2 Verification – Food Safety Inspection</u>
<u>Annex P</u>	<u>Level 3 Verification</u>
<u>Annex Q</u>	<u>Level 4 Verification</u>
<u>Annex R</u>	<u>Monitoring and Verification Matrix</u>
<u>Annex S</u>	<u>HACCP Analysis (7 Steps) of the CAF HACCP Based Program (HBP)</u>

Annex A
Common Foodborne Diseases

PATHOGENIC MICRO-ORGANISMS			
PATHOGEN	<i>Salmonella enterica</i> . spp.	<i>Shigella</i> spp.	<i>Campylobacter</i> spp.
DISEASE	Salmonellosis	Shigellosis	Campylobacteriosis
INCUBATION PERIOD	6 to 72 hours	12 to 36 hours	2 to 5 days
DURATION OF ILLNESS	1-2 days (may last longer)	3 to 14 days	7 to 10 days (relapses common)
SYMPTOMS	Abdominal pain, nausea, vomiting, fever, diarrhea	Diarrhea (sometimes bloody), abdominal pain, fever, vomiting, chills, lassitude, dehydration	Diarrhea (watery or bloody), fever, nausea, abdominal pain, headache, muscle pain
SOURCE	Domestic and wild animals, humans (intestinal tract) – especially as carriers	Humans (intestinal tract), flies	Domestic and wild animals (intestinal tract)
FOODS INVOLVED	Poultry and poultry salads, meat and meat products, fish, shrimp, sliced melons, sliced tomatoes, milk, shell eggs, egg custards and sauces, and other protein foods	Salads (potato, tuna, shrimp, chicken, macaroni), lettuce, raw vegetables, milk, and dairy products, poultry, moist and mixed foods.	Unpasteurized milk and dairy products, poultry, pork, beef, lamb, non-chlorinated water
PREVENTION	Avoid cross-contamination, refrigerate food, thoroughly cook poultry to at least 85° C (185° F), rapidly cool cooked meats and meat products, avoid contamination from food handlers by practicing good personal hygiene	Avoid cross-contamination, avoid fecal contamination from food handlers by practicing good personal hygiene, use sanitary food and water sources, control flies and rapidly cool foods	Thoroughly cook food to minimum safe internal temperatures, avoid cross-contamination.

PATHOGENIC MICRO-ORGANISMS			
PATHOGEN	<i>Escherichia coli</i> O26-O103-O111-O145-O157	<i>Listeria monocytogenes</i>	<i>Yersinia enterocolitica</i>
DISEASE	EHEC infection	Listeriosis	Yersinosis
INCUBATION PERIOD	2 to 9 days	2 to 30 days	3 to 5 days
DURATION OF ILLNESS	8 days	Indefinite, depends on treatment; high fatality rate in immuno-compromised individuals	Weeks
SYMPTOMS	Diarrhea (watery, could become bloody), severe abdominal cramps and pain, vomiting, occasional low-grade fever	Nausea, vomiting, diarrhea, headache, persistent fever, chills, backache, meningitis, abortion.	Abdominal pain, nausea, vomiting, moderate fever, mild diarrhea and increased risk for reactive arthritis
SOURCE	Animals, particularly cattle, humans (intestinal tract)	Soil, water, mud, humans, domestic and wild animals, fowl, damp environments	Swine
FOODS INVOLVED	Raw or undercooked ground beef, imported cheeses, unpasteurized milk, roast beef, dry salami, apple cider, commercial mayonnaise	Unpasteurized milk and cheese, ice cream, raw vegetables, poultry and meats, seafood, and prepared, chilled, RTE foods	Pork meat and feces contaminated drinking water.
PREVENTION	Thoroughly cook ground meat to at least 74°C (165° F), avoid cross-contamination from food handlers by practicing good personal hygiene	Use only pasteurized milk/dairy products, cook foods to proper internal temperatures; avoid cross-contamination, clean and sanitize surfaces; avoid pooling water	Thoroughly cook pork meat to at least 74°C (165°F) avoid cross-contamination of other food while handling raw meat from swine.

PATHOGENIC MICRO-ORGANISMS			
PATHOGEN	<i>Vibrio parahaemolyticus</i>	<i>Vibrio cholerae</i>	<i>Clostridium perfringens</i>
DISEASE	<i>Vibrio parahaemolyticus</i> gastroenteritis	Cholera	<i>Clostridium perfringens</i> gastroenteritis
INCUBATION PERIOD	8 to 24 hours	2 to 5 days	8 to 24 hours
DURATION OF ILLNESS	3 to 5 days	4 to 6 days	48 hours (may last 1 – 2 weeks)
SYMPTOMS	Abdominal pain nausea, vomiting, headache mild fever, mild self-limiting diarrhea	Abdominal pain, acute diarrhea, severe dehydration and symptoms caused by dehydration. Without treatment a mortality of 60%.	Abdominal pain, diarrhea, dehydration
SOURCE	Seafood, crustaceans and filter-feeders	Humans (intestinal tract),	Humans (intestinal tract), animals, soil
FOODS INVOLVED	Raw and insufficient heated seafood or cross-contamination from these products.	Feces contaminated drinking water, contamination by foodhandlers and seafood (crustaceans, filter-feeders)	Cooked meat, meat products, poultry, gravy, beans that have been cooled slowly
PREVENTION	Sufficient heat treatment of seafood or avoid cross-contamination	Avoid fecal contamination, health surveillance of food handlers, practicing good personal hygiene, thoroughly cook foods to a minimum safe internal temperature, use chlorinated water	Use careful time and temperature control in cooling, hold hot foods at 60°C (140°F) and reheating cooked meat, poultry and bean dishes and products to 74°C (165°F) for at least 15 seconds within two hours

PATHOGENIC MICRO-ORGANISMS			
PATHOGEN	<i>Clostridium botulinum</i>	<i>Bacillus cereus</i>	<i>Staphylococcus aureus</i>
DISEASE	Botulism intoxication	<i>Bacillus cereus</i> gastroenteritis/ intoxication	<i>Staphylococcus</i> intoxication
INCUBATION PERIOD	18 to 36 hours (may vary from 4 hours to 8 days)	½ to 6 hours (emetic type); 6 to 15 hours (diarrheal type)	½ to 6 hours
DURATION OF ILLNESS	Several days – a year	Less than 24 hours (emetic); 24 hour (diarrheal)	2 to 3 days
SYMPTOMS	Lassitude, weakness, vertigo, double vision, difficulty speaking and swallowing, constipation	Nausea and vomiting, occasional abdominal cramps and/or diarrhea, abdominal cramps, pain, nausea (diarrheal)	Nausea, vomiting, abdominal cramps, in more severe cases, headache, muscle cramping, changes in blood pressure and pulse rate
SOURCE	Soil, water	Soil and dust	Humans (skin, hair, nose, throat, infected sores), animals
FOODS INVOLVED	Improperly processed canned low acid foods, garlic-in-oil products, grilled sautéed onions in butter sauce, leftover baked potatoes, stews, meat/poultry loaves	Rice products, starchy foods (potato, pasta, and cheese products), sauces, puddings, soups, casseroles, pastries, salads (emetic); meats, milk, vegetables, fish (diarrheal)	Ham and other meats, poultry, warmed-over foods, egg products, milk and dairy products, custards, potato salads, cream-filled pastries, protein products
PREVENTION	Do not use home-canned products, use careful time and temperature control for sous vide items and all large bulky foods, purchase garlic and oil mixtures in small quantities for immediate use and keep refrigerated, cook sautéed onions on request, rapidly cool leftovers	Use careful time and temperature control and quick-chilling methods to cool foods, hold hot foods at 60 °C (140 °F) or higher; reheat leftovers to 74 °C (165 °F) for at least 15 seconds within two hours	Avoid cross-contamination from bare hands, practice good personal hygiene, exclude food handlers with skin infections from food preparation, properly refrigerate food, rapidly cool prepared food

PATHOGENIC MICRO-ORGANISMS			
PATHOGEN	<i>Norwalk and Norwalk-like viral agents</i>	<i>Hepatitis A/E virus</i>	<i>Puumala/ Hanta virus</i>
DISEASE	Norwalk Virus Gastroenteritis	Viral hepatitis	Hemorrhagic fever with renal syndrome
INCUBATION PERIOD	24 to 48 hours	2 to 6 weeks	2 to 4 weeks
DURATION OF ILLNESS	24 to 60 hours	Weeks- months	Weeks- months
SYMPTOMS	Nausea, vomiting, diarrhea, abdominal pain, headache, low grade fever	Nausea, vomiting, abdominal pain, headache, low fever, icterus.	Nausea, vomiting, diarrhea, headache, persistent fever, chills and renal failure.
SOURCE	Humans (intestinal tract)	Humans (intestinal tract)	Rodents
FOODS INVOLVED	Raw shellfish, raw vegetables, salads, water contaminated from human feces	Indirect fecal oral route or raw food, water contaminated from human feces	Food, water contaminated with excretes from rodents
PREVENTION	Obtain shellfish from approved, certified sources, avoid fecal contamination from food handlers by practicing good personal hygiene, thoroughly cook foods to a minimum safe internal temperature, use chlorinated water	Avoid fecal contamination, health surveillance of food handlers, practicing good personal hygiene, thoroughly cook foods to a minimum safe internal temperature, use chlorinated water	Pest control, sufficient field hygiene, use chlorinated water

Annex B
Food premise receiving record

Food Premise Receiving Record							
Food Premise:							
Receiving Area clean and free of hazard (Y/N)	Supplier	Condition of Delivery Vehicle Acceptable (Y/N)	Food Item(s) on Pallet	Visual Check of Food (Acceptable Y/N)	Temp of food items received (°C)	Corrective Actions	Initials
Yes	Sysco Foods	Yes – clean	Fresh produce	Yes – all appears in good condition	4 °C	None required	JS
Yes	Burnbrae Farms	Yes – clean	Eggs	Looks good	4 °C	None required	JS
Yes	Mapleleaf Foods	No – potential cross-contamination issues	Meat and meat products	No – raw meat in contact with ready-to-eat products	4 °C	Shipment rejected. Driver has contacted Supplier; a new shipment will be delivered later today.	JS
Delivery Standards							
Refrigerated food: 4°C (40°F) or less		Visual Inspection		Date:		Signature:	
Frozen food: -18°C (0°F) or less		<ul style="list-style-type: none"> Food items / packaging in good condition No expired products No evidence of pest infestation No evidence of tampering 		2 Feb 15		J Smith	

Annex C

Monthly Refrigeration / Freezer Log

[illegible]

Standards - Refrigerators: 4°C (40°F) or less; Freezers: - 18°C (0°F) or less

Annex D
Dispersed feeding record*

Food Description ^(a)	Temp/Time When food departs food premise ^(b)	Temp/Time At Feeding Location ^(c)	Additional Comments
Baked Beans	70 °C / 0630h	65 °C / 0730h	Recipient advised re time/temp standards
Hash Browns	68 °C / 0630h	62 °C / 0730h	As above

DISPERSED FEEDING RECORD*

Unit/Galley/Mess/Kitchen: Petawawa Date: 2 Feb
15

Shift NCO Signature: J Smith Recipient Signature ^(d) : B.Brown
Name: J Smith Name: B. Brown

Completion notes for column:

- (a) Enter dish e.g. stew or packed meal.
- (b) Enter time and temperature when either hot food is placed into insulated container or cold food leaves a refrigerated environment.
- (c) Enter time and temperature if products are temperature probed at the feeding location. If products are not temperature probed at the feeding location, consumption is to be within 4 hrs (cold food) or 2 hrs (hot food) of the time in column. Cold food is to be consumed within 4 hrs of temperature rising above 4°C. Hot food is to be consumed within 2 hrs of the temperature dropping below 60°C.
- (d) Recipient signs to confirm receipt of food items and acknowledgement of consumption requirements as indicated in columns (b) and (c).

***Form is to be produced in duplicate: 1 x copy to be retained with Food Safety Records and 1 x copy to be retained with recipient of food.**

Annex E
Thermometer Calibration Log

Thermometer Calibration Log						
Instructions: Foodservice employees will record the calibration temperature and corrective action taken, if applicable, on the Thermometer Calibration Log each a time thermometer is calibrated. The foodservice manager will verify that foodservice employees are using and calibrating thermometers properly by making visual observations of employee activities during all hours of operation. The foodservice manager will review and initial the log daily. Maintain this log for a minimum of 1 year. Calibration instructions can be found on rear of form]						
Date	Thermometer Being Calibrated	Calibration Method	Temperature Reading	Corrective Action	Initials	Manager Initials/Date
2 Feb 15	Stem thermometer	Ice Method	0 °C	None Required	JS	MW / 2 Feb 15
7 Feb 15	Stem thermometer	Ice Method	4 °C	Adjustment wrench used to adjust thermometer to 0 °C	JS	MW / 7 Feb 15

Thermometer Calibration Instructions

Thermometer Calibration 0 C° (32 F°) Method (Ice Method)

1. Fill a glass with crushed ice then water. Mix until slurry consistency is reached.
2. Put tip of thermometer into slurry without touching the side or bottom of the glass. Wait at least 30 seconds and take reading.
3. Keeping the tip of the thermometer in the slurry, if reading is not 0 C° (32 F°) adjust thermometer with adjustment tool or wrench until it reads 0 C° (32 F°). For electronic powered thermometers, hit reset button to 0 C° (32 F°) (CRFA, 2013).

Thermometer Calibration 100 C° (212 F°) Method (Boiling Water Method)*

1. Fill glass with boiling water and insert tip of thermometer without touching the side or bottom of the glass. Wait at least 30 seconds and take reading.
2. Keeping the tip of the thermometer in the boiling water, if the reading is not 100 C° (212 F°) adjust thermometer with adjustment tool or wrench until it reads 100 C° (212 F°). For electronic powered thermometers, hit reset button to adjust to 100 C° (212 F°).
3. *Note: This method should only be used if ice is not available as it may be less accurate due to different atmospheric pressures.

Annex F Food Handler Orientation Briefing

Food Handler Orientation Briefing		
Provided to:	Provided by:	
Date:	Food Premise:	
Topic*	Food Handler and Supervisor are to initial applicable column to identify if topic was covered during briefing. If no, provide rationale as to why not.	
	Yes	No
When and how to wash hands – to include demo		
Proper clothing		
Wearing of jewellery		
Hair coverings		
Use of gloves and oven mitts		
Prohibited practices		
Correct use of utensils and equipment		
Storage of personal effects		
Restricted access to areas of the facilities by specific employees		
Glass control and breakage procedures		
Procedures to follow when product falls on the floor		
<p>Required Signatures after Briefing</p> <p>I, _____, <i>(signature of person who received briefing)</i> received the above briefing from _____ <i>(briefer's signature)</i> on _____ <i>(date)</i>.</p> <p>One copy is provided to the person who received briefing and the original must be kept on file.</p>		

***Note: Supplemental Topic briefing notes can be found in Appendix 1 to Annex F.**

Appendix 1 to Annex F

Food Handler Orientation Briefing

Supplemental Briefing Notes

Purpose: The purpose of these Supplemental Briefing Notes is to expand upon the topics covered in the Food Handler Orientation Briefing (Annex F). While not all Food Service Operations will have the same personnel orientation requirements, it is anticipated that the information contained within this Appendix, is broad enough to allow each operation to tailor this briefing to their own unique operational requirements.

Notes:

1. Handwashing Procedures

Handwashing must occur:

- a) Immediately before handling food, ingredients, packaging materials and/or touching food contact surfaces;
- b) After using the toilet;
- c) After coughing; sneezing; blowing or wiping the nose; touching ears, nose, eyes, mouth, hair, the face, or infected cuts, boils or pimples;
- d) After each absence from the work station for breaks and eating;
- e) After handling incompatible food products, raw materials, potentially hazardous materials such as garbage or cleaning chemicals or touching non-food contact surfaces such as light or control switches;
- f) After picking up objects off the floor;
- g) Any other time hands become soiled or contaminated;
- h) After smoking;
- i) After handling money; and
- j) When the Food Services Management deems it necessary (OMAFRA, 2006).

