

University Food Services Policies & Procedures

Policy Statement

This policy sets out the conditions governing food operations in order to ensure safe, efficient, and economical food services.

This policy applies to all food services offered on University property.

University Food Services Policies & Procedures covers the following;

- Establishing Food-Services Outlets
- Prices' Protocols for operating campus vendors.
- Catering & Hospitality (reflecting on catering from external services providers)
- Complaints
- Sponsorship and Fundraising Activities involving Food Services
- Conflict of Interest

Reason for Policy/Purpose

In mostly all of the policy terms pertaining to food, the policy basically reflects on obligatory conditions set forth by Egyptian Food Laws.

The policy was developed to reflect on the University Food Services mission which include; ensuring compliance of services providers and activities with food laws and food safety regulations and standards. The presence of the policy sets the appropriate frame to monitor compliance of whomever involved in providing food services to AUC community on Campus. Absence of this policy frame will result in high risks associated with food services and/or activities.

Who Approved This Policy

The original policy was approved by Brian MacDougall, Executive Vice President for Administration and Finance, on Sept. 7, 2013.

An amendment to the policy was approved by Brian MacDougall , Executive Vice President for Administration and Finance. April 5, 2016.

Who Needs to Know This Policy

AUC Community.

Web Address for this Policy

<http://in.aucegypt.edu/services/food-services/policies-and-procedures>

Contacts

Responsible University Official: Wafaa Sadek Amin, Sr. Director of University Food Services
Sahar Kamal Mohamed, Associate Director, University Food

Services

Ayman Shams, Food Safety Auditor, University Food

Services

Responsible University Office: University Food Services

If you have any questions on the policy or procedure for [**University Food Services Policies & Procedures**] policy, you may:

1. Call [Sahar Kamal Mohamed] at [ext. 4144], or
2. Send an e-mail to [food]@aucegypt.edu

Definitions

Term (alphabetical order)	Definition as it relates to this policy
Campus	Any of AUC Campuses.
Committee	The Food Services Advisory Committee
Outlet	Food selling facility
Vendor	Food services provider

Policy/Procedures

University Food Services Policies & Procedures

GENERAL OBJECTIVES

This policy sets out the conditions governing food operations in order to ensure safe, efficient, and economical food services.

In mostly all of the policy terms pertaining to food, the policy basically reflects on obligatory conditions set forth by Egyptian Food Laws.

UNIVERSITY FOOD SERVICES MISSION

University Food Services is responsible for food service administration on campus. This specifically involves negotiating and implementing all food service contracts and ensuring policy compliance.

University Food Services coordinates the activities of the Food Services Advisory Committee. The Committee includes representatives from student organizations, faculty, staff, and parents in order to give a voice to all members of the community while maintaining the benefits of a competitive market. The Committee acts as a forum to discuss food service concerns, issues, ideas and suggestions for improvement and to provide guidance and recommendations to University Food Services.

University Food Services mission includes:

- Maintaining food services quality
- Promoting campus life by providing high quality food services, ensuring hygiene, maintaining appropriate prices in accordance with market realities, introducing variety in line with community demands, monitoring policy compliance, and maintaining a revenue stream in line with University cost recovery practices.

SCOPE OF THE POLICY

This policy applies to all food services offered on University property.

ESTABLISHING FOOD-SERVICE OUTLETS

1. The University will carefully regulate the opening of food service outlets to ensure that the campus market is not oversaturated.
2. Selection of food services providers will comply with service procurement policies and procedures. The Food Services Office will coordinate this process with Supply Chain Management, the Legal Office, The Controller's Office, and other parties related to the aforementioned offices.
3. Student groups and organizations are allowed to sell packed or ready-for-sale goods to raise funds for students activities during student activities and events at designated locations, provided the following:
 - a. The Food Services Office has to approve the products' list and source for temporary activities. Approval will also be contingent on whether the location designated to the service provider fits the appropriate standards of basic food safety measures.

- b. For food suppliers at student outlets, the supplier is to be acknowledged to the University Food Services Office for a pre-selection check and assessment to be presented to the Food Services Advisory Committee for the final approval.
4. Approval of any campus locations to be designated for food services is subject to the approval of AUC President and Executive Vice President for Finance and Administration as well as the consent of Campus Planning & Design, Environmental Health and Safety, Legal, and the University Food Services offices. The University Food Services Office will coordinate with the Food Services Advisory Committee to provide such consent.

Prices

1. The Food Services Advisory Committee is to approve any increase in prices requested by operating vendors before any changes are implemented. The assessment of these requests takes into consideration the justifications provided by the vendor, the duration during which prices remained constant in the outlet, variance of prices between the vendor's outside branches and on-campus outlet, and aspects of quality and overall price margins. Accordingly, the committee declines or passes on requests to change prices.
2. The approval of such requests is granted within a minimal percentage, and on specific items that are clearly affected by changes in the market.
3. Regular checks on outlets operations are done to make sure that no changes are applied except those approved by the Food Services Advisory Committee.

Catering & Hospitality

The purpose of the catering policy is to provide guidelines to assist the University community when food service is required for events. The policy is also intended to minimize the risk involved with the preparation, transport, and holding of food and to protect University liability. These policy and procedures provide information for consistent and convenient service to the community.

