

Catering in emergency operations

Authorised by	Manager, Emergency Operations	Authorised date	22 May 2015
Authorisation period		Effective date	22 May 2015

1. Application / Scope

- Provision of wholesome, safe, cost effective and varied meals may be required for personnel working as part of an emergency operation. Meals are to be supplied in accordance with the Emergency Management – catering and meals policy.
- Catering for emergency operations is the responsibility of either Logistics or a contracted service provider to manage, including storage, personal hygiene and cleaning, food preparation and service, accountability and management of expenditure.

2. Abbreviations / Definitions

- DCP: Dangerous Contact Premises
- FCP: Forward Command Post
- IP: Infected Property
- P-Card: Purchase card

3. Resources / Equipment

- Accredited food handlers
- Audit process for food handlers – refer to existing arrangements (where possible)
- Incident Notification Form
- Undercover place to dine eg: marquee or similar (should not be an animal shed)
- Facilities to wash hands, face etc before eating
- Hygienic food serving facilities
- Suitable food storage facilities
- Meal sign-on register
- Meals summary form
- Task Request (WebEOC) – used for requesting meals/approval

4. Warnings

- Food must be safe, nutritious and suitable to the type of work being undertaken to avoid personnel becoming ill and unnecessarily fatigued.
- Induction records must identify personnel with allergies and food restrictions. Suitable meals should be provided to personnel identified with allergies and restrictions (special needs).
- Taking breaks and sharing meals is an opportunity to informally ‘debrief’ and to ensure personnel are not being adversely affected by their role in the emergency operation. To achieve this, personnel should be provided with meals from a single venue that allows socialising, where possible.
- In emergency operations which involve destruction of livestock, consideration should be given to avoiding any perceived links between livestock and meals.

5. Procedure

5.1. Catering management

Catering can be sourced from:

- Contracted catering service providers that provide meals at specified times and locations. Providers may include commercial suppliers and supporting agencies under arrangements.
- Food establishments such as restaurants and cafes, which may include delivery to site. Accounts may or may not be available at these establishments. Agreements with proprietors may be required to extend trading hours, eg evening meals and earlier start for breakfast service at accommodation.
- Logistics providing self-catered supplies such as snacks, drinks, sandwich/BBQ ingredients.
- Other food sources such as supermarkets, butchers (ie shops). Self-catering may be the only option particularly in remote areas or where restaurant/café opening hours do not correspond to operational hours. Self-catering may involve preparation of food in accommodation (preferably with kitchen facilities), and BBQs.

Logistics is required to:

- Ensure catering service provider is accredited and complies with health regulations and codes
- Check/audit meals provided are to an acceptable standard (quality, quantity, location and time) including seeking feedback from personnel on catering provided
- Source and use expertise to assist in monitoring food hygiene standards
- Ensure field caterers:
 - have suitable transport, storage and preparation facilities/equipment
 - have facilities for washing hands etc prior to meals being served
 - use disposable cutlery, plates and cups for served food
 - dispose of waste following each meal
- Ensure that any report of illness linked to food quality is immediately investigated and treatment sought as appropriate. An Incident Notification Form must be completed.
- Ensure that all meals are consumed at the time of collection. Leftover food should be disposed of immediately. The exception would be items such as fruit and commercially pre-packed snacks, chocolates etc.
- Ensure all dining facilities are wiped down after each meal and cleaned daily
- Reconcile catering expenditure. This includes the collation of the daily registers (eg meal sign on sheet) numbers on the weekly meals summary form which includes the relevant task request number(s).
- Inform personnel during induction of the catering arrangements including location of establishments with accounts and reimbursement processes

5.2. Provision of meals

Logistics collates the catering requirements; number and type of meals (including special dietary requirements), times, locations, and any restrictions of personnel not to receive meals; and notifies either the relevant catering service provider and/or food establishments.

Catering service providers deliver food suitable to weather conditions, location, facilities and type of work conducted by personnel. Records are kept for number and type of meals and personnel catered for (using the Meal sign-on register or other logging system).

Work location supervisors, using task requests, ensure a continuous supply of water, drinks and suitable energy food.

No alcohol is to be either provided or consumed at any work location or while on duty (including travel) during the operation. The cost of the evening meals (refer to the current government allowances) typically includes a beverage that can be non-alcoholic or one standard alcoholic drink. Any additional beverages are at personal cost.

5.3. Meals Accountability

Adequate recording systems for meals provided is required to reconcile number and cost of meals compared to number of personnel eligible to be provided food.

Log attendance at meals on entry to catering/dining areas, and at restaurants and cafes using a meal sign-on sheet or other logging system. A separate record is required for each meal. Records (eg meal sign-on sheets) are retained to validate catering invoices.

Field supervisors should sign the catering invoice at the time meals are picked up or delivered. Attach a meal register or log to the invoice to account for the meals picked up/delivered.

5.4. Payment

Where no account has been established personnel must provide an original tax invoice and may either be reimbursed through agency/organisation invoice, pay by Purchase Card (P-Card (preferred option), claimed through SAP ByDesign New Expense Report as an “out of pocket expenses” claim, or as the least preferred option, petty cash (if available). All expenditure must be covered by a task request and claimed as an actual allowance (refer to the current government allowances).

Where accounts have been established with suppliers, payment can be by P-Card (preferred option) or a ‘limit order’ in SAP ByDesign. A meal sign-on register is required for such cases where multiple meals are purchased which should be processed with the tax invoice and attached to the task request in WebEOC.

P-Cards can also be used to purchase food for multiple days (for self-catering). The expenditure must be covered by a task request which details the number and type of meals and the number of personnel. Accounts may also be established at shops for the purchase of food.

6. References

Policy

- Emergency Management – Catering and meals policy
- NSW Trade and Investment Travel policy (intranet)
- NSW Trade and Investment Purchase Cards policy (intranet)

Procedure

- [Auditing emergency response and preparedness activities](#)

Forms and templates

- [Meals sign-on sheet](#)
- [Meals summary](#)

Information

- [Crown Employees \(Public Service Conditions of Employment\) Award 2009](#)
- [Food safety for caterers – Food Authority information sheet](#)

7. Revision History

Version	Date	Section	Details
1	17 Feb 03		For approval
2	25 Aug 08	All	Complete re-write and reformatting
3	19 May 15	All	Reviewed for currency post EI; reformatted & reviewed

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8. Appendices

- Nil