2. Handwashing Technique

The person giving the briefing will demonstrate the correct handwashing technique (as per below). The person receiving the briefing will then demonstrate the proper handwashing technique. The briefer will ensure the new person can correctly demonstrate the proper handwashing technique. The correct handwashing technique is summarized as follows:

- a) Remove hand jewellery;
- b) Roll up sleeves far enough so that wrists are exposed and sleeves do not get wet during washing;
- c) Wet hands and wrists under warm water (38°C to 43°C);
- d) Apply 3–5 ml of liquid soap;
- e) Lather soap and scrub hands well, palm to palm. Scrub in between and around fingers. Scrub back of each hand with palm of other hand. Scrub fingertips of each hand in opposite palm. Scrub each hand clasped in opposite hand. Scrub each wrist clasped in opposite hand. Alternately, use a fingernail brush to produce lather on fingertips, hands and arms. In either instance, scrubbing must last for a minimum of 20 seconds;

- f) Rinse hands and wrists thoroughly under warm running water of sufficient volume to wash off the dirt that may have been loosened by handwashing;
- g) Dry hands well with a single-use paper towel; and
- h) To avoid recontamination, turn off water tap using the paper towel (if taps are not hands free). Never dry hands on clothes or aprons (OMAFRA, 2006).

3. Proper Clothing

When working in Food Services operations clothing/uniforms must be clean. Changing of aprons must occur when moving from one area of the Food Services operation to the other (example moving from cooking area to salad prep area). Clothes that are worn when travelling to and from work must not be worn when working in Food Services operations, this includes outer garment such as sweaters. Shoes must be clean and only worn in Food Services operations. Aprons must be removed before entering washrooms and lunchrooms/break areas.

4. Jewellery

Wearing jewellery, except alliances rings (example wedding rings) and medical alert bracelets, is strictly prohibited when working in Food Services operations.

5. Hair coverings

Hair must be covered at all times. A disposable white paper hat or black pillbox style chef hat must be worn that covers all hair or hairnet must be worn to cover all hair. Long hair should be tied up. Beards must be covered by netting.

6. Use of gloves and oven mitts

When disposable gloves are used they must be changed as when handwashing activities are required. Hands must be clean before using oven mitts. Disposable gloves should not be used with oven mitts.

7. Prohibited practices

The following practices are strictly prohibited within the Food Services operation:

- a) Personal communication devices in preparation, production or service areas unless operationally required;
- b) Smoking;
- c) Wearing false nails or nail polish;
- d) Spitting; and
- e) Horseplay.

8. Correct use of utensils and equipment

When handling utensils ensure that utensils are only grasped from the handle and not from any part that will come in contact with food. For equipment, equipment should not touch areas that are used in the production and service of food (contact with food).

9. Storage of personal effects

All personal effects, including footwear and clothing worn to and from work, must be stored away from the production, service and seating areas.

10. Restricted access to areas of the facilities by specific employees

Example – you are not allowed in the flight feeding area.

11. Glass control and breakage procedures

Ingredients and products that have glass packages must be kept to a minimum. If glass breaks all operations must stop in the affected area until all glass fragments are properly cleaned and disposed. Any food that has been contaminated by the breakage of glass must be thrown.

12. When a product falls on the floor

When a product falls on the floor anywhere in the Food Services operation it must be thrown out.

Annex G
Facility Cleaning And Sanitizing Guide

FACILITY CLEANING AND SANITIZING GUIDE						
Area / Equipment	After each use	Daily	Weekly	Periodically	Cleaning Agent	Cleaning Routine
Ceiling / Overheads	X			X	Detergent	Wash with hot water and detergent, rinse.
Cooking Range		X			Detergent + Proprietary Cleaner	Clean as you go, at end of day wash surfaces with hot water and detergent, rinse, use proprietary cleaner as necessary
Doors				X	Detergent	Wash with hot water and detergent, rinse.
Crockery / Utensils	X				Detergent	Clean in dishwasher or three sink method using hot water and detergent, rinse.
Floor / Deck		X			Detergent	Clean all spills immediately. At end of day, sweep and wash with hot water and detergent, rinse.
Food Mixer	X				Detergent	Clean with hot water and detergent, rinse.
Gravity Feed Slicer	X				Detergent + Sanitizer	Wash with hot water and detergent. Rinse with hot water, follow up with sanitizer
Kitchen / Galley / Utensils	X				Detergent	Clean in dishwasher or three sink method using hot water and detergent

Area / Equipment	After each use	Daily	Weekly	Periodically	Cleaning Agent	Cleaning Routine
Microwave Oven		X			Detergent	Clean all spills immediately. Wash with hot water and detergent, rinse.
Oven			X		Detergent + Oven Cleaner	Wash with hot water and detergent, rinse. Follow up with proprietary cleaner on all surfaces
Pots and Pans	X				Detergent	Clean in dishwasher or three sink method using hot water and detergent, rinse.
Vegetable Prep Machine	X				Detergent	Clean with hot water and detergent, rinse.
Refrigerator / Freezer units		X			Detergent + Sanitizer	Clean as you go, at end of each day wash all surfaces with hot water and detergent. Rinse with clean hot water and apply sanitizer
Sinks	X	X			Detergent + Sanitizer	Clean as you go, at end of each day scour and wash with hot water and detergent, rinse. Where sinks are used for food, equipment, and hand washing, they must be cleaned and disinfected between uses
Storage / Display Units			X		Detergent + Sanitizer	Clean all spills immediately. Wash with hot water and detergent. If used for both cooked and uncooked food, wash with hot water and detergent, rinse and apply sanitizer
Walls / Bulkhead – behind work surfaces		X			Detergent + Sanitizer	Clean as you go. Before preparing ready-to-eat food and at the end of each day, wash all surfaces with hot water and detergent, rinse with hot water and apply sanitizer

Area / Equipment	After each use	Daily	Weekly	Periodically	Cleaning Agent	Cleaning Routine
Walls / Bulkhead – high and low level			X		Detergent	Wash with hot water and detergent, rinse.
Waste Compactor			X		Detergent	Clean with hot water and detergent, rinse.
Waste Containers	X				Detergent	Clean with hot water and detergent, rinse.
Waste Disposal Unit			X		Detergent	Clean with hot water and detergent, rinse.
Windows				X	Detergent	Clean with hot water and detergent, rinse.
Wiping Cloths	X				Sterilizing Solution	Preferably use disposable cloths. If not, change cloths frequently, when not in used, clothes should be kept in a sanitizing solution. Boil or soak in sterilizing solutions at end of each day
Work Surfaces	X	X			Detergent + Sanitizer	Clean as you go. Before preparing ready-to-eat food and at the end of each day, wash all surfaces with hot water and detergent, rinse with clean hot water and apply sanitizer
Dining Tables	X				Detergent	Clean with hot water and detergent and clean with wiping cloths

Supplemental Notes:

- All food spills must be removed and areas cleaned and sanitized in a timely fashion. Do not let food spills accumulate.
- When sanitizers are used, ensure that the necessary contact period is achieved.
- Cleaning of Ceiling / Overheads may be contracted out.
- Periodically means 'as necessary'.
- JOSH Risk Assessments must be conducted prior to use of substances that are classified as toxic, harmful, corrosive, irritant, or very toxic. Prior to use, staff must be trained in the safe use of cleaning chemicals, any personal protective equipment required, and effective cleaning procedures

Annex H

Three Sink Dishwashing Method

1. **Scrape**
2. **Wash** - Detergent and Water: 45° C
3. **Rinse** - Clean Water: 45° C
4. **Sanitize*** - Hot Water or Chemical Solution
5. **Air Dry**



Sanitizer*	Concentration	Minimum Contact Time	Temperature
Hot Water	N/A	2 minutes	77° C
Chlorine Solution	100 ppm	2 minutes	45° C
Quaternary Ammonium Solution	200 ppm	2 minutes	As specified by manufacturer
Iodine Solution	25 ppm	2 minutes	45° C

Annex I
Cold Holding Temperature Log

Cold Holding Temperature Log							
Product Name Start-up Temp and Time	Date	Time	Temp	Initials	Product Location	Corrective Action	Supervisor's Review (Initial)
Chicken Salad 6 °C at 0900h	2 Feb 15	10:30 AM	4 °C	JS	Sandwich refrigerator on cook line	AM Temp Good.	MW
		2:30 PM	7 °C	JS		Afternoon temp too high. Adjusted thermostat. Checked product after 1 hour, temp ok.	
		AM					
		PM					
		AM					
		PM					
		AM					
		PM					
		AM					
		PM					
Accepted cold holding temperature is 4 °C (40°F) or below							

Annex J

Cooking/Reheating Temperature Record

[illegible]

Annex K
Hot Holding Temperature Log

Hot Holding Temperature Log							
Product Name Start-up Temp and Time	Date	Time*	Temp	Initials	Product Location	Corrective Action	Supervisor's Review (Initial)
Chili Beans 58 °C at 0930h	2 Feb 15	10:30 AM	74 °C	JS	Steam table at wait station	Start-up temp of 52° C too low. Reheated chili to 74°C as required.	
		2:30 PM	65 °C	JS			
		AM					
		PM					
		AM					
		PM					
		AM					
		PM					
		AM					
		PM					
Accepted hot holding temperature is 60 °C or greater. Reheated food items must reach internal temp of 74 °C for 15 seconds.							

*It is only necessary to assess hot holding temperature twice if the product remains in hot holding for a prolonged period (as indicated in example).

Annex L

Daily Cook

[illegible]

*Food items must be cooled from 60 °C (140°F) to 20°C (68°F) within two hours and from 20°C (68°F) to 4°C (40°F) within four hours.

Annex M

Assessment of Potential Cross-contamination Issues

Instructions

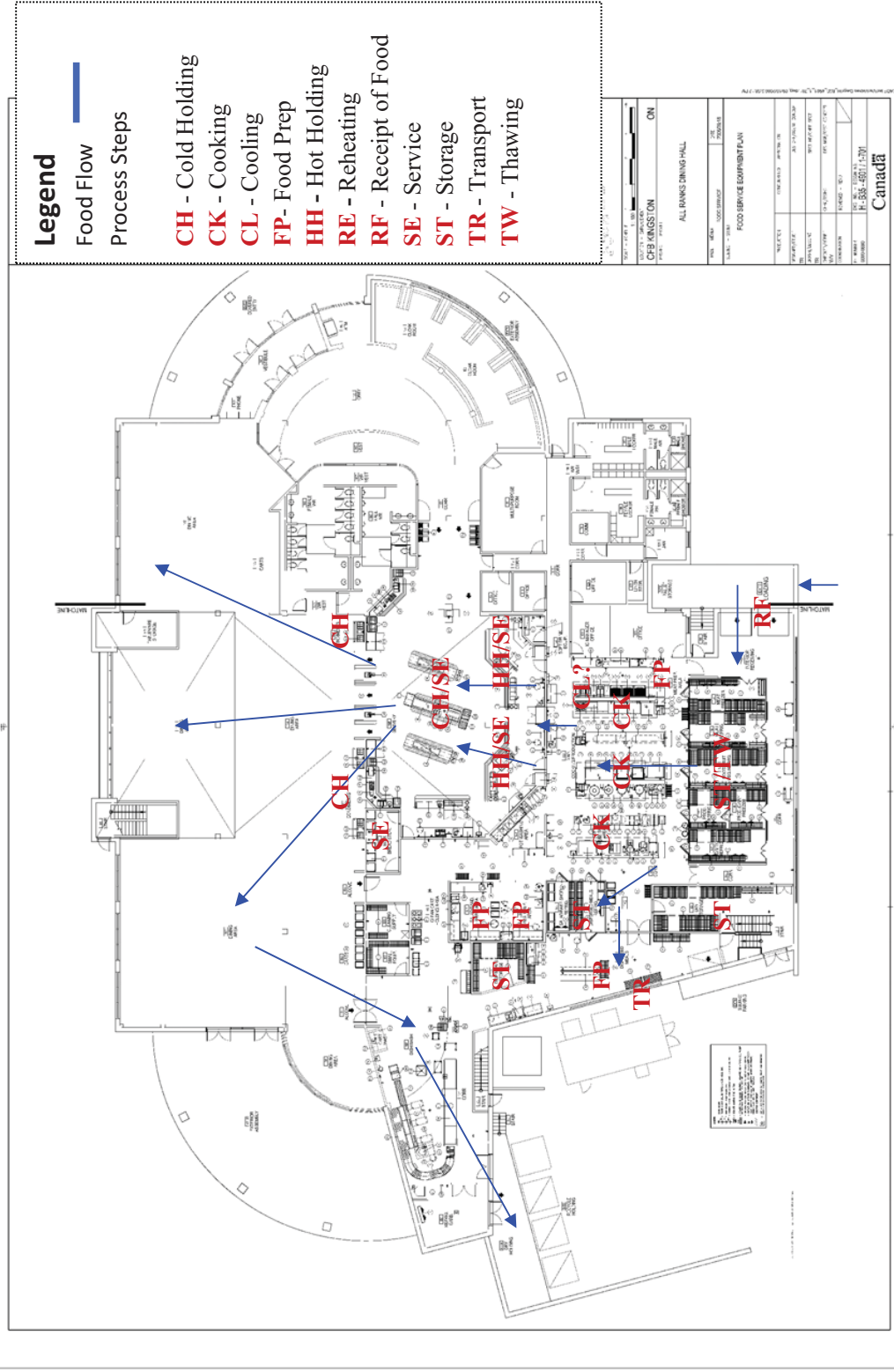
Develop the following for each kitchen (Food Services operation):

1. Using a kitchen floor plan, construct a flow diagram of flow of food from receiving to service or distribution;
2. On the flow diagram, label where each process / step takes place;
3. Circle areas where cross-contamination may occur; and
4. Assess strategies to minimize likely contamination areas that have been identified such as:
 - a. Separation of raw from finished or ready to eat (RTE) products;
 - b. Use of structural segregation - physical barriers, walls or separate buildings;
 - c. Use of access controls, including requirements to change into necessary work wear; and
 - d. Establish traffic patterns or equipment segregation - people, materials, equipment and tools (including use of dedicated tools).
5. Reassess flow diagram on a monthly basis.

