

**SPECIFICATION  
FOR  
SCHOOL MEAL SERVICES FOR  
THEALE CE PRIMARY SCHOOL**

MAY 2020



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**Appendices**

- Appendix A Policies and procedures**
- Use of kitchens by other parties.
  - Contractors on site policy.
  - School Meals Policy

## **1 THE REQUIREMENT**

- 1.1 Provision of school lunches and additional catering services at Theale CE Primary School, in accordance with all relevant statutory requirements and good practice guidelines and to provide good quality, nutritious meals at an affordable price to as many pupils as possible.
- 1.2 The service will be an integral part of the school day where pupils will be able to take a nourishing meal in a pleasant and orderly environment.
- 1.3 The objective is to run the contract as a partnership. In this regard, we will deliver openness and honesty to enable us to achieve our joint aims, commitment to good staff relations by the Contractor together with the provision of effective skills, management and customer service training as required to contribute to increased uptakes of school meals and to the success of the contract.

## **2 PURPOSE OF THE REQUIREMENT**

- 2.1 To comply with schools' statutory duty to provide free school lunches and lunches on request.
- 2.2 To comply with West Berkshire Council's policy on school meals.
- 2.3 To provide school staff, pupils and visitors with sustenance during the school day.
- 2.4 To promote the principles of healthy eating and contribute to the social education of pupils.
- 2.5 The Contractor's arrangements for the Service will incorporate due diligence in all aspects such as purchasing policy, food delivery and storage, preparation and handling of food, health and safety, cleaning, care of equipment and transportation systems.
- 2.6 The Contractor considers a healthy diet as an essential pre-requisite to learning and to building a sound foundation for good health in later life. It also considers that the practical education of taking a meal together with others should provide opportunities for improving the social skills and physical development of pupils and familiarise them with the widest possible range of foods.

## **3 THE SERVICE**

- 3.1 Principally the provision is for school lunches served at the midday break during term time.  
Term 1: Wednesday 2nd September 2020 – Thursday 22nd October 2020  
Term 2: Monday 2nd November 2020 – Friday 18th December 2020  
Term 3: Tuesday 5th January 2021 – Friday 12th February 2021  
Term 4: Monday 22nd February 2021 – Wednesday 31st March 2021  
Term 5: Monday 19th April 2021 – Friday 28th May 2021  
Term 6: Monday 7th June 2021 – Tuesday 20th July 2021

- 3.2 The school may require Additional Catering Services which may include, but is not limited to;
- Meals during holiday periods – for example if the school is open for vulnerable / keyworker children as it has been during the COVID-19 outbreak.
  - Catering outside normal school hours.
  - Catering for school trips.
  - Hospitality for meetings, INSET days, training, governors etc.
  - Staff lunches or sandwiches
- 3.3 Such requests for catering services for special functions will be made to the Contractor by the School to the jointly agreed standards and quality.
- 3.4 All hospitality functions must be priced individually by the Contractor and the charge agreed in writing in advance with the school. The total cost of a special function is borne by the School.
- 3.5 A variety of serving methods are required which may include, but is not limited to;
- Set meal/ meal choice counter service
  - Buffet lunches for school INSET days, governors, training etc.
- 3.6 A variety of ordering and payment methods are required which may include, but is not limited to;
- Periodic ordering and pre-payment.
  - Cash on delivery.
  - Cashless system.
  - Purchase order and invoice
  - Such other methods as agreed between the parties
- 3.7 All meals to be prepared on site and not to be delivered from a Mother kitchen.
- 3.8 To supply the Service the Contractor will provide;
- Food / meal ingredients.
  - Food preparation
  - The meal
  - Menus
  - Serving of meals
  - Staff
  - Cleaning of premises and equipment
  - Transport
  - Marketing
  - Monitoring the service provision
  - Administration systems and processes.
  - Financial systems and processes.
  - Registration of premises
  - Any other supply or service which is not supplied by the School and required to run an efficient and effective catering service.

## **4 THE DELIVERY**

- 4.1 All schools are normally open for teaching for 190 days per year. There are also 5 In-Service Training days (INSET DAYS) when pupils are not on site, but staff may require service.

4.2 The Contractor will liaise with the school in order to make itself aware of the number of days and actual dates on which the Service is required to be provided and provide the Service on all of those days.

4.3 The contractor must deliver the service in accordance with this specification including the policies attached in Appendix A.

## 5 THE CONSUMER

5.1 Consumers of this service are mainly school children, but it is usually the parents or guardians who provide the funds to pay for the meal unless they qualify for free meals.

5.2 The Consumer covers a range of pupils and adults and to reflect the different needs, they are broadly categorised as;

Pupils under 5	Nursery	
Pupils aged 5 to 7	Infant & Foundation	Combine in a Primary school
Pupils aged 7+ to 11	Junior	
Adults	Teachers, parents and other visitors to the school	

## 6 FOOD/MEAL INGREDIENTS

6.1 The Contractor will provide, at his own expense, all food ingredients required within the provision of this service with due regard to all clauses of this specification.

6.2 The Contractor will be responsible for the purchasing, delivery and storage of food ingredients.

6.3 Additional salt will not be made available to the Consumer although ketchup, salad dressings and other condiments which enhance the meal will be included by the Contractor where appropriate at no additional cost

6.4 Food products will only contain additives that are essential to the stability and preservation of a product. Agents that unnecessarily enhance the colour and / or flavour of products are not acceptable.

6.5 It should be noted that West Berkshire Council recommends that all food prepared for pupils is wholesome food. Therefore, it recommends that natural sugar is used and does not recommend products containing aspartame and saccharine.