Catering

POLICY: All university departments and student organizations (especially where students' activities involves department payments) planning an event and/or meetings that require food for more than ten (10) people are required to go through University Food Services for approval whenever an external service provider is involved. Requests for catering services from outside caterers should be addressed to the University Food

Services for necessary approval. Requests for external catering should include justification, and it should be addressed to the University Food Services Office (food@aucegypt.edu) at least 48 hours prior to the event (that is, within working days).

Finally, to proceed with outside catering requests, a hold harmless disclaimer will be created by the Legal Office to be signed by the caterer and referred to in order to avoid liability.

Hospitality

The Controller's Office 2010 Hospitality governs hospitality and function. This policy must be followed so that the Controller's Office can handle catering payments.

<http://www.aucegypt.edu/offices/controller/Documents/Hospitality%20policy1.pdf>

PROCEDURE: Arrangements for all catering should be made with the acknowledgment of the University Food Services Office. The Office can be contacted via email at food@aucegypt.edu or at ext. 4144.

Payment documents should include:

- Catering Request Form: to be sent to the University Food Services Office prior to the event and should be signed by the Director of the requesting Office, identifying date and place of function, type of function (lunch, dinner, reception, etc.), purpose or justification of function in the form.
- List of Attendees: to be done whenever possible. At the least guests' recognition descriptions and other important facts about the attendance should be confirmed.
- Fund Reservation Form
- Service Providers signed invoice
- For outside caterers, and further to the above requirements, payment documents should also include:
 - The prior approval of University Food Services Office.
 - A copy of the vendor's valid insurance certificate and license to provide food services.
 - A legal hold harmless disclaimer signed by the caterer as referred to in the aforementioned catering policy.

Should an office fail to acquire a prior approval from the University Food Services, The Controller's Office shall not proceed with the vendor's payment from Department's Budget. And the violating staff member could be subjected to staff disciplinary action.

Complaints:

- Complaints should be officially communicated to the University Food Services to food@aucegypt.edu.
- The University Food Services should investigate complaints and assess the needed corrective actions before addressing the problem.
- The University Food Services Office should follow up on corrective actions with service providers
- Complaints reported to the Food Services Advisory Committee for inputs from the committee members
- The University Food Services should communicate with the Legal Office and the University Administrations for final decision and/or actions against provider if there are service violations in accordance with contract terms.

Sponsorship and Fundraising Activities involving Food Services

Student organizations may solicit off campus sponsors' products that do not need to be kept in hot or cold storage in order to fit in the provisional set up and standalone booths associated with these activities and its temporary locations.

PROCEDURE: Sponsorship activities involving off campus food services must be approved by the Student Development Office and the University Food Services. Activities that has been approved to accept a sponsored (food) service must provide the following:

- A description and value of the food to be served.
- The approval of the Student Development Office and the University Food Services.
- A hold harmless agreement signed by the vendor in favor of the organizing body and the university to specify the liability of the service provider/supplier for any service hazardous/defects.
Authorized agreements between student organizations and companies must contain the following clauses:
 - The University accepts no responsibility for incidents or conflicts between the student organization and the company in question.
 - All agreements must comply with University policies, procedures, and decisions.
 - A copy of the vendor's valid insurance certificate and license to provide food services.
- The University will not honor unauthorized arrangements that have taken effect without the official authorization.

Students' and/or Organizers who commits violations to the policy and/or ignore guidance within which Food Services Approval is given will be declined of the food permission immediately. Such violations would be forwarded to Students Community Standards Office.

Conflict of Interest

- Currently employed faculty and staff members as well as currently enrolled undergraduate students are not allowed to participate in tenders for food services providers.
- Faculty, staff, and students are not allowed to develop partnership with food service provider in association with on campus operations.

EXCEPTIONS

There can be no exception to this policy without the written approval of the University Food Services Office or higher author

Forms/Instructions

Catering Forms, available with Campus Caterers, and in University Food Services Office.

List of banned vendors, developed to include services providers who were involved in services with high risk, mal-practices, or violations of critical implications to the community they served. The document is available in the University Food Services Office records, and it is shared with common involved parties (OSD, student groups and clubs, and event organizers).

There are extensive external documents which provide relevant information with regard to food safety standards, regulations, and food laws, also documents with emphasize on food safety and controls in Egypt. Just to refer to some; please refer to;

<http://www.fao.org/> (in particular; <http://www.fao.org/docrep/meeting/004/ab424e.htm>)
http://www.mohp.gov.eg/News_webpart/dispNews2.aspx?ID=66# وزارة الصحة والسكان – الإدارة العامة لمراقبة الأغذية

That is besides other Egyptian institution involved in Food safety and controls.

Related Information

Hospitality Policy;

https://documents.aucegypt.edu/docs/offices_controller/Hospitality%20policy1.pdf

Supporting documents; Students Sponsored and Research Activities (FAQs) is a referral document which covers frequently asked questions and responses, and it can be located in;

<http://in.aucegypt.edu/services/food-services/policies-and-procedures>

Appendices *(optional)*

N/A

History/Revision Dates

Origination Date: July, 28, 2013

Last Amended Date: March, 30, 2016

Next Review Date: Not yet scheduled