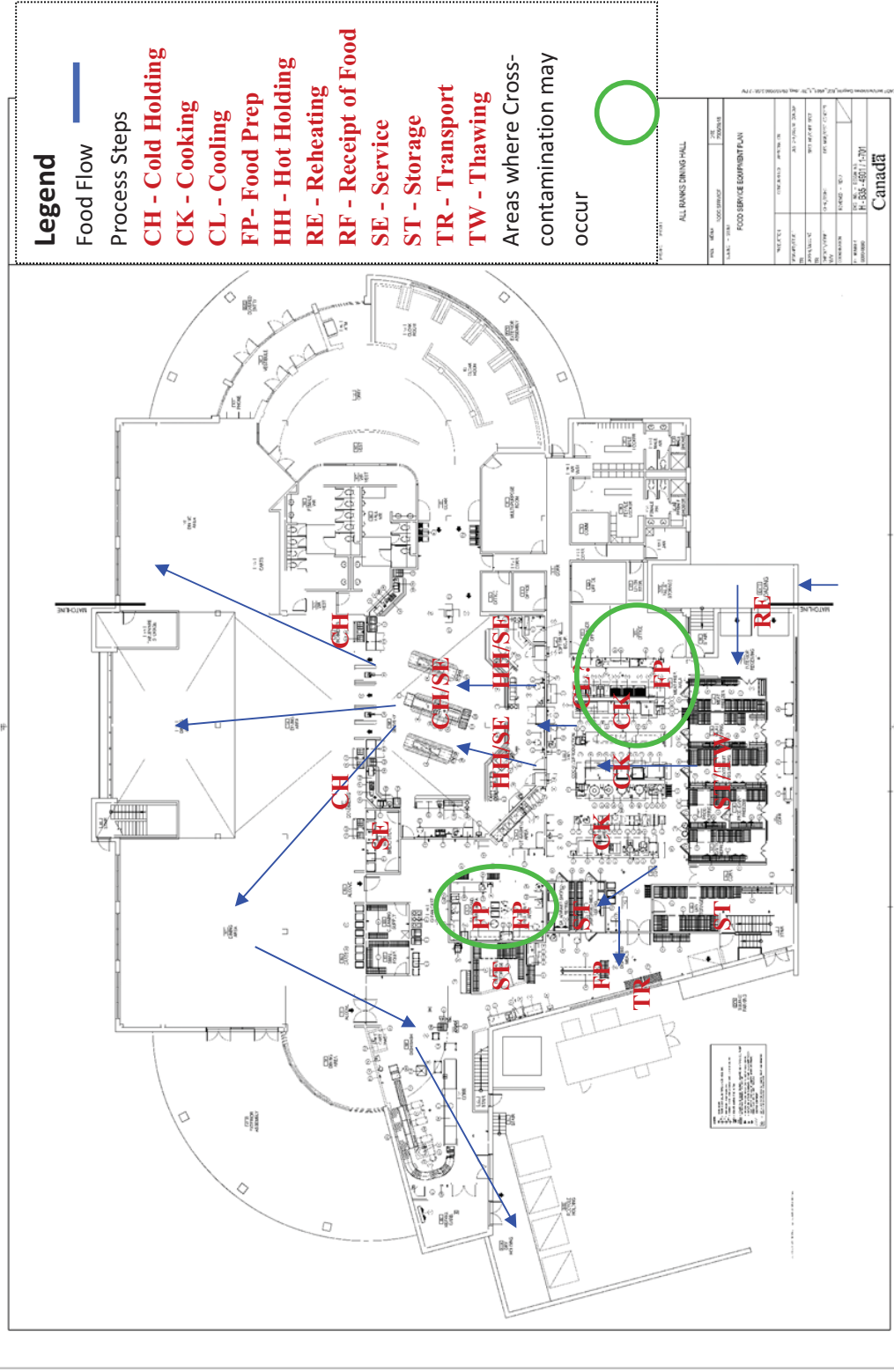
NOTE: when determining potential for cross-contamination issues, assessor must use floor plan and applicable staff to conduct assessment within the kitchen or Food Services operation. Each area must be visited during the assessment.

An example of Assessment of Potential Cross-contamination Issues is illustrated on the next few pages.

Example of Assessment of Potential Cross-contamination Issues



Step 3 - Circle areas where cross-contamination may occur.



Step 4 - Assess strategies to minimize likely contamination areas that have been identified.

Assessment – Overall, process areas are separated adequately and flow of food generally moves in one direction. In reviewing the assessment of the floorplan, there are two areas where cross-contamination may occur. The two potential problem areas requiring mitigation are as follows:

1. Potential Problem - Meat prep area and cooking area are situated very close to each other. As insertion of a barrier is not possible, strategies to prevent cross-contamination include ensuring that both human traffic and food always flow from the meat prep area to the cooking area and not in reverse.
2. Potential Problem – Vegetable prep and salad prep areas are located in the same room. Strategies to prevent cross-contamination include the physical separation of the two operations. If a physical barrier is not possible, have staff work in either vegetable prep or salad area, but not in both.

Annex N

Level 1 Verification - Food Safety Check

Name and Rank of Shift Supervisor _____ Time of Shift _____ Date _____

Items to Check During Shift	Issue? (Y/N)	If Yes, Identify Issue(s)	Corrective Action Taken
Conduct a thorough walk around of the Food Premise			
Are all areas clean? [PRP 5] <ul style="list-style-type: none"> Utensils and Food Services equipment [PRP 5.1, 5.2] Lighting (clean and adequate) [PRP 1.3] Waste receptacles [PRP 1.5] Staff change rooms and all washrooms [PRP 1.6] 			
Verify building security practices			
Verify the following: <ul style="list-style-type: none"> All entries to the Food Services operation are locked or under observation [PRP 8.1] All storage areas are locked or under observation [PRP 8.1] Non-Food Services workers (e.g. visitors) have the required auth to enter operational areas [PRP 4.3] 			
Verify all Storage areas (Refrigerators/Freezer/Dry Storage Areas)			
Are all storage areas: <ul style="list-style-type: none"> Maintained at the appropriate temperature? [PRP 2.2] Clean and well-maintained? [PRP 2.2] Stocked in a manner that prevents cross-contamination? [PRP 2.2] 			
Observe personnel within the Food Premise			
Are all Food Services workers: <ul style="list-style-type: none"> Washing their hands when required? [PRP 4.2] In compliance with uniform requirements? [PRP 4.2] In compliance with hair requirements? [PRP 4.2] 			

Items to Check During Shift	Issue? (Y/N)	If Yes, Identify Issue(s)	Corrective Action Taken
Verify Monitoring Activities (Thawing, Hot/Cold Holding, Cooking, Cooling, Reheating, Service) Visually observe that the following temperature verifications and record keeping occurred: <ul style="list-style-type: none"> • Appropriate thawing methods being used? [HPB 1] • Cooking temperatures monitored – verify records for completeness [HPB 3] • Cooling temperatures monitored – verify records for completeness [HPB 5] • Hot/Cold holding procedures monitored – verify records for completeness [HPB 2, HPB 4] • Reheating procedures ensured that internal temperature of 74°C was reached – verify records for completeness [HPB 7] • During meal times: service area was clean and temperature verifications were performed – verify records for completeness [HPB 6] 			
Additional Observations			

Signature of Shift Supervisor _____ Date _____

Review Comments from Kitchen Second in Command or Unit Second in Command

Signature Kitchen Second in Command or Unit Second in Command _____ Date _____

Instructions for completion of Level 1 Verification form can be found at Appendix 1 to Annex N

Appendix 1 to Annex N

Supplementary Instructions for Level 1 Verification – Food Safety Check form.

1. This form must be filled out by the shift supervisor once a day (if shifts overlap both supervisors should conduct the check together).
2. Upon completion, the form must be reviewed by the kitchen manager or his/her designate.

Key Columns:

Items to Check During Shift	Issue? (Y/N)	If Yes, Identify Issue(s)	Corrective Action Taken
(1)	(2)	(3)	(4)

Instructions for completion

- (1) This column identifies the areas of assessment for the shift supervisor and the related PRP or HPB, thereby facilitating ready access to the relevant reference.
- (2) In this column the shift supervisor will indicate if a food safety issue is present in the area of assessment through indicating *Yes* or *No*
- (3) If the shift supervisor has indicated in column 2 that a food safety issue is present, in this column, s/he will provide specific information regarding the issue, For example, *thermometer inside refrigeration unit #2 indicates the internal temperature of the refrigerator is 9 °C*.
- (4) In this column the shift supervisor will indicate what s/he did to mitigate the issue identified in column 3. For example, *service call placed to have refrigeration unit fixed, in the interim, food items in refrigeration unit #2 have been moved to refrigeration unit #3*.
- (5) In the block labelled *Additional Observations*, the shift supervisor will identify any other food safety issues or concerns and what actions were taken to mitigate these issues / concerns. Once complete, s/he will sign and date form, thereby indicating review and concurrence with the contents.
- (6) In the block labelled *Review Comments*, the Kitchen or Unit second in command will add any additional comments / concerns. Once complete, s/he will sign and date form, thereby indicating review and concurrence with the contents.

Annex O
Level 2 Verification - Food Safety Inspections

Level 2 Verification Monthly Activities (3-parts)

Note: Supplementary instructions can be found in Appendix 1 to this Annex

PART 1 - Inspection of Prerequisite Programs

PART 2 - Observation of Monitoring and Personnel Hygiene Activities

PART 3 - Sanitation Measurement (using ATP-B)

PART 1 - INSPECTION OF PREREQUISITE PROGRAMS AND RECORDS

Name and Rank of Kitchen Manager or Second in Command _____ Date _____

Inspection Areas		PRP Ref	Food Safety Issue(s)? (Y/N)	If Yes, Identify Issue(s)	Corrective Action Taken / Required
PRP 1 – Internal and External Premises					
1.1 External Premises					
a.	Perform an external walk around of feeding facility to identify any external hazards that may potentially contaminate the interior of the food service operation	PRP 1.1			
b.	Visually assess exterior walls of facility. Can rodents or pests gain entry?	PRP 1.2.1			

Inspection Areas		PRP Ref	Food Safety Issue(s)? (Y/N)	If Yes, Identify Issue(s)	Corrective Action Taken / Required
1.2 Internal Premises					
a.	Does the interior of the facility have dedicated areas for different operations [e.g. meat prep area separate from veggie prep area]?	PRP 1.2.2.a.			
a.	Confirm that food and personnel traffic flow patterns will not facilitate cross-contamination of food items.	PRP 1.2.2.b., c.			
b.	Ensure that the production area is separate from non-food areas [e.g. accommodation areas or livestock holding areas]	PRP 1.2.2.d.			
c.	Verify that food is received in a separate area [e.g. away from production / service areas]	PRP 1.2.2.e.			
d.	Ensure that washrooms and change rooms are separated from production and service areas	PRP 1.2.2.f.			
e.	Verify that waste (garbage) is appropriately stored [e.g. will not facilitate cross-contamination of food]	PRP 1.2.2.g.			
f.	Confirm that there is adequate floor drainage to remove pooled water from Food Services areas.	PRP 1.2.2.h.			
g.	Verify that ceiling and walls are clean and in good repair	PRP 1.2.2.i.			
Inspection Areas		PRP	Food Safety	If Yes, Identify Issue(s)	Corrective Action Taken /

	Ref	Issue(s)? (Y/N)		Required
1.3 Lighting				
a. Confirm that lighting levels are adequate for work and the inspection of food.	PRP 1.3.1			
b. Ensure that all overhead lighting is clean and covered to prevent breakage	PRP 1.3.2			
1.4 Ventilation				
a. Visually assess air filters for cleanliness	PRPs 1.4.1 1.4.2			
b. Ask staff if they have any air quality concerns [with respect to food services operational areas]	1.4.3			
1.5 Garbage and Waste Disposal				
a. Verify that easily identifiable and specific containers and utensils are used in garbage/waste disposal	PRP 1.5.1.a			
b. Confirm frequency and adequacy of scheduled waste removal services throughout facility	PRP 1.5.1.b., d.			
c. Ensure the facility has written garbage/waste procedures	PRP 1.5.1.c.			
d. Assess maintenance of garbage/waste equipment.	PRP 1.5.1.e.			
Inspection Areas	PRP Ref	Food Safety Issue(s)? (Y/N)	If Yes, Identify Issue(s)	Corrective Action Taken / Required

1.6 Sanitary Facilities					
a.	Verify that all washrooms are clean and adequately stocked	PRP 1.6.1			
b.	Ensure that hand washing notices are posted [to include hand washing directions]	PRP 1.6.2			
c.	Confirm that all washrooms, lunchroom and change rooms are clean and well maintained	PRP 1.6.3			
1.7 Water/Ice/Steam Quality					
a.	Ensure that water testing occurs at the appropriate frequency [liaise with PMed to determine frequency]	P.RP 1.7.1			
b.	Verify that hoses and taps throughout the facility prevent backflow [faucets should have backflow prevention devices installed, to prevent back siphonage hoses should not be left attached to the faucet and in the sink]	PRP 1.7.2			
c.	Confirm that if used, water filters are changed and maintained properly	PRP 1.7.3			
d.	Verify water pressure / temperature is adequate for cleaning	PRP 1.7.4			
e.	Confirm that water and ice storage areas are clean and not a potential source of cross-contamination	PRP 1.7.5			
Inspection Areas		PRP Ref	Food Safety Issue(s)? (Y/N)	If Yes, Identify Issue(s)	Corrective Action Taken / Required

1.8 Plumbing and Sewage						
a.	Plumbing hoses and taps are preventing backflow	PRP 1.8.1.				
b.	Identify if a sewage system backed-up occurred since the last inspection. If yes, were the affected areas closed until thorough cleaning and sanitizing occurred?	PRP 1.8.1.a.				
c.	Visually assess if the sewage system is designed to prevent cross-contamination between sewage and production waste and potable water [e.g. lines do not cross]	PRP 1.8.1.b.,c.				
d.	Confirm that grease traps are cleaned and flushed regularly	PRP 1.8.1.b.				
PRP 2 Purchasing/Receiving, Storage, Packaging and Transportation						
2.1 Purchase/Receiving						
a.	Confirm that ingredients are ordered from approved suppliers/sources as per Chap 2, FSM	PRP2.1.1				
b.	Verify that food orders are maintained on file	PRP 2.12				
Inspection Areas		PRP Ref	Food Safety Issue(s)? (Y/N)	If Yes, Identify Issue(s)	Corrective Action Taken / Required	

2.2 Storage of Food and non-food					
a.	Inspect all storage units to ensure they are clean and free of contaminants	PRP 2.2			
b.	Inspect all refrigerators ensuring the following: <ul style="list-style-type: none"> Adequate number of thermometers are present Fridges are not overloaded Food is well ventilated Food is wrapped and dated as required Food is correctly stored as per type and no cross-contamination issues are observed Fridges are cleaned regularly First in First out method is being used Fridge charts are filled out during each shift 	PRP 2.2.1.a. PRP 2.2.1.1 PRP 2.2.1.2			
c.	Inspect all freezers ensuring the following: <ul style="list-style-type: none"> First in First out method is being used Freezers are defrosted and cleaned regularly Freezer charts are filled out during each shift Note any additional issues 	PRP 2.2.1.b PRP 2.2.1.1-2			
d.	Inspect all dry storage areas ensuring the following: <ul style="list-style-type: none"> Humidity is not within recommended range. Food is not exposed to direct sunlight Food is stored off the ground (minimum 15 cm) Food items are kept in original packaging Dry Storage areas are clean Regular cleaning occurs 	PRP 2.2.1.c			
Inspection Areas		PRP Ref	Food Safety Issue(s)? (Y/N)	If Yes, Identify Issue(s)	Corrective Action Taken / Required
2.3 Chemical Storage					

a. Confirm that chemicals are stored in dry, well ventilated areas, with no possibility of contaminating food items	PRPs 2.2.3, 2.2.4			
b. Verify that mixing of chemicals is only conducted by authorized and properly trained personnel	PRP 2.2.5			
2.4 Packaging				
a. All packaging material must be of food grade quality and be used to prevent the contamination of food	PRP 2.3.1			
2.5 Transportation/Distribution				
a. Food distribution areas must be clean with no cross-contamination issues present	PRP 2.4			
PRP 3 - Equipment and Utensils				
3.1 Major equipment				
a. Ensure all major Food Services equipment is cleanable, easy to inspect, does not contaminate food, and permits proper drainage. Note any major equipment issues	PRP 3.1.1 a.-f.			
Inspection Areas	PRP Ref	Food Safety Issue(s)? (Y/N)	If Yes, Identify Issue(s)	Corrective Action Taken / Required
3.2 Minor Equipment				
a. Ensure minor equipment is not a source of cross-contamination for food. Possible signs of	PRP 3.1.2 a.-g.			