6.6 The following additives must not be used in the preparation of meals.

### Colours

E102 Tartrazine (CI 19140; FD and C Yellow 5)

E104 Quinoline Yellow (CI 47005)

E107 Yellow 2G (food Yellow 5)

E110 Sunset Yellow FCF (CI 15985, FD and C Yellow 6)

E120 Cochineal (Carmine of Cochineal; Carminic acid; CI 75470)

E122	Carmoisine (Azorubine; CI 14720)
E123	Amaranth (CI 16185; FD and C Red 2)
E124	Ponceau 4R (CI 10255)
E127	Erythresine (CI 45430; FD and Red 3)
E128	Red 2G (CI 18050)
E129	Alluna Red AC
E131	Patent Blue V (CI 42051)
E132	Indigo Carmine (indiogetine; CI 73015; FD and C Blue 2)
E133	Brilliant Blue FCF (CI 42090; FD and C Blue 1)
E142	Green S (Acid Brilliant Green; Food Green S; Lissamine Green; CI 44090)
E150	Caramel Colour (Amonia Caramel; Sulphite Ammonia Caramel)
E151	Black PN (Brilliant Black PN; CI 28440)
E154	Brown FK (Kipper Brown; Food Brown)
E155	Brown HT (CI 20285; Chocolate Brown HT)
E160b	Annatto, Bixin, Norbixin (CI 75120)
E180	Pigment Rubine (Lithol Rubine BK; CI 15850)

#### **Preservatives**

E210	Benzoic acid
E211	Sodium benzoate
E220	Sulphur dioxide
E250	Sodium nitrate
E251	Sodium nitrate (chile saltpetre)

#### **Antioxidants**

E310	Propyl gallate (Propyl 3,4,5, trihydroxybenzoate)
E311	Octyl gallate
E312	Dodecyl gallate (Dodecyl 3,4,5, - trihydroxybenzoate)
E320	Butylated hydroxyanisole (BHA)
E321	Butylated hydroxytoluene (BHT)

#### **Flavour Enhancers**

627	Guanosine 5' (disodium phosphate) (Sodium gyanylate)
631	Inosine 5' (disodium phosphate) (Sodium 5 - inosinate)
635	Sodium 5' (ribonucleotide)

- 6.7 In so far as is possible to identify, no genetically modified food or ingredients will be used in school meals.
- 6.8 The Contractor will note that Nuts or Derivatives shall not be permitted and will Comply with the allergens regulations.

## **7 SOURCING**

- 7.1 The Contractor will source all supplies and services from suitably experienced and qualified suppliers.
- 7.2 The Contractor is expected to explore the use of local producers and suppliers wherever practically possible, supporting local policies and supporting local suppliers to achieve appropriate accreditations where achievable.

- 7.3 The Contractor is expected to be innovative in sourcing good quality food supplies from providers who support such initiatives as Red Tractor Scheme, Food for Life, Farm Assured.
- 7.4 The School supports the use of suppliers who follow ethical trade policies with particular regard to sustainability, Fair Trade and the protection of the environment.
- 7.5 The School does not support the use of suppliers who;
- do not comply with the statutory obligations required for the protection of staff under the Health & Safety at Work Act.
  - do not comply with the statutory obligations under Employment Law.
  - do not seek to protect the environment.
  - do not comply with the World Health Organisation code of practice
  - use, or use suppliers who condone the use of slave labour, both nationally and internationally.

## **8 CHOICE**

- 8.1 Customers in secondary schools shall have a choice of set meal/s and individual food items/portions. Parts of a meal may not be sold individually in Primary schools.
- 8.2 A Set Meal will comprise of two courses only - a main course plus a dessert.
- 8.3 The number of set meal choices offered at each school shall be agreed with the Head Teacher and form part of the service level agreement for that site.
- 8.4 Maximum choice, consistent with the schools' requirements, shall be offered to all Consumers to select from within each meal period, even the last to be served.

## **9 QUANTITY**

- 9.1 Portion sizes will as a minimum meet those detailed in the Caroline Walker Trust guidelines.
- 9.2 The portion served should be sufficient to satisfy the average appetite of a Consumer within each category given in Clause 5.
- 9.3 The Contractor shall ensure sufficient food/meals are available to meet demand on any occasion and allow for spillage, late-comers etc.
- 9.4 Portion size will be agreed between the Contractor and School prior to the Contract Start Date. Details of these will be recorded and attached as Appendix D to this specification.
- 9.5 Contractor's staff will be trained in serving the correct portion size for the age of the children they are serving.
- 9.6 This contract does not intend to make provision for second helpings and therefore no additional costs will be met by the school in this respect.

## **10 HEALTHY EATING**

- 10.1 The Contractor will ensure the nutritional content of meals and foods served meets all Statutory Obligations and good practice guidelines and is in line with the West Berkshire Council's policies on school meals.
- 10.2 Good health is vital if children and young people are to enjoy their childhood and achieve their full potential. An unhealthy diet contributes to obesity and poor pupil concentration. The basis for lifelong health and well-being will be established by creating good eating habits in childhood.
- 10.3 The Contractor is expected to complement the education pupils receive about healthy eating. The Contractor will liaise with the Headteacher to avoid any conflict between what pupils are taught and the choices offered at mealtimes.
- 10.4 The Contractor will be expected to co-operate with any initiatives where the provision of this service can assist the school to achieve any aims or accreditations. Examples of initiatives may include;
- 10.5
- Tackling Obesity
  - Food For Life Partnership
  - Food in Schools
  - Fruit and Vegetable Scheme
  - School Meals Week
  - Change4life
- 10.6 At least one fresh vegetable will be offered every day and a wide variety of fresh vegetables will be offered in each periodic menu. At least five different fresh vegetables will be used each week. Baked beans will not be offered as a vegetable more than once per week and tinned pasta in sauce will not be used in place of a vegetable.
- 10.7 Fresh fruit will be available every day to every child. A variety of fruit based prepared desserts will be offered at least three times per week.

## **11 PRICE**

- 11.1 The Contractor will produce an annual tariff for all meals, foods and any other goods or services offered for sale by the Contractor in the year to which it relates
- 11.2 The annual tariff and meal price must be agreed in advance by the Head Teacher during school terms 5 and 6 (summer terms).
- 11.3 The annual tariff and meal price shall run in conjunction with the academic year
- 11.4 The Contractor will submit a draft tariff to the Head Teacher. Agreement to the final version shall be reached in sufficient time to inform parents and pupils before the start of the new school year. (refer to pricing clause in the Terms and Conditions).
- 11.5 The Contractor shall provide the school with a copy of the agreed tariff to allow the school sufficient time to advise parents of any changes before the new school year commences.



## **12 QUALITY**

12.1 The quality of the food served will be of paramount importance in the provision of this service.

12.2 All foods prepared will reflect the following good practises;

- All food served will be fit for human consumption
- Will be well presented, be identifiable and will appear appetising to the Consumer.
- Offer variety and choice to the Consumer.
- Meals will comply with the School Food Standards and will not exceed the Food Standards Agency recommendations for salt (sodium) content.
- Low sugar and low fat alternatives used wherever possible.
- At least one main meal choice and at least one dessert choice each day will be prepared from scratch (homemade).
- Any processed foods that might be included in the menu will be agreed between the Head Teacher and the Contractor.
- Freedom from artificial colours and other additives as detailed in clause 6.6 unless used for nutritional, ethnic or special dietary purposes. A list will be provided to the Head Teacher of any food additives used and their reason for use.
- Herbs, spices and garnishes may be used to make food taste and look appetising.
- Vegetarian options will be imaginative and offer variety to the Consumer.