minor equipment problems include damaged, scratched or discoloured equipment. Note any minor equipment issues						
3.3 Preventive Maintenance						
a. Ensure there is a list of Food Services equipment with a preventive maintenance schedule indicating when and how maintenance tasks must be conducted	PRP 3.1.3 a.- c.					
b. Ensure that the Canadian Forces Food Services Equipment and Maintenance Database is being used correctly	PRP 3.1.4.c.					
3.4 Equipment Calibration						
a. Ensure that there is Master list of monitoring devices [such as temperature probes]	PRP 3.1.4.a.-d.					
b. Verify that calibration records for all measuring devices are completed regularly and correctly						
3.5 Utensils						
a. Ensure utensils are clean and do not cross contaminate food [assess for presences of tears, scratches or discolouration]	PRP 3.2.1					
Inspection Areas	PRP Ref	Food Safety Issue(s)? (Y/N)	If Yes, Identify Issue(s)	Corrective Action Taken / Required		
PRP 4 – Personnel						
4.1 Personal Hygiene						

a. Ensure that all food service personnel have received the Food Handler Hygiene Brief [Annex F]	PRP 4.2.1 Annex F			
PRP 5 – Sanitation				
5.1 Cleaning and Sanitizing				
a. Visually inspect all Food Services areas and major/minor equipment for cleanliness.	PRP 5.1			
5.2. Cleaning Schedule				
a. Ensure there is a Facility Cleaning Schedule in place and in use [to include specific job task, cleaning materials, safety precautions and frequency of cleaning] [Annex G]	PRP 5.1.1 a.-b.			
5.3 Deep Cleaning				
a. Inspect areas requiring deep cleaning and/or servicing by contractors/Base CE [e.g. fire suppression systems, fridge/freezer cooling systems, air filter systems]. Is regular cleaning and servicing occurring?	PRP 5.1.2			
5.4 Utensils/Containers/Cutting Boards				
a. Visual inspect all utensils. Confirm items are cleaned and sanitized either via 3-sink method or industrial dishwasher	PRP5.2.1, 5.2.2 Annex G			
Inspection Areas	PRP Ref	Food Safety Issue(s)? (Y/N)	If Yes, Identify Issue(s)	Corrective Action Taken / Required
PRP 6 – Pest Control				
6.1 Pest Control Program				

a. Perform a walkthrough of the Food Services operation; are there any indications of a pest/rodent infestation?	PRP 6.1.1			
b. Visually assess food items for signs of pest contamination	PRP 6.1.2			
a. Review pest control operator records for the facility. Is there any indication of pest issues? If yes, is the action taken clearly identified?	PRP 6.1.1 d.(6)			
PRP 7 - Response to Foodborne Issues				
7.1 Food Recalls.				
a. Confirm that all personnel in receiving and the kitchen manager subscribe to the Recall Notifications from CFIA	PRP 7.1.1			
b. If there has been recalled food since the last inspection, were the appropriate procedures followed and was there a report produced?	PRP 7.1.2			
Inspection Areas	PRP Ref	Food Safety Issue(s)? (Y/N)	If Yes, Identify Issue(s)	Corrective Action Taken / Required
7.2. Response to Suspected Foodborne Illness incidents				
a. Review records of complaints from diners. Do the records document all the pertinent information and the action that was taken?	PRP 7.2.1			
PRP 8 – Food Defence				

8.1 Food Supply					
a.	Confirm that all food items are received from an approved supplier	PRP 8.1 a.			
b.	Confirm whether there have been any incidents where food was [or may have been] tampered with?				
8.2 Personnel					
a.	Verify that all workers in the Food Services operation have an enhanced reliability check	PRP 8.1 b.			
8.3 Physical Security					
a.	Verify that a Physical Security Survey has been conducted for the Food Services operation	PRP 8.1 c.			
Inspection Areas		PRP Ref	Food Safety Issue(s)? (Y/N)	If Yes, Identify Issue(s)	Corrective Action Taken / Required
b.	Confirm that access to the kitchen is adequately controlled [e.g. doors locked to diners/visitors outside of meal hours, storage areas locked or constantly observed, exterior doors (e.g. back doors for staff) locked and access controlled]	PRP 8.1 c.			
8.4 Visitors					

a. Verify facility 'Visitor procedure' [e.g. when visitors enter the kitchen, do they report to a kitchen supervisor first? Do visitors have the proper security clearance? If not, are they supervised by Food Services personnel for the duration of their visit?]	PRP 8.1 d.		
Additional Observations from Kitchen Manager or Second in Command:			

Signature of Kitchen Manager or Second in Command _____ Date: _____

Additional Comments by Base/Unit Food Services Officer or Brigade Chief Cook:

Signature of Base/Unit Food Services Officer or Brigade Chief Cook _____ Date: _____

PART 2 – OBSERVATION OF MONITORING AND PERSONNEL HYGIENE ACTIVITIES

The intent of Part 2 of this inspection process is twofold: to verify that the Monitoring Records are being filled out correctly; and to observe Food Services staff during their work routine to assess compliance with both monitoring and personal hygiene practices (e.g. hand washing).

Note: Supplementary instructions can be found in Appendix 1 to this Annex

Review Level 1 Verification - Food Safety Check Records. Review five random samples of Level 1 Verification – Food Safety Check reports (Annex N) completed during the last month. Identify below the five top issues noted in the records reviewed.
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1. Issue:	
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d. Staff handled utensils and equipment in a manner that prevents cross-contamination.	PRP 4.2.1 d.			
e. Personal effects (e.g. cell phones) were stored away from work areas	PRP 4.2.1 e.			
f. When required, personnel were restricted from specific areas (e.g. flight feeding)	PRP 4.2.1 f.			
g. Both food and personnel flow in the kitchen were adequate to prevent cross-contamination	PRP 4.2.1 g.			
h. Visitors reported to the designated supervisor before entering operational areas	PRP 4.3.1			
i. Authorized visitors followed the facility food safety rules when in operational areas	PRP 4.3.1			
Receiving of Food - Observe monitoring practices in Food Receiving Area				
Records: Review five random samples of Receiving Records (Annex B) completed during the last month. Ensure records for receiving food from suppliers are complete and correct.	PRP 2.1.1.1 to 2.1.1.1.4, Annex B			
Inspection Areas	PRP Ref	Food Safety Issue(s)? (Y/N)	If Yes, Identify Issue(s)	Corrective Action Taken / Required
Observe Receiving Activities: Observe food being received during a delivery* and verify the following: *Note: The delivery(ies) being observed should include temperature sensitive food (refrigerated and frozen food), dry food and non-food products.				
a. The Receiving Area was clean when food was received	PRP 2.1.1.1			
b. The Receiving staff performed a visual check of the interior of the vehicle to assess the presence of food hazards	PRP 2.1.1.2			
c. The Receiving staff checked the temperature of each pallet that was delivered	PRP 2.1.1.3			
d. The Receiving staff inspected the incoming food	PRP 2.1.1.4			

for damage, expiration and signs of tampering					
e. Staff recorded the above activities (a.-d.)	PRP 2.1.1				
Transport/Distribution of Food - Observe monitoring practices in Distribution/Dispersed Area					
Records: Review five random samples of Dispersed Feeding Records (Annex D) completed during the last month. Ensure records for dispersed feeding were complete and correct.	PRP 2.4.1.1, 2.4.1.2 Annex D				
Observe Issuing Activities: Observe food being received during dispersed activities and verify the following:					
a. Staff completed the Dispersed Feeding Record (Annex D) when food was issued	PRP 2.4 Annex D				
b. The dispersed feeding staff checked the cleanliness/condition of the vehicle used to transfer the food	PRP 2.4 Annex D				
Inspection Areas	PRP / HPB Ref	Issue? (Y/N)	If Yes, Identify Issue(s)	Corrective Action Taken / Required	
Thawing of Food - Observe Thawing Activities					
Observe Thawing Activities: Observe thawing activities* conducted on the production floor and verify the following: <u>*Note:</u> If no thawing activities are taking place in production area, check fridge(s) that is/are used for thawing					
One of the four approved methods of thawing was being used (e.g., food that is being thawed never goes above 4°C)	HBP 1.1				
When food is being thawed, it is covered and protected from possible contamination	HBP 1.2				
Cold Holding of Food - Observe Cold Holding Activities					

Records: Review five random samples of cold holding records (Annex I) completed during the last month. Ensure records were complete and correct.	HPB 2.1 and 2.2 Annex I			
Observe Cold Holding Activities: Observe cold holding activities, in all areas but the serving areas.				
a. Cold food was held at 4°C or less and for not longer than two hours	HPB 2.1			
b. Cold holding activities being conducted ensured that food was not exposed to potential cross-contamination	HPB 2.2			
c. The above activities were recorded	HPB 2.1 and 2.2			
Cooking and Reheating of Food - Observe Cooking Activities				
Inspection Areas	PRP / HPB Ref	Issue? (Y/N)	If Yes, Identify Issue(s)	Corrective Action Taken
Records: Review five random samples of cooking/reheating records (Annex J) completed during the last month. Ensure records were complete and correct.	HPB 3.1, 3.2, 7.1, 7.2 Annex J			
Observe Cooking and Reheating Activities: Observe cooking activities in the production area.				
a. Production staff verified the internal temperature of each batch of food that was being cooked or reheated	HPB 3.1, 7.1			
b. When food was being cooked or reheated it was not at risk of cross-contamination	HPB 3.2, 7.2			
c. The above activities were recorded	HPB 3.1, 3.2, 7.1, 7.2			
Hot Holding of Food - Observe Hot Holding Activities				
Records: Review five random samples of Hot Holding Records (Annex K) completed during the last month.	HPB 4.1 and 4.2 Annex K			

Ensure records were complete and correct.					
Observe Hot Holding Activities. Observe hot holding activities, in all areas but the serving area.					
a. Was hot food being held above 60°C and not held longer than two hours?	HPB 4.1				
b. When hot holding activities were conducted, the food was not exposed to the risk of cross-contamination	HPB 4.2				
c. The above activities were recorded	HPB 4.1 and 4.2				
Cooling of Food - Observe Cooling Activities					
Inspection Areas	PRP / HPB Ref	Issue? (Y/N)	If Yes, Identify Issue(s)	Corrective Action Taken	
Records: Review five random samples of cooling records (Annex L) that were completed during the last month. Ensure records for cooling were complete and correct.	HBP 5.1, 5.2 Annex L				
Observe Cooling Activities: Observe cooling activities in production.					
a. Production staff both verified the temperature of each batch of food being cooled and monitored the time in each temperature zone	HPB 5.1				
b. Food being cooled was not exposed to potential contaminants	HPB 5.2				
c. The above activities were recorded	HPB 5.1, 5.2				
Service of Food - Observe Service Activities					
1. Records. Review five random samples of service records (Annex I and K) that were completed during the last month. Ensure records for service are complete and correct.	HBP 6.1, 6.2 Annexes I and K				
2. Observe Service Activities. Observe service activities in serving areas.					

a. Hot food was being held above 60°C and not held for longer than two hours	HBP 6.1			
b. Cold food was being held at 4°C or less and not for longer than two hours	HBP 6.1			
c. During service there was not a possibility of cross-contamination in food being held at cold, hot and room temperature	HBP 6.2			
d. The above activities were recorded	HPB 6.1, 6.2			
Inspection Areas	PRP / HPB Ref	Issue? (Y/N)	If Yes, Identify Issue(s)	Corrective Action Taken / Required
Check Prevention of Cross-contamination Assessment				
Was there a completed Prevention of Cross-contamination Assessment for your food service location? If not, conduct an assessment with management staff. If an assessment has been conducted, reassesses with management staff and update if needed	HBP 8.1 Annex M			

Other Observations by Kitchen Manager or Second in Command

Signature of Kitchen Manager or Second in Command _____ Date: _____

Additional Comments by Base/Unit Food Services Officer or Brigade Chief Cook

Signature of Base/Unit Food Services Officer or Brigade Chief Cook _____ Date: _____

PART 3 - Sanitation Assessment (using ATP-B)

Note: Supplementary instructions can be found in Appendix 1 to this Annex

Background and Instructions for completion of ATP-B assessment forms

1. **Background.** ATP-B rapid tests are a tool to assist with the evaluation of the overall cleanliness of Food Services operations. The objective of this testing is to get a general feel for the overall effectiveness of sanitation/cleanliness measures.
2. **Testing Method.** Follow the manufacturer's direction. (Most likely, use a zigzag pattern in east to west and then north to south direction while applying pressure and rotating the swab). The swab will then be placed into a collection tube (mixed with reagents) and shaken. The collection tube will then be inserted into luminometer for measurement).
3. **Pass/Fail Rates.** The pass rate for cleanliness is set at less than 301 Relative Light Units (RLU) and the critical failure rate is set at above 1000 RLU. The critical failure rate assessment (Column 4, Critical Fails %) is used to further emphasize areas that require more attention in relation to sanitation measures.

Step 1 - Conduct 50 ATP-B Tests at the following times:

1. **During a Shift Testing** – Conduct 25 ATP-B Tests during a shift. The areas tested should be in locations where staff should have cleaned as per the cleaning schedule. Do not test areas/equipment/utensils that are in process of being used. Suggested areas where to test are included below in the ATP-B Rapid Test Results Talley Sheet. Other areas could be tested based on suspected problems areas.

2. **After Shift Testing Period** – Conduct 25 ATP-B Tests after a shift (preferable at the end of the day or before the food service operation begins). Suggested areas where to test are included below in the ATP-B Rapid Test Results Tally Sheet. Other areas could be tested based on suspected problems areas.

ATP-B Rapid Test Results Tally Sheet

Base:				Date:	
Name / Rank of Kitchen Manager / Second in Command:				Time:	
Sample Number	Equipment or Area Tested	Time / Date of Test	Area visually clean? (Y/N)	Description of Equipment or Location Tested	Relative Light Units (RLU) Recorded
1	Food Prep Area/ Sinks				
2	Food Prep Area/Sinks				
3	Food Prep Area/Sinks				
4	Food Prep Area/Sinks				
5	Food Prep Area/Sinks				
6	Food Prep Area/Sinks				
7	Food Prep Area/Sinks				
8	Food Prep Area/Sinks				
9	Food Prep Area/Sinks				
10	Food Prep Area/Sinks				
11	Cutting boards, knives or slicers				
12	Cutting boards, knives or slicers				
13	Cutting boards, knives or slicers				
14	Cutting boards, knives or slicers				
15	Cutting boards, knives or slicers				
16	Cutting boards, knives or slicers				
17	Cutting boards, knives or slicers				
18	Cutting boards, knives or slicers				
19	Cutting boards, knives or slicers				
20	Dining tables				
21	Dining tables				
22	Dining tables				
23	Dining tables				

24	Dining tables				
25	Dining tables				
26	Dining tables				
27	Dining tables				
28	Dining tables				
29	Production equipment				
30	Production equipment				
31	Production equipment				
32	Production equipment				
33	Production equipment				
34	Production equipment				
35	Production equipment				
36	Production equipment				
37	Pots, Plates or Serving Trays				
38	Pots, Plates or Serving Trays				
39	Pots, Plates or Serving Trays				
40	Pots, Plates or Serving Trays				
41	Pots, Plates or Serving Trays				
42	Pots, Plates or Serving Trays				
43	Pots, Plates or Serving Trays				
44	Fridges/Freezers (coils and handles)				
45	Fridges/Freezers (coils and handles)				
46	Fridges/Freezers (coils and handles)				
47	Fridges/Freezers (coils and handles)				
48	Fridges/Freezers (coils and handles)				
49	Fridges/Freezers (coils and handles)				
50	Fridges/Freezers (coils and handles)				

Step 2 – After the 50 Tests are taken the test results should be summarized in the table below:

Summary of ATP-B Rapid Test Results

Category	Number of Samples Taken	Pass Rate (%)	Critical Fails (%)	Average RLU per Category (RLU)	Highest Recorded Values in each Category (RLU)
Food Prep Areas					
Cutting Boards, Knives and Slicers					
Dining Room Tables					
Production Equipment					
Pots, Plates or Serving Trays					
Fridges/Freezer s Handles and Fan Vents					
All Categories Overall Totals					

General Comments from Kitchen Manager or Second in Command (use Summary of Results to identify problem areas)
--

Trend Analysis by Kitchen Manager or Second in Command: (Compare the current ATP-B results with those obtained during the last three months. Are there differences between months? Are there any negative or positive trends, if so why?)

Signature of Kitchen Manager or Second in Command_____ **Date:**_____

Additional Comments by Base/Unit Food Services Officer or Brigade Chief Cook

Signature of Base/Unit Food Services Officer or Brigade Chief Cook_____ **Date:**_____

Appendix 1 to Annex O

PART 1

Instructions for completion of Level 2 Verification - Food Safety Inspections form

1. This form must be completed monthly by the Kitchen Manager or Second in Command.
2. This form must be reviewed by the Base/Unit Food Services Officer or Bde Chief Cook.
3. Firstly, the Kitchen Manager or Second in Command must fill in his his/her name and date
4. Completion of Table:

Inspection Areas (1)	PRP Ref (2)	Food Safety Issue(s)? (Y/N) (3)	If Yes, Identify Issue(s) (4)	Corrective Action Taken / Required (5)
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- a. Column (1) – This column indicates key inspection areas.
 - b. Column (2) – This column provides the PRP reference for the area of inspection.
 - c. Column (3) – In this column, the Kitchen Manager or Second in Command will identify whether a food safety issue exists in this area.
 - d. Column (4) – In this column, the Kitchen Manager or Second in Command supervisor will identify the specific food safety issue.
 - e. Column (5) – In this column, the Kitchen Manager or Second in Command will identify the corrective action taken to mitigate the food safety issue.
5. The final block allows the Kitchen Manager or Second in Command to identify any additional food safety concerns observed during the inspection [to include corrective action taken].
 6. Upon completion, the Kitchen Manager or Second in Command will sign the inspection report, indicating completion, and pass it on to the Base/Unit Food Services Officer or Bde Chief Cook for their review.
 7. The Base/Unit Food Services Officer or Bde Chief Cook will then review the inspection report and identify any additional concerns, or simply provide comment.
 8. The Base/Unit Food Services Officer or Bde Chief Cook will then sign/date to indicate review of the inspection report.

PART 2

Instructions for completion of the Observation of Monitoring and Personnel Hygiene Activities Form

1. This form must be completed monthly by the Kitchen Manager or Second in Command.
2. This form must be reviewed by the Base/Unit Food Services Officer or Bde Chief Cook.
3. Firstly, the Kitchen Manager or Second in Command must fill in his/her name and date
4. Completion of Table:

Inspection Areas (1)	PRP Ref (2)	Food Safety Issue(s)? (Y/N) (3)	If Yes, Identify Issue(s) (4)	Corrective Action Taken / Required (5)
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- a. Column (1) – This column indicates key inspection areas.
 - b. Column (2) – This column provides the PRP reference for the area of inspection.
 - c. Column (3) – In this column, the Kitchen Manager or Second in Command will identify whether a food safety issue exists in this area.
 - d. Column (4) – In this column, the Kitchen Manager or Second in Command supervisor will identify the specific food safety issue.
 - e. Column (5) – In this column, the Kitchen Manager or Second in Command will identify the corrective action taken to mitigate the food safety issue.
5. The final block allows the Kitchen Manager or Second in Command to identify any additional food safety concerns observed during the inspection [to include corrective action taken].
 6. Upon completion, the Kitchen Manager or Second in Command will sign the inspection report, indicating completion, and pass it on to the Base/Unit Food Services Officer or Bde Chief Cook for their review.
 7. The Base/Unit Food Services Officer or Bde Chief Cook will then review the Observation of Monitoring and Personnel Hygiene Activities report and identify any additional concerns, or simply provide comment.
 8. The Base/Unit Food Services Officer or Bde Chief Cook will then sign/date to indicate review of the Observation of Monitoring and Personnel Hygiene Activities report.

PART 3

Instructions for completion of the ATP-B assessment forms

1. This form must be completed monthly by the Kitchen Manager or Second in Command.
2. This form must be reviewed by the Base/Unit Food Services Officer or Bde Chief Cook.
3. First, the Kitchen Manager or Second in Command must fill in his/her name and date.
4. Completion of Rapid Test Results Tally Sheet:

(1) Sample Number	(2) Equipment or Area Tested	(3) Time / Date of Test	(4) Area visually clean? (Y/N)	(5) Description of Equipment or Location Tested	(6) Relative Light Units (RLU) Recorded
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- a. Column (1) – This signifies the sample number you will assign to the sample e.g., Food Prep Area (FPA) 1, FPA 2, FPA 3... etc.;
 - b. Column (2) – This identifies the category being assessed. Category and equipment of areas tested may be changed by management;
 - c. Column (3) – Enter the date and time of each test;
 - d. Column (4) – Indicate if the specific equipment or area is visually clean, yes (Y) or no (N);
 - e. Column (5) – Describe the equipment or area being tested; and
 - f. Column (6) – Record the Relative Light Units (RLU) from the measured area.
5. Using the information from the ATP-B Rapid Test Results Tally Sheet the Kitchen Manager or Second in Command must complete the Summary of ATP-B Rapid Test Results as follows:

(1) Category	(2) Number of Samples Taken	(3) Pass Rate (%)	(4) Critical Fails (%)	(5) Average RLU per Category	(6) Highest Recorded RLU in each Category
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- a. Column (1) – This signifies the category that was being evaluated;
- b. Column (2) – State the number of samples taken as per the category;
- c. Column (3) – Take the number of passes (less than 301 RLU) per each specific category and divide by the number of total test for the same category and multiply by 100, which will give the pass rate percentage;
- d. Column (4) – Take the number of critical fails (more than 1000 RLU) per each specific category and divide by the number of total test for the same category and multiply by 100 which will give the critical fail rate percentage;

- e. Column (5) – Add all RLU results for each specific category together and divide by the number of tests from the same category. This will provide the average RLU per category (RLU).
 - f. Column (6) – Provide the highest RLU result for each category.
6. The Kitchen Manager or Second in Command will provide comment of trouble areas that were stated in the Summary of ATP-B Rapid Test Results and any action taken or action that needs to be taken.
7. The Kitchen Manager or Second in Command will provide comment comparing the current results with the last three months' ATP-B results and identify/explain any trends or continued problem areas.
8. Once the ATP-B Result with comment are completed, the Kitchen Manager or Second in Command will sign to indicate PART 3 - Sanitation Measurement (using ATP-B) has been completed.
9. The Base/Unit Food Services Officer or Brigade Chief Cook will then state other comments and other actions were taken. Lastly, the Base/Unit Food Services Officer or Brigade Chief Cook will sign/date that they have review the Sanitation Measurement (using ATP-B) form.

Annex P
Level 3 Verification

Level 3 Verification – Base/Unit Food Safety Audits

Level 3 Verification – Quarterly Activities (2-parts)

Note - Supplementary instructions can be found in Appendix 1 to this Annex

Part 1 – Review of Level 2 Verification (Food Safety Inspections)

Part 2 – Audit of Prerequisite Programs

Part 1 – Review Level 2 Verification – Food Safety Inspections

Base/Unit_____ **Base/Unit and or Deputy Food Service Officer**_____ **Date**_____

Review Level 2 Verification. Review five random samples of Level 2 Verification – Food Safety Inspections (Annex O) that were completed during the last three months. Note below the five top issues that have been noted from the reviewed records.	
1. Issue –	
2. Issue –	
3. Issue –	
4. Issue –	
5. Issue –	
Comment if Level 2 Verification is occurring and if Food Safety Inspections are generally complete and correct.	

Part 2 – Audit Prerequisite Programs

Food Safety Compliance Issue Coding

Critical (C) - Major errors in the food safety system were detected: Product(s) contamination is likely. Address issue(s) immediately.

Major (M) – Errors in the food safety system were detected. Product(s) contamination is possible. Address issue(s) promptly.

Satisfactory (S) – No observed issues.

Observation (O) – Comments provided to improve the system.

Items to Check During Quarterly Audit (one every three months)	Refs	Issue Compliance Code [C, M, S, O]	Identify Issue(s)	Corrective Action Taken	Environmental Food Services Officer Comments
Prerequisite Programs. Conduct a walkthrough of all kitchen / Food Services operation areas [to include building exterior]. Note any areas of non-compliance and the corrective action(s) taken.					
PRP 1 – Internal and External Premises					
1. External Premises: Perform an external walk around of the facility to identify any external hazards that may potentially contaminate the interior of the food service operation. Visually assess exterior walls of the facility for potential pest access areas and/or potential sources of contamination	PRP 1.1				
2. Internal Premises: Conduct a thorough walkthrough of the Food Services operation. Note any internal issue(s) and in particular the following:	PRP 1.2 to PRP 1.8				
a. Confirm that work flow and personnel traffic flow patterns do not facilitate cross-contamination of food items	PRP 1.2 a.-c.				
b. Ensure walls, floor, ceilings are intact and clean so not to aide in cross-contamination	PRP 1.2 d.-i.				
c. Ensure lighting is adequate and light sources (e.g. bulbs) are shatterproof or shielded	PRP 1.3				
Items to Check During Quarterly Audit (one every three months)	Refs	Issue	Identify Issue(s)	Corrective Action	Environmental Food Services Officer Comments

three months)		Compliance Code [C,M,S,O]		Taken	Services Officer Comments
d. Ensure the ventilation system is working and filters are changed when required. Note as filter change outs are a CE function this may require contacting B/W CE	PRP 1.4				
e. Check that garbage and waste disposal (internal and contracted) occur at the necessary frequency. Assess the flow of garbage in the facility and ensure there are no opportunities for cross-contamination with non-waste food items	PRP 1.5				
f. Verify that washrooms, lunchrooms and change rooms are clean and adequately stocked	PRP 1.6				
g. Ensure that water, ice and steam do not present potential sources of contamination to food items, that the supply is adequate (hot and cold) and that there is adequate water pressure	PRP 1.7				
h. Verify if there have been any reported plumbing issues during the reporting period. If yes, what actions were taken and what actions will be taken to prevent reoccurrence	PRP 1.8				
PRP 2 - Purchasing/Receiving/Storage/Packaging Transport (this will be covered in the next section)					
PRP 3 – Equipment and Utensils					
1. Equipment:	PRP 3.1				
a. Ensure all major and minor equipment is clean, well maintained and not a source of contamination for food items.	PRP 3.1.1, 3.1.2				
Items to Check During Quarterly Audit (one every three months)	Refs	Issue Compliance	Identify Issue(s)	Corrective Action Taken	Environmental Food Services Officer

		Code [C,M,S,O]			Comments
b.	Ensure maintenance program is in place and that the CAF Food Services Equipment and Maintenances Database is being used correctly.		PRP 3.1.3		
c.	Review calibration records for completeness and correctness.		PRP 3.1.4		
d.	Ensure utensils will not contaminate food through either structural or maintenance deficiencies.		PRP 3.1.4		
PRP 4 – Personnel					
1. Personnel Hygiene Records:	Review a sample of the Personnel Hygiene Records (Annex F) to ensure they are being completed. Have all Food Services staff received the briefing?		PRP 4.2.1 Annex F		
PRP 5 – Sanitation					
1. Cleaning Schedule:	Ensure that an adequate cleaning schedule is in place.		5.1.1		
PRP 6 – Pest Control					
1. Pest Control Records:	Review pest control records to identify if there have been any pest issues since last reporting period.		PRP 6.1.1 d. (6)		
PRP 7 – Response to Foodborne Illness					
1. Foodborne Illness:	Check if there have been any reports from diners who suspected that food from your location made them sick. If yes, what action(s) were taken by Food Services staff?		7.1.3		
Items to Check During Quarterly Audit (one every three months)		Issue Compliance Code [C,M,S,O]	Identify Issue(s)	Corrective Action Taken	Environmental Food Services Officer Comments

PRP 8 Food Defence					
1. Verify that all Food Services worker have a minimum enhanced reliability check	PRP 8.1 b.				
2. Confirm whether a Physical Security Survey been conducted for the food services operation	PRP 8.2				
HACCP-Based Programs (includes some PRP areas). Walk the route from where food is received within the Food Services operation to where it is finally served, disposed of and/or dispersed.					
1. Personnel Hygiene Practices: While conducting audit activities observe if correct personal hygiene practices are being followed, this includes, but is not limited to, the following:	PRP 4.2.1				
a. Proper handwashing;	PRP4.2.1a				
b. Clean work clothing, hair is covered	PRP4.2.1b				
c. Prohibited jewellery not being worn	PRP4.2.1c				
d. Correct use of utensils and equipment	PRP4.2.1d				
e. Personal effects not being used (e.g., phones)	PRP4.2.1e				
f. Human traffic flow and the flow of food is not a potential source of cross-contamination for food items	PRP4.2.1g				
g. Unauthorized visitors are not present in the Food Services operational or prohibited area. If visitors are authorized, ensure they follow all food safety rules	PRP 4.3.1				
h. Observe staff for any signs of illness or uncovered open cuts/wounds	PRP 4.1.1				
Items to Check During Quarterly Audit (one every three months)	Refs	Issue Compliance Code [C,M,S,O]	Identify Issue(s)	Corrective Action Taken	Environmental Food Services Officer Comments
2. Receiving: Perform a walkthrough of the receiving area and verify the following:					

a. Check the exterior areas outside of the receiving area for cleanliness and presence of potential hazards to food or personnel.	PRP 2.1.1					
b. Verify that the receiving area is clean and there are no possible contamination issues	PRP 2.1.1					
c. Review a sample of the receiving records for the past three months (suggest two records from each month). Confirm that they are both complete and correct	PRP 2.1.1					
d. Confirm that Receiving staff are receiving CFIA food recalls. Verify that staff are aware of actions to take in the event of a recall to include recording procedures	PRP 7.1.1					
3. Storage: Follow the food flow from receiving to storage areas. Check all refrigerated, frozen and dry storage areas.	PRP 2.2.1					
a. Verify refrigerator storage areas are clean, temperature monitoring charts are present and complete and that there is no potential for cross-contamination.	PRP 2.2.1					
b. Verify freezer storage areas are clean, temperature monitoring charts are present and complete and that there is no potential for cross-contamination.	PRP 2.2.1					
Items to Check During Quarterly Audit (one every three months)	Refs	Issue Compliance Code [C,M,S,O]	Identify Issue(s)	Corrective Action Taken	Environmental Food Services Officer Comments	
c. Verify dry storage areas are clean, humidity is within acceptable parameters, food items are stored at least 15cm off the floor and that there is no potential for cross-contamination.	PRP 2.2.1					

d. Verify that cleaning supplies are separated from food and non-food items to ensure no potential for cross-contamination.	PRP 5.1.1						
4. Prep Areas: Follow the flow of food from the storage areas to the prep areas (pre-production).							
a. Ensure that prep areas are clean and that they are cleaned on a regular basis IAW the Food Services operation's cleaning schedule	PRP 3.1.1						
b. Check that there are no potential cross-contamination issues in prep areas.	PRP 2.2.5						
5. Production Area: Follow food flow from the prep areas to the production areas.							
a. Ensure all major and minor equipment is clean, well maintained and not a source of contamination for food items.	PRP 5.1.1.						
b. Verify that temperature monitoring charts are present (and in use) on the production refrigerators. Perform a visual assessment of the refrigeration units to evaluate the potential for contamination of food items.	PRP 2.1.1						
c. Verify that there are no cross-contamination issues occurring in the Production Area.	PPR 8.1						
Items to Check During Quarterly Audit (one every three months)	Refs	Issue Compliance Code [C,M,S,O]	Identify Issue(s)	Corrective Action Taken	Environmental Food Services Officer Comments		
d. Cooking/Reheating: Confirm that cooking/reheating records (Annex J) are complete and correct. Verify that staff are taking temperatures at the right time and that no cross-contamination issues are occurring.	HPB 3.1, 3.2 Annex J						

e. Cold and Hot Holding: Confirm that hot and cold holding records (Annex I and K) are complete and correct. Ensure that there are no cross-contamination issues occurring during holding operations.	HBPs 2.1, 2.2, 4.1, 4.2 Annex I and K					
f. Thawing: Observe thawing activities to verify that one of the four approved methods of thawing is being used. If no thawing activities are occurring, ask shift supervisor to describe how thawing is normally accomplished and to identify the area where thawing activities generally occur (most likely in thawing or production fridge).	HBPs 1.1, 1.2					
g. Cooling Activities: Observe cooling activities to verify the proper cooling methods are being used. Ensure the food being cooled does not enter the temperature danger zone and food is covered to prevent cross-contamination. Check cooling records (Annex L).	HBPs 5.1, 5.2 Annex L					
6. Service Area: Follow food from the production area to the services area(s).						
Items to Check During Quarterly Audit (one every three months)	Refs	Issue Compliance Code [C,M,S,O]	Identify Issue(s)	Corrective Action Taken	Environmental Food Services Officer Comments	
a. Ensure that hot and cold records are complete and correct (Annex I and K).	HPB 6.1 Annex I, K					
b. Observe staff during meal service. Verify that there are no cross-contaminations or temperature abuse situations occurring during	HPB 6.2					

service and that personal hygiene infractions are not occurring.									
7. Transportation/Distribution Areas: Follow the flow of food from the production area to the distribution / transport area (i.e., the area where food items, (e.g. hayboxes) leave the kitchen to be sent to another location). This includes dispersed areas of the Food Services operation.									
a. Verify that the distribution area is clean and that there are no cross-contamination issues are occurring.	PRP 2.4								
b. Confirm that appropriate packing material is used to prevent cross-contamination.	PRP 2.3.1								
c. Ensure that dispersed feeding records (Annex D) are complete and correct.	PRP 2.4.1 Annex D								
8. Waste/Garbage Disposal: Follow the flow of food from the production and service areas to the waste and/or garbage disposal area.									
a. Confirm that waste and garbage is disposed of in a timely manner from the Food Services operational areas IOT reduce potential for contamination of food	PRP 1.5.1								
Items to Check During Quarterly Audit (one every three months)	Refs	Issue Compliance Code [C,M,S,O]	Identify Issue(s)	Corrective Action Taken	Environmental Food Services Officer Comments				
b. Confirm that waste and garbage is stored correctly before being picked up from the Food Services operation. Ensure that it is stored in an appropriate area and at the right temperature to prevent cross-contamination of food, non-food, equipment, utensils and/or the facility itself	PRP 1.5.1								