## **13 SEASONALITY**

13.1 Fresh and seasonal produce will be included in menus every term and menus will be changed termly to reflect the seasons (3 times per year).

13.2 The Contractor will provide a traditional Christmas dinner with a vegetarian alternative. The Christmas dinner will be in place of the usual set. The date of the Christmas dinner will be agreed by the Contractor and the Head Teacher. The retail price and menu for the Christmas dinner will be agreed in advance by the Head Teacher.

13.3 The Contractor may provide other special event meals in addition to the set menu at any school, subject to prior agreement with the Head Teacher.

13.4 The retail price and menu of all special event meals will be agreed in advance by the Supervising Officer.

## **14 SPECIAL DIETARY NEEDS**

14.1 Where supported by a formal letter from a medical professional, The Contractor will provide 'special dietary' meals to nominated pupils upon written request from the parent outlining medical need. Grounds for other special diet requests may be due to religious, ethnic and cultural reasons. As examples only, these may include, but are not limited to;

- Vegan
- Celiac
- Lactose intolerance.
- Egg free
- Diabetic

- Kosher

The reasonableness and ability to accommodate such a request for reasons other than due to medical need, will be considered by and an agreement reached between the Head Teacher and the Contractor. There may be a cost to the contractor to accommodate which would need to be met by the school.

- 14.2 The Contractor shall ensure that appropriate guidance on the suitability of foods in accordance with the diet is available to the kitchen and school staff.
- 14.3 All foods served will be free from nuts and nut products in any form. Where a school has a pupil with a known nut allergy, special care must be taken to ensure no nut contamination can occur.
- 14.4 The School has an Autistic Spectrum Disorder (ASD) Resource on site. Meals for these pupils must be adapted to meet their needs.
- 14.5 Meals for consumers under the age of 5 will be consistent with the School Food Regulations.
- 14.6 Where a special Meal is required, the Contractor will liaise directly with the Head Teacher to ensure the needs of each consumer with special needs are met.
- 14.7 The School is responsible for the managing and notification of special diets but the Contractor is responsible for following the instruction as their duty of care.
- 14.8 The Contractor is expected to become familiar with the first aid procedure/s at each school. In the event of a severe reaction by a consumer to any foods served by the Contractor, the Contractor will notify the relevant member of the school's staff.
- 14.9 Any allergic reaction to food served by the Contractor shall be reported to the Head Teacher as soon as possible.
- 14.10 Any remnants of the meal eaten by a consumer suffering an immediate allergic reaction will be retained and stored by the Contractor.
- 14.11 Good practise guidelines regarding food sampling will be followed with traceability of bought products and adequate samples retained of meals made on site.

## **15 ADDITIONAL CATERING SERVICES TO SCHOOLS**

- 15.1 The Contractor shall agree all the following aspects for all additional catering services as given in Clause 3.3 of this specification in advance of the delivery with the Head Teacher. This includes catering provided for events such as meals served during the evenings or at weekends or during out of hours school events.
  - Price
  - Quantity, where applicable
  - Menu/s
- 15.2 The retail price of all items to be sold will be in accordance with Clause 10
- 15.3 All additional catering services will comply with all aspects of this specification.

- 15.4 Additional services requested would normally be of a cafeteria style basis provided that the services are economical to operate or are subsidised by the school.
- 15.5 The Contractor will be requested to provide packed lunches for numbers of pupils on one day outings.
- 15.6 A packed lunch/ picnic bag must comply with School Food Regulations.
- 15.7 Provision of a packed lunch will be treated as a substitution of the two course midday meal and the Contractor shall be paid the appropriate set meal price accordingly.
- 15.8 The Contractor shall be responsible for the delivery of packed lunches to dining centres at the time requested by the School. It should be noted that packed lunches are generally required early in the day.

## **16 SERVING**

- 16.1 The Contractor will ensure that sufficient staff are available to serve throughout the service period and that sufficient cutlery, crockery and trays are also available.
- 16.2 Service times may be altered by the school at the Headteacher's discretion, but due notice will be given to the contractor to enable implementation of changes to meet the staff's conditions of employment.
- 16.3 All meals will be plated by kitchen staff at the service point.
- 16.4 The contractor will ensure that each child receives their pre-chosen meal choice.
- 16.5 Timeframes for serving very tight at the school which therefore requires an efficient service to ensure maximum throughput. The late receipt of meal numbers shall not be a reason for the late start of the service, with the exception of special dietary meals.
- 16.6 The Contractor is expected to work together with the Headteacher to achieve the maximum efficiency of delivery and minimum queuing at the school. In order to achieve this, two sittings are necessary.
- 16.7 The school does not have a dedicated dining area. It is expected that the school will be responsible for the setting up of dining furniture in readiness for meal time(s) (when it is paramount for the contractor's staff to be in the kitchen) and the Contractor's staff will clean the furniture and store away and sweep the floor following the lunch service..
- 16.8 Pupils and adults shall be responsible for the clearing of their plates, beakers, cutlery and trays to a central point.
- 16.9 The behaviour and supervision of the pupils in the designated dining area is the responsibility of the School. This includes the pupils' arrival, queuing and seating. Schools may occasionally nominate senior pupils to carry out tasks in the dining hall. The supervision of these tasks varies at individual schools and may be carried out by

a member of school staff. Any problems regarding the dining area should be reported to the School.

16.10 The Contractor will be responsible for setting up at and clearing away from a central point accessible to the pupils and staff, cutlery and disposable items, with containers for waste food on a table, trolley or trolleys as available.

16.11 The Contractor will be responsible for wiping and recycling trays during the service period.

## **17 MENUS**

17.1 The daily menu will consist of two courses in all locations where this service is provided, a main meal/ picnic bag and a dessert. Bread and drinking water and/or milk will be freely available during the lunch period as per the regulations. The Contractor shall be required to provide the same menu for pupils taking paid or free meals and for adults.

17.2 Menus shall always offer vegetarians a protein “no meat” option that also does not include fish. A minimum of one vegetarian main course choice must be offered every day.

17.3 Desserts offered shall balance with and complement the main course dishes.

17.4 Menus shall be based on a 3 or 4 week cycle. To encourage uptake and to prevent menu fatigue, the menus will be reviewed on a termly basis and unpopular choices changed in consultation with the school as a group or individually.

17.5 The Contractor will provide, at his own expense, menus detailing the meals on offer, including the description, quantity/portion size (where applicable) and cost.

17.6 The menu format and composition will be understandable to the Consumer and /or parents or guardians. Names given to food items should describe accurately their content.

17.7 Head Teachers will have the opportunity to ask for like for like changes to the menu to suit the tastes of their children

17.8 The menu will be readily accessible to the Consumer. For example via the school bag, web based access or school notice boards.

17.9 As a minimum the Contractor will provide;

- A displayed daily menu detailing the choice on offer that day
- A displayed termly menu detailing the set meal choices available during the term.
- A copy of the termly menu to every child to take home.
- Menus to be in colour and visually attractive to pupils.

17.10 The daily standard menu format and display will be agreed in advance by the Head Teacher.

17.11 The draft termly menu will be presented for agreement by the Head Teacher in advance of launch.

17.12 Once the menu has been agreed, the Contractor will, at his own expense, distribute sufficient copies of the menu for each child to the school in time for the menu to reach parents before the menu starts.

17.13 The Contractor will provide a list detailing the ingredients/recipe of any food product, and /or meal to the School with each menu change as requested. These will also be provided to schools and/or parents on request.

## **18     MARKETING**

18.1 School meals and healthy eating should be promoted on a daily basis by all parties. The Contractor will promote healthy choices to customers using various methods.

18.2 Further to 18.1, the Contractor is expected to conduct a promotional event at least once per year. At least one promotion per annum must be directed at the parents or guardians of pupils.

18.3 The Contractor is expected to produce ideas and any associated materials needed to achieve 18.2.

18.4 Any special menus for theme days or variations from the agreed menu for one day or any other period must be agreed in advance by the Head Teacher.

18.5 All marketing exercises must be agreed in advance by the Head Teacher of the school where the exercise is taking place.

18.6 As an educational function, the promotion of healthy eating should be carried out with the full co-operation of the school. It is expected that the Contractor will work in partnership with the school to achieve the same aim, which is to comply with West Berkshire Council's policies on school meals, educate the pupils in the importance of healthy eating as part of a healthy life style, and to contribute to their social education.

18.7 Branded marketing shall not be permitted unless agreed by the Head Teacher. Under no circumstances should brand type marketing conflict with any promotion of healthy eating.

18.8 The Contractor is expected to meet with and gather feedback from stakeholders including the Headteacher, parents, staff, governors, pupil representative groups/ student councils, to promote the catering service.

## **19     STAFF**

19.1 The Contractor, at his own expense, will provide sufficient Staff to deliver the provision as detailed in the Contract.

19.2 The Contractor will supply adequate supervisory Staff in addition to The Contract Manager to ensure the provision is carried out with full regard to the Contract. A diagram of proposed staff structure should be part of the Contractor's tender submission.

19.3 The Contract Manager will be a suitably qualified and competent person with extensive experience to carry out the requirements of the Contract. The Contract Manager will liaise with the Headteacher on all matters relating to the service and bear overall responsibility for the Contract provision and supervision of all Staff.

- 19.4 The Contractor will ensure that the Contract Manager or a Deputy Contract Manager is available at all times when Services are being provided.
- 19.5 The Contract Manager or the Deputy Contract Manager will follow and comply with any reasonable instructions or directions given in connection with the performance of the Services, provided that such instructions or directions do not unreasonably disrupt the Contractor's programme of works.
- 19.6 All Staff employed by the Contractor in the provision under this Contract will, at the Contractor's own expense, be trained to undertake the provision in accordance with statutory obligations and relevant good practice guidelines. As a minimum, all staff employed in food preparation and serving will hold the Chartered Institute of Environmental Health (CIEH) Level 2 Award Food Safety in Catering or in-house equivalent within 3 months of employment.
- 19.7 The Contractor must ensure that all persons employed by them, within and around the areas designated for the preparation of food and service are in good health and maintain a good standard of hygiene. They must fully understand good hygiene practice.
- 19.8 The Contractor will nominate a member of Staff to liaise with the Head Teacher for the purpose of reporting queries or complaints. The Contractor will inform the Head Teacher of the name and contact number of the person/s.
- 19.9 The Contractor will advise the Head Teacher of Staff changes at their school as soon as any possible or actual change is made known to the Contractor. The Contractor will give notice to the School of any proposal to move or replace a Head of Kitchen. Any staff movement proposed must not affect the provision of the Services in accordance with this Specification.
- 19.10 The Contractor may not appoint any currently or previously employed school staff, without prior permission from the Head Teacher.
- 19.11 The Contractor may not employ any person under the age of sixteen in the performance of any part of the contract
- 19.12 The Contractor will ensure that all school based staff, mobile staff and management staff who may visit schools in the course of their duties have a current DBS clearance for access to pupils. New staff awaiting clearance will not be without supervision from staff who have received clearance. Updated lists of cleared staff will be provided to the School.
- 19.13 The document, 'Working Together to Safeguard Children', and 'Section 11 of the Children Act 2004' places a statutory duty on all Contractors who provide services for, or work with children or young people, to safeguard and promote the welfare of children.
- 19.14 The Contractor shall at all times comply with the requirements of Section 11 of the Children Act 2004 and the Child Protection Procedures relevant to the Local Safeguarding Children Board (LSCB) in which the child is placed (e.g. Berkshire Child Protection Procedures). The Contractor will at all times have arrangements ("the Contractor's Arrangements") in force for safeguarding and promoting the welfare of children which are compliant with the local LSCB Child Protection

Procedures and the Contractor's duties in 'Working Together to Safeguard Children' and will ensure that any additional internal procedures or inter-agency protocols are consistent with these procedures.

- 19.15 The Head Teacher may request the removal of Staff from the School if that member Staff consistently fails to perform to the Contract Standard. Subject to Clause 10.4 of the Contract Conditions, the Contractor will remove the member of Staff within the agreed timescales.
- 19.16 The Contractor will ensure that his Staff carry out their duties in such a way as to cause minimum disruption to the routine and procedures of the school.
- 19.17 The Contractor will ensure all Staff visiting or working at the school are aware of the rules, policies and procedures of the site.
- 19.18 All school based Staff will be identifiable as employees of the Contractor. Contractor's staff and sub-Contractors, delivery persons etc. visiting the school on behalf of the Contractor will carry identification and sign in at reception as a visitor to the school whenever entering school premises.
- 19.19 The Contractor's Staff will be civil and courteous to both pupils and school staff when carrying out their duties under the Contract.
- 19.20 Traditionally, school based Staff view themselves as part of the school team and vice versa. The Contractor is expected to tolerate occasional involvement of Head Teachers in school based Staff matters. Similarly, movement of school based Staff between schools to cover for Staff shortages should be the Contractor's last option to solve the shortage. The Contractor is expected to investigate other ways of covering shortages before this action is taken.