Additional Observations by Base/Unit and or Deputy Food Service Officer:

9. Prevention of Cross-contamination Assessment: Review your Prevention of Cross-contamination Assessment. If the assessment is not relevant or there has been change in the Food Services operation, reassess the Prevention of Cross-contamination Assessment.	a. Confirm the assessment is still relevant. Identify whether the Food Services operation has changed since the last Level 3 Audit.	HBP 8.1 Annex M			
	10. Handwashing: During a staff coffee or meal break observe staff washing their hands. Comment on the total percentage of staff that you observe washing their hands after meal or break time.	PRP 4.2.2			

Name of Base/Unit and or Deputy Food Service Officer _____ Date: _____

Additional Comments by Environmental Food Services Officer:

Name of Environmental Food Services Officer _____ Date: _____

Appendix 1 to Annex P

Supplementary Instructions for Level 3 Verification – Food Safety Check form.

3. This form must be completed quarterly by the by Base/Unit and/or Deputy Food Services Officer.
4. Upon completion, this form must be submitted to the Environmental Command Food Services Officer for his/her review and comments.
5. First, the Base/Unit and or Deputy Food Services Officer must enter his/her name and the date.
6. The Base/Unit and/or Deputy Food Services Officer must first review the last three Level 2 Verifications – Food Safety Inspection reports. S/he must identify the top five issues within the three reports and provide a general comment about the completeness and correctness of the Level 2 Verification activities.
7. Following this record review, the Base/Unit and/or Deputy Food Services Officer can commence Part 2- Audit Prerequisite Program review.
8. Instructions for completion of Part 2 – Audit Prerequisite Program review form:

Key Columns:

(1) Items to Check During Quarterly Audit (one every three months)	(2) Refs	(3) Issue Compliance Code [C,M,S,O]	(4) Identify Issue(s)	(5) Corrective Action Taken	(6) Environmental Food Services Officer Comments
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Instructions for completion

- a. Column (1) – This column provides questions on what is to be assessed by the Base/Unit and or Deputy Food Services Officer.
 - b. Column (2) – This column provides the reference of what is being assessed.
 - c. Column (3) – The Base/Unit and or Deputy Food Services Officer determines the level of compliance reached (critical, major, satisfactory or observation) for each item.
 - d. Column (4) – The Base/Unit and or Deputy Food Services Officer explains the food safety issue(s) found.
 - e. Column (5) – The Base/Unit and or Deputy Food Services Officer states what he or she did to solve the food safety issue or what future action needs be conducted.
 - f. Column (6) – The Environmental Food Services Officer will insert his/her comments here.
7. Upon completion, the Kitchen Manager or Second in Command will identify any other food safety issues observed and the corrective actions taken.

8. Once the inspection is complete, the Base/Unit and or Deputy Food Services Officer will email the Level 3 Verification report to their respective Environmental Food Services Officer.
9. Upon receipt, the Environmental Command Food Services will review the completed form and provide comments on critical and major issues found by the Base/Unit and or Deputy Food Services Officer in Column (6) of the form.
10. In addition, the Environmental Food Services Officer will provide any additional comments at the end of the audit and return it to the Base/Unit and or Deputy Food Services Officer for filing.

Annex Q
Level 4 Verification

Level 4 Verification – Environmental or Strategic Food Safety Audits (3-parts)

Note – Supplementary instructions can be found in Appendix 1 to this Annex

Part 1 – Review of Level 3 Verification (Base/Unit Food Safety Audits)

Part 2 – Review of Audit Prerequisite and HACCP Based Programs

Part 3 – Sanitation Measurement (using ATP-B)

Part 1 – Review of Level 3 Verification – Base/Unit Food Safety Audits

Base/Unit _____ Date _____

Review Level 3 Verification: Review the Level 3 Verification audits completed during the last year (Annex P). Note below the five top issues from the reviewed records.	
1. Issue –	
2. Issue –	
3. Issue –	
4. Issue –	
5. Issue –	
Comment if Level 3 Verification is occurring and whether the audits are generally complete and correct.	

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Part 2 – Audit Prerequisite and HACCP Based Programs

Food Safety Compliance Issue Coding

Critical (C) - Major errors in the food safety system were detected: Product(s) contamination is likely. Address issue(s) immediately.

Major (M) –Errors in the food safety system were detected: Product(s) contamination is possible. Address issue(s) promptly.

Satisfactory (S) –No observed issues.

Observation (O) –Comments provided to improve the system.

Items to Check During Quarterly Audit (one every three months)	Refs	Issue Compliance Code [C,M,S,O]	Identify Issue(s)	Environmental or Strategic Food Services Officer Comments	Base/Unit Corrective Action(s) Taken
Prerequisite Programs. Conduct a walkthrough of all kitchen / Food Services operation areas [to include building exterior]. Note any areas of non-compliance and the corrective action(s) taken.					
PRP 1 – Internal and External Premises					
1. External Premises.	PRP 1.1				
2. Internal Premises	PRP 1.2				
PRP 2 - This will be covered in the next section					
PRP 3 – Equipment and Utensils					
Check major and minor equipment for wear and cleanliness. Ensure equipment maintenance program is in place and the CAF Food Services Equipment and Maintenance Database is being used. Check calibration records. Check utensils for wear /cleanliness.	PRP 2				

Items to Check During Quarterly Audit (one every three months)	Refs	Issue Compliance Code [C,M,S,O]	Identify Issue(s)	Environmental or Strategic Food Services Officer Comments	Base/Unit Corrective Action(s) Taken
PRP 4 – Personnel					
Verify that Personal Hygiene Records have been filled out correctly. Compare the number filled out to the number of staff employed in the kitchen / Food Services operation.	PRP 4				
PRP 5 – Sanitation					
Ensure that an adequate cleaning schedule is in place.	PRP 5				
PRP 6 – Pest Control					
Check pest control records to see if there have been any pest issues since last reporting period. Is there an adequate pest contractor in place? If no contractor is used, review pest control written procedures.	PRP 6				
PRP 7 – Response to Foodborne Illness					
Ask the kitchen manager if there have been any diner reports of foodborne illness suspected as a result of consuming food from the Food Services operation. If yes, what action was taken by the Food Services staff? Was it appropriate in the circumstance?	PRP 7				
PRP 8 – Food Defence					
1. Verify all Food Services workers have minimum ‘enhanced reliability’	PRP 8				

Items to Check During Quarterly Audit (one every three months)	Refs	Issue Compliance Code [C,M,S,O]	Identify Issue(s)	Environmental or Strategic Food Services Officer Comments	Base/Unit Corrective Action(s) Taken
2. Has a Physical Security Survey been conducted for the food services operation?					
HACCP-Based Programs (includes some PRP areas). Walk the route from where food is received within the Food Services operation to where it is prepared, served, disposed of and/or dispersed.					
1. Personnel Hygiene Practices					
While conducting audit activities observe that staff are conducting the correct personal hygiene practices to mitigate the risk of contaminating food items.	PRP 4				
2. Receiving					
a. Check the exterior areas outside of the area outside building of the receiving area for cleanliness and presence of potential hazards to food or personnel Check that receiving records are complete. Verify with receiving staff if they are receiving CFIA recall notifications. Confirm that receiving staff are receiving CFIA food recalls. Verify that staff are aware of actions to take in the event of a recall to include recording procedures Check recall records.	PRPs 2.1 and 7. HBP 8				
b. If time permits, observe food being received and comment on procedures.	PRPs 2.1				
Items to Check During Quarterly Audit (one every three months)	Refs	Issue Compliance	Identify Issue(s)	Environmental or Strategic Food	Base/Unit Corrective

			Code [C,M,S,O]		Services Officer Comments	Action(s) Taken
3. Storage						
Check all refrigerated, frozen and dry storage areas that fridge charts are complete for every shift that all storage areas are clean, and there are no cross-contamination issues occurring.	PRP 2.2, HBP 8					
4. Prep Areas						
Check that prep areas are clean or are cleaned when required and no cross-contamination issues are occurring.	PRP 5, HBP 8					
5. Production Area						
a. Review five (5) samples of the following temperature charts from the past year and ensure that they are complete and correct. -Hot and Cold Holding -Cooking/Reheating and Cooling	HBP's 2 - 5 Annexes I - L					
b. Verify that there are no cross-contamination issues occurring in the Production Area and that the production area is cleaned when required.	HBP's 2,3,4,5 and 8					
c. Thawing: Observe thawing activities to verify that one of the four approved methods of thawing is being used. If no thawing activities are observed, ask shift supervisor to show where thawing activities are occurring.	HPB's 1 and 8					
Items to Check During Quarterly Audit	Refs	Issue	Identify	Environmental or	Base/Unit	

(one every three months)		Compliance Code [C,M,S,O]	Issue(s)	Strategic Food Services Officer Comments	Corrective Action(s) Taken
d. Observe production area activities during the production activities. Comment on any food safety compliance issues.	HBP 1, 2,3,4,5 and 8				
6. Service Area.					
a. Ensure that hot and cold records are complete and correct.	HPB 6				
b. Observe staff during meal hour. Verify that there are no cross-contaminations or temperature abuse situations (e.g. as a result of food left unattended) occurring during the meal hour. Verify that personal hygiene infractions are not occurring.	HBP 6 and 8				
7. Transportation/Distribution Areas					
a. Verify that distribution areas are clean and that there are no cross-contamination issues occurring. Check that dispersed feeding records are complete and correct.	PRP 2.4 HPB 8 Annex D				
b. Verify that proper packing material is used to prevent cross-contamination.	PRP 2.3 HBP 8				
c. Time permitting, observe dispersed meal or catering pick-up activities, comment on any compliance issues.	PRP 2.4				
Items to Check During Quarterly Audit (one every three months)	Refs	Issue Compliance	Identify Issue(s)	Environmental or Strategic Food	Base/Unit Corrective

			Code [C,M,S,O]		Services Officer Comments	Action(s) Taken
8. Waste/Garbage Disposal.						
a. Is waste and garbage disposed of from operational areas in a timely manner, thereby ensuring it does not contaminate food, non-food, equipment, utensils or the facility? Check area where garbage or waste is picked up from the Food Services operation.	PRP 1.5.					
9. Prevention of Cross-contamination Assessment.						
Review Prevention of Cross-contamination Assessment. Is it complete and correct?						
10. Handwashing						
During a break or a meal time observe staff washing their hands. Comment on the percentage of staff that are washing their hands after meal or break time.						
11. Food Safety Training						
a. Check training records. Have all staff received Basic Food Safety Training (Level 1 Food Safety Training)?						
b. In addition to basic Level 1 training, have the military staff received the necessary level of food safety training for their current positions.						

Other Part 1 Observations by Command or Strategic Food Service Officer

Signature: _____ Date: _____

PART 3 - Sanitation Measurement (using ATP-B)

Conduct ATP-P Testing using the same testing protocol as found in Level 2 Verification.

Background and Instructions for completion of ATP-B assessment forms

1. Background. ATP-B rapid tests are a tool to assist with the evaluation of the overall cleanliness of Food Services operations. The objective of this testing is to get a general feel for the overall effectiveness of sanitation/cleanliness measures.
2. Testing Method. Follow the manufacturer's direction. (Most likely, use a zigzag pattern in east to west and then north to south direction while applying pressure and rotating the swab). The swab will then be placed into a collection tube (mixed with reagents) and shaken. The collection tube will then be inserted into luminometer for measurement).
3. Pass/Fail Rates. The pass rate for cleanliness is set at less than 301 Relative Light Units (RLU) and the critical failure rate is set at above 1000 RLU. The critical failure rate assessment (Column 4, Critical Fails %) is used to further emphasize areas that require more attention in relation to sanitation measures.

Step 1 - Conduct 50 ATP-B Tests at the following times:

1. **During a Shift Testing** – Conduct 25 ATP-B Tests during a shift. The areas tested should be in locations where staff should have cleaned as per the cleaning schedule. Do not test areas/equipment/utensils that are in process of being used. Suggested areas where to test are included below in the ATP-B Rapid Test Results Tally Sheet. Other areas could be tested based on suspected problems areas.
2. **After Shift Testing Period** – Conduct 25 ATP-B Tests after a shift (preferable at the end of the day or before the food service operation begins). Suggested areas where to test are included below in the ATP-B Rapid Test Results Tally Sheet. Other areas could be tested based on suspected problems areas.
3. Record the results in the following table

ATP-B Rapid Test Results Tally Sheet

Base:			Date:	
Name / Rank of Env/Strat Food Services Officer:			Time:	
Sample Number	Equipment or Area Tested	Time / Date of Test	Area visually clean? (Y/N)	Description of Equipment or Location Tested
				Relative Light Units (RLU)

37.	Pots, Plates or Serving Trays					
38.	Pots, Plates or Serving Trays					
39.	Pots, Plates or Serving Trays					
40.	Pots, Plates or Serving Trays					
41.	Pots, Plates or Serving Trays					
42.	Pots, Plates or Serving Trays					
43.	Fridges/Freezers (coils and handles)					
44.	Fridges/Freezers (coils and handles)					
45.	Fridges/Freezers (coils and handles)					
46.	Fridges/Freezers (coils and handles)					
47.	Fridges/Freezers (coils and handles)					
48.	Fridges/Freezers (coils and handles)					
49.	Fridges/Freezers (coils and handles)					
50.	Fridges/Freezers (coils and handles)					

Step 2 – After the 50 Tests are taken the test results should be summarized in the table below:

Summary of ATP-B Rapid Test Results

Category	Number of Samples Taken	Pass Rate (%)	Critical Fails (%)	Average RLU per Category (RLU)	Highest Recorded Values in each Category (RLU)
Food Prep Areas					
Cutting Boards, Knives and Slicers					
Dining Room Tables					
Production Equipment					
Pots, Plates or Serving Trays					
Fridges/Freezers					
Handles and Fan Vents					
All Categories Overall Totals					

ATP-B Observations Command or Strategic Food Services Officer:

Signature of Environmental Food Services Officer _____ **Date:** _____

Return ATP-B Comments by Base/Unit Food Services Officer:

Signature of Base/Unit Food Services Officer _____ Date: _____

Appendix 1 to Annex Q

Supplementary Instructions for Level 4 Verification – Environmental or Strategic Food Safety Audits Instructions

Step 1

The auditor (either the Command or Strategic Food Services Officer) will complete Part 1 and Part 2 of the audit. Informal audit results should be provided to the audited Base or Unit prior to departing.

Step 2

Once the Level 4 Audit is complete, it will be sent formally from the Environmental or Strategic Food Services Officer (the one who completed the audit) through the Chain of Command to the Base/Unit.

Step 3

The Base/Unit that that was audited must then fill in Column 6 Base/Unit Comments (corrective action(s) taken) within Part 1 for any Critical or Major food safety issues found during audit. Actions that have rectified, or will rectify, critical or major compliance issues must be noted by the Base or Unit Food Services Officer. In addition, Base/Unit Food Services Officers must comment in area provided in Part 3 (ATP-B Summary Results) regarding the ATP-B results and their action(s) to rectify any identified sanitation issues or gaps.

Step 4

The Base/Units Food Services Officers must return their comments (Step 3) to the Command or Strategic Food Services Officer who initially conducted the audit through their Chain of Command within 60 days from when the formal audit was signed by auditor.

Annex R

Monitoring and Verification Matrix

This document summarizes who and when Food Services personnel or other organizations need to complete monitoring and verification activities.

Activity	What is Monitored/ Check/Verified	Who Conducts the Activity	When the Activity is Conducted	Where are the results Record
Monitoring Activities				
Receiving	1. Visual Monitoring of Receiving Area 2. Visual Monitoring of Delivery Vehicle 3. Measure Temperature of Food Received 4. Visual Monitoring of Food	Receiving staff	1. Before each delivery. 2. Before unloading food. 3. Each pallet frozen/refrigerated food (or part of). 4. All incoming food and non-food.	Annex B
Storage	1. Measure Storage Temperatures 2. Visual Monitoring of Storage Areas	Measuring - frontline staff Shift supervisor or designate	One every shift	Annex C
Transport of Food	1. Measure Transporting Time and Temperature 2. Visual Monitoring of Transportation Vehicle	Kitchen food distribution (dispersed or catering) staff	Every time food leaves the Food Services operation	Annex D
Thawing	1. Measure Thawing Temperature 2. Visual Monitoring of Thawing Processes	Shift supervisor or designate	During thawing procedures.	Annex N
Cold Holding	1. Measure Cold Holding Temperature 2. Visual Monitoring of Holding Processes	Frontline cooks	When conducting cold holding procedures	Annex I
Cooking	1. Measure Cooking Temperatures 2. Visual Monitoring of Cooking Processes	Frontline cooks	Measure/monitor every batch of food being cooked	Annex J
Hot Holding	1. Measure Hot Holding Temperature 2. Visual Monitoring of Holding Processes	Frontline cooks	When conducting hot holding procedures	Annex K
Cooling	1. Measure Cooling Temperature and Time 2. Visual Monitoring of Cooling Processes	Frontline cooks	During cooling processes.	Annex L

Service (Cold or Hot)	1. Measure Holding (Cold, Hot) Temperatures 2. Visual Monitoring of Serving Processes	Civilian supervisor, military supervisor or designate	Measure cold and hot products twice every meal hour. Shift supervisor must check service operations at least twice each meal.	Annex I for Cold Annex K for Hot Annex N (for supervisor)
Reheating	1. Measure Reheating Temperature 2. Visual Monitoring of Leftover/Reheating	Frontline cooks	Measure and visual monitor the reheating of leftovers.	Annex J
Prevention of Cross-contamination	1. Monitor and Assess Possible Cross-contamination Issues	Frontline supervisors, Kitchen Supervisors and Base/Unit Food Services Management	Initial Monitoring/Assessment of each Food Services operation. Reassessment required on monthly basis.	Annex M
Verification Activities				
Level 1 Verification – Food Safety Checks	Quick Assessment of Prerequisite Programs, Monitoring Activities	Shift Supervisor	Once every shift	Annex N
Level 2 Verification – Food Safety Inspections	All PRPs will be inspected along with all monitoring records. Sanitation verified by visual observation and ATP-B. Food safety practices observed such personal hygiene and monitoring activities.	Kitchen Manger or his/her Second in Command	Once a month	Annex O
Level 3 – Verification – Base/Unit Food Safety Audits.	Quick inspection of facilities and equipment and Food Services records. Observe food safety practices that performed by kitchen staff.	Base Food Services Officers and Deputy Food Services	Quarterly (four/year)	Annex P
Level 4 – Verification – Command/Strategic Food Safety Audits	All PRPs and HACCP-Based Programs (HBPs) will be audited. ATP-B will also be used.	Food Services Environmental Command L1 or Strategic Level Food Services	Once every one to two years.	Annex Q
Level 5 – Verification – Third Party	Third Party auditors help determine if the food safety system is working correct and are meeting food safety needs of the CAF.	Third Party Auditors	Once every five years	N/A

Auditors					
Preventive Medicine (PMed) Inspections	Inspection of Food Services operation in relation to possible health issues.	PMed Technicians/Health Services	Once every month (Health Services to determine)	PMed Formal Report	
Food Supplier/Manufacturer Audits	Audits of Food Supplier/Manufacturer	Veterinarians or persons with meaningful amounts of academic training in food safety and quality management systems, as well as sufficient experience doing food safety audits.	As required on domestic and international operations.	NATO AMedP 4.5 of STANAG 2556	

Annex S
HACCP Analysis (7 Steps) of the CAF HACCP Based Program (HBP)

Process Step	Hazards What can go wrong?	Hazard is controlled under PRPs? Yes or No	Prevention Measures What can I do about it?	Monitoring How, when and where do I check?	Corrective Measures What I do if it is not right after checks?	HACCP Step 6 Verification How to ensure the HBP is working correctly? LV = Level Verification	Records What do I have to write down? LV = Level Verification
Receipt of Food	Physical Packaging foreign objects (glass, wood, stones, metal, plastics) pests.	Yes – PRP 2	Ensure no foreign material or tampering is present in deliveries.	Visual/sensory checks by staff receiving goods for each delivery. This includes the food supplies but also delivery vehicles.	Do not accept from supplier. Fill out food supply rejection form (Annex TBC).		
	Chemical Cleaning agents, chemical contaminants (e.g. pesticides, fertilizers), toxic elements (e.g. lead), other contaminants (e.g. POL, paint chips).		-Adhere to cleaning schedule and follow manufacturer's instructions. -Ensure that food specifications are met within the food contract with suppliers. -Ensure supplies received have not contaminated food or non-food supplies.	-Check cleanliness of delivery trolleys and conveyor belts. -Check that chemicals are not stored in receiving area and used only when deliveries are not occurring.	-Do not accept contaminated food from supplier, inform supervisor, document the reason for return of supplies. -If food has been tampered with inform supervisor immediately to contact security elements (Military Police).	LV 2 – Inspections/ Observations (monthly). LV 3 – Internal Audits (quarterly) LV 4 – External Audits (yearly).	Monitoring – Annex B for each delivery. Verification – LV 2 – Annex O LV 3 – Annex P LV 4 – Annex Q
	Biological Contamination from pathogenic bacteria, viruses, parasites (See Annex A).		Ensure delivery temperatures are: Refrigerated Food: 4°C (40°F) or lower. Frozen Food: -18°C (0°F) or lower	For each pallet of food delivered, check food temperatures using a calibrated temperature thermometer or calibrated temperature gun. Record temperature.	If food is measured and is higher than 4°C (40°F) for refrigerated food or above 18°C (0°F) for frozen food reject the food order, inform supervisor, document the reason for return of supplies.		
Storage	Physical Packaging foreign objects (glass from	Yes – PRP 2	-Ensure storage rooms are kept clean with regular defrosting. -Ensure pests have no access to	Check efficacy of pest control contract/ operations. Visual/sensory checks.	-Pest control treatment by contracted services or authorized/qualified person.	LV 1 – Checks (each shift).	Monitoring – Annex C for storage areas.

	lights) pests, other storage containers.		storage areas.			-If food has been contaminated, hold contaminated food for disposal in separate location until authorized disposal (PMed) - Label food – DO NOT USE – FOOD SAFETY ISSUE. Clean immediately and review cleaning schedules.	LV 2 – Inspections/ Observations (monthly). LV 3 – Internal Audits (quarterly) LV 4 – External Audits (yearly).	Verification – LV 1 – Annex N LV 2 – Annex O LV 3 – Annex P LV 4 – Annex Q
	Chemical Cleaning agents, other contaminants (e.g. POL, paint)		-Keep refrigerators and storage areas clean. Adhere to cleaning schedule and follow manufacturer's instructions. -Store chemical and other contaminants separately from food and non-food supplies.	Visual/sensory checks.		-If food has been contaminated, hold contaminated food for disposal in separate location until authorized disposal (PMed). Label food – DO NOT USE – FOOD SAFETY ISSUE. Inform supervisor. Clean immediately and review cleaning schedules.		
	Biological Contamination from pathogenic bacteria, viruses, parasites (See Annex A).		Ensure storage area temperature: Refrigerated Food: 4°C (40°F) or lower. Frozen Food: 18°C (0°F) or lower. -Ensure Humidity of dry storage areas is maintained between 50-55%. -Ensure cross-contamination does not occur by using proper storage methods. -Ensure FIFO method.	-Check temperatures (twice daily) using a calibrated temperature probe (each shift). -Check "Use By/ Best Before" dates. Visual/sensory checks.		-If food goes above 4°C (40°F) for refrigerated food or 18°C (0°F) for frozen food, hold food for disposal in separate location until authorized disposal (PMed). Label food – DO NOT USE – FOOD SAFETY ISSUE. Adjust or repair refrigerator or freezer unit.		
Thawing	Physical Packaging, foreign objects (glass, wood,	No	-Ensure areas where thawing is occurring are kept clean. Ensure pests have no access to	-Check efficacy of pest control contract/ operations. Supervision.		-Pest control treatment by contracted services or authorized/qualified person.	LV 1 – Checks (each shift).	Monitoring – Shift supervisor will note thawing

	metal), pests, personal items.	areas where thawing is taking place.	Visual/sensory checks	Hold any contaminated food for disposal in separate location until authorized disposal (PMed). Label food – DO NOT USE – FOOD SAFETY ISSUE. Clean immediately and review cleaning schedules.	LV 2 – Inspections/ Observations (monthly). LV 3 – Internal Audits (quarterly) LV 4 – External Audits (yearly).	procedures on Annex N. Verification – LV 1 – Annex N LV 2 – Annex O LV 3 – Annex P LV 4 – Annex Q
	Chemical Cleaning agents.	-Equipment used in thawing must be clean. -Adhere to cleaning schedule and follow manufacturer's instructions.	-Visual/sensory checks. Daily checks on cleaning techniques – check recorded.	-Liaise with cleaning supervisor. Dispose of contaminated food.		
	Biological Contamination from pathogenic bacteria, viruses, parasites (See Annex A).	-Use only one of the four approved methods for thawing of food. -Wash hands before handling food. -Surfaces and equipment to be sanitised prior to thawing. Keep raw food separate from other types of food. Critical Control Point 1 Ensure food does not go above 4°C (40°F) when thawing.	-Visual/sensory checks. Supervision. -Regularly check that food is being properly thawed using one of the four approved methods. -Randomly check thawing food with thermometer.	-If food goes above 4°C during thawing hold food in separate location until authorized disposal (PMed) - Label food – DO NOT USE – FOOD SAFETY ISSUE Verify proper training of staff in the approved methods of thawing food.		
Food Prep	Physical Packaging, foreign objects (glass, wood,	-Ensure areas where food prep is occurring are kept clean. Ensure pests have no access to	-Check efficacy of pest control contract/ operations. -Visual/sensory checks	-Pest control treatment by contracted services or authorized/qualified person.	LV 1 – Checks (each shift).	Monitoring – Shift supervisor will note food

	metal), pests, personal items.	Cross-contamination Step	areas where food prep is taking place.		Hold any contaminated food for disposal in separate location until authorized disposal (PMed). Label food – DO NOT USE – FOOD SAFETY ISSUE. Clean immediately and review cleaning schedules. -Liaise with cleaning supervisor. Dispose of contaminated food.	LV 2 – Inspections/ Observations (monthly). LV 3 – Internal Audits (quarterly) LV 4 – External Audits (yearly).	prep issue on Shift IC Check Document as per Annex N. Verification – LV 1 – Annex N LV 2 – Annex O LV 3 – Annex P LV 4 – Annex Q
	Chemical Cleaning agents.		-Equipment used in food prep must be clean. -Adhere to cleaning schedule and follow manufacturer's instructions.	-Visual/sensory checks. Daily checks on cleaning techniques – check recorded.			
	Biological Contamination from pathogenic bacteria, viruses, parasites (See Annex A).		-Wash hands before handling food. -Surfaces and equipment to be sanitised prior to preparing food. Keep raw food separate from other types of food. -Ensure food does not enter the temperature danger zone (above 4°C (40°F) or under 60°C (140°F)) for long periods of time.	-Visual/sensory checks.	-If food goes enters the temperature danger zone (above 4°C (40°F) or under 60°C (140°F)) for long periods of time, put food in separate location until authorized disposal (PMed) - Label food – DO NOT USE – FOOD SAFETY ISSUE		
Cold Holding	Physical Packaging, foreign objects (glass, wood,	No	-Ensure areas where cold temperature holding is occurring are kept clean.	-Check efficacy of pest control contract/ operations. -Supervision.	-Pest control treatment by contracted services or authorized/qualified person.	LV 1 – Checks (each shift).	

	metal) pests, personal items.		<p>-Ensure pests have no access to areas where cold holding is taking place. Ensure food is always covered when cold holding. -Clean cold holding equipment after each use.</p>	-Visual/sensory checks.	<p>-Hold any contaminated food for disposal in separate location until authorized disposal (PMed) - Label food – DO NOT USE – FOOD SAFETY ISSUE. Clean of cold temperature holding equipment. Liaise with cleaning supervisor.</p>	<p>LV 2 – Inspections/ Observations (monthly). LV 3 – Internal Audits (quarterly) LV 4 – External Audits (yearly).</p>	<p>Monitoring - Complete Annex I. Verification – LV 1 – Annex N LV 2 – Annex O LV 3 – Annex P LV 4 – Annex Q</p>
	Chemical Cleaning agents, environmental contaminates if outside.		<p>-Adhere to cleaning schedule and follow manufacturer's instructions. -Ensure food is always covered when holding. Clean cold/hold equipment after each use.</p>	<p>Visual/sensory checks. Daily checks on cleaning techniques.</p>	<p>-Hold contaminated food for disposal in separate location until authorized disposal (PMed) - Label food – DO NOT USE – FOOD SAFETY ISSUE -Clean cold temperature holding equipment. Liaise with cleaning supervisor.</p>		
	Biological Contamination from pathogenic bacteria, viruses, parasites (See Annex A).		<p>-Surfaces and equipment to be sanitised prior to and after cold temperature holding. Keep food covered. <u>Critical Control Point 2</u> Ensure cold food that is being held is kept under 4°C (40°F) or lower at all times. Do not hold cold food for longer than two hours.</p>	<p>-Visual/sensory checks. -Check that cold food is being held outside of the temperature danger zone (under 4°C (40°F) or under 60°C (140°F)). -Checks with thermometer must be completed once every meal time.</p>	<p>-If food goes above 4°C during cold holding transfer to separate location until authorized disposal (PMed) - Label food – DO NOT USE – FOOD SAFETY ISSUE -Ensure proper training of staff in the approved methods of food holding. Clean cold temperature holding equipment. Liaise with cleaning supervisor.</p>		
Cooking	Physical Packaging foreign objects (glass, wood, stones, metal, plastic)	No	<p>-Ensure areas where cooking is occurring are kept clean. -Ensure pests have no access to areas where cooking is taking</p>	<p>Check efficacy of pest control contract/ operations Supervision. Visual/sensory checks.</p>	<p>-Pest control treatment by contracted services or authorized/qualified personnel. -Hold contaminated food for</p>	<p>LV 1 – Checks (each shift). LV 2 – Inspections/</p>	<p>Monitoring - Complete Annex J.</p>

	pests and personal items.		place. -Ensure food is always covered before and after cooking.			disposal in separate location until authorized disposal (PMed). Label food –DO NOT USE – FOOD SAFETY ISSUE. Ensure cleaning of cooking equipment after each use.	Observations (monthly). LV 3 – Internal Audits (quarterly) LV 4 – External Audits (yearly).	Verification – LV 1 – Annex N LV 2 – Annex O LV 3 – Annex P LV 4 – Annex Q
	Chemical Cleaning agents, environmental contaminates if outside.		-Adhere to cleaning schedule and follow manufacturer's instructions. -Ensure food is always covered.	-Visual/sensory checks. -Supervision		-Liaise with cleaning supervisor. -Hold contaminated food for disposal in separate location until authorized disposal (PMed). Label food – DO NOT USE – FOOD SAFETY ISSUE.		
	Biological Contamination from pathogenic bacteria, viruses, parasites (See Annex A). Cooking must kill or reduce harmful microorganism to a safe level for consumption.		-Surfaces and equipment to be sanitised prior to and after cooking. Keep food covered. Critical Control Point 3 Ensure the following food types are cooked to: 1. Poultry: 85°C (185°F) or above 2. Mixed Food (casseroles, meals with gravy, mayonnaise, milk): 74°C (165°F) or above 3. Whole Cuts (Beef, Lamb, Pork) and Fish: 70°C (158°F) or above 4. Ground meats (Beef, Pork, Fish): 70°C (158°F) or above 5. Eggs: 63°C (145°F) or above	-Use hand thermometer or calibrated temperature probe on every batch of food that is cooked.		-If proper required internal temperature is not reached continue cooking at least until correct internal temperature is reached.		
Hot Holding	Physical Packaging, foreign objects (glass, wood,	No	-Ensure areas where hot temperature holding is occurring are kept clean.	-Check efficacy of pest control contract/ operations. -Supervision.	-Pest control treatment by contracted services or authorized/qualified person.		LV 1 – Checks (each shift).	