## **20 CLOTHING**

- 20.1 The Contractor shall ensure that all persons employed in the performance of the Service shall at all times be properly attired and presentable; in appropriate clothing which is changed when necessary. The Contractor shall be responsible for all necessary laundering.
- 20.2 Whilst on Site, representatives of the Contractor shall at all times be wearing uniform. And/or identifiable as working for the Contractor by carrying or wearing a form of identification
- 20.3 The Contractor will ensure that the following is carried out in accordance with any government regulations currently in force:
- Work wear clothing is not worn outside the place of work
  - all catering staff wear protective headgear with long hair tied back
  - those not normally employed in catering, wear protective clothing whilst in the kitchen area
  - footwear worn by all catering staff whilst on duty protects their feet completely and is safe and comfortable with sensible heels and non-slip soles. Footwear must be of a leather or plastic material, i.e. impervious to liquid
- 20.4 Where the place or the nature of the duties in which the Contractor's staff are engaged in the provision of the Service makes the wearing of specific protective attire necessary or appropriate, the Contractor shall require his staff to wear such

clothing. The Contractor shall be liable and indemnify the Site for any claims arising from failure to observe this requirement.

## **21 LIGHT EQUIPMENT**

- 21.1 The School will be responsible for maintaining the appropriate level of inventory of all light equipment held at each school at the beginning of the contract defined as equipment needed to prepare and consume meals such as utensils, plates and cutlery. The contractor will be responsible for keeping account of items by way of an inventory and requesting additional items when required. The Head Teacher may review the inventory at any point. All equipment remains the property of the school. Requested/defined equipment and inventory quantities to be discussed and agreed with the school prior to initiation of, and during the period of the contract.
- 21.2 Care must be taken by the Contractor to ensure minimum loss of, breakages or damage to light equipment i.e. cutlery, crockery and utensils. The school will throughout the contract replace breakages and losses as reasonable.
- 21.3 The Contractor may not remove at any time any of the School's equipment from a location without permission from the Head Teacher in writing.

## **22 HEAVY EQUIPMENT.**

- 22.1 Care must be taken by the Contractor to ensure minimum breakages or damage to catering equipment. Excessive breakages or damage to equipment will be investigated by the Head Teacher. Where the reason is proved to be lack of due diligence by the Contractor, the Head Teacher may ask the Contractor to meet the cost of replacement/s.

## **23 CLEANING**

- 23.1 The Contractor will be responsible for the collection of and cleaning of light equipment after the meal has been consumed.
- 23.2 The school will provide a dishwasher for the purpose of cleaning light equipment. In the event of the supplied equipment not working, cleaning of light equipment must be carried out by hand and sterilised by means of sterilising tablets/liquid.
- 23.3 The Contractor will keep all areas and all equipment designated for their use under the Contract in a clean and hygienic condition. This includes;
- The whole kitchen or servery area up to a height of 6ft.
  - Food preparation and serving equipment
  - Designated toilet facilities.
  - Food storage areas.
  - Access corridors.
  - Dining areas including floors which shall be swept and spot mopped daily following service.
  - Tables and chairs
  - Refuse points
  - Office facilities where provided.
  - Any other designated area to be used in the provision of the Service.
  - Drains and gulleys where easily accessible.



- 23.4 On a daily basis, all surface areas, equipment and light equipment will be left free of water, smears, stains, dirt, mud, grease, food debris and any other extraneous matter. Surfaces where food is prepared or eaten and sanitary areas will also be cleaned with an anti-bacterial agent. The contractor will use wet floor signs or other appropriate warning signs.
- 23.5 On occasion when other parties have access to any area cleaned by the Contractor, then that party shall ensure the area is left as found and ready for the Contractor to use for business.
- 23.6 The Contract Manager shall immediately report any breach of clause 25.5 to the Head Teacher. The Contractor may be entitled to seek recompense for any additional cleaning required.
- 23.7 Areas which are shared with other parties shall be left by the Contractor in a condition suitable for their normal use. Areas will be left free of food debris and other associated extraneous matter.
- 23.8 The Contractor will provide all necessary materials /supplies needed for cleaning areas, equipment, light equipment and hand washing. This includes detergents etc. for use in dishwashers.
- 23.9 The Contractor is expected to avoid the use of environmentally damaging products or methods where an alternative suitable product/method is available.
- 23.10 Where supplies consist of potential or actual harmful substances, the Contractor shall first obtain permission from the Site Manager/Head Teacher before using or storing on the Site. Bleach is not to be stored on school premises.
- 23.11 COSHH regulations must be adhered to at all times. COSHH data sheets are to be kept on site and copies provided to the school. The Contractor will undertake COSHH risk assessments in accordance with the COSHH regulations. Staff will be trained in COSHH awareness and know the whereabouts of the COSHH information for all products in the kitchen area.
- 23.12 The Contractor will ensure that all staff are suitably trained to perform their cleaning duties and that the correct protective wear is provided and worn.
- 23.13 Where they are removable for cleaning, the Contractor will be responsible for the cleaning of ventilation system filters on a termly basis or frequency to meet the School's Insurance Company's requirements. The removal and replacement of the filters will be the responsibility of the school if not easily and safely removable by the kitchen staff.
- 23.14 The School shall be responsible for:
- Internal and external window cleaning for kitchens and dining rooms down tables and chairs during Service
  - Wet cleaning of furniture and sweeping of floor, with additional cleaning as agreed in our cleaning contractor specification.
  - Annual Deep Cleaning above two metres and cleaning of ventilation canopies and filters and / or extraction fans within the kitchen areas.

## **24 REFUSE DISPOSAL**

- 24.1 Receptacles for the disposal of waste are currently provided by the school.

- 24.2 The Contractor is expected to dispose of all waste matter in the most efficient way. The cost of additional collections required as a result of unreasonable use of these facilities by the Contractor may be recharged to the Contractor.
- 24.3 Disposal of waste matter in breach of 24.2, which creates additional cost to the school, will be recharged to the Contractor. A typical example would be blocked drains due to food waste and/or oils.
- 24.4 The Contractor shall be responsible for keeping waste area tidy and clean with all food waste awaiting collection stored externally in lidded waste receptacles so as not to attract pests.
- 24.5 Waste cooking oil and fat or excess oil or fat from cooked foods must not be discharged into the drainage system. Disposal will be in accordance with the latest legislation at the cost of the Contractor. The School may require copies of the Waste Carrier's Licence and details of the final disposal site (Waste Management Licence).
- 24.6 The Contractor will comply with all current and future waste legislation and/or regulations.
- 24.7 The Contractor will notify the School if any Sanitary Waste bins are required in the kitchen cloakrooms.
- 24.8 The School is responsible for payment of Sanitary Waste bins in the kitchen cloakrooms.

## **25 PAYMENT**

- 25.1 The School will pay charges for KS1 Universal Free School Meals and meals where eligibility has been confirmed, and from the date of application. Eligibility cannot be backdated.
- 25.2 The School requires a minimum of 1 Duty Meal to be provided to School staff each day if required. will pay charges for Duty Meals for their own staff.
- 25.3 Meals for staff not on duty will be charged direct to the individual at point of sale unless paid for in advance where systems allow.
- 25.4 Payment for all other types of meals must be paid for by the Consumer, unless otherwise agreed in writing with the Head Teacher.
- 25.5 The Contractor (in agreement with the Head Teacher) is responsible for implementing appropriate ordering and payment systems that minimise the risk that debt will be accrued by a consumer. The Contractor will not be held liable for payment of any debt that cannot be recouped where there has been written instruction by the school to provide a meal.
- 25.6 The Contractor will keep the School informed of any child who is served a meal without payment or appropriate online funds. The school are responsible for liaising with the appropriate parent or guardian for the child to ensure payment is received.

25.7 To protect the anonymity of a Consumer receiving Free School Meals, the method of identification at the point of sale and/or payment must be such as to cause the least embarrassment to that Consumer.

## **26 PAYMENT COLLECTION**

26.1 All income from Sales shall be collected and retained by the Contractor. Records shall be kept by the contractor of all income.

26.2 All income remains the responsibility of the Contractor who is solely responsible for banking and safe-keeping of all such sums. Anything other than petty cash is not to be kept on site as this may invalidate the schools' insurance.

26.3 Where facilities for the collection of payment are not provided, the Contractor must provide at his own expense any facility required.

26.4 Where a safe is provided for the Contractor's use, the Contractor will be responsible for the safekeeping of any monies and ensure that the Site are indemnified against loss or theft.

26.5 Meal charges to be paid by the School as per clause 26.1 will be in the form of a monthly invoice, format to be agreed with the Head Teacher.

26.6 Payment by the School will only be made subject to receipt of evidence proving the amount of meals invoiced is a true reflection of the meals served as reflected in the agreement. Such evidence must bear the signature of the Head Teacher or his/her nominated representative to confirm the true account of meals served.

26.7 Subject to a correct invoice being received, with substantiating evidence, payment shall be made within 30 days of receipt.

26.8 The Contractor is expected to provide a payment system, which includes cash and online payments.

## **27 PREMISES / FACILITIES PROVIDED FOR THE CONTRACTOR'S USE**

27.1 The Contractor will be allocated a designated area at the school.

27.2

### **Facilities and inventory:**

Kitchen with serving area

Waste bins

Office with telephone, desk and stool

Toilet and sink

Data point

Separate food washing and plate washing sinks

2 x chest freezer

2 x fridge Dishwasher

Steam extractor hood

Oven

Cake mixer

Baking trays, pots, pans, jugs, utensils

Flight trays and cutlery – (please see ITT for further information on our future requirements)

- 27.3 Designated areas are for the use of the Contractor for the provision of this Contract only and any other usage by the Contractor may only be with the express authority of the Headteacher.
- 27.4 Any agreement given under Clause 27.3 will be treated as a separate agreement between the school and the Contractor. Any agreement reached will be bound by its own terms and conditions and will not form any part of this Contract in any way.
- 27.5 Designated areas may also be used by the school for other forms of catering provision or other activities.
- 27.6 The Contractor's Staff may not enter other areas of the school or its environs without the permission of the Head Teacher.
- 27.7 During the Service provision period, parents, pupils and school staff may not enter any food preparation area unless correctly attired and with due deference to statutory requirements and good practice guidelines.
- 27.8 It will be the responsibility of the Contractor to ensure compliance with 27.7. The Contractor is expected to advise the correct procedures to be followed to all eligible persons requiring access.
- 27.9 The school will also provide free of charge (subject to availability – see site schedules for details);
- Use of toilet facilities.
  - Use of office facilities at the discretion of the Head Teacher
  - Access to a telephone where one exists
  - Utilities; Hot and cold running water, electricity and/or gas.
  - Kitchen appliances/equipment. (see inventory)
  - Light equipment
- 27.10 It is expected the Contractor will ensure facilities and utilities provided are used with due regard to energy conservation and will exercise energy management control in the course of the operations. The Contractor will ensure that usage does not exceed what is necessary for the provision.
- 27.11 Any use of facilities or utilities by the Contractor not in the provision of the Contract will be charged to the Contractor at cost by the school.
- 27.12 Any failure by the school to provide any necessary service or supply which means the Contractor can not effectively carry out the Service shall be reported immediately to the Head Teacher and any cost incurred as a result may be recharged back to the school.
- 27.13 In the event of disruption to the supplies of utilities, it may be necessary for the Contractor to use disposable equipment. This must be agreed with the Head Teacher prior to use and the cost of supplying the disposable equipment will be the responsibility of the School.

## **28 CONTRACT MONITORING**

28.1 Contract Monitoring will be the responsibility of all Parties to the Contract. The methods of monitoring will comprise of a minimum of same or similar processes or procedures as following;

### **Meetings**

28.2 The Contract Manager will be expected to attend regular meetings on site with the Head Teacher (and any other school staff as is deemed appropriate by the Head Teacher) for the purpose of reviewing day to day performance and dealing with minor and current issues.

28.3 As a minimum the Contract as a whole will be reviewed on an annual basis by the Head Teacher in the anniversary month.

### **Performance Indicators**

- The Contractor will assess the performance on a monthly basis by means of a Performance Indicator returned by the school. The Performance Indicator will be completed by the Head Teacher in person or returned electronically to the Contract Manager.
- The Performance Indicator will indicate the satisfaction of the Head Teacher with the Contractor's performance during that month in their school.
- Where the School is approached but fails to submit a Performance Indicator, the Contract Manager will assume that the performance is deemed satisfactory at the school.
- The Contractor is expected to carry out his own regular quality assessments of the service in the school (frequency to be agreed between the Contractor and the Head Teacher) and copies of such will be made available to the Head Teacher on request.