	metal) pests, personal items.		<p>-Ensure pests have no access to areas where hot holding is taking place. Ensure food is always covered when thawing. -Clean hot holding equipment after each use.</p>	-Visual/sensory checks.	<p>-Hold any contaminated food for disposal in separate location until authorized disposal (PMed) - Label food – DO NOT USE – FOOD SAFETY ISSUE. Clean hot holding equipment. Liaise with cleaning supervisor.</p>	<p>LV 2 – Inspections/ Observations (monthly). LV 3 – Internal Audits (quarterly) LV 4 – External Audits (yearly).</p>	<p>Monitoring - Annex K. Verification – LV 1 – Annex N LV 2 – Annex O LV 3 – Annex P LV 4 – Annex Q</p>
	<p>Chemical Cleaning agents, environmental contaminates if outside.</p>	<p>-Adhere to cleaning schedule and follow manufacturer's instructions. -Ensure food is always covered when holding. Clean hot holding equipment after each use.</p>	<p>Visual/sensory checks. Daily checks on cleaning techniques.</p>	<p>-Hold contaminated food for disposal in separate location until authorized disposal (PMed) - Label food – DO NOT USE – FOOD SAFETY ISSUE -Clean of hot holding equipment. Liaise with cleaning supervisor.</p>			
	<p>Biological Contamination from pathogenic bacteria, viruses, parasites (See Annex A).</p>	<p>-Surfaces and equipment to be sanitised prior to after hot holding. Keep food covered. Critical Control Point 4 Ensure hot food that being held is kept over 60°C (140°F). Do not hold hot food for longer than two hours.</p>	<p>-Visual/sensory checks. -Check that hot food is being held outside of the temperature danger zone (over 4°C (40°F) or under 60°C (140°F)). -Checks with thermometer must be completed once every meal time.</p>	<p>-If food goes below 60°C (140°F) for hot holding transfer to separate location until authorized disposal (PMed) - Label food – DO NOT USE – FOOD SAFETY ISSUE -Ensure proper training of staff in the approved methods of food holding. Clean hot temperature holding equipment. Liaise with cleaning supervisor.</p>			
Cooling	<p>Physical Packaging, foreign objects (glass, wood, metal) pests, personal</p>	No	<p>-Ensure areas where cooking is occurring are kept clean. -Ensure pests have no access to areas where cooling is taking</p>	<p>-Check efficacy of pest control contract/ operations -Supervision. -Visual/sensory checks.</p>	<p>-Pest control treatment by contracted services or authorized/qualified person. -Hold contaminated food for</p>	<p>LV 1 – Checks (each shift). LV 2 – Inspections/</p>	<p>Monitoring – Complete Annex L.</p>

	items.		place. -Ensure food is always covered before and after cooling.			disposal in separate location until authorized disposal (PMed). Label food – DO NOT USE – FOOD SAFETY ISSUE. Cleaning of cooling equipment. Liaise with cleaning supervisor.	Observations (monthly). LV 3 – Internal Audits (quarterly) LV 4 – External Audits (yearly).	Verification – LV 1 – Annex N LV 2 – Annex O LV 3 – Annex P LV 4 – Annex Q
	Chemical Chemical agents.		-Adhere to cleaning schedule and follow manufacturer's instructions. -Ensure food is always covered.		-Visual/sensory checks. -Daily check of cleaning techniques.	-Hold contaminated food for disposal in separate location until authorized disposal (PMed). Label food – DO NOT USE – FOOD SAFETY ISSUE. Cleaning of cooling equipment. Liaise with cleaning supervisor.		
	Biological Contamination from pathogenic bacteria, viruses, parasites (See Annex A). Cooling must inhibit microbial growth to maintain safe level for consumption.		-Use clean, shallow trays to aid cooling. -Keep raw food separate. Critical Control Point 5 Food that is being cooled must be: Cooled from 60°C (140°F) to 20°C (68°F) within two hours; and Cooled from 20°C (68°F) to 4°C (40°F) within four hours.		Record cooling time and temperature using a hand thermometer.	-If food is not cooled to 20°C (68°F) within two hours and 4°C (40°F) within four hours hold contaminated food for disposal in separate location until authorized disposal (PMed). Label food – DO NOT USE – FOOD SAFETY ISSUE. Inform supervisor. Investigate possible process failure and if extra training is required.		
Service	Physical Packaging, foreign objects (glass, wood, metal) pests, personal items.		-Ensure areas where cold/hot service areas are kept clean. Ensure pests have no access to areas where thawing is taking place.		-Check the efficacy of pest control contract/ operations. -Supervision. -Visual/sensory checks.	-Pest control treatment by contracted services or authorized/qualified personnel. Hold any contaminated food for disposal in separate location until	LV 1 – Checks (each shift). LV 2 – Inspections/ Observations (monthly).	Monitoring - Complete Annexes I and K. Verification –

			-Ensure food is always covered when food is not being served. -Dining tables are cleaned after every meal or after each use.			authorized disposal (PMed). Label food – DO NOT USE – FOOD SAFETY ISSUE. Clean service equipment. Liaise with cleaning supervisor. Hold contaminated food for disposal in separate location until authorized disposal (PMed) - Label food – DO NOT USE – FOOD SAFETY ISSUE. Clean service equipment. Liaise with cleaning supervisor.	LV 3 – Internal Audits (quarterly) LV 4 – External Audits (yearly).	LV 1 – Annex N LV 2 – Annex O LV 3 – Annex P LV 4 – Annex Q
	Chemical Cleaning agents, environmental contaminants if outside.		-Service equipment must be kept clean. Adhere to cleaning schedule and follow manufacturer's instructions. -Ensure food is always covered when food is not being served. Dining tables are cleaned after every meal or after each use.	-Visual/sensory checks. -Daily checks on cleaning techniques .				
	Biological Contamination from pathogenic bacteria, viruses, parasites (See Annex A).		-Surfaces and equipment to be sanitised prior to cold/hot/room temperature serving. Keep food covered. Critical Control Point 2 Ensure cold food that is being held is kept at 4°C (40°F) or lower at all times. Do not hold cold food for longer than two hours. Critical Control Point 4 Ensure hot food that being held is kept over 60°C (140°F). Do not hold hot food for longer than two hours.	-Visual/sensory checks. -Check that hot and cold food is being held outside of the temperature danger zone (above 4°C (40°F) or under 60°C (140°F)). -Checks with a thermometer must be completed once every meal time.		-If food goes above 4°C (40°F) during cold holding or below 60°C (140°F) transfer to separate location until authorized disposal (PMed) - Label food – DO NOT USE – FOOD SAFETY ISSUE -Verify proper training of staff in the approved methods of thawing food. -Clean service equipment. Liaise with cleaning supervisor.		
Reheating	Physical Packaging, foreign objects (glass, wood, metal) pests, personal items.	No	-Ensure areas where leftovers are stored and reheated are kept clean. -Ensure pests have no access to areas where leftovers are stored and reheated.	-Check efficacy of pest control contract/ operations. -Supervision. -Visual/sensory checks.	-Pest control treatment by contracted services or authorized/qualified person. -Hold any contaminated food for disposal in separate location until authorized disposal (PMed).		LV 1 – Checks (each shift). LV 2 – Inspections/ Observations (monthly).	Monitoring - Complete Annex J for reheating. Verification – LV 1 – Annex N

		during transport.				LV 4 – External Audits (yearly)	LV 4 – Annex Q
<p>Chemical Chemical hazards can include added chemical. (e.g. fertilizers), toxic elements and compounds (e.g. lead), contaminants (e.g. POL, cleaners) packaging materials (plastics) and personal items.</p> <p>Biological Contamination from pathogenic bacteria, viruses, parasites (See Annex A).</p>		<p>-When transporting food, vehicles (or other transportation modes) must be kept clean and free of all chemical contaminants. Vehicles that transport contaminants like POL must not be used to transport food or food supplies.</p> <p>-All food and food supplies must be covered at all times during transport.</p>	<p>-Visual/sensory checks of vehicles transporting food.</p>	<p>Label food – DO NOT USE – FOOD SAFETY ISSUE.</p> <p>-Clean vehicle.</p> <p>-Hold any contaminated food for disposal in separate location until authorized disposal (PMed) - Label food – DO NOT USE – FOOD SAFETY ISSUE.</p> <p>-A chemically contaminated vehicle should not be used to transport food.</p>			
		<p>-When transporting food, vehicles (or other transportation modes) must be kept clean so that food is not cross contaminated.</p> <p>-All food and food supplies must be covered at all times during transport.</p> <p>-When transporting food, hot food must be held hot and cold food must be held cold. In both cases HBP 4 Holding must be followed.</p> <p>-Food that is transported must be consumed within four hours of distribution from a CAF kitchen. Hot and cold food being transported must never enter the temperature danger zone (over 4°C (40°F) or under 60°C (140°F)).</p>	<p>-Visual/sensory checks.</p> <p>-Cold and hot foods are checked with temperature thermometer after transport and prior to service.</p>	<p>-If cold/hot food enters the temperature danger zone (above 4°C (40°F) or under 60°C (140°F)) or food is not consumed within four hours of distribution from CAF Kitchen. Hold food for disposal in separate location until authorized disposal (PMed) - Label food – DO NOT USE – FOOD SAFETY ISSUE.</p>			

<p>Prevention of Cross-contamination</p>	<p>Physical During HPB 1-9 cross-contamination can occur at any time due to glass, wood, stones, metal, insulation, bone, plastic, personal effects.</p>	<p>No</p>	<p>Separation of raw from finished or ready to eat (RTE) products. Use structural segregation - physical barriers, walls or separate buildings. Use access controls with requirements to change into the required work wear. Establish traffic patterns or equipment segregation - people, materials, equipment and tools (including use of dedicated tools) (ISO/TS 22002-1 : 2009)</p>	<p>For each kitchen (Food Services operation) develop the following:</p> <ol style="list-style-type: none"> 1. Construct a flow diagram the flow of food from receiving to services or distribution; 2. Over the flow diagram, label where is each process step is taking place; 3. Circle areas where cross-contamination will most likely occur; and 4. Assess strategies to minimize likely contamination areas that have been identified. 5. Reassess flow diagram on a monthly basis. 	<p>If food is cross contaminated, hold contaminated food for disposal in separate location until authorized disposal (PMed) - Label food – DO NOT USE – FOOD SAFETY ISSUE.</p>	<p>LV 1 – Checks (each shift). LV 2 – Inspections/Observations (monthly). LV 3 – Internal Audits (quarterly) LV 4 – External Audits (yearly).</p>	<p>Monitoring – Complete Annex M. Verification – LV 1 – Annex N LV 2 – Annex O LV 3 – Annex P LV 4 – Annex Q</p>
	<p>Chemical During HPB 1-9 cross-contamination can occur at any time by chemicals (e.g. fertilizers), toxic elements and compounds (e.g. lead), contaminants (e.g. POL, cleaners) packaging material (e.g. plastics) and personal items.</p>						
	<p>Biological During HPB 1-9 cross-contamination can occur at any time. Contamination from pathogenic bacteria, viruses, parasites (See Annex A).</p>						

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Vic246

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File No. - N° du dossier
VIC-6-39117

CCC No./N° CCC - FMS No/ N° VME

ANNEX “H” - DND FOOD NATIONAL STANDARDIZED CYCLE MENU (NSCM)

ANNEX “I” – DND NSCM RECIPE BOOK

**Both annexes (.xls format) can be downloaded from
the Government Electronic System Tendering System (GETS) Web Page
at: <https://buyandsell.gc.ca/procurement-data/tenders>**

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ANNEX “J” to PART 3 OF THE BID SOLICITATION

ELECTRONIC PAYMENT INSTRUMENTS

As indicated in Part 3, clause 3.2.3, the Bidder must complete the information requested below, to identify which electronic payment instruments are accepted for the payment of invoices.

The Bidder accepts to be paid by any of the following Electronic Payment Instrument(s):

- ☐ VISA Acquisition Card;
- ☐ MasterCard Acquisition Card;
- ☐ Direct Deposit (Domestic and International);
- ☐ Electronic Data Interchange (EDI);
- ☐ Wire Transfer (International Only);
- ☐ Large Value Transfer System (LVTS) (Over \$25M)

ANNEX "K" to PART 5 OF THE BID SOLICITATION

FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY – CERTIFICATION

I, the Bidder, by submitting the present information to the Contracting Authority, certify that the information provided is true as of the date indicated below. The certifications provided to Canada are subject to verification at all times. I understand that Canada will declare a bid non-responsive, or will declare a contractor in default, if a certification is found to be untrue, whether during the bid evaluation period or during the contract period. Canada will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with any request or requirement imposed by Canada may render the bid non-responsive or constitute a default under the Contract.

For further information on the Federal Contractors Program for Employment Equity visit [Employment and Social Development Canada \(ESDC\) – Labour's website](#).

Date: _____ (YYYY/MM/DD) (If left blank, the date will be deemed to be the bid solicitation closing date.)

Complete both A and B.

A. Check only one of the following:

- ☐ A1. The Bidder certifies having no work force in Canada.
- ☐ A2. The Bidder certifies being a public sector employer.
- ☐ A3. The Bidder certifies being a federally regulated employer being subject to the Employment Equity Act.
- ☐ A4. The Bidder certifies having a combined work force in Canada of less than 100 permanent full-time and/or permanent part-time employees.

A5. The Bidder has a combined workforce in Canada of 100 or more employees; and

- ☐ A5.1. The Bidder certifies already having a valid and current Agreement to Implement Employment Equity (AIEE) in place with ESDC-Labour.

OR

- ☐ A5.2. The Bidder certifies having submitted the Agreement to Implement Employment Equity (LAB1168) to ESDC-Labour. As this is a condition to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to ESDC-Labour.

B. Check only one of the following:

- ☐ B1. The Bidder is not a Joint Venture.

OR

- ☐ B2. The Bidder is a Joint venture and each member of the Joint Venture must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification. (Refer to the Joint Venture section of the Standard Instructions)