### **Site Visits**

- Throughout the contract, the contractor will have initiated and maintained a documented system of quality control designed to ensure that the school is well and properly served and the specification is complied with in all respects.
- During any professional's visits to the site, the Contractor's staff will be expected to make available their daily record books, health and safety manuals, training records and any other paperwork relevant to the service delivery at that school.
- A visit report sheet will be produced following a visit and comments will be communicated to the Contractor.
- Any comments needing urgent attention will be communicated to the Contract Manager as soon as possible.
- Failure to comply with any part of the Contract shall be noted and Clause 29.11 will be invoked if appropriate.

## **29 VARIATIONS**

29.1 Throughout the Contract Period and any extension periods, all parties are expected to make suggestions which will improve any or part of the Service.

### **Changes to a Site Service Level Agreement**

29.2 School requirements may be varied by agreement between the Head Teacher and Contract Manager.

29.3 All requests for variations will be notified to the other in writing by the either the Head Teacher or Contract Manager.

29.4 Once agreement to the variation has been achieved, the Head Teacher will raise a variation order, the format of which will be agreed between the Contract Manager and the Head Teacher prior to contract commencement.

29.5 The variation order will be signed by the Head Teacher and sent to the Contract Manager for signatures to authorise the variation.

29.6 As soon as the variation order has been authorised, it will be appended to the existing agreement and will supersede any pre- dated agreement for that element in relation to that individual school or schools if it has been a joint variation agreed by all sites in the contract.

### **Cancellation of the Contract**

29.7 The Head Teacher is required to inform the Contract Manager immediately if he/she wants to remove the Contractor from providing the service for reason that better value can be obtained by the school.

29.8 The Contract Manager will be advised of the request by the Head Teacher.

29.9 The Contract Manager having received notification will within the timeframe outlined provide comment and a solution offering the same or better value to the school.

29.10 Where the Contractor is unable to dispute the evidence and offer a solution, the school will be taken off the Site List at either the end of the next school term, or the next contract anniversary, whichever is most convenient for the school. The Supervising Officer will have the authority to decide (acting reasonably) when the exact date will be.

### **Cancellation of contract for reasons of non compliance with all or part of the Contract;**

29.11 Where cancellation of the contract is for reasons of non compliance of the Contract by the Contractor at that site, then the procedure for Termination in the Contract Conditions shall apply.

29.12 In all circumstances of cancellation, where feasible, the preferred cancellation/addition date shall be in conjunction with the school term or academic year.

### **30 HEALTH & SAFETY**

- 30.1 The school requires that all Contractors and Suppliers adopt safe methods of work in accordance with the Health and Safety At Work Act and maintain and regularly review their own health and safety policies and procedures in accordance with Legislation and general good practice.
- 30.2 The Contractor will observe and abide by all legislation relating to the provision of the services.
- 30.3 Revised policies and procedures must be forwarded to the Head Teacher.
- 30.4 The Contractor may be requested at any time to submit copies of current policies, procedures, risk assessments and COSHH (Control of Substances Hazardous to Health) records by the Head Teacher and/or the Council's Health & Safety Officer.
- 30.5 The Contractor will permit the West Berkshire Council's Health and Safety Officer, or any other person authorised by the Head Teacher, to enter upon any Location or other site of operation at any time during working hours for the purposes of carrying out health and safety checks.
- 30.6 During the inspections, the Health and Safety Officer, or his authorised representative, will inform the Contractor verbally and subsequently in writing of any method of operation or other matter which, in the opinion of the Safety Officer, falls below the requirements of the Council's Health and Safety Policy and Codes of Practice or any other statutory requirement. The matter will be reported to the Supervising Officer and should remedial action be required, to the Health and Safety Executive and / or the Council's Environmental Health Officer.
- 30.7 In provision of the Service, Risk Assessments and Method Statements are the responsibility of the Contractor. The Contractor must immediately report any identifiable risks to the Head Teacher, along with the intended solution to remedy the risk.
- 30.8 Where rectification of an identifiable risk is the agreed responsibility of the Council, the Contractor must also report this to the Council's Health & Safety Advisor. Where known, the expected remedy should also be reported.
- 30.9 Accidents or incidents occurring during the provision of the Contract must be immediately reported as required under Legislation. The Contractor must report to the Head Teacher and Supervising Officer any serious accidents that take place in those parts of any of the Locations where the Services are provided. The Contractor must report to the Supervising Officer any dangerous occurrences that take place on any such premises as detailed in the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR).
- 30.10 Notwithstanding the Contractor's own H&S reporting procedure, the School also requires the Contractor to inform the Head Teacher of any accident or near miss on the premises so that they may enter the information onto West Berkshire Council's own database for reportable H&S incidents.
- 30.11 With respect to fire procedures, the Contractor will be required to ensure that:

- All of the Contractors employees are given appropriate training in fire procedures and that they participate in site fire drills in co-ordination with the rest of the school
- In accordance with the school's risk assessment, the contractors must comply with requirements ensuring the kitchen has the correct fire protection and equipment, in accordance to the size and layout of the kitchen. This equipment shall be supplied and replenished by the School in line with statutory requirements and six monthly fire checks. Fire protection equipment is checked every six to twelve months by a competent person appointed by the Head Teacher.
- All of the Contractors employees must also be given training in the correct and safe use of fire fighting equipment in kitchens.
- The contractor will ensure that all personal protective equipment is supplied, stored and maintained in accordance with PPE Regulations.

30.12 The Contractor will ensure that the relevant Hygiene and Health and Safety signs are correctly displayed and that staff comply with these signs.

30.13 The Contractor will ensure First Aid boxes are supplied for their staff on site and there is a record of nearest hospitals with an A and E facility.

30.14 The Contractor will ensure that all manual handling undertaken by their employees is in accordance with the Manual Handling Regulations.

30.15 The School will not be held liable for any failure by the Contractor to comply with Health & Safety legislation or fire procedures.

## **31 ENVIRONMENTAL HEALTH**

31.1 The Contractor is responsible for ensuring that the catering operation is undertaken in accordance with all relevant food hygiene legislation and quality assurance systems.

31.2 The Contractor will have a policy on Food Hygiene and policy on employment and training of Food Handlers.

31.3 The Contractor will be responsible for registering all food business premises used in the provision of this Contract with Environmental Health

31.4 Environmental Health Officers may inspect all or part of the premises used by the Contractor in the provision of the Contract without notice.

31.5 The Supervising Officer may invite, at any reasonable time, an Environmental Health Officer or other appropriate specialist to inspect all or part of the premises used by the Contractor in the provision of the Contract.

31.6 The Contractor will respond directly to any request or notice served by an Environmental Health Officer.

31.7 Any issue which cannot be rectified within the given timescales shall be reported immediately to the Supervising Officer.

31.8 The Contractor will deliver to the Head Teacher within two working days any Environmental Health Report relevant to the services, staff, catering premises and equipment or other activities in relation to this Contract, together with his



observations and a statement of the steps taken or proposed to be taken by him in order to comply with any requirements specified in such a report.

31.9 The Contractor will notify the Head Teacher immediately of any legal notices including Hygiene Improvement, Hygiene Prohibition and Hygiene Emergency Prohibition Notices.

31.10 The Head Teacher shall deliver to the Contractor similarly any such report received by the school.

31.11 In the event of an alleged or suspected food poisoning or contamination incident the Contractor shall ensure that a report is presented to the Head Teacher containing the following information:

- Detailed composition of the meal
- Food sample availability
- Remainder of same batch of foodstuffs (or the packaging)
- Number of suspected victims
- Date and time of meal consumed
- Date ingredients delivered and supplier (including addresses and depot telephone numbers).
- Method of storage
- Time and method of preparation and cooking
- Storage after cooking
- Who ate the meal
- Precise symptoms of illness, the time of the first sign of illness, whether the victims have consulted their GP and, if so, whether faecal samples have been submitted for examination.
- Precise details of the alleged contamination and any resulting effects.

31.12 In the event of any investigation by an officer from West Berkshire Council's Environmental Health Services, the Contractor will co-operate fully in the investigation and ensure that all those members of staff who have been in contact with the preparation or service of the meal are available for interview.

### **Pest Control**

31.13 The Contractor will notify the Head Teacher immediately of any pest infestations within the catering premises. Pest Control will be organised by the Head Teacher of the premises. The contractor will comply with any request of the appointed Pest Control Officer.

## **32 SECURITY AND ACCESS TO THE SITE**

32.1 The Contractor shall have access to each site on normal working days for the hours necessary to provide the services required by the school. Otherwise, i.e. when pupils are not in attendance at the school, the Contractor shall have access only by prior arrangement with the School for the purposes of planning and preparing the next service, staff training or cleaning.

32.2 Only the Contractor's staff and persons making deliveries to the Contractor in connection with the provision of the services may enter or use any part of the site.

- 32.3 The Contractor shall be responsible for the security of all goods, materials and equipment used in the provision of the Service which belong to the Contractor or the school.
- 32.4 The Contractor shall in conjunction with the school ensure, in particular, that such Locations and areas are properly locked, windows tightly secured and all lighting and all kitchen equipment switched off.
- 32.5 The Contractor will not implement any security activities, overt or covert at any location, without the written permission of the school.
- 32.6 Police intervention in any matter of security shall be the responsibility of the Head Teacher.
- 32.7 Where it is convenient to both the Contractor and the school, the Head Teacher may agree to a member of the Contractor's Staff becoming a key holder.
- 32.8 The Contractor will be responsible for ensuring the safekeeping of the key and the return of the key to the Head Teacher upon termination of the Contract or when requested to do so.
- 32.9 The Contractor will ensure the key holder is of good character and does not abuse the privilege accorded.

## **APPENDIX A**

### **POLICIES AND PROCEDURES**

#### **Use of Kitchens by Other Parties**

It is appreciated that on occasions persons other than the appointed caterers may wish to use the school kitchen, and therefore the following should be considered and applied.

- As the kitchen is part of the school, only the school may allow the use of the kitchen outside its normal use by the caterer.
  - Only those qualified to do so should be allowed to prepare foodstuffs (as in accordance with the Food Hygiene Regulations).
  - Any food preparation requiring the use of any pieces of equipment should only be carried out after first consulting the caterer as to the suitability of use.
  - Should the caterer deem it necessary for a member of staff to be present to oversee the safe use of equipment the school will be charged all such costs including travelling time and an administrative overhead.
  - Any breakages or damage must be reported and paid for.
  - Kitchen equipment, the kitchen and surrounding areas must be left clean and suitable for immediate use. Should a pre-production clean be necessary by the caterer the school will be charged at cost plus an administrative charge.
  - The caterer will not be held responsible whatsoever for any claims arising from either the school or those allowed to use the kitchen.
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## CONTRACTORS ON SITE

The following are instructions to Contractors in respect of working practice required at all Sites. They are in addition to, and not in place of, any requirements determined by the Site when commissioning work or otherwise.

1. The Contractor shall liaise with the Site manager to ensure that all Contractor Staff are fully aware of procedures in the event of fire or fire drills at the Site.
2. It is not permitted for any of the Contractor's Staff to;
  - a) Smoke or consume alcohol on Site.
  - b) Communicate with visitors to the Site, except to respond to a directed question.
  - c) Use abusive or foul language.

(Any difficulty encountered with visitors to the Site must be reported to the Site Manager)

3. Access to an interior part of the Site, including toilet and telephone facilities, are denied except where permission is given by the Site Manager. Access is also prohibited to workmen with unclean (or inappropriate) clothing.
4. The site will refuse deliveries from third parties for items not ordered for specific use on that site. Deliveries for the Contractor's staff must be made during contracted hours and signed for by a member of the Contractors staff.
5. The Contractor is obliged to be aware of the Sites activities and should advise all delivery persons of inconvenient timings (e.g. school break times and lesson changes). No delivery should be undertaken without the permission of the Site Manager who will advise the most convenient times and areas for deliveries to take place.
6. The Contractor must not rely on the availability of Site employees to assist with receipt of deliveries, e.g. Caretakers. Should deliveries for the Contractor arrive outside normal working hours at the Site, the Contractor may be charged any costs incurred such as overtime or call out charges.
7. The Contractor is forbidden to use any equipment belonging to the Site, or occupy any area within the Site, unless authorised to do so by the Site Manager.

The Contractor must follow the Site procedure for arrival at and departure from the Site.

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## Supporting Legislation

- Food Standards Act 1999
- Food Safety Act 1990
- The Food Information Regulations 2014
- Health and Safety at Work Act 1974 etc.
- Control of Substances Hazardous to Health Regulations 1994 and 1999
- The School Food Standards 2015

See also;

- The School Food Plan 2013
- Safer Food Better Business.
- Childhood Obesity: a plan for action – chapter's 1 and 2. Dept of Health and Social Care.